

03

HUMAN RESOURCES MANAGEMENT

人力資源管理





a.

編制

截至二零一九年年底，消防處的人員編制為 11,132 人，包括 10,345 名軍裝人員和 787 名文職人員。

財政

二零一八至一九和二零一九至二零財政年度，部門總開支分別為 65.03 億元和 69.44 億元，各佔有關年度政府總開支的 1.5% 和 1.3%。

招聘

二零一九年，消防處經嚴格甄選後，共聘任 551 名軍裝人員，包括 63 名消防隊長（行動）、六名救護主任、四名消防隊長（控制）、八名消防隊目（控制）、281 名消防員（行動／海務）、六名消防員（工程組）和 183 名救護員。年內亦有八名技工和一名二級特別攝影員受聘（圖一）。

- a. 食物及衛生局局長陳肇始教授在結業會操檢閱結業學員。
The Secretary for Food and Health, Professor Sophia Chan, reviews the passing-out parade.
- b. 消防處人員在職業博覽會向參觀者介紹部門的工作。
Visitors are briefed on the work of the FSD at a career expo.

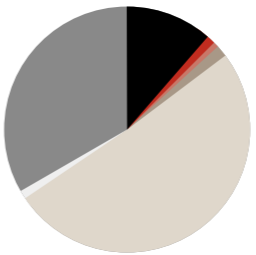


b.

1 軍裝人員招聘 Uniformed staff recruitment

551 人
members

- 63 消防隊長（行動）
Station Officers (Operational)
- 6 救護主任
Ambulance Officers
- 4 消防隊長（控制）
Station Officers (Control)
- 8 消防隊目（控制）
Senior Firemen/Firewomen (Control)
- 281 消防員（行動／海務）
Firemen (Operational/Marine)
- 6 消防員（工程組）
Firemen (Workshops)
- 183 救護員
Ambulancemen/Ambulancewomen



Establishment

The department has an establishment of 11,132 as at end of 2019, comprising 10,345 uniformed and 787 civilian staff.

Finance

In the 2018-19 and 2019-20 financial years, the total expenditure of the department amounted to \$6,503 million and \$6,944 million respectively, representing 1.5 % and 1.3% of the total government expenditure of the corresponding years.

Recruitment

In 2019, a total of 551 uniformed staff were recruited after stringent selection processes, including 63 Station Officers (Operational), six Ambulance Officers, four Station Officers (Control), eight Senior Firemen/Firewomen (Control), 281 Firemen (Operational/Marine), six Firemen (Workshops) and 183 Ambulancemen/Ambulancewomen. Eight Artisans and one Special Photographer II were also recruited during the year (Figure 1).



c.

培訓和發展

c. 消防及救護學院為消防處屬員、本地及海外政府部門和機構，提供消防及救護相關訓練課程。
The FASA provides training courses on fire and ambulance related services for the FSD personnel as well as officers from other government departments and organisations, both local and overseas.

d. 消防及救護學院的坍塌搜救場模擬樓宇倒塌場景，讓學員在惡劣環境下進行救援及處理傷者的訓練。
The urban search and rescue field at the FASA simulates the scene of building collapse, allowing trainees to conduct training on rescue and treatment for the wounded in harsh environment.

消防及救護學院

消防及救護學院於二零一六年年初正式啟用，二零一七年全面運作，大大提升了部門整體的專業培訓能力。學院座落於將軍澳百勝角，佔地 158,000 平方米，為新聘和現職的消防和救護人員提供 526 個訓練宿位，讓消防和救護兩個職系的人員有更多機會一同受訓，藉此提升他們處理緊急事故的應變和協調能力。學院亦為政府其他部門、私營機構、市民和海外同業提供消防和救護相關訓練課程。

學院有多種先進的模擬訓練設施，提升本處屬員處理涉及鐵路、隧道、船隻、飛機和燃料庫等事故的專業知識和救援技巧；並提供高空拯救、坍塌搜救和室內煙火特性等專門訓練，加強屬員應付大型事故的能力。

學院為消防隊長學員和消防員學員提供為期 26 周的留宿基礎訓練。課程內容廣泛，涵蓋部門行政、基本滅火救援技巧、管理和領導才能、消防學、消防工程學、消防車輛和裝備應用、室內煙火特性訓練、呼吸器操作、基本救護學、體能訓練、防火和法例。新聘的救護主任和救護員亦須在學院接受為期 26 周的基礎訓練，內容包括基本輔助醫療知識和技能、法例、情緒智商、顧客服務、步操、紀律訓練、體能訓練和救護車隨車實習。二零一九年，共有 59 名消防隊長學員、16 名救護主任學員、261 名消防員學員和 186 名救護員學員完成基礎訓練。

Training and Development

Fire and Ambulance Services Academy

Opened in early 2016 and fully commissioned in 2017, the Fire and Ambulance Services Academy (FASA) has significantly enhanced the department's overall professional training capability. Occupying an area of 158,000 square metres in Pak Shing Kok, Tseung Kwan O, the academy provides 526 residential training places for both newly recruited and serving fire and ambulance personnel. It provides more opportunities for the fire and ambulance personnel to be trained together, thereby enhancing their response and co-ordination capability in emergencies. The academy also offers fire and ambulance related training courses for other government departments, private sectors, members of the public and our overseas counterparts.

Equipped with a wide range of advanced simulated training facilities, the FASA provides the FSD members with professional knowledge and rescue techniques in handling incidents involving railway, tunnel, vessel, aircraft and fueling facility. Specialised training in high angle rescue, urban search and rescue and compartment fire behaviour are also given to strengthen their capability in dealing with large-scale incidents.

The academy provides 26-week foundation residential training to Recruit Station Officers and Firemen. The wide curriculum

includes departmental administration, basic firefighting and rescue techniques, management and leadership, fire science, fire engineering, use of appliances and equipment, compartment fire behaviour training (CFBT), breathing apparatus operation, basic ambulance aid, physical fitness training, fire protection and legislation. Likewise, newly recruited Ambulance Officers and Ambulancemen/Ambulancewomen have to undergo 26-week foundation training at the academy which comprises basic paramedic knowledge and skills, legislation, emotional intelligence, customer service, foot drills, discipline training, physical fitness training and on-car attachment. In 2019, 59 Recruit Station Officers, 16 Recruit Ambulance Officers, 261 Recruit Firemen and 186 Recruit Ambulancemen completed the training.

Foundation training is also provided for Senior Firemen/Firewomen (Control) and Firemen (Workshops) by the academy. During the year, eight Recruit Senior Firemen/Firewomen (Control) and six Recruit Firemen (Workshops) completed the training.

To ensure safe and effective operations against structural fires in different scenarios, various kinds of CFBT courses and seminars are designed to provide members of the department with an in-depth understanding of compartment fire behaviour theories, and to equip them with compartment firefighting techniques. The CFBT Unit also provides training to its counterparts and organisations in other regions.

The FASA also provides training on firefighting techniques to its counterparts and organisations in other regions. In 2019, 223 Fire Officers from the Mainland, 86 Fire Officers from Macau and 399 employees of private organisations and other government departments completed courses on basic firefighting, breathing apparatus operation, fire investigation and fire safety (*Figure 2*).



d.

學院亦為消防隊目（控制）和消防員（工程組）提供基礎訓練。年內有八名消防隊目（控制）學員和六名消防員（工程組）學員完成訓練。

為確保本處屬員能夠在不同情況下，安全有效處理樓宇火警，學院開辦各種室內煙火特性訓練課程，並舉辦研討會，讓屬員深入了解室內煙火特性理論和掌握室內滅火技巧。煙火特性訓練組亦為其他地區的同業和機構提供訓練。

學院又為其他地區的同業和機構提供滅火技巧訓練。二零一九年，有 223 名內地消防人員、86 名澳門消防人員，以及 399 名私營機構和其他政府部門的僱員完成有關基本滅火技巧、呼吸器操作、火警調查及消防安全的課程（圖二）。

除了基礎訓練外，學院亦為在職救護人員開辦專門訓練課程。學院為須擔任救護車主管的隊目級人員提供指揮才能訓練課程，以提高他們在領導、管理、溝通、顧客服務和處理大型事故方面的技巧和知識。部門會挑選和培訓資深隊目級人員成為教官，並安排他們修讀救護總區教官資格檢定課程，提升他們的教學和心理動作技巧，以及對成人學習理論的知識。二零一九年，有 30 名救護人員完成特種救援隊（救護）課程，47 名救護人員完成特種救援隊（救護）覆檢課程，112 名救護人員完成隊目級人員（救護）指揮才能訓練課程，另有 169 名具備二級急救醫療助理資格的救護員參加了

為期一天的領袖訓練課程（圖三）。另外，學院亦為消防人員開辦救護訓練課程，例如供新入職人員修讀的基本救護學課程，以及為在職人員而設的先遣急救員救護學進階課程。

輔助醫療訓練中心

輔助醫療訓練中心於二零一八年由馬鞍山遷往消防及救護學院，大大提升了學習環境及輔助醫療訓練質素。中心設有模擬救護車廂、模擬流動數據終端機和模擬病人監護儀等多項新訓練設施，讓訓練環境更加逼真。

中心為各級救護人員提供專門的輔助醫療訓練，包括二級急救醫療助理訓練、二級急救醫療助理重新考核課程、高級技術訓練和持續醫療教育課程等。

部門會挑選有潛質的救護人員修讀為期 21 周的二級急救醫療助理訓練課程，修畢後可取得二級急救醫療助理資格。該項資格獲加拿大卑詩省司法學院的輔助醫療學校認可，每三年須重新評審一次。部門又會挑選部分二級急救醫療助理接受包括高級氣道處理課程和高級治理程序的高級技術訓練。有關人員取得資格後，每六個月須重新接受評核一次。另外，所有二級急救醫療助理和具備高級技術的救護人員均須每年修讀持續醫療教育課程兩次。

為劃一救護人員的輔助醫療高級技術水平，以及應付市民日益增加的需求，部門將各個高級技術訓練課程整合成為



e.

Apart from ambulance foundation training, other specialised training courses are also offered for serving ambulance personnel. The FASA provides the Non-Commissioned Officer (NCO) (Ambulance) Command Course to NCOs, who are required to perform the role of an Ambulance Supervisor, to enhance their skills and knowledge of leadership, management, communication, customer service and handling of major incidents. The Ambulance Command Instructor Qualifying Course is also provided to some experienced NCOs, who are selected and trained to be instructors, with a view to enhancing their instructional techniques, psychomotor skills and knowledge of adult learning theory. In 2019, 30 ambulance personnel completed the Special Rescue Squad (Amb) Course, 47 ambulance personnel completed the Special Rescue Squad (Amb) Recertification Course, 112 ambulance personnel completed the NCO (Ambulance) Command Course and 169 Ambulancemen with the Emergency Medical Assistant II (EMA II) qualification received the one-day Leadership Training Course (Figure 3). Meanwhile, training courses for fire personnel, such as Basic Ambulance Aid Training for recruit fire personnel and Advanced Ambulance Aid Training at First Responder Level for serving fire personnel, were also provided.

Paramedic Training Centre

Relocated from Ma On Shan to the FASA in 2018, the Paramedic Training Centre represents a great improvement in the learning environment and paramedic training quality. New training facilities, such as simulated ambulance compartment, mobile data terminal simulators and patient monitor simulators, were deployed to facilitate a high fidelity training environment.

The centre provides specialised paramedic training to ambulance personnel of different ranks, including EMA II training, EMA II Recertification, Advanced Skill Training and Continuing Medical Education (CME).

Ambulance personnel with great potential will be selected to attend a 21-week EMA II training course. Successful candidates will be qualified as EMA II providers. The qualification is accredited by the Paramedic Academy of the Justice Institute of British Columbia, Canada and the qualified EMA II providers have to be revalidated every three years. Selected EMA II providers will be trained with advanced skills, including advanced airway management and advanced protocol treatment. All qualified Advanced Skill providers will be reassessed every six months. Meanwhile, all EMA II and Advanced Skill providers will attend CME twice a year.

In order to standardise the advanced paramedic skills level and fulfil the increasing needs of the general public, the advanced skill training courses have been transited into the five-day Integrated Advanced Skill Paramedic Training Course. Bridging courses were also provided to existing Advanced Skill providers for unification of skill level.

e. 消防處為各級救護人員提供專門的輔助醫療訓練。

The FSD provides specialised paramedic training for ambulance personnel of different ranks.

2 為其他機構提供的滅火技巧訓練

Firefighting technique training for other organisations

內地
Mainland 223 persons

澳門
Macau 86 persons

私營機構和其他政府部門
Private organisations and other government departments 399 persons

3 為救護屬員提供的訓練課程

Training courses for the Ambulance Personnel

特種救援隊（救護）課程
Special Rescue Squad (Amb) Course 30 persons

特種救援隊（救護）覆檢課程
Special Rescue Squad (Amb) Recertification Course 47 persons

隊目級人員（救護）指揮才能訓練課程
NCO (Ambulance) Command Course 112 persons

領袖訓練課程
Leadership Training Course 169 persons

f. 消防人員在西九龍救援訓練中心進行搜救訓練。

A firefighter undergoes search and rescue training at the West Kowloon Rescue Training Centre.



f.

期五天的輔助醫療高級技術綜合課程，另為目前具備高級技術的救護人員提供銜接課程，使他們的各項技術均達到一致水平。

駕駛訓練中心

本處承諾處理樓宇火警召喚的召達時間，分別為樓宇密集地區六分鐘，樓宇分散和偏遠地區則為九至 23 分鐘。至於緊急救護服務，目標召達時間為 12 分鐘。要在香港人煙稠密的環境履行上述承諾，緊急駕駛訓練必須以安全操控消防和救護車輛為重。位於消防及救護學院的駕駛訓練中心特設全天候訓練場地，備有先進的駕駛訓練模擬設施和內置完備視聽器材的講習室，供屬員進行緊急駕駛訓練。此外，學院內的道路網絡設計亦模擬香港的道路系統，讓學員有更多駕駛體驗。

駕駛訓練中心除了提供緊急駕駛訓練外，亦為消防人員提供操作高空救援消防車輛的專門訓練，例如旋轉台鋼梯車／梯台車／油壓升降台救生籠的操作訓練，以應付行動需要，提高行動效率，以及維持滅火／戶外救援行動的服務水平。

西九龍救援訓練中心

西九龍救援訓練中心提供持續訓練課程，以加強消防人員處理不同類型火警和事故的技能。中心設有多種先進訓練設施，提供在模擬隧道和迷宮進行的搜救訓練，以及不同情況的實火訓練。二零一九年，共有 5,077 名屬員接受訓練。

管理和發展培訓

二零一九年，有 1,990 名屬員修讀公務員培訓處開辦的各項管理、法律、領導才能、溝通和國家事務研習課程，以助發展事業。年內亦有 131 名屬員分別前往澳洲、加拿大、法國、韓國、內地、荷蘭、新加坡、泰國、英國和美國修讀不同的訓練課程。

體能訓練

體能訓練組為本處人員提供體能訓練，並推廣體育活動，務求屬員保持體格強健。本處屬員的周年體能測驗分為耐力跑和體能測驗兩部分。二零一九年有 8,383 名屬員接受測驗，當中 34.69% 取得最高的「優異」（1/A 或 1*/A*）等級，只有 1.26% 需要複試。

體能訓練組人員經常獲委派協助籌辦部門體育活動，例如陸運會、水運會和龍舟賽，並在活動中擔任裁判。

g. 學員在體能訓練導師指導下進行各項體能訓練。

h. Recruits undergo various physical training activities under the supervision of physical training instructors.



g.



h.

Driving Training Centre

The pledged response times for calls to fires in buildings are six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. For emergency ambulance services, the target response time is 12 minutes. To meet the targets in such a densely populated environment in Hong Kong, it is crucial that emergency driving training focuses on safe control of fire appliance and ambulance. The Driving Training Centre at the FASA provides a designated all weather training ground, an advanced driving training simulator and lecture rooms with full built-in audio/visual equipment for emergency driving training. The road network at the academy is also designed to simulate the road system in Hong Kong to enrich trainees' driving experience.

In addition to emergency driving training, the centre also provides specialised training to fire personnel in the operation of aerial rescue fire appliances, such as Turntable Ladder/Aerial Ladder Platform/Hydraulic Platform Cage Operation, with a view to meeting operational needs, strengthening operational efficiency and upkeeping performance standard in fire-fighting/external rescue operation.

West Kowloon Rescue Training Centre

The West Kowloon Rescue Training Centre provides continuous training programmes to strengthen skills of fire personnel in tackling different types of fires and incidents. Equipped with

a wide variety of advanced training facilities, the centre provides search and rescue training at a simulated tunnel and maze, as well as live fire training in different situations. A total of 5,077 members received the training in 2019.

Training on Management and Development

For career development, 1,990 members attended various courses on management, law, leadership, communication and Mainland studies organised by the Civil Service Training and Development Institute in 2019. During the year, 131 members attended various training programmes in Australia, Canada, France, Korea, the Mainland, the Netherlands, Singapore, Thailand, the United Kingdom and the United States of America.

Physical Training

The Physical Training Establishment (PTE) provides physical training and promotes sports activities for the FSD personnel, with the aim of maintaining their good physical condition. The annual Physical Fitness Assessment for the members consists of two parts: aerobic run and strength test. Out of the 8,383 members who took part in the assessment in 2019, 34.69% achieved the top grading of 1/A (or 1*/A*) and only 1.26% needed to be reassessed.

The PTE staff are often deployed to assist in organising and act as referees at the department's sports events such as athletic meets, swimming galas and dragon boat race.

專責隊伍和興趣小組

國際縱火調查人員協會認可火警調查員、火警調查訓練專家、總區火警調查員及其他有興趣的消防主任。

火警調查訓練專家義務為本處各級消防人員提供相關訓練，而國際縱火調查人員協會認可火警調查員和總區火警調查員則負責於火警調查進行期間，為前線人員提供支援。

二零一九年，共有八名消防主任取得國際縱火調查人員協會認可火警調查員資格，另有 10 名消防主任響應招募擔任總區火警調查員。本處又為屬員舉辦研討會、訓練課程和工作坊等一連串培訓活動，加強他們在火警調查方面的知識和才能。年內，有四名消防主任前往美國，參加各類與火警和縱火調查有關的海外課程。

消防工程學興趣小組

為豐富本處屬員的消防工程學知識，並持續發展和應用消防工程學設計，本處成立消防工程學興趣小組。該小組與香港理工大學合辦消防工程學研究先鋒計劃，促進成員這方面的專業知識。

二零一九年，四名參與計劃的成員就消防設施對摩天大廈自然通風的影響、住宅花灑系統的物理特性、長隧道及岩洞的消防安全管理進行研究，並在美國的國際會議上發表和分享研究成果。他們就在連接岩洞的傾斜隧道中模擬火災情況所撰寫的會議論文，獲美國熱能與流體工程師學會接納，並將於該會主辦的「第五屆熱能與流體工程會議」上發表。另一份研究火警對橫跨路面或在道路上方的行人天橋所造成影響的會議論文，亦獲相關學會接納，發表日期待定。

此外，另有兩名參與計劃的成員在德國於利希研究中心參加火災動力學模擬軟件課程。該課程旨在協助消防安全工程師、科學家和不同持份者深入認識火警模擬軟件的原理和運算方法。

行為與紀律

誠信管理委員會

誠信管理委員會負責制訂《行為與紀律守則》、訂定預防措施，以及舉辦各項推廣活動，以鞏固消防處持廉守正的文化。

各總區亦成立由副消防總長或副救護總長領導的總區誠信管理委員會，負責處理個別工作範疇的潛在漏洞和不當行為，又設計學習教材和籌辦各項活動，加強屬員對利益衝突、貪污及誠信問題的警覺性。

二零一九年，各總區開始推行誠信管理培訓周期，推廣和鞏固廉潔文化，並就此為屬員開辦各種入職或複修課程。

紀律專責隊伍

紀律專責隊伍由超過 300 名已受訓的主任級人員組成。為維持高水平的紀律研訊工作，隊伍轄下設有紀律聆訊諮詢小組，以促進成員之間的知識交流，並給予指導。二零一九年，管理組為成員籌辦了兩場簡介會。

專業發展

火警調查組

火警調查組除了就火警調查工作提供技術和後勤支援外，亦為本處屬員提供火警調查的專門訓練。該組成員包括

Specialist Teams and Interest Groups

Conduct and Discipline

Integrity Management Committee

The Integrity Management Committee formulates the Code of Conduct and Discipline, sets up preventive measures and organises various events to promote an ethical culture among members, with a view to reminding colleagues to uphold integrity and honesty in serving the public at all times.

A Command Integrity Management Committee, led by a Deputy Chief Fire Officer or Deputy Chief Ambulance Officer, has been set up in each command. Potential pitfalls and malpractice related to specific work areas are addressed in the respective Command Committees. In addition, learning materials are designed and various activities are organised to enhance members' awareness of conflict of interest, corruption and integrity-related issues.

In 2019, individual command commenced to implement an Integrity Management Training Cycle to promote and reinforce a culture of probity. Various sessions of induction or refresher training were conducted for the members.

Service Discipline Team

The Service Discipline Team comprises more than 300 trained officers in the department. To maintain a high standard of performance in disciplinary proceedings, a Disciplinary Advisory Group under the team has been set up to facilitate knowledge-sharing and provide guidance to team members. Two briefing sessions were organised by the Management Group in 2019.

- i. 副消防總長(質素保證及管理)鄭瑞安(左三)與心理服務組及伙伴團隊的代表在新加坡出席刑事及行動心理學亞洲會議 2019。Deputy Chief Fire Officer (Quality Assurance and Management) Cheng Sui-on (third left) attends the 2019 Asian Conference of Criminal and Operations Psychology held in Singapore, with representatives of the Psychological Services Unit and the Peer Support Team.

Professional Development

Fire Investigation Group

The Fire Investigation Group provides technical and logistic support for matters related to fire investigations, as well as specialised training on fire investigation to the FSD members. The group is composed of International Association of Arson Investigators Inc. Certified Fire Investigators (IAAI-CFI®), Specialists of Fire Investigation Training, Command Fire Investigators and other interested fire officers.

Among all, the specialists voluntarily conduct relevant training to fire personnel of different ranks, while the IAAI-CFI® and the Command Fire Investigators take up the responsibility to support frontline officers during fire investigations.

In 2019, eight fire officers attained the qualification of IAAI-CFI® and 10 fire officers were recruited as Command Fire Investigators. A series of training including seminars, courses and workshops were also organised for members to enhance their knowledge of and competence in fire investigation. During the year, four fire officers attended various overseas courses on fire and arson investigation in the United States of America.

Fire Engineering Interest Group

The Fire Engineering Interest Group aims to enrich the knowledge of fire engineering among the FSD members as well as sustaining the development and application of fire engineering design. In collaboration with the PolyU, the group has organised a joint mentorship programme to foster professionalism in fire engineering.

In 2019, four mentees of the programme conducted researches into effects of fire facilities on natural ventilation in supertall buildings, physical characteristics of domestic sprinklers, and fire safety management in long tunnels and rock caverns, the findings would be presented and shared at international conferences in the United States of America. A conference paper regarding the simulation study on Fire Service Intervention in Rock Cavern with Tilted Access Tunnel was accepted and would be presented at the Fifth Thermal and Fluids Engineering Conference organised by the American Society of Thermal and Fluids Engineers. Another paper studying the effect of a fire on a footbridge across or above a road was also accepted and would be presented at another conference.

On the other hand, two other mentees of the programme attended a fire dynamics modeling course at Jülich Research Centre in Jülich of Germany. The course aims to help fire safety engineers, scientists and different stakeholders to gain an in-depth understanding of the underlying theories and algorithms in fire modeling software.



i.

車輛及裝備

消防車輛車廂及工具儲物櫃設計／

裝置改良興趣小組

消防車輛車廂及工具儲物櫃設計／裝置改良興趣小組旨在鼓勵屬員就如何改良車廂和工具儲物櫃的設計，以及改良設計對行動效率的影響提出意見。小組現有 25 名成員，定期會面分享心得與最新技術。

消防個人防護裝備諮詢委員會

消防個人防護裝備諮詢委員會負責統籌各消防單位對個人防護裝備的意見，務使本處人員得到更好的保護。委員會成員來自採購及物流組和職業安全健康分組，並包括來自消防職系的總區安全協調主任和相關員工協會的代表。委員會整合在每季定期會議上所得的意見和結論後，會交予職業安全健康分組審議，再由採購及物流組跟進。

福利、體育康樂

福利

消防福利主任就本處屬員的傷病、住屋、財政和家庭等方面的福利事宜，向他們提供意見。除了就屬員福利與政府部門和其他機構聯絡外，消防福利主任亦會安排探訪住院的屬員，並籌劃和推行員工福利計劃。二零一九年，福利組人員曾與 95 名在職或退休屬員及其家屬面談，就他們的個人和家庭事務提供輔導。

體育康樂

本處一向鼓勵屬員在工作與家庭生活之間取得平衡，務求他們在體能和心理質素兩方面，均符合應對緊急事故的嚴格要求。因此，香港消防處體育福利會積極舉辦各類體育賽事、興趣小組和康樂社交活動。這些活動獲在職和退休屬員及其家屬大力支持，深受歡迎。此外，各興趣小組和體育隊成員亦參加外間舉辦的體育和文化活動，成績美滿，令人鼓舞。

員工關係及支援

心理服務組

本處因應屬員對心理服務的需求，於二零一八年十一月成立心理服務組。該組的兩位臨床心理學家，透過將心理學應用在滅火及緊急救援工作，支援屬員因危急事故而產生的心理需要，提供臨床心理服務，以及舉辦有關心理健康的培訓和教育活動，從而進一步優化消防處的組織韌性和服務效率。

該組的臨床心理學家制訂了全面的工作計劃，處理本處屬員因面對危急事故而產生的壓力，例如在事故發生前提供有關危急事故壓力反應的心理教育；於事故期間派出危機事故支援隊伍提供心理急救，並評估前線人員的心理狀態以作出應變；以及在事故後跟進受重大影響的前線單位，為有需要的屬員提供心理創傷治療服務。

伙伴團隊

伙伴團隊由 120 名來自本處各紀律部隊職系組成，他們在休班時間義務為同袍提供「心理急救」服務，以人性化的方式建立聯繫，細心聆聽，像兄弟姐妹般給予關懷，為受情緒困擾的人員提供實際協助，減低創傷事件所引發的初期情緒壓力，並提升他們適應及應對這些事件的能力。伙伴團隊是本處支援屬員情緒健康的重要資源，團隊成員更會協助心理服務組進行危機介入工作，他們不僅是聆聽者，亦適時轉介有需要的人員予臨床心理學家提供進一步幫助。二零一九年，伙伴團隊為曾在聚眾活動、嚴重巴士事故及其他事故中參與大型行動的前線人員提供心理支援服務，另舉辦了三次壓力管理研討會，吸引大約 300 名屬員參加。

員工關係

本處設有妥善的溝通途徑，讓管職雙方就共同關注的事宜定期交流。這些途徑包括消防處部門協商委員會、總區聯誼會和分區聯誼會，以及文職人員協商委員會。

為加深了解前線人員的需要，處長和副處長會探訪各前線單位，與不同級別的人員直接溝通。副處長又會與員工協會定期會面，商討關乎屬員工作、福利、服務條件和福祉的事宜。有需要時，處長和副處長亦會與員工磋商，就新的管理措施蒐集職方意見，並因應職方關注的事項提供資料。



i.

j. 本處購置多種裝備，讓屬員在應付氣候變化引致的緊急事故時，能維持行動效率和保障個人安全。
The department has procured a number of equipment to ensure operational efficiency and safety when dealing with emergencies arising from climate change.

Appliances and Equipment

Fire Appliances Cabin and Locker Design/

Modification Interest Group

The Fire Appliances Cabin and Locker Design/Modification Interest Group aims to encourage members to share their views about improving cabin and locker designs, as well as their effects on operational efficiency. The group currently comprises 25 members and meets periodically to share thoughts and information on the latest technologies.

Fire Personal Protective Equipment

Advisory Committee

The Fire Personal Protective Equipment Advisory Committee collates comments on personal protective equipment from all units in the fire stream to enhance protection for the FSD personnel. It comprises members from the Procurement and Logistics (P&L) Group, the Occupational Safety and Health (OSH) Unit, Command Safety Co-ordinators in the fire stream and representatives from corresponding staff side associations. Comments and findings consolidated in quarterly meetings are forwarded to the OSH Unit for evaluation and the P&L Group for follow-up actions.



k.



l.



m.

Welfare, Sports and Recreation

Welfare

The Fire Services Welfare Officer gives advice to members on welfare matters, including injury, sickness, housing, financial and domestic issues. Apart from liaising with government departments and other agencies on members' welfare issues, the officer also arranges visits to hospitalised members, as well as organising and implementing staff welfare schemes. In 2019, staff of the Welfare Section interviewed and counselled 95 serving and retired members as well as their families on personal and domestic affairs.

Sports and Recreation

The department strives to encourage its members to strike a balance between work and family life in order to meet demanding requirements for physical fitness and mental strength as emergency responders. In this regard, the Hong Kong Fire Services Sports and Welfare Club proactively organises various sports events, interest groups, as well as recreational and social activities. With the full and active support from both serving and retired members as well as their families, the activities have been well received. Members of various interest groups and sports groups have also participated in external sports and cultural activities with encouraging and fruitful results.

Staff Relations and Support

Psychological Services Unit

To address the needs of psychological services among service members, the Psychological Services Unit, comprising two clinical psychologists, was established in November 2018. The unit is tasked to optimise organisational resilience and operational effectiveness through applying psychology in firefighting and emergency rescue services; responding to mental health needs in critical incidents; providing clinical psychological services; and offering training and education on psychological wellness.

The clinical psychologists have developed comprehensive work plans to handle members' critical incident stress in the pre-incident phase, such as providing psychoeducational training on critical incident stress and its management; incident phase, such as turning out Critical Incident Response Teams to provide psychological first aid and assess psychological conditions of frontline officers; and the post-incident phase, such as following up with frontline units on significant impacts arising from incidents as well as providing specialised psychological trauma services.

Peer Support Team

The Peer Support Team (PST) comprises 120 members of disciplined services grades from all streams who volunteer to provide “psychological first aid” during their off-duty hours. The service aims at establishing a human connection, like brothers and sisters, by active listening in a compassionate manner. It provides practical assistance to reduce the initial distress caused by traumatic events and foster adaptive functioning and coping. The team is an important resource for supporting the emotional well-being of staff members. Its members also assist the PSU in conducting crisis intervention. They are not just listeners but also refer the case to clinical psychologists when the distressed staff require further professional assistance. In 2019, the team conducted psychological support sessions for the frontline personnel who have attended critical operations, such as POEs, major bus incident and more, as well as organising three seminars on stress management, which attracted about 300 staff members.

Staff Relations

Various channels of communication including the Fire Services Departmental Consultative Committee, Staff Relations Units of Commands and Divisions, and the Civilian Staff Consultative Committee have been well established to encourage regular dialogue between the management and staff on matters of common interest.

To better understand the needs of frontline members, the Director and the Deputy Director pay visits to frontline units to communicate with staff of different ranks directly. The Deputy Director also meets with staff associations on a regular basis to discuss issues concerning their work, benefits, conditions of service and well-being. They also hold discussions with staff as required to seek their views on new management initiatives and disseminate information on matters of interest.

k. 各總區的精英健兒參加第42屆消防處陸運會，全力締造佳績。
Top athletes from all commands participate in the 42nd FSD Athletes Games and compete with their best effort for the good result.

l. 消防處派出健兒參加於成都舉行的第18屆世界警消運動會，勇奪110面獎牌。
The FSD personnel win 110 medals at Chengdu 2019 World Police and Fire Games.

m. 消防處的龍舟隊健兒在比賽中發揮團隊精神，誓奪佳績。
The FSD Dragon Boat Team paddles prowess and team spirit in the competition.