

人力資源管理 HUMAN RESOURCES MANAGEMENT

03



軍裝人員招聘
UNIFORMED STAFF RECRUITMENT

- 46
消防隊長 (行動)
STATION OFFICERS
(OPERATIONAL)
- 10
救護主任
AMBULANCE OFFICERS
- 20
消防隊目 (控制)
SENIOR FIREMEN/
FIREWOMEN (CONTROL)
- 327
消防員 (行動/海務)
FIREMEN
(OPERATIONAL/MARINE)
- 21
消防員 (工程組)
FIREMEN (WORKSHOPS)
- 259
救護員
AMBULANCEMEN/
AMBULANCEWOMEN



683 人員
MEMBERS

編制

截至二零二一年年底，消防處的人員編制為11,326人，包括10,565名軍裝人員和761名文職人員。

財政

二零二零至二一和二零二一至二二財政年度，部門總開支分別為73.21億元和73.38億元，各佔有關年度政府總開支的1%和1.2%。

招聘

二零二一年，消防處透過嚴格甄選程序，共聘任683名軍裝人員，包括46名消防隊長（行動）、10名救護主任、20名消防隊目（控制）、327名消防員（行動/海務）、21名消防員（工程組）和259名救護員。

ESTABLISHMENT

The department has an establishment of 11,326 as at the end of 2021, comprising 10,565 uniformed and 761 civilian staff.

FINANCE

In the 2020 - 2021 and 2021 - 2022 financial years, the total expenditure of the department amounted to \$7,321 million and \$7,338 million respectively, representing 1% and 1.2% of the total government expenditure of the corresponding years.

RECRUITMENT

In 2021, a total of 683 uniformed staff were recruited through stringent selection processes, including 46 Station Officers (Operational), 10 Ambulance Officers, 20 Senior Firemen/Firewomen (Control), 327 Firemen (Operational/Marine), 21 Firemen (Workshops) and 259 Ambulancemen/Ambulancewomen.

► 消防處於二零二一年經嚴格甄選後，共聘任683名軍裝人員。In 2021, a total of 683 uniformed staff were recruited after stringent selection processes.



消防及救護學院

消防及救護學院自二零一六年落成啟用以來，顯著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598個訓練宿位，讓他們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。學院亦為其他政府部門和不同行業的私營機構的僱員、市民、內地及海外同業提供消防和救護相關訓練課程。

基礎訓練

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、消防車輛和裝備使用、室內煙火特性訓練、呼吸器操作、基本救護學、體能訓練、品德教育、防火和相關法例。至於救護主任學員和救護員學員，同樣須在學院接受為期26周的基礎訓練，內容則包括基本輔助醫療知識和技能、相關法例、情緒智商、顧客服務、步操、紀律訓練、品德教育、體能訓練和救護車隨車實習。此外，所有新入職人員的訓練課程亦包含《中華人民共和國憲法》、《基本法》及《香港國安法》的內容，以加深他們對這些法律的認識和理解，並增強他們對國家的歸屬感和認同。二零二一年，共有40名消防隊長學員、13名救護主任學員、156名消防員學員和130名救護員學員完成基礎訓練。

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20名消防隊目（控制）學員和20名消防員（工程組）學員完成訓練。

為現職屬員提供專門訓練課程

學院備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，加強他們應付大型事故的能力。學院的救護訓練區經專門設計，集合各類救護訓練設施，讓救護學員可完成整個出勤過程的模擬訓練。

學院亦為在職救護人員開辦其他專門訓練課程，包括為須擔任救護車主管的隊目級人員而設的指揮才能訓練課程，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。此外，學院亦提供救護總區教官資格檢定課程。此課程是為一些經挑選和培訓成為教官的資深隊目級人員而設，以提升他們的教學和心理技巧，以及對成人學習理論的知識。另外，學院亦為消防人員開辦救護訓練課程，例如供新入職消防人員修讀的基本救護學課程，以及為現職消防人員而設的先遣急救員救護學進階課程。

FIRE AND AMBULANCE SERVICES ACADEMY

The Fire and Ambulance Services Academy (FASA) has significantly enhanced the department's overall professional training capabilities since its commissioning in 2016. Occupying an area of 158,000 square metres in Pak Shing Kok, Tseung Kwan O, the academy provides 598 residential training places for both newly recruited and serving fire and ambulance personnel. It provides more opportunities for them to be trained together, thereby enhancing their response and co-ordination capabilities in case of an emergency. The academy also offers fire-and-ambulance-related training courses to staff of other government departments and different trades in the private sector, the general public, as well as the department's Mainland and overseas counterparts.

FOUNDATION TRAINING

The FASA provides a 26-week foundation residential training programme to Recruit Station Officers and Firemen. The wide curriculum encompasses courses on departmental administration, basic firefighting and rescue techniques, management and leadership, fire science, fire engineering, the use of appliances and equipment, compartment fire behaviour training, breathing apparatus operation, basic ambulance aid, physical fitness training, moral education, fire protection and relevant legislation. Likewise, Recruit Ambulance Officers and Ambulancemen/Ambulancewomen are required to undergo a 26-week foundation training programme at the FASA, which comprises basic paramedic knowledge and skills, relevant legislation, emotional intelligence, customer service, foot drills, discipline training, moral education, physical fitness training and on-car attachment. Besides, the Constitution of the People's Republic of China, the Basic Law and the National Security Law are also included in the training curriculum for all new recruits in order to enrich their knowledge and understanding of such legislation and increase their sense of belonging towards our country and of national identity. In 2021, 40 Recruit Station Officers, 13 Recruit Ambulance Officers, 156 Recruit Firemen and 130 Recruit Ambulancemen completed the training.

The FASA also offers foundation training to Senior Firemen/Firewomen (Control) and Firemen (Workshops). During the year under review, 20 Recruit Senior Firemen/Firewomen (Control) and 20 Recruit Firemen (Workshops) completed the training.

SPECIALISED TRAINING FOR IN-SERVICE MEMBERS

Equipped with a wide range of advanced simulated training facilities, the FASA furnishes service members with professional knowledge and rescue techniques in handling incidents involving railways, tunnels, vessels, aircrafts and fuelling facilities. Specialised training on high angle rescue, urban search and rescue as well as compartment fire behaviour is also given to strengthen their capability in handling large-scale incidents. The specifically-designed Ambulance Services Training area features an array of various kinds of ambulance services training facilities to allow trainees to go through a simulated training process covering the complete turn-out procedures.

Other specialised training courses are offered to the serving ambulance personnel. The FASA provides the Non-Commissioned Officer (NCO) (Ambulance) Command Course to NCOs, who are required to perform the role of Ambulance Supervisor, to enhance their skills and knowledge of leadership, management, communication, customer service and the handling of major incidents. Apart from this, the academy also offers the Ambulance Command Instructor Qualifying Course to some experienced NCOs, who have been selected and trained to be instructors, with a view to raising their instructional techniques, psychomotor skills and knowledge of adult learning theory. Meanwhile, ambulance aid training courses are made available for fire personnel, such as the Basic Ambulance Aid Training for newly recruited fire personnel and Advanced Ambulance Aid Training at First Responder Level for serving fire personnel.

TRAINING FOR OTHER DEPARTMENTS AND LOCAL ORGANISATIONS

The FASA also arranges training courses for other government departments as well as public and private organisations in Hong Kong, including the MTR Corporation, power companies, gas companies, oil companies and property management companies. In 2021, the FASA organised fire-related training courses for a total of 167 staff from public and private organisations, the objectives of which are to increase their knowledge of firefighting and fire protection and raise the overall awareness of fire safety in the broader community.



◀ 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，提供消防和救護相關的訓練課程。The Fire and Ambulance Services Academy 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 abroad.

為其他部門和本地機構提供訓練課程

學院亦為其他政府部門及本港公私營機構，如港鐵、電力公司、煤氣公司、油公司和物業管理公司等，提供訓練課程。二零二一年，學院為167名來自公私營機構的員工提供與消防相關的訓練課程，目的是增加他們的滅火及防火知識，並藉此提高市民大眾整體的消防安全意識。

與同業訓練和交流

作為區內的訓練樞紐，學院亦為內地及海外同業，特別是來自大灣區城市的同業，提供滅火救援及輔助醫療知識／技巧的訓練和交流機會。二零二一年，儘管親身的訓練和交流活動因2019冠狀病毒病疫情而暫停，學院仍舉行了三場網上研討會，與內地同業進行技術交流。

輔助醫療訓練中心

輔助醫療訓練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先進訓練設施，為各級救護人員提供專門的輔助醫療訓練，包括輔助醫療訓練課程、輔助醫療重新考核課程、高級技術訓練課程和持續醫療教育課程。

另一方面，本處挑選具潛質的救護人員修讀為期22周的輔助醫療訓練課程，修畢後可成為合資格的輔助醫療人員，獲香港學術及職業資歷評審局認可。本處又挑選部分輔助醫療人員接受包括高級氣道處理和高級治理程序的高級技術訓練。所有具有高級技術綜合課程資格的輔助醫療人員須每六個月重新接受評核一次。

為劃一輔助醫療高級技術水平，以及應付市民日益增加的需求，本處將各個高級技術訓練課程整合成為期五天的輔助醫療高級技術綜合課程，又為目前具有高級技術綜合課程資格的輔助醫療人員提供銜接課程，以劃一技術水平。此外，又在輔助醫療高級技術綜合課程中加入視像窺喉鏡的內容，協助前線人員治理懷疑或證實有異物阻塞上氣道的患者。

駕駛訓練中心

本處承諾處理樓宇火警召喚的召達時間，樓宇密集地區為六分鐘，而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。要在香港如此人煙稠密的環境達致承諾的召達時間，緊急駕駛訓練必須以安全操控消防和救護車輛為重。因此，設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。

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，使他們能應付行動需要，提高行動效率，以及維持滅火和戶外救援行動的服務水平。

駕駛訓練中心為本處超過7,000名司機安排每五年須進行一次的駕駛重新甄審測試，以提升他們的防衛性駕駛技巧和駕駛安全意識。年內，中心曾為約1,500名屬員提供約600堂駕駛及操作訓練課。



TRAINING FOR AND EXCHANGES WITH COUNTERPARTS
The FASA also serves as a regional training hub which offers training and exchange opportunities on firefighting, rescue and paramedic knowledge/techniques for the department's Mainland and overseas counterparts, particularly those from the Greater Bay Area cities. In 2021, while such in-person training and exchanges were suspended due to the COVID-19 epidemic, the FASA managed to arrange three online technical exchange seminars with the department's Mainland counterparts.

PARAMEDIC TRAINING CENTRE
The Paramedic Training Centre is fitted with advanced training facilities, such as simulated ambulance compartment, mobile data terminal simulators and patient monitor simulators. It offers specialised paramedic training to ambulance personnel of different ranks, including the Paramedic Training Course, the Paramedic Re-certification Course, and courses on Advanced Skill Training and Continuing Medical Education.

On the other hand, ambulance personnel with potential are selected to attend a 22-week paramedic course, at the end of which they will become qualified paramedics accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications. In addition, selected paramedics will be trained with advanced skills, including advanced airway management and advanced protocol treatment. All qualified paramedics with advanced skills will be subject to reassessment every six months.

For the purpose of standardising the advanced paramedic skill level and meeting the increasing demand from the general public, the advanced skill training courses have been merged into the five-day Integrated Advanced Skill Paramedic (IASP) Training Course. Bridging courses are also provided to existing paramedics with advanced skills for homogenising the level of skills. In addition, video laryngoscope is added to the IASP training to facilitate the handling of suspected or confirmed cases of foreign body upper airway obstruction by frontline personnel.

DRIVING TRAINING CENTRE
The pledged response times for building fire calls are six minutes for built-up areas and nine to 23 minutes for areas of dispersed risks and isolated developments. For emergency ambulance service, the target response time is 12 minutes. To meet the pledged response times in such a densely populated city as Hong Kong, it is crucial to focus emergency driving training on the safe control of fire appliances and ambulances. It is in this context that the Driving Training Centre at the FASA, which features a designated all-weather training ground, is equipped with an advanced driving training simulator and lecture rooms with full built-in audio/visual equipment for emergency driving training.

In addition to emergency driving training, the centre also provides specialised training to fire personnel on the operation of aerial rescue fire appliances, such as Turntable Ladder/Aerial Ladder Platform/Hydraulic Platform Cage Operation, that will prepare them to meet operational needs, strengthen their operational efficiency and uphold their performance standard in firefighting and external rescue operations.

The centre arranges driving revalidation tests for over 7,000 drivers in the department, which should be taken every five years, to enhance their defensive driving skills and driving safety awareness. In the year under review, it provided around 600 driving and operating training sessions for approximately 1,500 service members.

WEST KOWLOON RESCUE TRAINING CENTRE
The West Kowloon Rescue Training Centre provides continuous training programmes to fire personnel to sharpen their skills in tackling different types of fires and incidents. Equipped with a variety of advanced training facilities, the centre provides search and rescue training in a simulated tunnel and maze, and live fire training in different situations. A total of 3,596 fire personnel received such training in 2021.

AIRCRAFT INCIDENTS TRAINING
Established on December 18, 2020 and comprising one Assistant Divisional Officer, one Senior Station Officer and one Principal Fireman, the Aircraft Incidents Training team is mainly responsible for training fire personnel on Aerodrome Rescue and Fire Fighting (ARFF) in aircraft incidents. The team also takes up the role of implementing the Quality Assurance mechanism in the Airport Fire Contingent.

◀ 輔助醫療訓練中心為救護人員提供處理傷者的基本訓練。The Paramedic Training Centre provides foundation training for ambulance personnel in the handling of injured persons.



西九龍救援訓練中心

西九龍救援訓練中心為消防人員提供持續訓練課程，以加強他們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，提供模擬隧道和迷宫的搜救訓練，以及不同情境的實火訓練。二零二一年，共有 3,596 名消防人員接受有關訓練。

飛機事故訓練

飛機事故訓練隊於二零二零年十二月十八日成立，由一名助理消防區長、一名高級消防隊長和一名消防總隊目組成，主要負責為消防人員提供飛機緊急事故的救援和滅火訓練，同時擔當機場消防隊質素保證的工作。

二零二一年，共有 115 名消防人員，其中 32 名屬主任級，83 名屬員佐級，完成了飛機緊急事故的救援和滅火訓練課程，分別取得機場主任級人員和機場消防人員資格。

管理和發展培訓

在事業前途發展方面，二零二一年有 896 名屬員修讀公務員學院舉辦的各項管理、法律、領導才能和溝通技巧課程。由於 2019 冠狀病毒病疫情關係，年內大部分海外訓練課程均暫停。

體能訓練

體能訓練組為本處屬員提供體能訓練，並推廣體育活動，務求他們保持強健體格。本處的周年體能測驗分為耐力測驗（耐力跑）和體力測驗兩部分。年內接受測驗的 8,946 名屬員中，39.5% 取得最高的「優異」（1/A 或 1*/A*）等級，只有 1.22% 需要補測。

體能訓練組人員經常被委派協助籌辦部門體育活動，並在活動中擔任裁判，例如「東京奧運會內地奧運健兒訪港—紀律部隊交流日」及二零二一年「消防處周年競跑」。

In 2021, a total of 115 fire personnel, including 32 officers and 83 other ranks, completed the ARFF training courses and attained the qualification of Airport Fire Officer and Airport Firefighter respectively.

TRAINING ON MANAGEMENT AND DEVELOPMENT

As for career development, 896 staff members attended various courses on management, law, leadership and communication skills organised by the Civil Service College in 2021. Due to the COVID-19 epidemic, most of the overseas training courses were suspended in 2021.

PHYSICAL TRAINING

The Physical Training Establishment (PTE) provides physical training and promotes sporting activities for service members, with the aim of maintaining their good physical condition. The annual Physical Fitness Assessment consists of two parts, namely stamina test (aerobic run) and strength test. Of the 8,946 members who took part in the assessment in 2021, 39.5% achieved the top grade of 1/A (or 1*/A*) with only 1.22% needed reassessment.

PTE staff are often deployed to assist in organising, and act as referees at, the department's sporting events, such as the "Visit of the Tokyo Olympic Games Mainland Olympians - A Day with the Disciplined Services" and the "FSD Annual Run 2021".



- ▲ 駕駛訓練中心備有先進的駕駛訓練模擬設施。The Driving Training Centre is equipped with an advanced driving simulator.
- ◀ 飛機事故訓練隊負責為消防人員提供飛機緊急事故的救援和滅火訓練，同時擔當機場消防隊質素保證的工作。The Aircraft Incidents Training team is responsible for training fire personnel on Aerodrome Rescue and Fire Fighting in aircraft incidents. The team also takes up the role of implementing the Quality Assurance mechanism in the Airport Fire Contingent.
- ◀ 消防人員正進行煙火特性訓練。Fire personnel are conducting compartment fire behaviour training.

專責隊伍和 興趣小組 SPECIALIST TEAMS AND INTEREST GROUPS

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，以及舉辦各項活動，向本處屬員推廣廉潔文化，提醒他們必須時刻秉持廉直守紀、奉公以誠的工作態度。

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，並設計學習教材和舉辦各類活動，提高屬員對利益衝突、貪污及誠信問題的警覺。

各總區自二零一九年開始推行誠信管理培訓周期，以推廣和鞏固廉潔文化。二零二一年，不同總區舉辦了若干推廣活動，旨在讓屬員重溫有關誠信的課題，其中「『誠信一百分』網上問答比賽」是重點活動之一。其他活動還有「誠信口袋記事簿設計比賽」，以及「誠信管理 WhatsApp 貼圖設計比賽」，亦獲屬員踴躍參加。

紀律專責隊伍

紀律專責隊伍由本處逾 300 名已受訓的主任級人員組成。除法律訓練外，專責隊伍成員亦有機會處理紀律聆訊，藉此汲取實務經驗。為維持高水平的紀律研訊工作，專責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。

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，亦提供火警調查的專門訓練。該組成員包括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對火警調查有興趣的消防主任。

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於火警調查進行期間，向前線人員提供支援。

二零二一年，本處為消防人員舉辦網上研討會、訓練課程和工作坊等一系列不同形式的培訓活動，加強他們在火警調查方面的知識和能力。

消防工程訓練專隊

本處成立消防工程訓練專隊，旨在豐富屬員的消防工程知識，並推動持續發展和應用消防工程設計。

專隊為屬員提供各種訓練活動，增進他們的消防工程專業知識，專家成員亦義務為初級人員定期提供消防工程訓練，又盡量把握機會，透過本地及國際會議等各種平台分享他們的專業知識及經驗。鑑於海外訓練課程因 2019 冠狀病毒病疫情而暫停，專隊暫時主要將資源投放在本地訓練上。

人力資源管理

Human Resources Management

CONDUCT AND DISCIPLINE

Integrity Management Committee

The Integrity Management Committee formulates the Code of Conduct and Discipline, draws up preventive measures and organises various events to promote an ethical culture among staff of the department and remind them of the importance of upholding integrity and honesty in public service at all times.

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

The Integrity Management Training Cycle has been implemented in individual command since 2019 to promote and reinforce a culture of probity. With the objective to reinforce staff members' memory on the topic of integrity, a number of promotional activities were conducted by different commands in 2021. One of the most prominent ones was the "Online Integrity Quiz". Other activities including "Production of Information Kit on Integrity Management" and "Integrity Management WhatsApp Stickers Competition" were also well received.

Service Discipline Team

The Service Discipline Team consists of more than 300 trained officers in the department. Apart from training on legal matters, team members are given the opportunities to handle disciplinary hearings to gain practical experience. To maintain a high standard of performance in disciplinary proceedings, a Disciplinary Advisory Group has been set up under the team to facilitate knowledge-sharing and provide guidance to the team members.

PROFESSIONAL DEVELOPMENT

Fire Investigation Group

The Fire Investigation Group provides technical and logistic support for matters related to fire investigations and offers specialised training on fire investigation. The group is composed of the International Association of Arson Investigators Inc. Certified Fire Investigators (IAAI-CFI*), specialists of Fire Investigation Training,

Command Fire Investigators and other fire officers who are interested in this field.

The specialists voluntarily conduct relevant training sessions for fire personnel of different ranks, while the IAAI-CFI* and the Command Fire Investigators render support to frontline officers during fire investigations.

In 2021, a series of training in the form of online seminars, courses and workshops were organised for fire personnel to enhance their knowledge and competence in fire investigation.

Fire Engineering Training Specialist Team

The Fire Engineering Training Specialist Team sets out to enrich the knowledge of fire engineering among service members and to promote the sustainable development and application of fire engineering design.

The team provides various training activities for service members to develop their professional knowledge of fire engineering. The specialists also voluntarily conduct regular fire engineering training sessions for junior officers and seize every available opportunity to share their professional knowledge and experience through various platforms such as local and international conferences. Given the suspension of overseas training amid the COVID-19 epidemic, the team has devoted resources primarily to local training.



◀ 火警調查組為消防處屬員提供火警調查的專門訓練。The Fire Investigation Group offers the FSD personnel specialised training on fire investigation.



部門支援 DEPARTMENTAL SUPPORT

裝備

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，以期加強對本處人員的保護。委員會成員來自採購及物流組和職業安全健康分組，還有消防職系的總區安全協調主任和相關員工協會的代表。委員會整合每季定期會議上所得的意見和結論後，會予職業安全健康分組審議，再由採購及物流組跟進。

福利、體育與康樂

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，亦就屬員的福利與政府部門和其他機構聯繫。此外，消防福利主任還探訪住院或接受檢疫的屬員，到各單位舉行福利講座，以及籌劃和推行各項員工福利計劃。二零二一年，福利組曾與本處367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；另分別在消防及救護學院及多間消防局和救護站舉行了96場福利講座。

體育與康樂

在2019冠狀病毒病疫情下，本處一直極力鼓勵屬員在工作與健康生活之間作出適度平衡，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。年內，香港消防處體育福利會（體福會）趁疫情偶有緩和，在配合政

府最新防疫指引下，舉辦了不同的體育賽事、興趣班和康樂聯誼活動。

由於社交距離措施持續，體能活動對健康和身體的好處亦越見重要。雖然來年疫情可能仍會反覆，但體福會會繼續向員工推廣體育和康樂活動，形式更富新意，讓他們的身心得益。

員工關係及支援

心理服務組

心理服務組自二零一八年十一月成立以來，一直致力照顧本處員工對心理服務的需求，除了在危急事故中提供臨床心理服務和心理支援外，還舉辦心理學相關主題的培訓和教育活動。

為從正向心理的角度向員工推廣本處的核心價值，心理服務組設計了消防處價值導向計劃（簡稱「VdA」），並於二零二一年五月推出。截至二零二一年年底，約有5,400名員工參加了該計劃的工作坊。這些工作坊均安排於消防處處所以外的其他場地舉行，為參加的員工帶來新穎的培訓體驗。他們對工作坊的評價正面，而工作坊滿意度調查問卷的結果理想，可見工作坊卓有成效。

二零二一年十一月三至五日，心理服務組在伊利沙伯體育館舉行一連六場VdA工作坊，總共有逾3,300人參加。最後一天在該體育館舉行

EQUIPMENT

Fire Personal Protective Equipment Advisory Committee

The Fire Personal Protective Equipment Advisory Committee collates views from all units in the fire stream on personal protective equipment with the aim to give better protection to the department's 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 at quarterly meetings are forwarded to the OSH Unit for evaluation and the P&L Group for follow-up actions.

WELFARE, SPORTS AND RECREATION Welfare

The Fire Services Welfare Officer advises staff of the department on welfare matters related to injury, sickness, housing as well as financial and domestic issues. Apart from liaising with government departments and other agencies on staff welfare issues, the officer also pays visits to hospitalised or quarantined staff, and delivers welfare talks at different units. The officer is tasked to organise and implement staff welfare schemes as well. In 2021, the Welfare Section conducted interviews and provided counselling to 367 serving and retired FSD personnel and their families on personal and domestic affairs. This apart, the section also conducted 96 welfare talks at the FASA, various fire stations and ambulance depots.

Sports and Recreation

Amid the COVID-19 epidemic, the department has been striving to encourage its personnel to strike a fine balance between work and healthy life as this will help them meet stringent requirements for physical fitness and mental strength as emergency responders. During the year under review, the Hong Kong Fire Services Sports and Welfare Club (HKFSSWC) grasped the opportunity arising from the momentary subsiding of the epidemic to organise various kinds of sporting events, interest groups and recreational and social activities which were in compliance with the Government's latest anti-epidemic guidelines.

In view of the ongoing social distancing measures, the health and well-being benefits of physical activities have grown in significance. In the year ahead, despite possible fluctuations

in the epidemic situation, the HKFSSWC will continue to promote sports and recreational activities in an innovative manner for the benefit of the physical and mental health of staff.

STAFF RELATIONS AND SUPPORT Psychological Services Unit

Since its establishment in November 2018, the Psychological Services Unit (PSU) has been committed to addressing staff needs for psychological services by providing clinical psychological services and psychological support in critical incidents, as well as training and education on psychology-related topics.

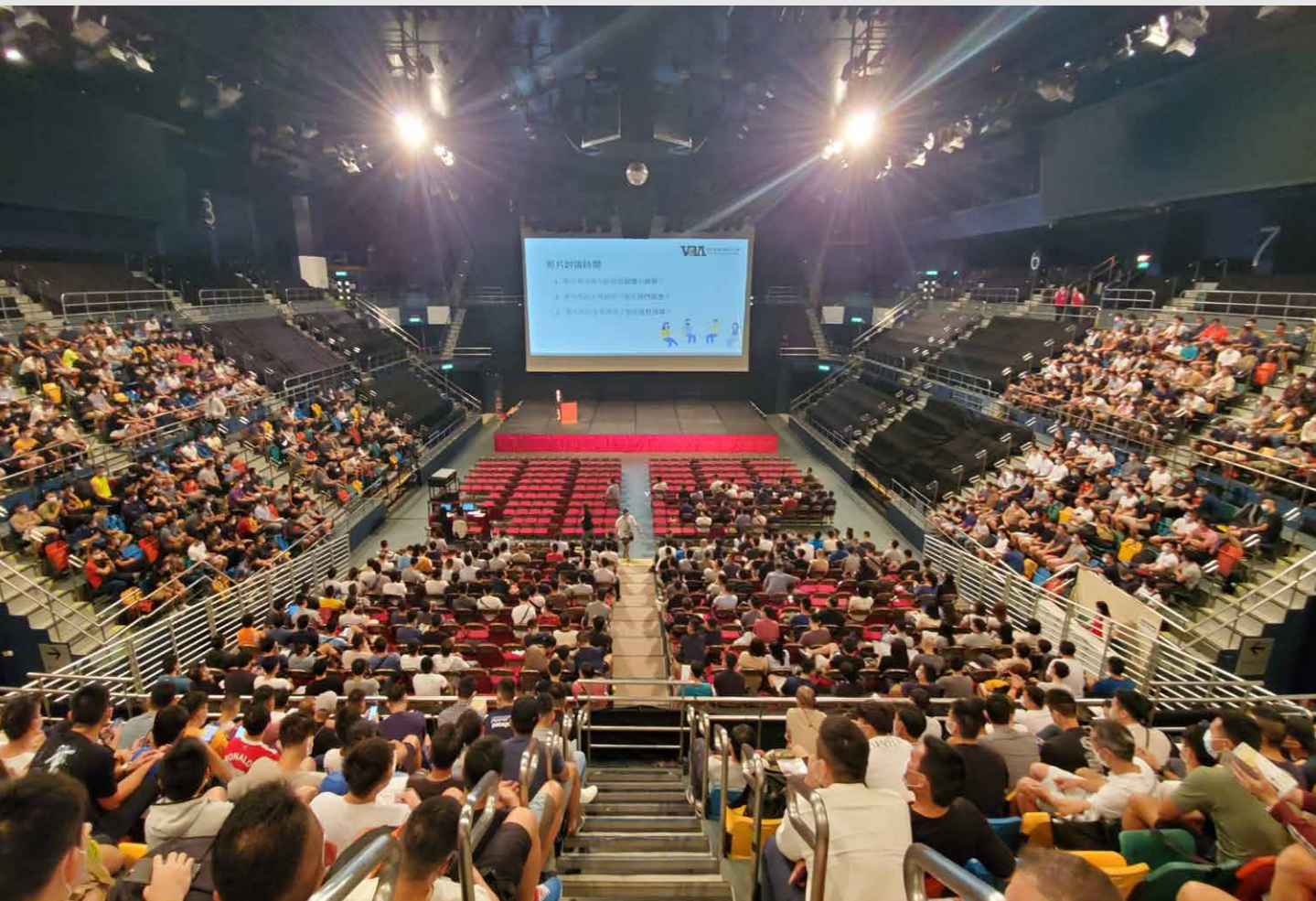
To promote the departmental core values among staff from a positive psychological perspective, the PSU has designed and launched the Value-driven-Actions Campaign (VdA) in May 2021. As at the end of 2021, about 5,400 staff had attended the VdA workshops, which were conducted at various non-FSD premises to provide the participants with a fresh training experience. The workshops achieved promising results as shown by the positive feedback from the participants and the favourable findings of post-workshop satisfaction surveys.

A series of six VdA workshops were held at the Queen Elizabeth Stadium during the period from November 3 to 5, 2021, attracting more than 3,300 participants in total. The final training day at the Queen Elizabeth Stadium ended with a live band show, in which the PSU and the Fire Services Band jointly performed two original songs composed by the PSU for the VdA.

Peer Support Team

The Peer Support Team comprises 120 members of disciplined services grades from all streams. They volunteer to provide "psychological first aid" during their off-duty hours with the aim to establish a connection with colleagues like siblings supporting each other by actively listening in a compassionate manner. Their service provides practical assistance in reducing the initial distress caused by traumatic events and fosters adaptive functioning and coping. The team has proved to be an important resource for addressing the emotional need and the well-being of staff members. In addition, it assists the PSU in conducting crisis intervention. Apart from playing the role of a good listener, should the distressed staff members concerned require further professional assistance, the team will refer them to clinical psychologists.

◀ 消防處處員參與紀律部隊非撞式欖球比賽2021，繼續贏得冠軍和總冠軍的佳績。FSD service members participated in the Disciplined Services Touch Rugby Tournament 2021, and continued to win the Cup Champion and the Grand Champion.



的培訓工作坊以現場樂隊表演作結。心理服務組與消防流行樂隊攜手演出，獻唱兩首心理服務組為 VdA 譜寫的原創歌曲。

伙伴團隊

伙伴團隊由 120 名來自本處各紀律職系的人員組成，他們在休班時間義務為同袍提供「心理急救」服務，期能透過細心聆聽，親切關懷，與同袍建立有如兄弟姊妹般互相扶持的聯繫。他們的服務能為情緒受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。伙伴團隊是本處照顧屬員情緒需要和福祉的重要資源，團隊成員也協助心理服務組進行危機介入工作，除了擔當良好的聆聽者外，若受困擾的人員需要進一步的專業協助，亦會將個案轉介臨床心理學家處理。

二零二一年，伙伴團隊曾為在緊急事故中參與行動（包括秀茂坪寶達邨一宗導致四死二傷的火警事故，以及大埔一宗導致三人死亡和一人嚴重受傷的火警事故），以及涉及二零一六年六月牛頭角道四級火警事故死因研訊的前線人員提供心理支援服務，另外亦舉辦了三場為新入職人員結業前而設的分享會。

員工關係

本處設有各種完善的溝通途徑，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，處長和副處長探訪各前線單位，與不同職級的人員直接溝通。副處長亦與各員工協會定期會面，商討與員工的工作、福利、服務條件和福祉相關的事宜。有需要時，處長和副處長亦與員工磋商，就新的管理措施徵詢職方意見，並因應職方關注的事項提供資料。

In 2021, the team conducted psychological support sessions for the frontline personnel who had participated in critical operations for, among others, the fire incident at Po Tat Estate, Sau Mau Ping, which caused the deaths of four persons and injuries to two others, and the fire incident in Tai Po, which left three persons dead and one seriously injured; and those who had been involved in the Death Inquest of the no.4 alarm fire at Ngau Tau Kok Road in June 2016. Three sharing sessions were also conducted for the new recruits before their passing-out.

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 staff, 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 the work, benefits, conditions of service and well-being of staff. They also hold discussions with staff as required to seek their views on new management initiatives and disseminate information on matters of interest.

▲ 心理輔導組在二零二一年十一月於伊利沙伯體育館舉行的「消防處價值導向計劃」工作坊。The Psychological Services Unit held the “FSD Value-driven-Actions Campaign” workshop at the Queen Elizabeth Stadium in November 2021.

▲ 伙伴團隊為情緒受困擾的人員提供實際協助。The Peer Support Team provides practical assistance to service members in initial stress.