





a.



b.

编制

截至二零一九年年底，消防处的人员编制为11,132人，包括10,345名军装人员和787名文职人员。

财政

二零一八至一九和二零一九至二零财政年度，部门总开支分别为65.03亿元和69.44亿元，各占有关年度政府总开支的1.5%和1.3%。

招聘

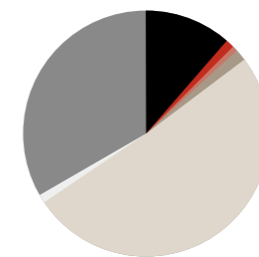
二零一九年，消防处经严格甄选后，共聘任551名军装人员，包括63名消防队长（行动）、六名救护主任、四名消防队长（控制）、八名消防队目（控制）、281名消防员（行动／务）、六名消防员（工程组）和183名救护员。年内亦有八名技工和一名二级特别摄影员受聘（图一）。

- a. 食物及卫生局局长陈肇始教授在结业会操检阅结业学员。
The Secretary for Food and Health, Professor Sophia Chan, reviews the passing-out parade.
- b. 消防处人员在职业博览会向参观者介绍部门的工作。
Visitors are briefed on the work of the FSD at a career expo.

1 军装人员招聘 Uniformed staff recruitment

551 人 members

- 63 消防队长（行动）
Station Officers (Operational)
- 6 救护主任
Ambulance Officers
- 4 消防队长（控制）
Station Officers (Control)
- 8 消防队目（控制）
Senior Firemen/Firewomen (Control)
- 281 消防员（行动／海务）
Firemen (Operational/Marine)
- 6 消防员（工程组）
Firemen (Workshops)
- 183 救护员
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).

Training and Development



c.

培训和发展

消防及救护学院

消防及救护学院于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。

學院有各種先進的模擬訓練設施，提升本處屬員處理涉及鐵路、隧道、船只、飛機和燃料庫等事故的专业知识和救援技巧；并提供高空拯救、坍塌搜救和室内烟火特性等专门训练，加强属员应付大型事故的能力。

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、室內烟火特性訓練、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。

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.

c. 消防及救护学院为消防处属员、本地及海外政府部门和机构，提供消防及救护相关训练课程。
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. 消防及救护学院的坍塌搜救场模拟楼宇倒塌场景，让学员在恶劣环境下进行救援及处理伤者的训练。
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.

学院亦为消防队目(控制)和消防员(工程组)提供基础训练。年内有八名消防队目(控制)学员和六名消防员(工程组)学员完成训练。

为确保本处属员能够在不同情况下,安全有效处理楼宇火警,学院开办各种室内烟火特性训练课程,并举办研讨会,让属员深入了解室内烟火特性理论和掌握室内灭火技巧。烟火特性训练组亦为其他地区的同业和机构提供训练。

学院又为其他地区的同业和机构提供灭火技巧训练。二零一九年,有223名内地消防人员、86名澳门消防人员,以及399名私营机构和其他政府部门的雇员完成有关基本灭火技巧、呼吸器操作、火警调查及消防安全的课程(图二)。

除了基础训练外,学院亦为在职救护人员开办专门训练课程。学院为须担任救护车主管的队目级人员提供指挥才能训练课程,以提高他们在领导、管理、沟通、顾客服务和处理大型事故方面的技巧和知识。部门会挑选和培训资深队目级人员成为教官,并安排他们修读救护总队教官资格检定课程,提升他们的教学和心理学动作技巧,以及对成人学习理论的知识。二零一九年,有30名救护人员完成特种救援队(救护)课程,47名救护人员完成特种救援队(救护)覆检课程,112名救护人员完成队目级人员(救护)指挥才能训练课程,另有169名具备二级急救医疗助理资格的救护员参加了为期一天的领袖训练课程(图三)。另外,学院亦为消

防人员开办救护训练课程,例如供新入职人员修读的基本救护学课程,以及为在职人员而设的先遣急救员救护学进阶课程。

辅助医疗训练中心

辅助医疗训练中心于二零一八年由马鞍山迁往消防及救护学院,大大提升了学习环境及辅助医疗训练质素。中心设有模拟救护车厢、模拟流动数据终端机和模拟病人监护仪等多项新训练设施,让训练环境更加逼真。

中心为各级救护人员提供专门的辅助医疗训练,包括二级急救医疗助理训练、二级急救医疗助理重新考核课程、高级技术训练和持续医疗教育课程等。

部门会挑选有潜质的救护人员修读为期21周的二级急救医疗助理训练课程,修毕后可取得二级急救医疗助理资格。该项资格获加拿大卑诗省司法学院的辅助医疗学校认可,每三年须重新评审一次。部门又会挑选部分二级急救医疗助理接受包括高级气道处理课程和高级治理程序的高级技术训练。有关人员取得资格后,每六个月须重新接受评核一次。另外,所有二级急救医疗助理和具备高级技术的救护人员均须每年修读持续医疗教育课程两次。

为划一救护人员的辅助医疗高级技术水平,以及应付市民日益增加的需求,部门将各个高级技术训练课程整合成为



e.

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.

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.

e. 消防处为各级救护人员提供专门的辅助医疗训练。
The FSD provides specialised paramedic training for ambulance personnel of different ranks.

2 为其他机构提供的 灭火技巧训练 Firefighting technique training for other organisations

内地 Mainland	223 人 persons
澳门 Macau	86 人 persons
私营机构和其他政府部门 Private organisations and other government departments	399 人 persons

3 为救护属员提供的 训练课程 Training courses for the Ambulance Personnel

特种救援队(救护)课程 Special Rescue Squad (Amb) Course	30 人 persons
特种救援队(救护) 覆检课程 Special Rescue Squad (Amb) Recertification Course	47 人 persons
队目级人员(救护) 指挥才能训练课程 NCO (Ambulance) Command Course	112 人 persons
领袖训练课程 Leadership Training Course	169 人 persons

f. 消防人员在西九龙救援训练中心进行搜救训练。

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



f.

期五天的辅助医疗高级技术综合课程，另为目前具备高级技术的救护人员提供衔接课程，使他们的各项技术均达到一致水平。

驾驶训练中心

本处承诺处理楼宇火警召唤的召達时间，分别为楼宇密集地区六分钟，楼宇分散和偏远地区则为九至23分钟。至于紧急救护服务，目标召達时间为12分钟。要在香港人烟稠密的环境履行上述承诺，紧急驾驶训练必须以安全操控消防和救护车辆为重。位于消防及救护学院的驾驶训练中心特设全天候训练场地，备有先进的驾驶训练模拟设施和内置完備视听器材的讲习室，供属员进行紧急驾驶训练。此外，学院内的道路网络设计亦模拟香港的道路系统，让学员有更多驾驶体验。

驾驶训练中心除了提供紧急驾驶训练外，亦为消防人员提供操作高空救援消防车辆的专门训练，例如旋转台钢梯车/梯台车/油压升降台救生笼的操作训练，以应付行动需要，提高行动效率，以及维持灭火/户外救援行动的服务水平。

西九龙救援训练中心

西九龙救援训练中心提供持续训练课程，以加强消防人员处理不同类型火警和事故的技能。中心设有多种先进训练设施，提供在模拟隧道和迷宫进行的搜救训练，以及不同情况的实火训练。二零一九年，共有5,077名属员接受训练。

管理和发展培训

二零一九年，有1,990名属员修读公务员培训处开办的各项管理、法律、领导才能、沟通和国家事务研习课程，以助发展事业。年内亦有131名属员分别前往澳洲、加拿大、法国、韩国、内地、荷、新加坡、泰国、英国和美国修读不同的训练课程。

体能训练

体能训练组为本处人员提供体能训练，并推广体育活动，务求属员保持体格强健。本处属员的周年体能测验分为耐力跑和体能测验两部分。二零一九年有8,383名属员接受测验，当中34.69%取得最高的「优异」（1/A或1*/A*）等级，只有1.26%需要复试。

体能训练组人员经常获委派协助筹办部门体育活动，例如陆运会、水运会和龙舟赛，并在活动中担任裁判。

g. 学员在体能训练导师指导下进行各项体能训练。

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.

专责队伍和 兴趣小组

国际纵火调查人员协会认可火警调查员、火警调查训练专家、总区火警调查员及其他有兴趣的消防主任。

火警调查训练专家义务为本处各级消防人员提供相关培训，而国际纵火调查人员协会认可火警调查员和总区火警调查员则负责于火警调查进行期间，为前线人员提供支援。

二零一九年，共有八名消防主任取得国际纵火调查人员协会认可火警调查员资格，另有10名消防主任响应招募担任总区火警调查员。本处又为属员举办研讨会、训练课程和工作坊等一连串培训活动，加强他们在火警调查方面的知识和才能。年内，有四名消防主任前往美国，参加各类与火警和纵火调查有关的海外课程。

消防工程学兴趣小组

为丰富本处属员的消防工程学知识，并持续发展和应用消防工程学设计，本处成立消防工程学兴趣小组。该小组与香港理工大学合办消防工程学研究先锋计划，促进成员这方面的专业知识。

二零一九年，四名参与计划的成员就消防设施对摩天大厦自然通风的影响、住宅花洒系统的物理特性、长隧道及岩洞的消防安全管理进行研究，并在美国的国际会议上发表和分享研究成果。他们就在连接岩洞的倾斜隧道中模拟火灾情况所撰写的会议论文，获美国热能与流体工程师学会接纳，并将于该会主办的「第五届热能与流体工程会议」上发表。另一份研究火警对横跨路面或在道路上方的行人天桥所造成影响会议论文，亦获相关学会接纳，发表日期待定。

此外，另有两名参与计划的成员在德国于利希研究中心参加火灾动力学模拟软件课程。该课程旨在协助消防安全工程师、科学家和不同持份者深入认识火警模拟软件的原理和运算方法。



i.

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. 副消防总长(质素保证及管理)郑瑞安(左三)与心理服务组及伙伴团队的代表在新加坡出席刑事及行动心理学亚洲会议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.

车辆及装备

消防车辆车厢及工具储物柜设计／

装置改良兴趣小组

消防车辆车厢及工具储物柜设计／装置改良兴趣小组旨在鼓励属员就如何改良车厢和工具储物柜的设计，以及改良设计对行动效率的影响提出意见。小组现有 25 名成员，定期会面分享心得与最新技术。

消防个人防护装备谘询委员会

消防个人防护装备谘询委员会负责统筹各消防单位对个人防护装备的意见，务使本处人员得到更好的保护。委员会成员来自采购及物流组和职业安全健康分组，并包括来自消防职系的总区安全协调主任和相关员工协会的代表。委员会整合在每季定期会议上所得的意见和结论后，会交予职业安全健康分组审议，再由采购及物流组跟进。

福利、体育康乐

福利

消防福利主任就本处属员的伤病、住屋、财政和家庭等方面的福利事宜，向他们提供意见。除了就属员福利与政府部门和其他机构联络外，消防福利主任亦会安排探访住院的属员，并筹划和推行员工福利计划。二零一九年，福利组人员曾与 95 名在职或退休属员及其家属面谈，就他们的个人和家庭事务提供辅导。

体育康乐

本处一向鼓励属员在工作与家庭生活之间取得平衡，务求他们在体能和心理素质两方面，均符合应对紧急事故的严格要求。因此，香港消防处体育福利会积极举办各 体育赛事、兴趣小组和康乐社交活动。这些活动获在职和退休属员及其家属大力支持，深受欢迎。此外，各兴趣小组和体育队成员亦参加外间举办的体育和文化活动，成绩美满，令人鼓舞。

员工关系及支援

心理服务组

本处因应属员对心理服务的需求，于二零一八年十一月成立心理服务组。该组的两位临床心理学家，透过将心理学应用在灭火及紧急救援工作，支援属员因危急事故而产生的心理需要，提供临床心理服务，以及举办有关心理健康的培训和教育活动，从而进一步优化消防处的组织韧性和服务效率。

该组的临床心理学家制订了全面的工作计划，处理本处属员因面对危急事故而产生的压力，例如在事故发生前提供有关危急事故压力反应的心理教育；于事故期间派出危机事故支援队伍提供心理急救，并评估前线人员的心理状态以作出应变；以及在事故后跟进受重大影响的前线单位，为有需要的属员提供心理创伤治疗服务。

伙伴团队

伙伴团队由 120 名来自本处各纪律部队职系组成，他们在休班时间义务为同胞提供「心理急救」服务，以人性化的方式建立联系，细心聆听，像兄弟姐妹般给予关怀，为受情绪困扰的人员提供实际协助，减低创伤事件所引发的初期情绪压力，并提升他们适应及应对这些事件的能力。伙伴团队是本处支援属员情绪健康的重要资源，团队成员更会协助心理服务组进行危机介入工作，他们不仅是聆听者，亦适时转介有需要的人员予临床心理学家提供进一步帮助。二零一九年，伙伴团队为曾在聚众活动、严重巴士事故及其他事故中参与大型行动的前线人员提供心理支援服务，另举办了三次压力管理研讨会，吸引大约 300 名属员参加。

员工关系

本处设有妥善的沟通途径，让管职双方就共同关注的事宜定期交流。这些途径包括消防处部门协商委员会、总区联谊会 and 分区联谊会，以及文职人员协商委员会。

为加深了解前线人员的需要，处长和副处长会探访各前线单位，与不同级别的人员直接沟通。副处长又会与员工协会定期会面，商讨关乎属员工作、福利、服务条件和福祉的事宜。有需要时，处长和副处长亦会与员工磋商，就新的管理措施搜集职方意见，并因应职方关注的事项提供资料。



i.

j. 本处购置多种装备，让属员在应付气候变化引致的紧急事故时，能维持行动效率和保障个人安全。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. 各总区的精英健儿参加第42届消防处陆运会，全力缔造佳绩。
Top athletes from all commands participate in the 42nd FSD Athletes Games and compete with their best effort for the good result.

l. 消防处派出健儿参加于成都举行的第18届世界警消运动会，勇夺110面奖牌。
The FSD personnel win 110 medals at Chengdu 2019 World Police and Fire Games.

m. 消防处的龙舟队健儿在比赛中发挥团队精神，誓夺佳绩。
The FSD Dragon Boat Team paddles prowess and team spirit in the competition.