



# 民衆安全服務隊 服務承諾

Civil Aid Service

Performance Pledge

香港九龍油麻地渡華路 8 號

8 To Wah Road, Yau Ma Tei, Kowloon, Hong Kong.

2011/12



## 救急扶危 服務社會

Provide Emergency Relief Serve the Community



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民衆安全服務隊（簡稱民安隊）是政府轄下一支須穿制服並受紀律約束的志願應急隊伍，負責在發生天災或緊急事故時，為香港特別行政區政府及市民提供協助，並在平常日子提供各項非緊急性質的社會服務。

The Civil Aid Service (CAS) is a uniformed and disciplined, government-financed volunteer emergency organisation which offers assistance to the Government and citizen of the Hong Kong Special Administrative Region in natural disasters or emergency incidents and provides non-emergency community services during peace time.



# Introduction

# 簡介

# 理想、使命及信念

# Vision, Mission & Values

## 理想

成為香港一支優秀的輔助部隊，在發生任何緊急事故時提供民間支援服務；同時協助培育部隊及少年團成員成為未來領袖和負責任的公民。

## 使命

- 在發生任何緊急事故時提供卓越的民間支援服務，並隨時準備派遣隊員前往香港以外地方協助災難管理工作。
- 培育青少年成為未來領袖和負責任的公民。
- 為社區提供日常非緊急服務。
- 為志願隊員提供優質培訓，確保他們在執行行動任務和服務社區時得心應手。
- 與內地及其他國家的相關組織保持緊密聯繫，從而促進技術交流和擴闊國家及國際視野。
- 成為關懷社羣和效率卓著的政府組織。

## 信念

我們宣揚和堅守以下信念，致力服務香港市民和有需要人士：

- 提供優質的專業服務
- 發揮團隊精神
- 秉持誠信和負責任的原則，並建立對民安隊的歸屬感
- 積極與人溝通
- 互相尊重、彼此包容
- 樂於助人，積極為公眾服務
- 以開放的態度應對轉變



## Vision

To be an outstanding auxiliary force in Hong Kong, providing civil support services on the occasion of any emergency, while at the same time help nurture and develop future leaders and responsible citizens in both Adult Service and Cadet Corps.

## Mission

- To provide outstanding civil support services on the occasion of any emergency, and be ready for deployment out of Hong Kong to assist in disaster management.
- To raise and develop youth to be future leaders and responsible citizens.
- To render services of non-emergency nature to the community in peace time.
- To provide a high standard of training for volunteers to ensure proficient discharge of operational duties and services to the community.
- To maintain close contact with counterparts in the Mainland and other countries to facilitate technical exchange and the promotion of national and international perspectives.
- To be a caring and efficient government organisation.

## Values

To serve the people of Hong Kong and others in need through the promotion and belief in :

- professional and quality service
- team spirit
- integrity, accountability and sense of belonging
- proactive communication with others
- a spirit of mutual respect and understanding
- a helpful and proactive approach in serving the public
- openness and receptiveness to change





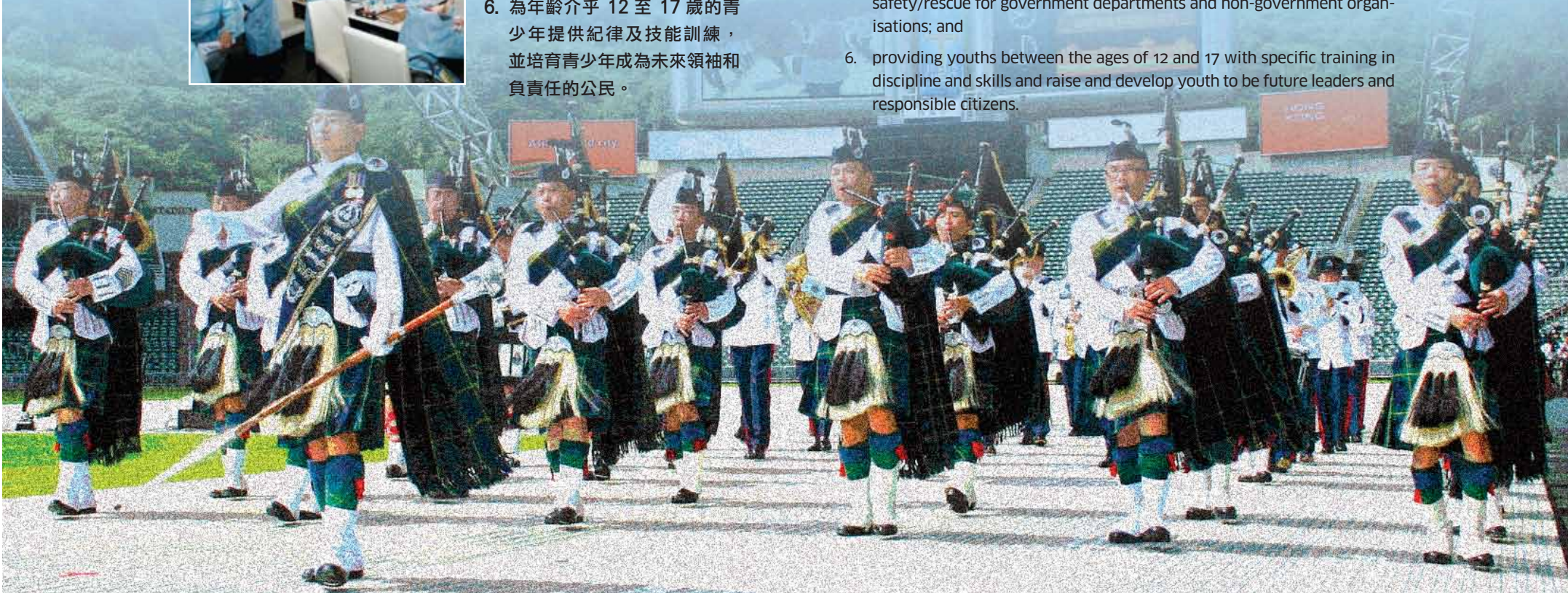
## 民安隊負責：

1. 協助政府各政策局及部門執行抗疫或抗災行動、山嶺搜索及搶救、水災搶救及防止山火等任務；
2. 在各項大型公眾活動中維持秩序；
3. 在各郊野公園及遠足徑執行巡邏任務，並協助需要幫助的人士；
4. 在政府部門及非政府機構主辦的大型宣傳運動或活動中表演助慶，以提高大眾對有關活動的興趣；
5. 為政府部門及非政府機構提供山嶺活動安全及搶救方面的訓練活動和專業服務；以及
6. 為年齡介乎 12 至 17 歲的青少年提供紀律及技能訓練，並培育青少年成為未來領袖和負責任的公民。



## CAS is responsible for :

1. providing support to the government bureaux and departments on counter infectious disease or disaster operations, mountain search and rescue, flood rescue, countryside fire protection duties;
2. providing crowd management services in major public functions;
3. patrolling country parks and hiking trails and assisting people in need of help;
4. staging performances to enhance public attention on major campaigns or activities organised by government departments and non-government organisations;
5. providing training activities and professional services on mountain safety/rescue for government departments and non-government organisations; and
6. providing youths between the ages of 12 and 17 with specific training in discipline and skills and raise and develop youth to be future leaders and responsible citizens.





## 甲. 緊急事故期間提供的服務

1. 緊急動員 — 遇有災禍需要民安隊緊急動員協助時，民安隊會調派緊急救援中隊到災場，協助正規部隊疏散及拯救災民。緊急救援中隊回應召援至到達災場的時間為 1.5 小時。
2. 山嶺搜索及搶救行動 — 民安隊山嶺搜救中隊負責搜索及搶救被困山嶺地區的人士。山嶺搜救中隊回應緊急行動召援的時間為 1 小時。逢星期日及公眾假期，一隊山嶺搜救中隊人員會在民安隊總部輪值候命，即時回應緊急動員的要求。
3. 水災救援 — 每當水浸警告生效時，民安隊水災救援小隊便會到有關消防局候命，協助消防處進行水災救援工作。民安隊指揮中心亦會啟動。民安隊回應水災救援行動的時間為 1 小時。
4. 颱風值勤 — 在八號或以上風球懸掛時，民安隊會即時派員在指揮中心及區域行動中心當值。如需提供緊急服務，民安隊可在 10 分鐘內調派人員出動。
5. 防止山火任務 — 在每年 10 月至翌年 4 月的乾燥季節，逢星期日及公眾假期，以及在紅色 / 黃色火災危險警告生效期間，民安隊均會派員在各個郊野公園管理中心輪值候命，協助漁農自然護理署撲滅山火。

## A. Services Provided in Times of Emergency

- When CAS assistance is required at a disaster in response to an emergent call-out, the CAS Emergency Rescue Company (ERC) will be deployed on scene to assist the regular forces to evacuate or rescue the victims. Response time for ERC to the scene is about 1.5 hours.

- When CAS is required to search and rescue people in distress in the mountains, the CAS Mountain Search and Rescue Company (MSaRC) will be deployed. The lead time for MSaRC responding to any mountain emergency call-out operations is 1 hour. The MSaRC will respond immediately on Sundays and public holidays as a team is normally on standby at CAS Headquarters.

- Once a flood warning signal is issued, the CAS Flood Rescue Teams will stand by at relevant fire stations and assist the Fire Services Department in flood rescue operations. The CAS Central Command Centre will also be activated. The lead time for the CAS Flood Rescue Teams responding to flood rescue call-outs is 1 hour.

- When typhoon signal no. 8 or above is hoisted, the CAS Central Command Centre and Regional Operations Base will be manned automatically. If emergency service is required, CAS deployment can be arranged within 10 minutes.

- During the dry season between October and April of the following year, CAS is committed to deploying members to stand by at various Country Park Management Centres in rural areas on Sundays and public holidays when the red/yellow fire danger warning is issued. Members on standby will respond immediately to assist the Agriculture, Fisheries and Conservation Department in putting off any vegetation fires broke out in country parks.



# Performance Standards & Targets

## 乙. 非緊急事故期間提供的服務

1. **人羣管理** — 民安隊經常派員協助政府部門及慈善機構在公眾活動中執行人羣管理任務，例如農曆新年煙花匯演、公益金百萬行、中秋彩燈會、香港國際龍舟邀請賽，並在節日或慶典活動中在黃大仙廟、車公廟、天后廟及中港客運碼頭提供人羣管理服務。
2. **巡邏郊野公園** — 每逢週日及假期，民安隊都會派員在郊野公園的熱門遠足徑執行巡邏任務，為有需要的遠足人士提供指引及協助。
3. **青少年培訓** — 民安隊少年團於1968年成立，使命是透過各項訓練課程和活動，讓團員發展領導潛能和培養公民意識。

除了隨時候命提供上述服務外，民安隊亦會配合政府的決策，以市民大眾的利益為依歸，致力提供各項服務。

## B. Services Provided in Times Other Than Emergency

1. **Crowd Management** - CAS has been committed to deploying members to assist Government departments and charitable organisations to perform crowd management duties in many civic functions, such as the Chinese New Year Fireworks Display, Walks for Charity, Mid-Autumn Festival Carnival, Hong Kong Dragon Boat Festival - International Races, and provide crowd management services at the Wong Tai Sin Temple, Che Kung Temple, Tin Hau Temple and China-Hong Kong Ferry Terminal etc. in festive occasions.
2. **Patrolling at Country Parks** - On every Sunday and public holiday, CAS deploys adult members and cadets to patrol the popular hiking trails in country parks to provide guidance and assistance to hikers in need of help.
3. **Youth Training** - CAS Cadet Corps was established in 1968 with a mission to developing its members' leadership potential, and cultivating their civic awareness through various forms of training and activities.

Besides being in full preparedness and readiness to provide the above services, CAS is committed to providing any services as assigned by the Government in view of public interest.





# 有效監察

# Effective Monitoring



我們致力達到各項服務水平和目標。民安處總參事會透過檢討各項行動及訓練的成效，以及評估達成上述目標的進度，對內監察民安隊的服務水平。

We are dedicated to meeting our performance standards and targets. Chief Staff Officer, CAS will monitor the standards internally through reviewing the effectiveness of the operations and training and assessing the extent to which the targets are met.







民安隊致力貫徹「救急扶危，服務社會」的宗旨，不斷精益求精，為市民提供更佳服務：

## 資訊科技支援

民安隊網頁 ([www.cas.gov.hk](http://www.cas.gov.hk))  
— 市民可在民安隊網頁瀏覽民安隊的詳細資料，亦可在網上登記加入民安隊。



## 山嶺活動安全教育

除了為政府部門及其他非政府機構籌辦山嶺活動安全講座和工作坊外，民安隊亦會派員到全港各中學向師生推廣山嶺活動安全知識。

## 青少年培訓及發展

民安隊會協助政府各政策局及部門為青少年舉辦領導才能及歷險訓練，讓他們建立自信和提升溝通技巧。

CAS strives to fulfil its aim of "Providing Emergency Relief, Serving the Community" through improving its services.

## Information and Technology Support

CAS Website ([www.cas.gov.hk](http://www.cas.gov.hk)) - Through viewing this website, the public can get detailed information of CAS. They can also enrol as a CAS member through the website.



## Mountaineering Safety Education

Apart from organising seminars and workshops on mountaineering safety for government departments and other non-government organisations, CAS also launched a territory-wide school programme on promoting mountaineering safety.

## Youth Training and Development

CAS provides assistance to other government bureaux and departments in organising leadership and adventure training for youths to develop their self-confidence and communication skills.





# 申訴權利



所有民安隊全職人員及志願人員均會致力實踐上述承諾。然而，如這些承諾未能實現，市民有權向本隊總部反映其意見或不滿。市民可透過電話、郵遞或電郵方式與部門主任秘書聯絡，本隊會盡速回覆。

民安隊總部 — 九龍油麻地渡華路8號

## 公開資料及個人資料

市民或民安隊隊員有權要求查閱及更改其存於本處的個人資料。本處收到申請後，會盡快處理。

## 詳細資料

民安處全職人員非常樂意解答市民就民安隊志願人員提供的常規社會服務提出的查詢，並為任何關注公眾利益的人士提供進一步資料。



# Right of Appeal



All full time staff and auxiliary members of CAS are committed to making the above pledges a success. However, in case if these pledges cannot be fulfilled, the public has the right to reflect their opinions or dissatisfaction to the Service Headquarters. They may contact the Departmental Secretary by phone, mail or e-mail and a prompt reply will be given.

CAS Headquarters - 8 To Wah Road, Yau Ma Tei, Kowloon.

## Access to Information and Personal Data

The public or CAS members have the right to lodge a request to access and correct their own personal data kept by CAS. Applications received will be dealt with promptly.



## Further Information

Full time staff of the department are very pleased to answer any enquiries from the public in respect of the standing services provided to the community by CAS volunteer members and to offer further information to any persons in view of the public interest.





# 查詢

# Enquiries

## 一般查詢

電話：852 - 2805 6020

民安隊網頁：www.cas.gov.hk

電郵：casenq@cas.gov.hk

### 與民安隊成人隊員有關的事宜

高級行動及訓練主任（港島）

- 電話：3651 9340

高級行動及訓練主任（九龍）

- 電話：3651 9345

高級行動及訓練主任（新界）

- 電話：3651 9350

### 與民安隊少年團有關的事宜

高級行動及訓練主任（少年團）

- 電話：3651 9365

## General Enquiries

Tel: 852 - 2805 6020

CAS website: www.cas.gov.hk

On-line enquiry: casenq@cas.gov.hk

### Matters Concerning CAS Adult Members

Senior Operations & Training Officer  
(Hong Kong)  
- Tel: 3651 9340

Senior Operations & Training Officer  
(Kowloon)  
- Tel: 3651 9345

Senior Operations & Training Officer  
(New Territories)  
- Tel: 3651 9350

### Matters Concerning CAS Cadets

Senior Operations & Training Officer  
(Cadet)  
- Tel: 3651 9365



民安隊成人隊員招募工作為一年一度，申請表格可於招募工作開展後，在民安隊辦事處索取或從民安隊網頁（www.cas.gov.hk）下載。

民安隊少年團全年均接受登記加入的申請。申請表格可於民安隊辦事處索取，或從民安隊網頁（www.cas.gov.hk）下載。

## 民安隊辦事處

1. 民安隊總部  
九龍油麻地渡華路8號 電話：852 - 2805 6020
2. 民安隊港島訓練中心  
香港銅鑼灣摩頓台銅鑼灣徑12號 電話：852 - 2121 0684

CAS Adult Members recruitment will be conducted once every year. Application forms can be collected in CAS Offices or downloaded from the CAS website (www.cas.gov.hk) upon the commencement of the recruitment exercise.

CAS Cadet enrolment is accepted round the year and the enrolment form can be collected in CAS Offices or downloaded from the CAS website (www.cas.gov.hk).

## CAS Offices

1. CAS Headquarters  
8 To Wah Road, Yau Ma Tei, Kowloon Tel: 852 - 2805 6020
2. CAS Hong Kong Training Centre  
12 Tung Lo Wan Drive, Moreton Terrace, Causeway Bay, Hong Kong  
Tel: 852 - 2121 0684

# Enrolment

# 登記加入

