

Civil Aid Service Performance Pledge

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Introduction

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.

Vision, Mission & Values

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

Services Delivered

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.

Performance Standards & Targets

A. Services Provided in Times of Emergency

1. **Emergency call-outs** - 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.
2. **Mountain Search and Rescue Duties** - 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 for responding to any mountain emergency call-out operations within 1 hour*. The MSaRC will respond immediately on Sundays and public holidays as a team is normally on standby at CAS Headquarters.
3. **Flood Rescue** - 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.
4. **Typhoon Manning** - 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.
5. **Countryside Fire Protection Duties** - 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.

* Note: The response time may be varied due to factors such as transportation and weather.

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.

Effective Monitoring

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.

Service Improvement

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) - 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.

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.

Enquiries & Enrolment

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

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