

幹勁十足、善於應變的團隊

通訊業發展蓬勃、一日千里，為了在規管通訊業的工作上向通訊局提供專業支援，通訊辦採取積極、具前瞻性和全面的方式，進行人力資源管理及策略性人力規劃。通訊辦不時檢視其組織架構，致力確保以最具效益及效率的方式調配人力資源。

通訊辦擁有幹勁十足、善於應變的工作團隊。截至2025年3月31日，通訊辦有480名員工，當中包括357名公務員、119名以非公務員合約條件僱用的人員，以及四名以退休後服務合約條件僱用的人員。

培訓與發展

通訊辦非常重視員工的培訓和發展，致力提升他們的專業知識和技能，以應付急速變化的業界環境所帶來的各種挑戰，例如日新月異的技術、市民日益殷切的需求，以及實施不同新措施所帶來的推動力。

通訊辦成立了培訓與發展委員會，監督通訊辦實施部門人員培訓及發展政策的情況，為員工的培訓作出全盤考慮，並加強栽培具潛質人員的安排。

在2024／25年度，通訊辦為員工提供多元化的專業及管理發展課程和內部培訓項目，當中包括關於執法、技術培訓、檢控及調查技巧、資訊及通訊科技、領導才能發展、工作表現管理、人力資源管理、語文及寫作能力、財務管理、媒體及溝通、投訴處理、客戶服務、誠信管理、品行和紀律、職業安全與健康、身心健康、檔案管理、國家事務研習和國家安全等課程。通訊辦繼續資助員工參加由國際組織及海外機構（例如倫敦大學國王學院、塞內爾瓦有限公司和亞太地區電信組織）舉辦的課程，以提升技術和專業技能。年內，接受培訓的員工有1 900人次，總培訓日數為889日。自2016年起，通訊辦獲僱員再培訓局嘉許為「人才企業」，以表揚部門在人才培訓及發展方面的卓越表現。

獎勵與嘉許

在2024／25年度，通訊辦有一名員工獲頒發總監嘉許長期服務獎、64名獲頒發總監嘉許優良服務獎、四名獲頒發長期優良服務獎，以及兩名獲頒發2024／25年度長期優良服務公費旅行獎勵。



通訊辦於2024年12月13日舉辦周年聯歡晚宴暨年終頒獎典禮 2024。

OFCa held the Annual Dinner cum Year-end Prize Presentation Ceremony on 13 December 2024.



An Energetic and Versatile Workforce

To provide professional support to CA in the regulation of the fast-changing and dynamic communications industry, OFCA adopts a proactive, forward-looking and holistic approach to human resource management and strategic manpower planning. Organisational reviews are conducted from time to time to ensure the most effective and efficient deployment of manpower resources.

OFCA had an energetic and versatile workforce of 480 staff members as of 31 March 2025, comprising 357 civil servants, 119 staff members employed on non-civil service contract terms, and four staff members employed on post-retirement service contract terms.

Training and Development

OFCA attaches great importance to the training and development of staff members and strives to enhance their professional knowledge and competencies so that they can cope with the challenges posed by the rapidly evolving industry environment, such as emerging new technologies, increasing public demands, and internal drivers arising from various initiatives.

A Training and Development Committee has been established to oversee the implementation of OFCA's training and development policies for departmental officers in order to adopt a holistic approach to staff training and to strengthen arrangements for grooming officers with potential.

A variety of professional and managerial development courses and in-house training programmes were organised in 2024/25. These included courses on law enforcement, technical training, prosecution and investigation skills, information and communications technology, leadership development, performance management, human resources management, language and writing skills, financial management, media and communications, complaint handling, customer service, integrity management, conduct and

discipline, occupational safety and health, emotional and physical wellness, records management, national studies and national security, etc. OFCA continued to sponsor staff members to attend courses organised by international organisations and overseas institutions, such as those provided by King's College London, Cenerva Ltd and Asia-Pacific Telecommunity, to enhance their technical and professional skills. The trainee count for the year was 1 900 and the training man-day count was 889. OFCA has been accredited as a "Manpower Developer" by the Employee Retraining Board for its outstanding achievements in manpower training and development since 2016.

Awards and Commendations

In 2024/25, one OFCA staff member received the Director-General's Commendation for Long and Valuable Service, 64 received the Director-General's Commendation for Meritorious Service, four received the Long and Meritorious Service Award, and two received the 2024/25 Long and Meritorious Service Travel Award.



通訊辦兩位人員榮獲「申訴專員嘉許獎2024」公職人員獎，以表揚他們在處理公眾投訴及提供有關電視接收的協助時的專業及出色表現。

Two staff members of OFCA honoured with The Ombudsman's Award 2024 for Officers of Public Organisations for their professional and outstanding performance in handling public complaints and providing assistance to the public in relation to TV reception.

康樂活動與義工服務

通訊辦定期舉辦各項員工活動，藉此提倡作息均衡，同時培養員工的歸屬感。

為鼓勵員工建立健康的生活方式，以及促進團隊精神，通訊辦定期舉辦員工康樂活動，包括興趣班、健康講座、員

工旅行和體育活動。通訊辦義工隊一向關心社會，積極參與義工服務和慈善活動，包括透過不同探訪關懷殘疾及正接受復康服務人士，以及長者。為服務社區，通訊辦義工隊亦與地區關愛隊合作籌辦不同活動，並支援公眾和慈善活動等。通訊辦自2007年起，獲香港社會服務聯會頒發「同心展關懷」標誌。



通訊辦義工隊在2024年8月3日帶備禮品包，出發前往長者家中探訪。

OFCA Volunteer Team brought along with them some gift packs and set off for a home visit to the elderly on 3 August 2024.



通訊辦義工隊聯同藍田關愛隊在2024年10月1日一同舉辦了「賀國慶 關愛社區健康日」宣揚健康資訊。

OFCA Volunteer Team, in collaboration with Lam Tin Care Team, organised the "National Day Celebration - Caring Community Health Day" on 1 October 2024 to disseminate health information.



Recreational Activities and Volunteer Services

OFCA regularly organises a variety of staff activities to advocate for work-life balance and cultivate a sense of belonging among colleagues.

To encourage staff members to develop a healthy lifestyle and foster the spirit of teamwork, OFCA regularly organises staff recreational activities including interest classes, health talks, outings

and sports activities. To show care for our community, the OFCA Volunteer Team is active in volunteering and charity events, including caring for persons with disabilities and those undergoing rehabilitation, as well as the elderly through different visits. The OFCA Volunteer Team also served the community by collaborating with District Care Team in various activities, providing assistance in public activities and charity events, and more. Since 2007, OFCA has been awarded the “Caring Organisation” logo by the Hong Kong Council of Social Service.



通訊辦義工隊於2025年2月15日探訪智障人士康復中心。

OFCA Volunteer Team visited Rehabilitation Services Centre for physically handicapped persons on 15 February 2025.



通訊辦於2025年3月15日舉辦員工活動「沙頭角抗戰紀念館一天遊」。

OFCA held an employee outing to Hong Kong Sha Tau Kok Anti-Japanese War Memorial Hall on 15 March 2025.