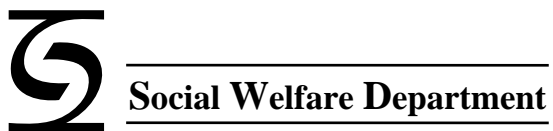


**A GUIDE  
TO  
COMPREHENSIVE SOCIAL SECURITY ASSISTANCE  
(Internet Version)**



**(October 2011)**

**A GUIDE TO  
COMPREHENSIVE SOCIAL SECURITY ASSISTANCE**

**TABLE OF CONTENTS**

<b><u>Section</u></b>	<b><u>Page</u></b>
1. Foreword	1
2. Objective of the Comprehensive Social Security Assistance Scheme	2
3. Eligibility Criteria	3-6
4. Support for Self-reliance Scheme	7-8
5. Application Procedures	9-10
6. Notification of Result of Application and Payment Method	11
7. Commencement Date of Assistance	12
8. Types and Rates of Payment	13-27
9. Disregarded Earnings	28
10. Disregarded Training/Retraining Allowance	29
11. Assessment of Assistance	30-39
12. Permissible Limits of Absence from Hong Kong During Receipt of Assistance	40
13. Portable Comprehensive Social Security Assistance Scheme for Elderly Persons Retiring to Guangdong and Fujian	41-42
14. Waiver of Medical Charges	43
15. Appeal Procedures	44
16. Complaint Procedures	45
17. Other Welfare Services	46
18. Notice to Applicants/Guardians/Appointees	47-48
19. Reporting Suspected Fraud and Abuse Cases	49
20. Addresses, Telephone Numbers and Opening Hours of District Social Welfare Offices, Social Security Field Units, Social Security Appeal Board, Fraud Investigation Teams, Target Investigation Team, Data Matching Team, Debt Recovery Team and Report Fraud Hotline	50-55
21. Departmental Hotline Service Unit	56

## **1. FOREWORD**

The primary objective of this Guide is to provide Comprehensive Social Security Assistance (CSSA) applicants with information on the Scheme. By so doing, we aim to provide better customer service and achieve greater transparency.

This Guide serves to provide general information on the CSSA Scheme and is by no means exhaustive. If you require further information or have any enquiries about the scheme, please contact the nearest social security field unit. We are most happy to help you.

Information in this Guide will be updated as and when necessary. Your suggestions for improvement are most welcome.

For details, please visit our Departmental Homepage :

[http://www.swd.gov.hk/en/index/site\\_pubsvc/page\\_socsecu/sub\\_comprehens/](http://www.swd.gov.hk/en/index/site_pubsvc/page_socsecu/sub_comprehens/)

## **2. OBJECTIVE OF THE COMPREHENSIVE SOCIAL SECURITY ASSISTANCE SCHEME**

The CSSA Scheme provides financial assistance to bring the income of needy individuals and families up to a prescribed level to meet their basic needs.

### 3. ELIGIBILITY CRITERIA

To be eligible for assistance, an applicant must satisfy the following conditions :

#### A. Residence Requirement

The applicant must have been a Hong Kong resident for at least seven years.

#### Note:

- (1) Persons whose presence in Hong Kong is unlawful or persons who are permitted to stay in Hong Kong for a purpose other than residence (for example, imported workers or visitors) are excluded from the Scheme.
- (2) Persons who have become Hong Kong residents before 1 January 2004 are exempted from the residence requirement.
- (3) Hong Kong residents aged below 18 are exempted from the residence requirement.
- (4) In exceptional circumstances, CSSA may be granted at the discretion of the Director of Social Welfare to a person who does not satisfy the residence requirement.

#### B. Financial Tests

The applicant must pass both the income and assets tests. If the applicant is living with any other family members, the application has to be made on a household basis. The total income and assets of all family members in the same household are taken into account in determining the family's eligibility for assistance.

##### (a) Assets Test

The total value of the capital assets<sup>Note 1</sup> (including land/properties<sup>Note 2</sup>, cash, bank savings, cash value of insurance policy, investments in stocks and shares, and other readily realizable assets) of the applicant and his/her family members must not exceed the following limits:

(i) Single person cases

	Asset limit (\$)
Able-bodied adult	23,000
Child, elderly person, disabled person or person medically certified to be in ill-health	36,000

(ii) Family cases

a) Cases involving any able-bodied adult

Able-bodied adults/children		Elderly persons, disabled persons or persons medically certified to be in ill-health	
No. of such members	Asset limit (\$)	No. of such members#	Asset limit (\$)
1	15,500	1	36,000
2	31,000	2	54,000
3	46,500	3	72,000
4 or above	62,000	4	90,000
		5	108,000
		6	126,000

[For example, the asset limit of a 7-member family, including two able-bodied adults, three able-bodied children, one disabled child and one elderly person, is \$116,000 (i.e. \$62,000 + \$54,000).]

b) Cases involving no able-bodied adult

No. of family members#	Asset limit (\$)
2	54,000
3	72,000
4	90,000
5	108,000
6	126,000

# (As regards the asset limits for families with 7 or more members, please contact the social security field unit.)

Note 1 : Capital assets include those in Hong Kong, Macau, the Mainland or overseas.

Note 2 : All non-owner-occupied residential properties are treated as assets.

The value of an owner-occupied residential property is treated in the following manner:

- (1) The value of the property is totally disregarded for the asset test in cases where there is any member being old, disabled or medically certified to be in ill-health.
- (2) Where there is an able-bodied adult aged below 50 in the family and no other member being old, disabled or medically certified to be in ill-health, the value of the property will be included for the asset test after a grace period of 12 months.
- (3) For single parents with young children, the Director of Social Welfare may, at his discretion, extend the grace period to allow single parents to continue to receive assistance without disposing of their residential property, subject to meeting the following two conditions:
  - (i) the youngest child in the family is below 15 ; and
  - (ii) the total value of the assets held by the family, including the net value of the owner-occupied residential property, is insufficient to meet the family's maintenance for ten years according to CSSA standards.

The owner-occupied residential property of these single parent families will not be included for the asset test until the youngest child reaches 15.

(b) Income Test

The applicant and his/her family will be eligible for CSSA if their total assessable monthly household income is insufficient to meet their total monthly needs as recognized under the Scheme. When assessing a family's resources, training allowance and earnings from employment of those meeting the prescribed criteria can be disregarded up to a prescribed level (please see Sections 9-10 for details).

C. Additional criteria for able-bodied adults

A person aged 15-59 in normal health has to meet one of the following conditions :

- (a) not being available for work for reasons acceptable to the Social Welfare Department (for example, studying or having to look after young children or sick or disabled family members at home); or
- (b) earning not less than \$1,685 per month and working not less than 120 hours per month; or
- (c) in the case of being unemployed or earning less than \$1,685 per month or working less than 120 hours per month, actively seeking full-time jobs and participating in the Support for Self-reliance Scheme of the Social Welfare Department (please see Section 4 for details).

#### 4. SUPPORT FOR SELF-RELIANCE SCHEME

The Support for Self-reliance (SFS) Scheme is a programme under the CSSA Scheme, which aims to encourage and assist able-bodied persons aged 15 to 59 and being unemployed or working part-time or earning less than the prescribed amount set by the Social Welfare Department [please see Section 3C(c) for details] to move towards full-time paid employment and self-reliance while providing them with financial assistance. The Scheme comprises the Active Employment Assistance programme and Integrated Employment Assistance Scheme, Community Work programme, and the arrangement of Disregarded Earnings.

##### A. Active Employment Assistance programme and Integrated Employment Assistance Scheme

Social Welfare Department will provide individual applicants with personalised employment assistance and help them get access to up-to-date labour market information, overcome barriers to work and enhance employability.

Applicants have the obligations to actively seek work and are required to :

- (a) apply for at least two jobs per fortnight;
- (b) develop and review action plans to find employment every fortnight with the assistance of the responsible staff;
- (c) attend job interview as and when arranged for him/her; and
- (d) participate in the employment assistance programmes as and when arranged by the Social Welfare Department to enhance their employability.

Note : For applicants aged between 50 and 59, the requirement of 'every fortnight' as stipulated in (a) and (b) above is changed to 'every month'.

##### B. Community Work programme

Applicants are required to perform community work up to a maximum of three days or 24 hours a week in parallel to their job search process.

The types of community work include cleaning of country parks/schools/public areas, prevention of mosquito work, gardening, clerical work and general counter duties, etc.

The aim of arranging applicants to perform community work is to help them develop work habit, widen social network, enhance self-esteem, and pave the way for eventual gainful employment. It also allows them a chance to contribute to society through participating in community work whilst receiving CSSA.

C. Disregarded Earnings (DE)

With an aim to encourage CSSA recipients to secure and sustain employment, there is a provision of DE under the CSSA Scheme (please see Section 9 for details).

Applicant's Undertaking

Once an applicant agrees to enrol in the SFS Scheme, he/she is required to sign a Job Seeker's Undertaking to indicate that he/she fully understands his/her obligations to comply with all the requirements under the SFS Scheme.

Non-compliance with the Undertaking

An applicant is not entitled to CSSA if he/she refuses to sign the Job Seeker's Undertaking or if he/she fails to comply with any of the requirements stated in the Job Seeker's Undertaking. The Director of Social Welfare will cease processing his/her application for CSSA, terminate further CSSA payment to him/her and other members of his/her household and request him/her to repay the amount of CSSA payment, if any, overpaid to him/her or his/her family arising from such non-compliance.

Other Information

A leaflet on this Scheme can be obtained from the Social Welfare Department.

## 5. APPLICATION PROCEDURES

### A. How to apply

A person can make an application directly to a social security field unit near to his/her place of residence by phone, by fax, by e-mail, by post or in person. An application may also be made through a referral to the Social Welfare Department by another government department or a non-governmental organization. Upon receipt of an application, staff of the Social Welfare Department will conduct investigation and verification of the applicant's circumstances and information provided [see (C) below] through office interview and home visit. All application procedures are processed in Hong Kong.

### B. Persons unfit to apply

If an applicant is aged below 18 without a parent or legal guardian or is an adult aged 18 or above who has been medically certified to be unfit to make a statement on his/her own, an appointee will be appointed by the Director of Social Welfare to act on his/her behalf.

### C. Supporting documents/information required

Depending on the circumstances of individual cases, staff of the Social Welfare Department will ask the applicant and his/her family members to produce the following documents :

- Identity documents  
(such as Hong Kong Identity Cards (for those aged 11 or above), Birth Certificates (for those aged below 11) and Certificate of Exemption, etc.)
- Marriage certificates or documents of divorce, if applicable
- Proofs of accommodation expenses  
(such as rent receipts, rent card, tenancy agreement, receipts of water & sewage charge, demands for rates and receipts of management fee, etc.)
- Proofs of assets (including those in Hong Kong, Macau, the Mainland or overseas)  
(such as bank passbooks and bank statements showing the latest balance, time deposit receipts, insurance policy statements, stocks, proof of property/land ownership and other documentary proofs of valuable possessions, etc.)
- Proofs of educational expenses (such as receipts of school fee and school bus fee, etc.) and student handbooks
- Travel documents  
(such as Passports, Hong Kong Special Administrative Region (HKSAR) Re-entry Permit, HKSAR Document of Identity for Visa Purposes, Hong Kong Entry Permit, Home Visit Permit and One-way Permit, etc.)
- Proofs of income  
(such as Mandatory Provident Fund pay-records, pay slips and, employer's statement, etc.)

- Medical follow-up cards/appointment slips
- Proofs of financial relationship with other family members (including parents and siblings)
- Other relevant documents as required by the Social Welfare Department.

Where necessary, the Department will make enquiries to the Director of Health/Chief Executive of Hospital Authority for medical reports, or to the applicant's employer/ex-employer for verification. The Department will also seek information related to the applicant and his/her family members from the Immigration Department, other government departments and organizations (including banks).

We have to rely on the applicant's co-operation to give us the relevant information to enable us to process the application speedily and effectively.

## **6. NOTIFICATION OF RESULT OF APPLICATION AND PAYMENT METHOD**

### **A. Notification of result**

After completion of investigation, a formal notification letter will be sent to the applicant.

If the application is successful, a detailed breakdown of the components of the monthly payment, pay-day, payment method and period of payment will be indicated in the notification letter.

If the application is unsuccessful, the reason(s) for rejection will be given in the notification letter.

If the applicant disagrees with a decision made by the Social Welfare Department, he/she has the right to lodge an appeal with the Social Security Appeal Board (please see Section 15 for the appeal procedures).

### **B. Payment method**

CSSA payment is usually credited to the applicant's/guardian's/appointee's designated bank account (joint bank account is not accepted) once a month. Under exceptional circumstances, special delivery of cash directly to the applicant can be arranged. For urgent cases, cash payment may be paid to the applicant at the social security field unit.

## **7. COMMENCEMENT DATE OF ASSISTANCE**

CSSA payment will be calculated from the date of receipt of the application by the Social Welfare Department (or the date of application or referral if the application is referred by another organization) or the date of eligibility, whichever is the later.

Able-bodied unemployed adults aged 15-59 are required to participate in the SFS Scheme as a condition of receiving assistance [please see Item C(c) of Section 3]. Their monthly entitlement normally starts one month after the date of application. However, in genuine hardship cases, the Director of Social Welfare may, at his discretion, make payment from the date of application.

## **8. TYPES AND RATES OF PAYMENT**

Payments can be broadly classified into three types :

- standard rates
- supplements
- special grants

A. Standard rates

Standard rates, as shown below, are paid to different categories of recipients to meet their basic needs.

<u>Category</u>	<u>Standard Rates</u>			
	(\$ per person per month)			
	<u>Single person</u>	<u>Family member</u>		
<u>Elderly person aged 60 or above</u>				
Able-bodied/50% disabled	2,680	2,530		
100% disabled	3,245	2,870		
Requiring constant attendance	4,570	4,190		
<u>Ill-health/Disabled adult aged under 60</u>				
Ill-health/50% disabled	2,680	2,530		
100% disabled	3,245	2,870		
Requiring constant attendance	4,570	4,190		
<u>Disabled child</u>				
50% disabled	3,025	2,635		
100% disabled	3,585	3,205		
Requiring constant attendance	4,900	4,525		
		In a family comprising not more than 2 able-bodied adults/ <u>children</u>	In a family comprising 3 able-bodied adults/ <u>children</u>	In a family comprising 4 or more able-bodied adults/ <u>children</u>
<u>Able-bodied adult aged under 60</u>				
Single parent/Family carer	—	2,060	1,855	1,645
Other adult	1,890	1,685	1,520	1,360
<u>Able-bodied child</u>	2,275	1,880	1,690	1,505

[Note : For the purpose of payment of standard rates, a child is defined as one aged below 15 or aged 15-21 receiving full-time education (students receiving post-secondary education are normally not eligible under the Scheme), while an ill-health or disabled person must obtain medical certification on his/her health condition from a doctor of a public hospital or clinic.]

B. Supplements

(a) Long-term supplement

An annual long-term supplement is payable to families involving any member who is old, disabled or medically certified to be in ill-health for the replacement of household and durable goods if they have received assistance continuously for 12 months or more. The amount payable depends on the number of such eligible members in the family. The rates are as follows :

	<u>Amount of Supplement</u> (\$)
Family with 1 such eligible member	1,680
Family with 2-4 such eligible members	3,365
Family with 5 or more such eligible members	3,825

(Note: Able-bodied adults/children are not entitled to long-term supplement.)

(b) Single parent supplement

A monthly supplement of \$265 is payable to single parent families to recognize the special difficulties which single parents face in bringing up a family.

To be eligible for this supplement, the single parent must be living with at least one child aged below 18 or aged 18-21 receiving full-time education who must be unmarried and eligible for the assistance. The single parent must also satisfy either of the following conditions :

- he/she is widowed or divorced or separated, or is an unmarried mother or father;
- or
- his/her spouse is :
  - (i) receiving medical treatment in a hospital and the period of hospitalization has been lasting or is expected to last for six months or over; or
  - (ii) serving a sentence of at least nine months in prison or any penal institution; or
  - (iii) being prevented by law from entering Hong Kong; or

(iv) living apart physically for other reasons by virtue of which the payment of single parent supplement is considered appropriate by the Director of Social Welfare.

(c) Community living supplement

A monthly community living supplement of \$250 is payable to recipients who are old, disabled or medically certified to be in ill-health and who are not living in institutions to better support their stay in the community.

(d) Transport supplement

A monthly transport supplement of \$215 is payable to severely disabled persons who are medically certified to be 100% disabled or in need of constant attendance and in the age group of 12 to 64 to encourage them to participate more in activities away from home, thereby enhancing their integration into society.

C. Special grants

(a) Special grants payable to elderly persons, disabled persons and persons medically certified to be in ill-health

<u>Types of grant</u>	<u>Payment rate</u>
-----------------------	---------------------

(i) Housing and related grants

a) Rent allowance	<u>No. of eligible members in the household</u>	<u>Maximum level per month (\$)</u>
	1	1,265
	2	2,550
	3	3,330
	4	3,545
	5	3,550
	6 or above	4,435

Note: (1) Rent allowance above the maximum level can be considered to cover the actual rent if an elderly applicant has been waitlisted for compassionate re-housing or a subvented residential institution (not applicable to those residing in a private elderly residential institution).

(2) For CSSA cases where the household has to pay rent for a public rental housing (PRH) flat (including an Interim Housing unit) under the Hong Kong Housing Authority (HA), the Department will, under normal circumstances, arrange direct bank transfer of the CSSA rent allowance payable to the household to HA's bank account monthly for paying rent (including the license fee) of the PRH flat.

b) Water and sewage charge allowance	Amount of allowance depends on the number of persons sharing the water meter
--------------------------------------	--

<u>Number of persons sharing the water meter</u>	<u>Amount of allowance per person per month (\$)</u>
1	Nil
2	7.50
3	10.30
4	12.10
5	14.10

6	16.00
7	18.00
8	19.50
9	20.60
10 or above	21.50

[For example, if a family of four is sharing a water meter with six other tenants, the family will be entitled to a water and sewage charge allowance of \$86.00 (\$21.5 x 4) a month.]

- c) Grant for rent deposit      Up to two times of the appropriate maximum rent allowance
- d) Grant for water, electricity and gas/LPG deposits for accommodation in public housing      Actual expenses
- e) Domestic removal grant      Public housing estate or interim housing
- From \$3,530 up to a maximum of \$12,931 depending on the number of eligible members to cover removal cost, basic fitting out expenses and telephone installation fees
- Private housing
- From \$1,249 up to a maximum of \$3,270 depending on the number of eligible members
- Housing for Senior Citizens
- Single person : \$3,530  
Couple : \$7,797
- (The grant covers the costs of removal, telephone installation and essential household items in connection with the removal.)
- Institutions for the elderly  
\$625

- |   |  |
|---|--|
| f) Grant to cover telephone installation fees   | Actual fees charged for installing a standard telephone set<br>(Payable to cases demonstrating a genuine need for a telephone, e.g. elderly/disabled persons living alone who are in need of a telephone for communication at times of emergency.) |
| g) Grant to cover monthly telephone charges   | Actual fees for renting a residential telephone line and a standard telephone set or the monthly fees for basic plan of mobile phone service<br>(Payable to cases demonstrating a genuine need for a telephone.)                                   |
| h) Grant for emergency alarm system for elderly recipients                                  | Installation fee on a one-off basis :<br>up to a maximum of \$2,500; or<br>Monthly service charges :<br>up to a maximum of \$100 per month   |
| i) Grant for renewal of electrical fittings   | Actual expenses  |
| (ii) <u>Family grants</u>   |  |
| a) Grant to cover fares to and from hospital/clinic and other essential travelling expenses | Actual expenses (usually by the cheapest means of available transport)   |
| b) Burial grant   | Up to a maximum of \$11,480  |

(iii) Medical and rehabilitation grants

- a) Special diet allowance
- Confirmation of the need and medical recommendation from a doctor of a public hospital or clinic based on the medical condition is required.
- Higher rate : \$840 per month  
(For those certified as suffering from anaemia, malignancy, diabetes, tuberculosis (under treatment), or as requiring a fluid diet, or under a post-operative condition or those with stoma.)
- Lower rate: \$440 per month  
(For those certified as suffering from liver disease, kidney disease, disseminated lupus erythematosus or as requiring an ulcer diet.)
- For patients of the above diseases, confirmation of the need and medical recommendation from a doctor of a public hospital or clinic based on the medical condition is still required in order to be eligible for the special diet allowance.
- b) Grant to cover costs of medical, rehabilitation, surgical appliances and hygienic items (e.g. wheel-chair, hearing-aid, stoma bags, disposable diapers)
- Actual expenses subject to medical recommendation (where appropriate, the recommendation of an occupational therapist or a physiotherapist is also acceptable)
- c) Grant to cover costs of glasses
- Up to a maximum of \$500 (or more in exceptional cases) (normally, the special grant is given to cover the cost of only one pair of glasses within 24 months)

- |   |  |
|---|--|
| d) Grant to cover costs of dental treatment (tooth extraction, dentures, crowns, bridges, scaling, fillings and root canal treatment) | Actual expenses or the ceiling amount of the dental treatment item set by the Social Welfare Department<br>(The applicant should approach one of the dental clinics designated by the Social Welfare Department to provide such service. He/She is free to turn to a registered dentist of a non-designated clinic for the same service after he/she has approached one of these designated clinics for an estimate of cost. A grant will be paid to meet the cost charged by the non-designated clinic, up to the cost estimated by the designated clinic or the ceiling amount set by the Social Welfare Department, whichever is the less.) |
| e) Care and attention allowance   | Actual expenses subject to medical certification and a social worker's recommendation  |
| f) Grant to cover the charge for respite service  | Actual fees charged less a portion of the standard rate  |
| g) Grant to cover the medical examination fee for admission to a subvented residential institution                                    | Actual fees  |
| h) Grant to cover the annual medical examination fee for elderly recipients in elderly residential institutions                       | Up to a maximum of \$200   |
| i) Grant to cover fees for Home Help Service/ Integrated Home Care Service  | Actual service fees (cost of meals excluded). The grant is not payable to customers in receipt of a higher standard rate or miscellaneous expenses rate for being in need of constant attendance.  |

- j) Grant to cover costs of Physiotherapist/ Occupational Therapy Service  
Actual expenses (only applicable to physiotherapist/occupational therapy service provided by the designated Community Rehabilitation Day Centre and District Support Centre for Persons with Disabilities)
- k) Grant to cover costs of Community-based Support Projects for People with Disabilities and Their Families and Enhanced Home and Community Care Services  
Actual expenses in general (cost of meals excluded). The grant is normally not payable to customers in receipt of a higher standard rate or miscellaneous expenses rate for being in need of constant attendance.

(iv) Child-care grants

- a) Grant to cover fees for attending a child care centre  
Group aged 0-2: up to a maximum of \$4,965 per month  
Group aged 2-3: up to a maximum of \$3,450 per month
- b) Grant to cover charges for occasional child care services  
Actual expenses (cost of meals excluded) of occasional child care services provided by the designated pre-primary institutions

(v) School grants

- a) Grant to cover school fees  
Actual fees except for kindergarten fees of which the maximum levels are :  
Full-day : \$31,500 per year kindergarten  
Half-day : \$19,500 per year kindergarten
- b) Meal allowance for students  
\$225 per month for students receiving full-day education who have to take lunch away from home
- c) Grant to cover fares to and from school  
Actual expenses (normally by the cheapest means of available transport)

d) Grant to cover Hong Kong Advanced Level Examination and Hong Kong Diploma of Secondary Education Examination fees

Actual fees

e) Grant for selected items of school related expenses

A flat-rate grant is payable to full-time students up to the upper secondary level for selected items of school related expenses (i.e. books, stationery, school uniforms, miscellaneous and minor one-off expenses). The rates are as follows :

<u>Education level</u>	<u>Full grant per student per school year</u> (\$)
Child Care Centre (Group aged 0-2/ Group aged 2-3)	1,305
Kindergarten (Nursery/Lower/Upper)	2,980
Primary (Primary 1-6)	3,157
Lower secondary (Secondary 1-3)	4,487
Upper secondary (Secondary 4 (Senior Secondary 1) - Secondary 7/ technical/ commercial institutes)	3,877

- Note:
- (1) The grant is normally paid before the commencement of the school year.
  - (2) If the family is eligible for CSSA after the commencement of the school year, the amount of grant payable will be adjusted accordingly.
  - (3) Additional payment can be considered if the actual expenses exceed the amount of the grant paid. Recipients should keep all relevant receipts to prove that the amount of grant paid is insufficient to cover the actual expenses.

(b) Special grants payable to able-bodied adults/children

<u>Types of grant</u>	<u>Payment rate</u>	
	<u>No. of eligible members in the household</u>	<u>Maximum Level per month (\$)</u>
(i) <u>Rent allowance</u>	1	1,265
	2	2,550
	3	3,330
	4	3,545
	5	3,550
	6 or above	4,435

Note: (1) Rent allowance above the maximum level can be considered to cover the actual rent if the applicant has been waitlisted for compassionate re-housing.

(2) For CSSA cases where the household has to pay rent for a PRH flat (including an Interim Housing unit) under HA, the Department will, under normal circumstances, arrange direct bank transfer of the CSSA rent allowance payable to the household to HA's bank account monthly for paying rent (including the license fee) of the PRH flat.

(ii) <u>Water and sewage charge allowance</u>	Amount of allowance depends on the number of persons sharing the water meter	
	<u>Number of persons sharing the water meter</u>	<u>Amount of allowance per person per month (\$)</u>
	1	Nil
	2	7.50
	3	10.30
	4	12.10
	5	14.10
	6	16.00
	7	18.00
	8	19.50
	9	20.60
	10 or above	21.50

[For example, if a family of four is sharing a water meter with six other tenants, the family will be entitled to a water/sewage charge allowance of \$86.00 (\$21.5 x 4) a month.]

(iii) Child-care grants

- |  |  |
|--|--|
| a) Grant to cover fees for attending a child care centre     | Group aged 0-2: up to a maximum of \$4,965 per month   |
|  | Group aged 2-3: up to a maximum of \$3,450 per month   |
| b) Grant to cover charges for occasional child care services | Actual expenses (cost of meals excluded) of occasional child care services provided by the designated pre-primary institutions |

(iv) School grants

- |  |  |
|--|--|
| a) Grant to cover school fees  | Actual fees except for kindergarten fees of which the maximum levels are :<br><br>Full-day : \$31,500 per year kindergarten<br>Half-day : \$19,500 per year kindergarten |
| b) Meal allowance for students   | \$225 per month for students receiving full-day education who have to take lunch away from home  |
| c) Grant to cover fares to and from school   | Actual expenses (normally by the cheapest means of available transport)  |
| d) Grant to cover Hong Kong Advanced Level Examination and Hong Kong Diploma of Secondary Education Examination fees | Actual fees  |

- e) Grant for selected items of school related expenses
- A flat-rate grant is payable to full-time students up to the upper secondary level for selected items of school related expenses (i.e. books, stationery, school uniforms, miscellaneous and minor one-off expenses). The rates are as follows :

<u>Education level</u>	<u>Full grant per student per school year</u> <u>(\$)</u>
Child Care Centre (Group aged 0-2/ Group aged 2-3)	1,305
Kindergarten (Nursery/Lower/Upper)	2,980
Primary (Primary 1-6)	3,157
Lower secondary (Secondary 1-3)	4,487
Upper secondary (Secondary 4 (Senior Secondary 1) - Secondary 7/technical/ commercial institutes)	3,877

- Note: (1) The grant is normally paid before the commencement of the school year.
- (2) If the family is eligible for CSSA after the commencement of the school year, the amount of grant payable will be adjusted accordingly.
- (3) Additional payment can be considered if the actual expenses exceed the amount of the grant paid. Recipients should keep all relevant receipts to prove that the amount of grant paid is insufficient to cover the actual expenses.

- (v) Burial grant Up to a maximum of \$11,480

(c) How to apply for a special grant

It is not possible to go into great detail about each of the special grants listed above. Applicants may contact the staff of the social security field unit for enquiries.

Recipients under different categories can receive special grants on a monthly or one-off basis to meet their personal or family's special needs.

Many of these special grants are paid to meet the actual costs provided that they are reasonable while some others are paid up to the maximum levels set by the Social Welfare Department. It is important that you seek the advice of the responsible staff of the social security field unit before purchasing any of the items covered by these special grants. All applications for reimbursement must be submitted within six months immediately following the date of payment. Applicants, at the same time, are required to submit all relevant receipts as supporting documents to process the claim.

Application for advance payment of special grants can be made upon production of supporting documents, such as a quotation or an official estimate of cost. Under certain circumstances, a verbal confirmation is also acceptable.

Other special grants may be made at the discretion of the Director of Social Welfare under exceptional circumstances on the merits of individual cases.

## 9. DISREGARDED EARNINGS

The provision of ‘disregarded earnings’ (DE) under the CSSA Scheme aims to encourage CSSA recipients to find and maintain employment. DE refers to the earnings from employment that are disregarded when assessing the amount of assistance payable to a CSSA recipient.

All categories of recipients in cases which have been on CSSA for not less than two months are eligible for the following DE benefits:

### A. Monthly DE

Monthly earnings from employment can be partially disregarded up to a maximum of \$2,500 per month, calculated as follows :

<u>Earnings</u>	<u>Level of disregard</u>	<u>Maximum amount to be disregarded</u>
First \$800	100%	\$800
Next \$3,400	50%	\$1,700
\$4,200 or above	The first \$800 and half of next \$3,400	\$2,500

### B. Total disregard of the first month’s income from a new job

The first month’s income earned by a recipient aged 15 or above from a new job can be totally disregarded on condition that the recipient has not benefited from this provision during the past two years.

## **10. DISREGARDED TRAINING/RETRAINING ALLOWANCE**

In recognition of the additional expenditure incurred in attending training/retraining courses, training/retraining allowance received by a recipient can be disregarded up to a maximum of \$1,890 in the payment month following the receipt of allowance. See examples below:

### Example 1 (Monthly payment of training/retraining allowance)

A CSSA recipient attends a training course which lasts for three months and receives a training allowance of \$2,000 at the end of each month for three months. The recipient is entitled to a disregarded amount of \$1,890 in each of the three payment months following the receipt of the allowance. The remaining amount of \$110 for each month is counted as income.

### Example 2 (Lump sum payment of training/retraining allowance)

A CSSA recipient receives a lump sum retraining allowance of \$4,921 after completion of a retraining course which lasts for six weeks. The recipient is entitled to a disregarded amount of \$1,890 in the payment month following the receipt of the allowance. The remaining amount of \$3,031 is counted as income.

## 11. ASSESSMENT OF ASSISTANCE

### A. How the amount of assistance payable is assessed

The amount of assistance payable to applicants is worked out according to the following formula:

$$\begin{array}{rcccl} \text{Recognized} & & \text{Assessable} & & \text{Amount of} \\ \text{Needs} & \text{minus} & \text{Income} & = & \text{CSSA payment} \end{array}$$

**Recognized needs** include the basic and special needs recognized under the CSSA Scheme in terms of various types of payment:

- standard rates
- supplements
- special grants

**Assessable income** includes earnings from employment and other income (for example, rent collected, contributions from relatives/friends and regular free meals provided by employers) less the amount of earnings or training/re-training allowance that can be disregarded.

B. Examples

A few examples are provided below to illustrate how the amount of assistance payable is calculated.

Example 1

A single applicant aged 60 who has been medically certified to be 100% disabled, lives in a public housing estate. He pays a monthly rent of \$920, monthly telephone charges of \$125 and monthly service charges for emergency alarm system of \$100. He spends \$20 a month on travelling to and from a government clinic for follow-up treatment. He has no income. The amount of monthly assistance payable to him is :

	(\$)
<u>Recognized needs :</u>	
Standard rate	3,245
Community living supplement	250
Transport supplement	215
Special grants for	
rent	920
telephone charges	125
service charges for emergency alarm system	100
fares to and from clinic	20
Total :	<u>4,875</u>
 <b>Minus</b>	
<u>Assessable income :</u>	NIL
 = Assistance payable	 <u><u>4,875</u></u>

(Note : An annual long-term supplement of \$1,680 is payable when the applicant has received assistance continuously for 12 months or more. Where the need arises, additional special grants are payable to meet other special needs of the applicant, for example, the costs of spectacles and dentures. )

Example 2

A single elderly applicant aged 60 who lives in a public housing estate pays a monthly rent of \$1,150 and monthly fees for basic plan of mobile phone service of \$65. Every Sunday he works half day for a nearby restaurant as a casual helper and earns a monthly income of \$800.

(A) The amount of monthly assistance payable to him in the first 2 months of receipt of CSSA is :

	(\$)
<u>Recognized needs :</u>	
Standard rate	2,680
Community living supplement	250
Special grants for	1,150
rent	65
telephone charges	
Total :	<u>4,145</u>
<b>Minus</b>	
<u>Assessable income :</u>	
\$800	800
= Assistance payable	<u><u>3,345</u></u>

(B) The amount of monthly assistance payable to him starting from the 3<sup>rd</sup> month is :

	(\$)
<u>Recognized needs :</u>	
Standard rate	2,680
Community living supplement	250
Special grants for	1,150
rent	65
telephone charges	
Total :	<u>4,145</u>
<b>Minus</b>	
<u>Assessable income :</u>	
\$800 (totally disregarded)*	0
* income disregarded: The first \$800 of the applicant's monthly income is totally disregarded.	
= Assistance payable	<u><u>4,145</u></u>

(Note : An annual long-term supplement of \$1,680 is payable when the applicant has received assistance continuously for 12 months or more. Where the need arises, additional special grants are payable to meet other special needs of the applicant, for example, the costs of spectacles and dentures.)

Example 3 : Part A

A 3-member single-parent family comprises the mother and two children aged 14 and 12 respectively. The mother is a full-time housewife. The two children attend full-day secondary school and take lunch away from home. Monthly expenses of the family include rent of \$3,200, water and sewage charges and fares to and from school of \$450 for the two children. The amount of monthly assistance payable to this incomeless family is :

	<u>(\$)</u>
<u>Recognized needs :</u>	
Standard rates	
(for 1 single parent and 2 able-bodied children in the family : \$1,855 + \$1,690×2)	5,235.0
Single parent supplement	265.0
Special grants for	
rent	3,200.0
water and sewage charges	30.9
meal allowance for the students	450.0
travelling expenses to and from school	450.0
= Assistance payable	<u>9,631</u>

(rounded up to the nearest dollar)

Example 3 : Part B

After relying on CSSA for 1 year, the single parent decides to take up a part-time cleansing job in the morning with a monthly wage of \$1,800 since her two children are attending full-day secondary school. As her first month's income earned from a new job can be totally disregarded, the first month's salary received by her does not affect the amount of assistance payable to the family (i.e. \$9,631). The total monthly income of the family starting from the following month is :

	<u>(\$)</u>
<u>Recognized needs :</u>	
Standard rates	
(for 1 single parent and 2 able-bodied children in the family : \$1,855 + \$1,690×2)	5,235.0
Single parent supplement	265.0
Special grants for	
rent	3,200.0
water and sewage charges	30.9
meal allowance for the students	450.0
travelling expenses to and from school	450.0
Total :	<u>9,630.9</u>

**Minus**

Assessable income :  
\$1,800 - \$1,300 (income disregarded)\* 500.0

\* income disregarded :  
\$800 + (\$1,800 - \$800) ÷ 2 = \$1,300

When assessing an applicant's income, the first \$800 and half of the next \$3,400 of the monthly income can be disregarded.

The monthly income of the applicant is \$1,800. The first \$800 and half of the remaining \$1,000 is disregarded.

= Assistance payable 9,131  
(rounded up to the nearest dollar)

Total family income = Earnings from employment + CSSA 10,931  
payment (i.e. \$1,800 + \$9,131)

(Note : The children in the family are also eligible for an annual flat-rate grant for selected items of school related expenses.)

Example 4 : Part A

A 4-member family comprises the unemployed able-bodied applicant, his wife who is a homemaker, and two children aged 16 and 7 respectively. The elder child is a full-day higher secondary school student and needs to take lunch away from home while the younger child is studying in a half-day primary school. Monthly expenses of the family include rent of \$3,500, water and sewage charges and fares to and from school of \$400 for the two children. The amount of monthly assistance payable to this incomeless family is :

	<u>(\$)</u>
<u>Recognized needs :</u>	
Standard rates	6,015.0
(for an able-bodied adult, a family-carer and 2 able-bodied children : \$1,360 + \$1,645 + \$1,505 x 2)	
Special grants for	
rent	3,500.0
water and sewage charges	48.4
meal allowance for the student	225.0
travelling expenses to and from school	400.0
= Assistance payable	<u>10,188</u>

(rounded down to the nearest dollar)

#### Example 4 : Part B

After relying on CSSA for half a year, the applicant finds a full-time delivery job with a monthly salary of \$5,000. Since his first month's income earned from a new job can be totally disregarded, the first month's salary received by him does not affect the amount of assistance payable to the family (i.e. \$10,188). The total monthly income of the family starting from the following month is :

	(\$)
<u>Recognized needs :</u>	
Standard rates	6,015.0
(for an able-bodied adult, a family-carer and 2 able-bodied children : \$1,360 + \$1,645 + \$1,505 x 2)	
Special grants for	
rent	3,500.0
water and sewage charges	48.4
meal allowance for the student	225.0
travelling expenses to and from school	400.0
Total :	<u>10,188.4</u>
 <b>Minus</b>	
<u>Assessable income :</u>	
\$5,000 - \$2,500 (income disregarded)*	2,500.0
* income disregarded :	
As the monthly income of the applicant is more than \$4,200, the maximum amount to be disregarded is \$2,500 in calculating the income.	
 = Assistance payable	7,688
	(rounded down to the nearest dollar)
 Total family income = Earnings from employment + CSSA payment (i.e. \$5,000 + \$7,688)	<u><u>12,688</u></u>

(Note : The children in the family are also eligible for an annual flat-rate grant for selected items of school related expenses.)

Example 5

A 5-member family comprises the unemployed able-bodied applicant, his wife who is a family-carer, his elderly mother-in-law, his 21-year-old son who is medically certified to be suffering from carcinoma and in need of special diet and his 13-year-old daughter who is a full time junior secondary student and has to take lunch away from home. Monthly expenses of the family include rent of \$1,810, telephone charges of \$125, the son's fares to and from clinic of \$150, the daughter's fares to and from school of \$280 and stoma bags of \$200 for the son. In addition, the family has to pay water and sewage charges. The amount of monthly assistance payable to the family is:

	(\$)
<u>Recognized needs</u> :	
Standard rates	10,125
(for an able-bodied adult, a family-carer, an elderly member, an ill-health adult and an able-bodied child : \$1,520 + \$1,855 + \$2,530 + \$2,530 + \$1,690)	
Community living supplement	500
Special grants for	1,810
rent	70.5
water and sewage charges	840
special diet (carcinoma)	225
meal allowance for the student	125
telephone charges	280
travelling expenses to and from school	150
travelling expenses to and from clinic	200
stoma bags	
Total :	<u>14,325.5</u>
 <b>Minus</b>	
<u>Assessable income</u>	NIL
 = Assistance payable	<u><u>14,326</u></u>
	(rounded up to the nearest dollar)

(Note : An annual long-term supplement of \$3,365 is payable to the elderly family member and the son suffering from carcinoma when they have received assistance continuously for 12 months or more. Where the need arises, additional special grants are payable to meet their special needs. In addition, the student in the family is also eligible for an annual flat-rate grant for selected items of school related expenses.)

## **12. PERMISSIBLE LIMITS OF ABSENCE FROM HONG KONG DURING RECEIPT OF ASSISTANCE**

A recipient's temporary absences from Hong Kong will not affect the amount of assistance payable on condition that the total number of days of absence in a payment year (which is counted from 1 July to 30 June of the following year) does not exceed the permissible limit as follows :

- A. Recipients aged 60 or above or recipients medically certified to be disabled : 180 days per year
  
- B. Other recipients : 60 days per year (If there are special reasons why these recipients have to leave Hong Kong for more than 60 days in a year, the permissible limit of absence from Hong Kong can be extended up to a maximum of 90 days at the discretion of the Director of Social Welfare.)

### **13. PORTABLE COMPREHENSIVE SOCIAL SECURITY ASSISTANCE (PCSSA) SCHEME FOR ELDERLY PERSONS RETIRING TO GUANGDONG AND FUJIAN**

The PCSSA Scheme aims to provide cash assistance to eligible elderly CSSA recipients who choose to take up permanent residence in Guangdong or Fujian.

#### **A. Eligibility**

To be eligible for PCSSA, a person must, in addition to satisfying the means test under the CSSA Scheme :

- (a) be a Hong Kong permanent resident and have lived in Hong Kong for at least seven years;
- (b) be aged 60 or above; and
- (c) have received CSSA continuously for at least one year immediately before the date of application for PCSSA (breaks in payment totalling not more than 10 days within this one-year period are allowed).

The applicant is required to declare the scheduled date of his/her departure from Hong Kong to take up permanent residence in Guangdong or Fujian, which must fall within three months of the date of application for PCSSA.

If the applicant is a public housing tenant, he/she must also surrender his/her public housing unit or delete his/her name from the tenancy in order to qualify for PCSSA.

#### **B. Amount of assistance**

An applicant eligible for PCSSA will be entitled to the monthly standard rate and the annual long-term supplement. No special grants or other payments (such as rent allowance, special diet allowance, travelling expenses) will be made to a PCSSA recipient.

In case of the death of a PCSSA recipient, a burial grant to meet the burial and related expenses can be made to the deceased recipient's relative or friend who is responsible for the burial arrangements on a reimbursement basis. The application must be made within six months of the date of death of the recipient. In cases where a Chinese resident in Guangdong or Fujian applies for the burial grant, the application will be processed by the Social Welfare Department's agent.

C. Application

All application procedures are processed in Hong Kong. An elderly CSSA recipient may apply for PCSSA in person at the social security field unit which handles his/her CSSA case. If he/she has a mobility problem, he/she can apply by phone or by post so that a home visit can be arranged.

D. Method of Payment

PCSSA payment will be credited to the successful applicant's Hong Kong bank account monthly. He/She is required to make his/her own arrangements to collect PCSSA payments from that account (for example, he/she can make arrangements with the bank to remit the payments to him/her in Guangdong or Fujian). Any expenses thus incurred have to be borne by him/her.

E. More information

For more detailed information, please refer to the pamphlet 'Notice to Applicants for PCSSA' (only Chinese version is available), which is available at any social security field unit.

#### **14. WAIVER OF MEDICAL CHARGES**

All CSSA recipients are entitled to free medical treatment at public hospitals (including the Accident & Emergency Department) or clinics in Hong Kong.

Each eligible applicant is given a “Certificate of Comprehensive Social Security Assistance Recipients (for Medical Waivers)” which contains the particulars of the applicant and other eligible members of the family, if any. With this Medical Waiver, the recipients can apply for waiving of medical charges at a public hospital or clinic.

On seeking medical treatment, the recipients can produce the Medical Waiver upon registration for out-patient treatment or admission to a hospital, and ask the staff of the hospital or clinic to help apply for waiving of medical charges.

If the recipient needs to seek medical treatment but has not yet received the Medical Waiver, he/she may approach the social security field unit concerned or the medical social worker (if there is one in that hospital or clinic) for assistance.

## 15. APPEAL PROCEDURES

An applicant may lodge an appeal at the Social Security Appeal Board if he/she disagrees with a decision made by the Social Welfare Department on any of the following matters:

- (a) the refusal of any payment;
- (b) the amount of payment offered;
- (c) the date from which payment was offered; and
- (d) the issue of payment to a person other than the applicant.

The Social Security Appeal Board is an independent body comprising non-officials appointed by the Chief Executive. If an applicant wants to make an appeal against a decision of the Social Welfare Department, it is important that he/she must lodge it within four weeks immediately following the date of notification of the decision from the Director of Social Welfare. The decision of the Board is final and the appellant has no further right of appeal.

The applicant can lodge an appeal at the social security field unit concerned, the Social Welfare Department's Headquarters or the Social Security Appeal Board office.

The address, telephone number and opening hours of the Social Security Appeal Board can be found in Section 20 of this Guide.

## **16. COMPLAINT PROCEDURES**

We are committed to providing applicants with a polite, helpful and efficient service.

If an applicant is not satisfied with the work of the social security field unit, or the attitude of its staff, he/she can ask to see the Supervisor of the social security field unit, or alternatively lodge a complaint with the District Social Welfare Officer. The name and contact telephone number of the District Social Welfare Officer are displayed at the reception area of the social security field unit.

All complaints, whether written or oral, will be dealt with expeditiously and impartially.

## **17. OTHER WELFARE SERVICES**

If an applicant is in need of other welfare services (for example, residential placements or counselling services), please let staff of the social security field unit know. We will render every possible assistance as appropriate. Where necessary, referrals will be made to other service units or government departments for appropriate services.

## 18. NOTICE TO APPLICANTS/GUARDIANS/APPOINTEES

### A. Report of changes in circumstances

Any changes in the circumstances of a CSSA applicant or his/her family member(s) may affect his/her CSSA entitlements. Therefore, the applicant or his/her guardian/appointee should report immediately to the concerned Social Security Field Unit of the Social Welfare Department whenever there is a change in the information that has already been provided to the Department, such information includes :

1. change in employment (including taking up employment/self-employment, change/termination of job) or change in income;
2. change in financial resources (e.g. receipt of or increase/decrease in the amount of maintenance payment from divorce settlement/contribution from relatives or friends/pension/bonus/double pay/training or retraining allowance/compensation/charitable funds/benefit payments from insurance policy, etc.);
3. total value of assets exceeding the prescribed limit;
4. change in schooling conditions (including commencement of schooling, change of school, cease schooling);
5. change in family conditions (e.g. home removal, increase or decrease in the number of family members, change in marital status, etc.);
6. change in family expenditure (e.g. increase or decrease in rental expenses/school fees/fares to and from school, etc.);
7. absence from Hong Kong exceeding the permissible limits;
8. admission to or discharge from any residential institution, such as a hospital, residential care home for the elderly, nursing home, residential home for people with disabilities, half-way house, boarding school, drug dependent persons treatment centre or refuge centre for women; or
9. detention or imprisonment, etc.

### B. Direct Rent Payment Arrangements to HA

For CSSA cases where the household has to pay rent for a PRH flat (including an Interim Housing unit) under HA, the Department will, under normal circumstances, arrange direct bank transfer of the CSSA rent allowance payable to the household to HA's bank account monthly for paying rent (including the license fee) of the PRH flat.

If in future the Department has to recover or reduce the amount of rent allowance already paid to HA, under normal circumstances, the applicant or his/her guardian/appointee should be responsible for repaying the overpaid amount to the Department.

C. Data matching mechanism and targeted checks

In the process of investigating CSSA cases, the Department will make detailed verification of the information provided by the applicant or his/her guardian/appointee. In addition, the Department conducts data matching periodically with other government departments and related organizations (including the Immigration Department, Treasury, Labour Department, Correctional Services Department, Land Registry, Companies Registry, Transport Department, Student Financial Assistance Agency, Hospital Authority and the Employees Retraining Board, etc.) to cross-check the information given by the applicant or his/her guardian/appointee. Furthermore, the Inland Revenue Department also requests CSSA recipients' information from the Department to cross-check relevant information provided by tax payers. The Department also conducts checks on targeted CSSA cases through home visits. The applicant or his/her guardian/appointee should cooperate fully with the visiting officers of the Department.

D. Information provided must be true, correct and complete

The information provided by the applicant or his/her guardian/appointee must be true, correct and complete. A person who knowingly or wilfully provides false statement or withholds any information in order to obtain assistance by deception commits a criminal offence. He/She is also breaking the law if he/she has the deliberate intention of not reporting the changes of given information which may cause a reduction of the amount of assistance payable or disqualification for CSSA. The applicant or his/her guardian/appointee may be liable to prosecution. Furthermore, any overpaid assistance must be refunded to the Department.

**To obtain CSSA by deception is a criminal offence. In addition to the consequence of being ineligible for CSSA, the applicant or the guardian/appointee is liable on conviction to imprisonment for a maximum of 14 years under the Theft Ordinance (Cap. 210 of the Laws of Hong Kong).**

## **19. REPORTING SUSPECTED FRAUD AND ABUSE CASES**

The CSSA Scheme provides a safety net for those who are in genuine financial difficulties. We will do our best to guard against fraud and abuse of CSSA.

Our Fraud Investigation Teams are responsible for investigating suspected fraud cases. All fraudsters may be liable to prosecution.

If you have any information on any person suspected to have obtained CSSA by deception, please:

- report to our Social Security Field Units;
- call the Report Fraud Hotline at 2332 0101; or
- complete the “Information Form on Fraudulent Claims for CSSA” and send it by post or by fax (fax no. 2718 8595) to us. The Information Form is available at Social Security Field Units, Integrated Family Service Centres, estate offices of the Housing Department or district offices of the Home Affairs Department.

Upon receipt of your report, the Department will take follow-up action according to the information provided. There is no need for you to make a duplicate report unless you have supplementary information to provide in respect of the suspected fraud case.

For addresses, telephone numbers and opening hours of Social Security Field Units and the Fraud Investigation Teams, please see Section 20.

**20. ADDRESSES, TELEPHONE NUMBERS AND OPENING HOURS OF DISTRICT SOCIAL WELFARE OFFICES, SOCIAL SECURITY FIELD UNITS, SOCIAL SECURITY APPEAL BOARD, FRAUD INVESTIGATION TEAMS, TARGET INVESTIGATION TEAM, DATA MATCHING TEAM, DEBT RECOVERY TEAM AND REPORT FRAUD HOTLINE**

A. District Social Welfare Offices and Social Security Field Units

(a) Address and Telephone Number

**Hong Kong**

<u>Office</u>	<u>Address</u>	<u>Tel. no.</u>
Central, Western, Southern and Islands District Social Welfare Office	7/F, Harbour Building, 38 Pier Road, Central	2852 3115
Aberdeen Social Security Field Unit	Level 2, Commercial Centre, Broadview Court, 11 Shum Wan Road, Wong Chuk Hang	2554 6324
Central and Western/Islands Social Security Field Unit	3/F, Tung Che Commercial Centre, 246 Des Voeux Road West, Sai Ying Pun	2546 8003
Tung Chung Social Security Field Unit	G/F, Adjacent to Chau Yat House, Yat Tung (1) Estate, Tung Chung	3141 7024
Eastern and Wan Chai District Social Welfare Office	Room 1101-1104, 11/F, Stanhope House, 734-738 King's Road, North Point	2562 4730
Chai Wan Social Security Field Unit	Level 3, Government Offices, New Jade Garden, 233 Chai Wan Road, Chai Wan	2557 7868
Causeway Bay Social Security Field Unit	Room 1105-1107, 11/F, Stanhope House, 734-738 King's Road, North Point	2562 4788
Wan Chai Social Security Field Unit	Room 2201, 22/F, Southorn Centre, 130 Hennessy Road, Wan Chai	2835 1907

## **East Kowloon**

<u>Office</u>	<u>Address</u>	<u>Tel. no.</u>
Kwun Tong District Social Welfare Office	7/F, Kowloon East Government Offices, 12 Lei Yue Mun Road, Kwun Tong	2347 0047
Lam Tin Social Security Field Unit	Wings B & C, G/F, Ping Mei House, Ping Tin Estate, Lam Tin	2346 7583
Ngau Tau Kok Social Security Field Unit	Room 16-19, 17/F, Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay	2750 2659
Sau Mau Ping Social Security Field Unit	Shop CX 310, 3/F, Sau Mau Ping Shopping Centre, Sau Ming Road, Sau Mau Ping	2348 9312
Kwun Tong Social Security Field Unit	Unit 1301-1305, 13/F, Telecom Tower, Wharf T & T Square, 123 Hoi Bun Road, Kwun Tong	2775 1158
Wong Tai Sin and Sai Kung District Social Welfare Office	Unit 801, 8/F, Lung Cheung Office Block, 138 Lung Cheung Road, Wong Tai Sin	2306 9501
San Po Kong Social Security Field Unit	Unit 701, 7/F, Stelux House, 698 Prince Edward Road East, San Po Kong	2322 9999
Tseung Kwan O Social Security Field Unit	Shop 307B, 3/F, Sheung Tak Shopping Centre, Sheung Tak Estate, Tseung Kwan O	2701 8843
Tsz Wan Shan Social Security Field Unit	Unit 101, 1/F, Lung Cheung Office Block, 138 Lung Cheung Road, Wong Tai Sin	2327 5083
Wong Tai Sin Social Security Field Unit	Unit 103-106, 1/F, Stelux House, 698 Prince Edward Road East, San Po Kong	2382 3738

## **West Kowloon**

<u>Office</u>	<u>Address</u>	<u>Tel. no.</u>
Kowloon City and Yau Tsim Mong District Social Welfare Office	Room 503, 5/F, Mongkok Government Offices, 30 Luen Wan Street, Mong Kok	2303 1843
Kowloon City Social Security Field Unit	Unit 2, 2/F, Chung Hwa Plaza, 5B-5F Ma Hang Chung Road, To Kwa Wan	2760 1679
To Kwa Wan Social Security Field Unit	7/F, To Kwa Wan Government Offices, 165 Ma Tau Wai Road, To Kwa Wan	2334 5442
Yau Tsim Social Security Field Unit	G/F, Yaumatei Carpark Building, Stage II, 250 Shanghai Street, Yau Ma Tei	2384 6707
Mong Kok Social Security Field Unit	22/F, One Mongkok Road Commercial Centre, 1 Mongkok Road, Mong Kok	2396 4052
Sham Shui Po District Social Welfare Office	3/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate, Sham Shui Po	2360 5337
Sham Shui Po Social Security Field Unit	Room 1310, 13/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Sham Shui Po	2725 5658
Shek Kip Mei Social Security Field Unit	6/F, West Coast International Building, 290-296 Un Chau Street, Sham Shui Po	2776 3443
Lai Chi Kok Social Security Field Unit	G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan	2720 8613

## New Territories East

<u>Office</u>	<u>Address</u>	<u>Tel. no.</u>
Tai Po & North District Social Welfare Office	4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, Tai Po	2653 7712
Fanling Social Security Field Unit	Room 233, 2/F, North District Government Offices, 3 Pik Fung Road, Fanling	2675 1624
Sheung Shui Social Security Field Unit	Shop 202, 2/F, Tin Ping Shopping Centre, Tin Ping Estate, Sheung Shui	2682 4853
Tai Po (South) Social Security Field Unit	4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, Tai Po	3183 9302
Tai Po (North) Social Security Field Unit	4/F, Tai Po Government Offices Building, 1 Ting Kok Road, Tai Po	2665 2612
Sha Tin District Social Welfare Office	Room 708-714, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin	2158 6600
Sha Tin (South) Social Security Field Unit	Room 834, 8/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin	2158 6721
Sha Tin (North) Social Security Field Unit	Unit 1, M/F, Yu Chui Shopping Centre, 2 Ngau Pei Sha Street, Siu Lek Yuen, Sha Tin	2605 2112
Yuen Long District Social Welfare Office	6/F, Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2477 7672
Yuen Long (East) Social Security Field Unit	6/F, Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2477 2351
Yuen Long (West) Social Security Field Unit	3/F, Yuen Long Government Offices and Tai Kiu Market, 2 Kiu Lok Square, Yuen Long	2443 2500
Tin Shui Wai (South) Social Security Field Unit	G/F, Yiu Fung House, Tin Yiu Estate, Tin Shui Wai	3595 2351
Tin Shui Wai (North) Social Security Field Unit	Unit G02, G/F, Ancillary Facilities Block, Tin Ching Estate, Tin Shui Wai	2443 2604

## New Territories West

<u>Office</u>	<u>Address</u>	<u>Tel. no.</u>
Tsuen Wan/Kwai Tsing District Social Welfare Office	3/F, Princess Alexandra Community Centre, 60 Tai Ho Road, Tsuen Wan	2493 9944
Kwai Chung (East) Social Security Field Unit	5/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung	2421 1028
Kwai Chung (South) Social Security Field Unit	Room 101, G/F, King Fat House, Cheung Fat Estate, Tsing Yi	2429 2614
Kwai Chung (West) Social Security Field Unit	8/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung	2422 9510
Tsuen Wan Social Security Field Unit	14/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan	2417 6316
Tuen Mun District Social Welfare Office	Room 204, 2/F, Tai Hing Government Offices, 16 Tsun Wen Road, Tuen Mun	2464 3344
Tuen Mun Social Security Field Unit	4/F, Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun	2441 7910
Butterfly Social Security Field Unit	Unit 11-18, 27/F, Tuen Mun Parklane Square, 2 Tuen Hi Road, Tuen Mun	2467 3189
Tai Hing Social Security Field Unit	Room 304, 3/F, Tai Hing Government Offices, 16 Tsun Wen Road, Tuen Mun	2467 2927

### (b) Opening Hours

Monday to Friday	:	8:45 am to 1:00 pm 2:00 pm to 6:00 pm
Saturday, Sunday and Public Holidays	:	Closed

B. Social Security Appeal Board / Fraud Investigation Teams / Target Investigation Team / Data Matching Team / Debt Recovery Team / Report Fraud Hotline

(a) Address and Telephone Number

<u>Office</u>	<u>Address</u>	<u>Tel. no.</u>
Social Security Appeal Board	24/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 1946
Fraud Investigation Teams	Room 1002, 10/F, Skyline Tower,	2382 8073
Target Investigation Team	39 Wang Kwong Road,	2782 0187
Data Matching Team	Kowloon Bay	2735 1256
Debt Recovery Team	Room 924, 9/F, Yaumatei Carpark Building, 250 Shanghai Street, Yau Ma Tei, Kowloon	3575 8044
Report Fraud Hotline		2332 0101

(b) Opening Hours

Monday to Friday : 8:45 am to 1:00 pm  
2:00 pm to 6:00 pm

Saturday, Sunday and Public Holidays : Closed

**21. DEPARTMENTAL HOTLINE SERVICE UNIT**

**Service Unit**

Departmental Hotline Service Unit

**Tel. no.**

2343 2255

Facsimile No.:

2763 5874