



### "Where can I find these services?"

The services above are provided by various government departments and social service agencies, the details of which can be obtained from IFSCs or FCPUSUs. You may also seek help from Medical Social Workers (MSWs) or social workers of other agencies. (The correspondence addresses and telephone numbers of IFSCs and FCPUSUs are listed on pages 24-32.)

### "If my spouse is not willing to receive counselling, how are you going to help me?"

First of all, if you are still living with your spouse, you must assess the safety of your child(ren) and yourself. If the safety of your child(ren) and/or yourself is at risk, you must first consider how to protect your child(ren) and/or yourself, such as applying for admission to a temporary shelter or seeking help from the Police. You may also approach IFSCs or FCPUSUs to discuss with the social workers about your safety plan and other service issues.



### "Considerations before planning to leave home temporarily"

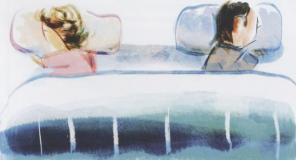
If you consider leaving your home, please take note of the following:

- Choose a safe/appropriate time
  - Choose an appropriate route
  - Choose a safe destination
  - Consider the safety of your child(ren) and yourself
  - Bring along minimal personal belongings, such as identification documents, money, clothing and medication, etc.
  - Bring along important telephone numbers
  - Seek help from relatives and friends or the Police
- If you plan to go to a refuge centre, do not reveal the address of the refuge centre to anyone. However, you may leave a note to your family members, telling them not to worry about your safety.



4 • 5

## Accommodation



"I am all alone in Hong Kong. Where can I go? Do these places allow me to bring along my child(ren)?"

### Temporary Accommodation Service

Refuge centres for women aim at providing female victims with a safe place for temporary retreat, helping them regain self-confidence and obtain enough resources to get away from the threat of violence or abuse so as to resume a normal life. There are now four subvented refuge centres operated by non-governmental organisations (NGOs) in Hong Kong providing round-the-clock admission services. Their addresses are kept confidential in order to protect the victims from harassment. The four refuge centres are:

- **Harmony House** (Telephone number : 2522 0434)
- **Serene Court** (Telephone number : 2787 6865)
- **Sunrise Court** (Telephone number : 2890 8330)
- **Wai On Home for Women** (Telephone number : 2793 0223)

Apart from providing temporary accommodation, the refuge centres also provide a spectrum of services, including casework counselling and treatment, and group work services. Referral to other community service may also be arranged where necessary. Battered women can make direct application to individual refuge centre or through referrals from SWD, NGOs, the Police or hospitals.

If the victim just wants to leave his/her family for temporary retreat instead of going into a refuge centre with a confidential address, he/she may consider staying at the "Family Crisis Support Centre" (FCSC) operated by the Caritas-Hong Kong. FCSC provides time-out facility and an integrated package of service helping people including abused men who are troubled by their family issues or facing crisis, to manage their emotions and seek positive solution to family problems. The services provided by FCSC include information on available resources, short-term accommodation, a 24-hour hotline (hotline of FCSC 18288), crisis intervention, support/treatment/counselling groups, resource corner and other support services. FCSC accepts direct application or referrals by any organisations. You may bring along your child(ren) to FCSC if needed.

Accommodation

6 • 7

### Plans for Long-term Accommodation

When your marriage is falling apart, you and your children may have to look for a long-term accommodation. The normal practice is to rent a private property or apply for public housing. In case you cannot solve the problem by yourself, you may approach social workers for advice.

Generally speaking, you can solve the problem by seeking financial assistance, such as applying for rental allowance under the Comprehensive Social Security Assistance (CSSA) Scheme.

You may also consider applying for "Compassionate Relhousing", which is a form of housing assistance aiming at providing assistance to individuals and families who have genuine and imminent housing needs but cannot meet the needs by themselves.

Under the scheme, conditional tenancy can also be recommended to help those who, having genuine housing need, are undergoing divorce proceedings and assuming custody of children while awaiting court decision on their divorce applications. Starting from November 2001, the Housing Department has extended the "Conditional Tenancy Scheme" to cover victims of domestic violence having petitioned for divorce who have no offspring or have not brought along their dependent child(ren) when leaving their matrimonial homes.



### "As a man, where can I go if I want to stay away from my family members temporarily?"

Those who are in need can stay at FCSC, details of which have already stated above, or approach urban hostels for single persons through the referral of social workers. Urban hostels for single persons provide short-term accommodation and counselling for needy persons so as to help them find alternative long-term accommodation. You may approach the concerned social workers, SWD hotline (2343 2255) or hotline of FCSC (18288) for details.



8 • 9

## Financial Assistance



"My spouse has been the breadwinner of the family. If I leave him/her with my child(ren), how can we support our lives in future?"

### Short Term Financial Assistance

Charitable trust funds provide temporary financial assistance for individuals or families suffering from financial hardship under emergency situations when other support is not available. The social workers of IFSCs or FCPUSUs will assess your financial condition and apply for charitable trust funds for you if you meet the eligibility criteria. For details, please make enquiries at IFSCs or FCPUSUs.

### Comprehensive Social Security Assistance Scheme

If you suffer from financial hardship, you may apply for assistance under the CSSA Scheme. The CSSA Scheme will bring your income up to a prescribed level to meet your basic needs.

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

#### (1) Residence Requirements

The applicant must satisfy the following residence requirements:

- (a) he/she must have been a Hong Kong resident for at least seven years; and
- (b) he/she must have resided in Hong Kong continuously for at least one year immediately before the date of application (abstinence from Hong Kong up to a maximum of 56 days during the one-year period is treated as residence in Hong Kong)<sup>(i)(ii)(iii)</sup>

Note:

- (i) Persons whose stay in Hong Kong is unlawful or persons who are permitted to stay in Hong Kong for a purpose other than residence for earnings, included activities or visitors are not eligible for the Scheme.
  - (ii) Persons who have become Hong Kong residents before 1 January 2004 are exempted from the residence requirement in (a) above.
  - (iii) Hong Kong residents aged below 18 are exempted from the residence requirement in (a) and (b) above.
- (iv) 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 requirements.

Financial Assistance

10 • 11

**(2) 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) 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 recognised under the CSSA 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 (The provision of disregarded earnings is only applicable to cases that have been on CSSA for not less than three months).

**(b) Assets Test**

The total value of the capital assets\* (including land/properties, cash, bank savings, investments in stocks and shares, and other readily realisable assets) held by the applicant and his/her family members must not exceed the prescribed limit set by SWD.

\* Including those in Hong Kong, Macau, the Mainland and overseas countries/territories.

**(3) 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 SWD (e.g. studying or having to look after young children, the sick or disabled family members at home); or
- (b) working full-time and earning a reasonable wage as defined by SWD; or
- (c) in the case of being unemployed or working part-time or earning less than a reasonable wage as defined by SWD, actively seeking full-time jobs and participating in the Support for Self-reliance Scheme of SWD.


Those aged below 15 or aged 60 or above are not subject to the above-mentioned requirements. For details, please make enquiries at the Social Security Field Units.

**"Are the victims of domestic violence eligible for Criminal and Law Enforcement Injuries Compensation? What is the amount of compensation? When will the compensation be payable?"**

The aim of the Criminal and Law Enforcement Injuries Compensation (CLEIC) Scheme is to provide financial assistance to persons (or to their dependants in case of death) who are injured as a result of a crime of violence, or by a law enforcement officer using weapon in the execution of his duty. The CLEIC Scheme is non-contributory and non-means tested. Payments under the CLEIC Scheme come from public funds.

Any person can apply compensation for any injury or death sustained in Hong Kong under this Scheme arising from:

- a crime of violence (including arson and poisoning);
- an arrest or attempted arrest of an offender or suspected offender;
- the prevention or attempted prevention of an offence;
- the giving of help to any police officer or other person who is engaged in arresting or attempting to arrest an offender or suspected offender or preventing or attempting to prevent an offence.



Traffic offences are excluded from the CLEIC Scheme except where there has been deliberate attempt to run the victim down.



The Criminal Injuries Compensation Board will only consider applications which satisfy the following conditions:

- (a) the victim died from the accident; or the injury inflicted gave rise to at least three days' hospitalisation or sick leave as certified by a registered medical practitioner / registered Chinese medicine practitioner;
- (b) the circumstances of the injury or death were reported to the Police without unreasonable delay, or had been the subject of criminal proceedings;
- (c) the applicant has given the Board all related information and reasonable assistance, particularly in relation to any medical reports which it may require;
- (d) the claim for compensation has been made within three years of the date of the incident. When the case of the first claim for compensation was closed due to self-withdrawal or loss of contact, the applicant has made the second or subsequent claim either within three years of the date of the incident or within a year of the date of self-withdrawal or loss of contact, whichever is later; and
- (e) the victim is a person having the right to stay in Hong Kong or being permitted to stay in Hong Kong under the Immigration Ordinance (Cap 115), and he / she is not in contravention of a limit of stay (if any) in force against him / her at time of the incident.

Where the victim and the offender were living together as members of the same family at the time of the incident, compensation will only be payable under special circumstances.

**How an Application is Processed**

Where the criminal incident as stated by the victim or applicant has been confirmed by the Police, the application will be processed. Before the appropriate Board considers an application, the Board's Secretariat will seek all relevant information about the case, including the facts of the incident, medical and social information on the victim for the consideration of the Board. The Secretariat will inform the applicant in writing of the Board's decision.

**Police Protection**

**"How do the Police help the victims of spouse battering?"**

**Roles of Police Officers in Dealing with Domestic Violence:**

**On the aspect of Ensuring Safety:**

- Ensure the immediate safety of the victim and his/her children and take proactive steps to prevent them from being further attacked;
- Arrange an ambulance to take the victim to the A&E Department of the nearest hospital if medical treatment is needed; and
- If the victim is worried about his/her personal safety after the Police's departure, he/she should tell the Police about his/her worry and consider going to a relative's or friend's home, or a temporary refuge centre with his/her child(ren) on a short-term basis.


**On the aspect of Investigation:**

- Take firm and proactive action against the batterer and investigate any offences that may have been committed. The Police will make an arrest of a person immediately if there is evidence of an offence being committed by that person, and prosecutions will depend on the sufficiency of evidence;
- A mechanism has been put in place to assign Designated Domestic Violence Investigation Units or Crime Investigation Teams to investigate cases classified as "Serious" or "High Risk";

- Adopt the "One Family One Team" approach by assigning one investigation team to investigate cases involving the same family;
- Serve a "Domestic Incident Notice" on the alleged batterer if there is no evidence of criminal offences; and
- Provide a "Witness in Court" leaflet to the victim if he/she is required to give evidence in court proceedings.

**On the aspect of Making Referrals:**

- Serve the victim and the alleged batterer with a "Family Support Service Information Card" to refer them to the appropriate government departments or NGOs for support services;
- Conduct immediate assessment to ascertain whether the victim is in need of emergency referral services, including arranging the victim and her child(ren) to admit to a refuge centre, or contacting SWD to provide immediate crisis intervention; and
- The victim may obtain a leaflet on "Victims of Crime Charter" and/or "Rights of Victims and Witnesses of Crime" from the Police so as to have a better understanding of the rights of victims of crime during police investigation.



**Legal Protection**

**"How does the law protect the victims of domestic violence?"**

The current legislation protecting the victims of domestic violence includes:

**Criminal Legislation**


The criminal legislative framework seeks to sanction all acts of violence, irrespective of the relationships between the batterers and the victims, and independent of where the acts of violence occur. The criminal legislation involved includes:

- (1) the "Offences Against The Person Ordinance" (Cap. 212), which imposes criminal sanctions on murder, manslaughter, attempts to murder, wounding or inflicting grievous bodily harm, exposing child whereby life is endangered, ill-treatment or neglect by those in charge of child or young person, causing bodily injury by gunshot, assault occasioning actual bodily harm and common assault etc.; and
- (2) the "Crimes Ordinance" (Cap. 200), which imposes criminal sanctions on acts of intimidation, arson, destroying or damaging property, and sexual offences including rape, incest, indecent assault, etc.

**Civil Legislation**

The civil legislative framework seeks to provide civil remedies for victims of domestic violence. The civil legislation includes:

- (1) the "Domestic Violence Ordinance" (Cap. 189), which empowers the court to grant an injunction, on application by a party to a marriage, or a man and a woman in co-habitation relationship, containing any or all of the following provisions to –
  - (a) restrain the other party from molesting the applicant and children living with the applicant;
  - (b) exclude the other party from the matrimonial home or from a specified area; and
  - (c) require the other party to permit the applicant to enter and remain in the matrimonial home or a specified part thereof.



Domestic Violence Ordinance also empowers the court to attach a power of arrest to an injunction restraining the other party from using violence against the applicant or children living with the applicant, or to an injunction excluding the other party from the matrimonial home or a specified area, if the court is satisfied that the other party has caused actual bodily harm to the applicant or the children concerned.

The various injunctions above are applicable at anytime, regardless if it is before, during or after the divorce proceedings. A party may apply for an injunction wherever necessary, but whether it will be granted by the court will depend on the circumstances.

In addition, except in exceptional circumstances, the court will only grant an injunction if the respondent has the opportunity to appear in court to oppose the granting of such an order.

(2) the "Protection of Children and Juveniles Ordinance" (Cap. 213), which empowers the court to grant a supervision order or appoint a legal guardian in respect of a child (under the age of 14) or juvenile (between 14 and under 18) who is in need of care or protection. The application for a supervision order has to be submitted by SWD or the Police; and

(3) the "Mental Health Ordinance" (Cap. 138), which empowers the court to grant an order that a mentally incapacitated person be received into the guardianship of a suitable person or the Director of Social Welfare. The Ordinance also empowers the Guardianship Board established under the Ordinance to make an emergency guardianship order for the appointment of a guardian, if it has reason to believe that the mentally incapacitated person is in danger, or is being or likely to be maltreated or exploited.

Relatives of the mentally incapacitated person, social workers, doctors or SWD officers can apply to the Guardianship Board for a guardianship order. The public can contact the Guardianship Board at 2369 1999 for details.

"I have separated from my spouse, but he often comes to my home and workplace to molest and threaten me. What should I do?"

According to Domestic Violence Ordinance (Cap. 189), if a party to a marriage or his/her children has been "molested" by the other party, he/she may apply to the District Court or the Court of First Instance to grant an injunction containing either of the following conditions:

- (a) restrain the other party from using violence against the applicant or children living with the applicant; or
- (b) exclude that other party from the matrimonial home or from a specified part of the matrimonial home or from a specified area.

Where a power of arrest is attached to an injunction, a police officer may arrest without warrant any person whom he/she reasonably suspects of being in breach of the injunction by reason of that person's use of violence or, as the case may be, his/her entry into any premises or area specified in the injunction, and the police officer shall have all necessary powers including the power of entry by the use of reasonable force to effect that arrest.

An injunction and the power of arrest attached shall be valid for a period not exceeding three months. The court may extend an injunction and the power of arrest before they expire for a maximum period of three months.

If you need to apply for an injunction, you may enlist a lawyer to submit an application to the court on your behalf. If you have financial difficulties, you may seek assistance from the Legal Aid Department.



### "How to Apply for Legal Aid?"

Legal aid is to provide eligible applicants with lawyers in court proceedings. The aim is to ensure that no one who has reasonable grounds for pursuing or defending a legal action in the courts of Hong Kong is denied access to justice because of lack of means. According to the Legal Aid Ordinance, any applicant, whether or not a Hong Kong resident, who passes both the "means test" and the "merits test" is eligible for legal aid.

Aid persons whose financial resources are assessed as between \$30,001\* and \$185,700\* are required to make a contribution on a sliding scale ranging from \$1,000\* to \$41,425\*. Moreover, in cases where property or damages are successfully recovered or preserved for the aided persons in the proceedings, they are required to reimburse the Legal Aid Department the costs incurred on their behalf out of the property or damages recovered or preserved.

#### Application Procedures

Victims of spouse battering who would like to apply for legal aid must apply in person in the following offices:

### Headquarters of the Legal Aid Department

24/F, Queenway Government Offices, 66 Queenway, Hong Kong  
Telephone No. : 2537 7861

or  
**Kowloon Branch Office of the Legal Aid Department**  
G/F, Mongkok Government Offices, 30 Luen Wan Street, Kowloon.  
Telephone No. : 2380 1117

Please bring along the following documents wherever possible:

- (a) Hong Kong identity card;
- (b) Marriage certificate;
- (c) Birth certificate(s) of the child(ren) in family;
- (d) Proof of any income (such as tax receipt, employer's statement and salary payment notices);
- (e) All bank passbooks and monthly statements, including stubs for all fixed deposit;
- (f) All documents regarding the assessment of income and assets;
- (g) Please also provide the statement taken by the Police regarding the spouse battering incident and the report number, if available.

Please contact the Legal Aid Department for more details about the above services. If you are a victim of spouse battering, please contact Integrated Family Service Centres or Family and Child Protective Services Units as soon as possible.

### "What Rights do the Victims Have?"

As stipulated in the "Victims of Crime Charter", a victim, like other members of the community, should help all law enforcement agencies, such as the Police and the Independent Commission Against Corruption, to maintain law and order and to discover and apprehend offenders. On the other hand, a victim is entitled to the following rights:

- to be treated with courtesy and respect
- to have proper responses to complaints of crime
- to be informed – concerning the report of crime
- to be informed – concerning investigation and prosecution
- to proper facilities at court
- to be heard
- to seek protection
- to have privacy and confidentiality
- to have prompt recovery of property
- to receive support and after-care service
- to seek compensation

In case of need, please obtain a copy of "Victims of Crime Charter" from the Police.



\* The information above is updated as at December 2007. There may be changes in time. Please call 2877 7077 for latest information.

### Family and Child Protective Services Units

**Family and Child Protective Services Unit (Central, Western, Southern and Islands)**  
Address: Room 229, G/F, North Point Government Offices, 323 Java Road, North Point, Hong Kong  
Tel No. : 2521 6559  
Fax No. : 2164 1771

**Family and Child Protective Services Unit (Eastern and Waiwai)**  
Address: Room 229, 3/F, North Point Government Offices, 323 Java Road, North Point, Hong Kong  
Tel No. : 2521 6559  
Fax No. : 2164 1771

**Family and Child Protective Services Unit (Sham Shui Po)**  
Address: G/F, Chung Sha Wan Community Centre, 52 Fat Tung Street, Chung Sha Wan, Kowloon.  
Tel No. : 2247 5273  
Fax No. : 2729 6613

**Family and Child Protective Services Unit (Kowloon City and Tai Tam Merg)**  
Address: G/F, Chung Sha Wan Community Centre, 52 Fat Tung Street, Chung Sha Wan, Kowloon.  
Tel No. : 3583 3254  
Fax No. : 3583 3137

**Family and Child Protective Services Unit (Kwan Tong)**  
Address: Room 502, Nan Fung Commercial Centre, 13 Lam Lok Street, Adwood Bay, Kowloon.  
Tel No. : 2757 7681  
Fax No. : 2717 1453

**Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)**  
Address: 3/F, Wong Tai Sin Commercial Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon.  
Tel No. : 3188 5963  
Fax No. : 3421 2539

**Family and Child Protective Services Unit (Shatin)**  
Address: Room 716, 7/F, Shatin Government Offices, 1 Sheung Wo Che Road, Sha Tin, New Territories.  
Tel No. : 2158 6260  
Fax No. : 2681 9567

**Family and Child Protective Services Unit (Tai Po and North)**  
Address: Room 716, 7/F, Shatin Government Offices, 1 Sheung Wo Che Road, Sha Tin, New Territories.  
Tel No. : 2158 6260  
Fax No. : 3104 1257

**Family and Child Protective Services Unit (Tuen Mun)**  
Address: 4/F, On Tong Yau O Community Centre, On Tung Estate, Tuen Mun, New Territories.  
Tel No. : 2618 2110  
Fax No. : 2618 2110

**Family and Child Protective Services Unit (Tsun Wan and Kowloon)**  
Address: Room 229, Wan Tsui Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.  
Tel No. : 2640 2392  
Fax No. : 2940 6421

**Family and Child Protective Services Unit (Yuen Long)**  
Address: G/F, Yuen Long House, Tin Wan Estate, Tin Shui Wai, Yuen Long, New Territories.  
Tel No. : 2485 6224  
Fax No. : 2445 9077

### Integrated Family Service Centres (IFSCs) / Integrated Services Centres

**Central Western, Southern and Islands District**  
**Social Welfare Department Central and Islands IFSC**  
Address: 4/F, Harbour Building, 38 Pier Road, Central, Hong Kong.  
Tel No. : 2552 3137  
Fax No. : 2541 4130

**Social Welfare Department High Street IFSC**  
Address: G/F, Sai Ying Pun Community Complex, 2 High Street, Sai Ying Pun, Hong Kong.  
Tel No. : 2857 6867  
Fax No. : 2858 1251

**Social Welfare Department Aberdeen IFSC**  
Address: Unit 2, G/F, Pk Long House, Shek Pa Wan Estate, Aberdeen, Hong Kong.  
Tel No. : 2875 8655  
Fax No. : 2875 5140

**Hong Kong Catholic Marriage Advisory Council Grace and Joy IFSC**  
Address: G/F, La Maison Du Nord, 12 North Street, Kennedy Town, Hong Kong.  
Tel No. : 2810 1105  
Fax No. : 2336 9542

**The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre**  
Address: 1/F, Carpark 1, Tai Tung Estate, Tung Chung, Lantau Island, New Territories.  
Tel No. : 3140 6355  
Fax No. : 3140 6396

**Hong Kong Caritas IFSC – Aberdeen (Tin Wan / Pokfulam)**  
Address: 1/F, 20-22 Tin Wan Street, Aberdeen, Hong Kong  
Tel No. : 2555 1993  
Fax No. : 2814 0674

**Hong Kong Sheng Kung Hui Welfare Council Tung Chung Integrated Services**  
Address: 2/F, Fu Tung Shopping Centre, Tung Chung, Lantau Island, New Territories.  
Tel No. : 2525 1929  
Fax No. : 2109 0068

**Eastern and Wan Chai District**  
**Social Welfare Department Causeway Bay IFSC**  
Address: 1 & 2/F, Causeway Bay Community Centre, 7 Fook Yum Road, North Point, Hong Kong.  
Tel No. : 2895 5159  
Fax No. : 2895 5775

**Social Welfare Department Quarry Bay IFSC**  
Address: 11/F, Room 1101-1104, Starhops House, 734-738 King's Road, North Point, Hong Kong.  
Tel No. : 2552 4763  
Fax No. : 2552 4769

**Social Welfare Department Chai Wan (West) IFSC**  
Address: Level 4, Government Offices, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong.  
Tel No. : 2559 3855  
Fax No. : 2559 5377

**Social Welfare Department Chai Wan (East) IFSC**  
Address: 3/F, Chai Wan Municipal Services Building, 338 Chai Wan Road, Chai Wan, Hong Kong.  
Tel No. : 2556 1839  
Fax No. : 2556 6424

**Hong Kong Family Welfare Society Hong Kong Eastern Centre North Point IFSC**  
Address: Upper G/F, Healthy Village, Phase II, 658 King's Road, North Point, Hong Kong.  
Tel No. : 2832 9700  
Fax No. : 2893 4133

**Hong Kong Caritas IFSC – Shau Kei Wan**  
Address: Unit 1201-1205, 7/F, Marina House, 68 Hong Man Street, Shau Kei Wan, Hong Kong.  
Tel No. : 2266 0032  
Fax No. : 2505 9777

**St. James' Settlement Wan Chai IFSC**  
Address: 4/F, 85 Stone Jubilee Lane, Wanchai, Hong Kong.  
Tel No. : 2835 4342  
Fax No. : 2833 9940

**Kwun Tong District**  
**Social Welfare Department Kai Ping IFSC**  
Address: 8/F, Kowloon East Government Offices Building, 12 Lei Yue Mun Road, Kwun Tong, Kowloon.  
Tel No. : 2240 9471  
Fax No. : 2348 6430

**Social Welfare Department Sai Po IFSC**  
Address: Unit 121-126, G/F, Sau Ming House, Sau Mau Ping (1) Estate, Kowloon.  
Tel No. : 2775 3578  
Fax No. : 2775 8403

**Social Welfare Department Lam Tin IFSC**  
Address: 2/F, Scone Plaza, No. 1-17 Sconeway Road, Lam Tin, Kowloon.  
Tel No. : 2717 9247  
Fax No. : 2340 2773

**Social Welfare Department Kwun Tong IFSC**  
Address: Room 229, Kwun Tong Community Centre, 17 Tai Ping Road, Kwun Tong, Kowloon.  
Tel No. : 2389 0466  
Fax No. : 2352 5600

**Christian Family Service Centre Family Energizer (Integrated Family Service)**  
Address: 8/F, 3 Tai Ping Road, Kwun Tong, Kowloon.  
Tel No. : 2318 0028  
Fax No. : 2753 6627

**Hong Kong Family Welfare Society Kwun Tong Centre Shun Lee IFSC**  
Address: 4/F, Shun Lee Estate Community Centre, 2 Shun On Street, Shun Lee Estate, Kowloon.  
Tel No. : 2342 2291  
Fax No. : 2357 4639

**Wong Tai Sin and Sai Kung District**  
**Social Welfare Department Wong Tai Sin IFSC**  
Address: 2/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon.  
Tel No. : 2327 4973  
Fax No. : 2351 1978

**Social Welfare Department Tsz Wan Shan IFSC**  
Address: 1 Lung Fung Street, Wong Tai Sin, Kowloon.  
Tel No. : 2328 1576 / 2322 5619  
Fax No. : 2332 5108

**Social Welfare Department Sai Kung IFSC**  
Address: 5/F & 6/F, Sai Kung Government Offices Building, 34 Chan Man Street, Sai Kung, Kowloon.  
Tel No. : 2791 6692  
Fax No. : 2791 2085

**Social Welfare Department Tsung Kwan O (East) IFSC**  
Address: G/F, King Tin House, King Lam Estate, Tsung Kwan O, Kowloon.  
Tel No. : 2701 5703  
Fax No. : 2704 3812

**Social Welfare Department Tsung Kwan O (North) IFSC**  
Address : G/F, King Tao House, King Lam Estate, Tsung Kwan O, Kowloon.  
Tel No. : 2701 9485  
Fax No. : 2701 9977

**Hong Kong Family Welfare Society Tsung Kwan O Centre Tsung Kwan O (South) IFSC**  
Address : Unit 2, Podium 1, Choi Ming Shopping Centre, Koi Ming Estate, Tsung Kwan O, Kowloon.  
Tel No. : 2177 4321  
Fax No. : 2177 1616

**Hong Kong Caritas IFSC – Tung Tau (Wing Tai Sin South West)**  
Address : G/F, 10-18 Wing Tung House, Tung Tau Estate, Kowloon.  
Tel No. : 2383 3377  
Fax No. : 2383 2365

**Kowloon City and Yau Tsim Mong District Social Welfare Department Kowloon City IFSC**  
Address : Unit 3, 2/F, Chung Hwa Plaza, 5B-5F, Ma Hang Chung Road, To Kwa Wan, Kowloon.  
Tel No. : 2760 1347  
Fax No. : 2624 7329

**Social Welfare Department To Kwa Wan IFSC**  
Address : Room 903, 9/F, To Kwa Wan Government Offices, 165 Ma Tau Wai Road, To Kwa Wan, Kowloon.  
Tel No. : 2383 8667  
Fax No. : 2333 7651

**Social Welfare Department Yau Ma Tei IFSC**  
Address : 2/F, Henry G. Leong Yau Ma Tei Community Centre, 60 Public Square Street, Yaumatei, Kowloon.  
Tel No. : 2386 2627  
Fax No. : 2332 9032

**Hong Kong Children and Youth Services Hung Hom IFSC**  
Address : Upper G/F, Hung Fai House, Hung Hom Estate, Hung Hom, Kowloon.  
Tel No. : 2761 1106  
Fax No. : 2715 4033

**Yang Memorial Methodist Social Service Mongkok IFSC**  
Address : G/F, Central Commercial Tower, 736 Nathan Road, Mong Kok, Kowloon.  
Tel No. : 2171 4001  
Fax No. : 2388 3062

**Hong Kong Christian Service Family Networks : Yau Tsim IFSC**  
Address : 2/F, 33 Granville Road, Tsim Sha Tsui, Kowloon.  
Tel No. : 2731 6227  
Fax No. : 2724 3520

**Sham Shui Po District Social Welfare Department Cheung Sha Wan IFSC**  
Address : 2/F, Cheung Sha Wan Community Centre, 55 Fat Tsung Street, Sham Shui Po, Kowloon.  
Tel No. : 2360 1364  
Fax No. : 2304 3717

**Social Welfare Department Shek Kip Mei IFSC**  
Address : 2/F & 3/F, Tai Hang Tung Community Centre, 17 Tong Yam Street, Shek Kip Mei, Kowloon.  
Tel No. : 2777 3016  
Fax No. : 2784 0563

**Hong Kong Family Welfare Society West Kowloon Centre Shamshupo (West) IFSC**  
Address : G/F, Lai Tak House, Lai On Estate, Sham Shui Po, Kowloon.  
Tel No. : 2720 3131  
Fax No. : 2725 6621

**International Social Service Hong Kong Branch Sham Shui Po (South) IFSC**  
Address : G/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate, Sham Shui Po, Kowloon.  
Tel No. : 2386 6967  
Fax No. : 2386 3231

**Shatin District Social Welfare Department Shatin (North) IFSC**  
Address : Unit 405-416, Hau Wo House, Wo Che Estate, Sha Tin, New Territories.  
Tel No. : 3169 2604  
Fax No. : 2607 1896

**Social Welfare Department Shatin (South) IFSC**  
Address : Room 831, 8/F, Shatin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories.  
Tel No. : 2158 6593  
Fax No. : 2694 9195

**Social Welfare Department Ma On Shan (North) IFSC**  
Address : Shop No. 19-22, 3/F, Block C, Sunshine City, 22 On Sang Street, Ma On Shan, Sha Tin, New Territories.  
Tel No. : 2691 6439  
Fax No. : 2688 6854

29 • 29

**Social Welfare Department Ma On Shan (South) IFSC**  
Address : 5/F, Heng On Estate Community Centre, Ma On Shan, Sha Tin, New Territories.  
Tel No. : 3579 9853  
Fax No. : 2664 9050

**Hong Kong Caritas Dr. & Mrs. Olineto de Sousa IFSC**  
Address : Unit 101-107, 3/F, Block A, Herring Quai House, Sha Kok Estate, Shatin, New Territories.  
Tel No. : 2649 2977  
Fax No. : 2686 8740

**Tai Po and North District Social Welfare Department Tai Po (South) IFSC**  
Address : 4/F, Tai Po Complex, 8 Heung Sze Wai Street, Tai Po Market, Tai Po, New Territories.  
Tel No. : 3183 9322  
Fax No. : 2638 4223

**Social Welfare Department Tai Po (North) IFSC**  
Address : 5/F, Tai Po Government Offices Building, 1 Ting Kok Road, Tai Po, New Territories.  
Tel No. : 2685 0286  
Fax No. : 2684 6782

**Social Welfare Department Sheung Shui IFSC**  
Address : 4/F, North District Community Centre, 2 Lung Wan Street, Sheung Shui, New Territories.  
Tel No. : 2673 1526  
Fax No. : 2679 9716

**Social Welfare Department Fanling IFSC**  
Address : 2/F, North District Government Offices Building, 3 Pik Fung Road, Fanling, New Territories.  
Tel No. : 2675 1614  
Fax No. : 2682 9325

**Hong Kong Caritas IFSC – Fanling**  
Address : Shop 203, Wah Ming Shopping Centre, Wah Ming Estate, Fanling, New Territories.  
Tel No. : 2689 2316  
Fax No. : 2676 2273

**Yuen Long District Social Welfare Department Yuen Long (East) IFSC**  
Address : 5/F & 12/F, Yuen Long Government Offices & Tai Koo Market, 2 Kiu Lok Square, Yuen Long, New Territories.  
Tel No. : 2475 2632  
Fax No. : 2470 8179

**Social Welfare Department Yuen Long (West) IFSC**  
Address : 1/F & 2/F, Fu Hing Building, 224 Castle Peak Road, Yuen Long, New Territories.  
Tel No. : 2470 2729 / 2470 2605  
Fax No. : 2470 5352

**Social Welfare Department Tin Shui Wai IFSC**  
Address : Shop 201G, 2/F, Phase 2, Kingwood Gracia, 18 Tin Yau Road, Tin Shui Wai, New Territories.  
Tel No. : 2475 0525 / 2475 8746  
Fax No. : 2475 0969

**International Social Service Hong Kong Branch Tin Shui Wai (North) IFSC**  
Address : 2-3/F, Ancillary Facilities Block, Tin Yuet Estate, Tin Shui Wai, New Territories.  
Tel No. : 2448 1233  
Fax No. : 2446 3313

**Hong Kong Caritas IFSC – Tin Shui Wai**  
Address : G/F, Shui Lung House, Tin Shui Estate, Tin Shui Wai, New Territories.  
Tel No. : 2474 7312  
Fax No. : 2447 0665

**Tsuen Wan and Kwai Tsing District Social Welfare Department Tsuen Wan (West) IFSC**  
Address : 2/F, Princess Alexandra Community Centre, 60 Tai Ho Road, Tsuen Wan, New Territories.  
Tel No. : 2439 5429  
Fax No. : 2412 7334

**Social Welfare Department Kwai Chung (East) IFSC**  
Address : 5/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung, New Territories.  
Tel No. : 2428 0967 / 2428 0969  
Fax No. : 2429 6743

**Social Welfare Department Kwai Chung (West) IFSC**  
Address : 7/F, Kwai Hing Government Offices, 166-174 Hing Fong Road, Kwai Chung, New Territories.  
Tel No. : 2421 4281  
Fax No. : 2424 0787

**Social Welfare Department Tsing Yi (North) IFSC**  
Address : Room 123, G/F, On Kong House, Cheung On Estate, Tsing Yi, New Territories.  
Tel No. : 2435 3038  
Fax No. : 2435 4765

30 • 31

**Social Welfare Department Tsing Yi (South) IFSC**  
Address : G/F, Wing A, Hong Mei House, Cheung Hong Estate, Tsing Yi, New Territories.  
Tel No. : 2435 0852  
Fax No. : 2434 7116

**Hong Kong Caritas IFSC – Tsuen Wan (East)**  
Address : G/F, Block A, Shek To House, Shek Wai Kok Estate, Tsuen Wan, New Territories.  
Tel No. : 2402 4669  
Fax No. : 2492 3151

**Hong Kong Family Welfare Society Kwai Chung Centre Kwai Chung (South) IFSC**  
Address : No. 106, G/F, Kwai Yan House, Kwai Fong Estate, Kwai Chung, New Territories.  
Tel No. : 2426 9621  
Fax No. : 2422 1875

### Tuen Mun District

**Social Welfare Department Tuen Mun (South) IFSC**  
Address : Room 2203-2210, 22/F, Tuen Mun Parklane Square, No. 2 Tuen Hi Road, Tuen Mun, New Territories.  
Tel No. : 2450 4386  
Fax No. : 2457 7465

**Social Welfare Department Tuen Mun (East) IFSC**  
Address : 2-3/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories.  
Tel No. : 2451 8530  
Fax No. : 2441 8376

**Social Welfare Department Tuen Mun (West) IFSC**  
Address : Room 201, 2/F, Tai Hing Government Offices, 16 Tsun Wen Road, Tuen Mun, New Territories.  
Tel No. : 2467 4757  
Fax No. : 2469 3267

**Hong Kong Caritas IFSC – Tuen Mun**  
Address : No. 1-5, G/F, Leung Chun House, Leung King Estate, Tuen Mun, New Territories.  
Tel No. : 2466 8622  
Fax No. : 2462 6032

\* There may be change(s) in the address of some of the centres. Please call the centre to check or visit our website <http://www.swd.gov.hk> if necessary.