

服務簡介 Service Brief



查詢福利服務資料

Enquiry about Information on Welfare Services

來電者可於選擇語言後按 **1** 字透過全日24小時運作的互動話音系統，聽取福利服務資料。
來電者亦可於選擇 **1** 後按 **7** 字，然後再按“7”字，將電話轉駁至1823電話中心，查詢社會保障服務資料。

此外，來電者可選擇按 **4** 字將電話轉駁至香港國際社會服務社抵港一線通熱線[電話轉駁時間為星期一至五(公眾假期除外)上午九時至下午五時三十分]，香港國際社會服務社的社工會解答有關跨境家庭及新來港定居人士的服務查詢。

Callers can press **1** after selecting the language to obtain information on welfare services in the form of voice messages through the 24-hour interactive voice response system.

Callers can also choose to press **1**, then **7** and then “7” to transfer their calls to 1823 Call Centre to enquire service information on social security.

In addition, callers can choose to press **4** to transfer their calls to the New Arrivals Connect Hotline of International Social Service Hong Kong Branch (ISSHK) [Call transfer is available during 9:00am to 5:30pm daily from Monday to Friday (except public holidays)]. Social workers of ISSHK will answer enquiries about services for cross boundary families and new arrivals.

查詢社會福利署辦事處電話

Enquiry about Telephone Numbers of Offices of Social Welfare Department

來電者可於選擇語言後按 **2** 字，查詢社會福利署(社署)辦事處電話號碼或索取福利服務的傳真資料。在星期一至五(公眾假期除外)上午九時至下午一時及下午二時至五時，來電者更可以選擇將電話轉駁至有關辦事處。

Callers can press **2** after selecting the language to enquire about the telephone numbers of offices of Social Welfare Department (SWD) or obtain fax information on welfare services. During 9:00am to 1:00pm and 2:00pm to 5:00pm daily from Monday to Friday (except public holidays), callers can choose to transfer their calls to the offices concerned.

尋求社工協助

For Assistance from Social Worker

來電者如遇家庭危機或情緒困擾而要社工即時協助，可於選擇語言後按 **0** 字與熱線當值社工聯絡。社署熱線社工的當值時間為星期一至五上午九時至下午五時、星期六上午九時至下午十二時。在其餘時間(包括公眾假期)，來電者可再按 **0** 字將電話轉駁到由東華三院營辦的熱線及外展服務隊，與當值社工聯絡。

In case of family crisis and emotional distress requiring immediate assistance from social worker, callers can press **0** after selecting the language to approach hotline social workers on duty. The duty hours of SWD hotline social workers are from 9:00am to 5:00pm from Monday to Friday, and from 9:00am to 12:00noon on Saturday. Outside the aforesaid period (including public holidays), callers can press **0** again to approach social workers of the Hotline and Outreaching Service Team operated by Tung Wah Group of Hospitals.

社會福利署
熱線電話服務
Hotline Service of
Social Welfare Department
2343 2255



社會福利署熱線電話

Hotline of
Social Welfare Department

2343 2255

按 press



0 尋求社工協助
For assistance from social worker

1 查詢福利服務資料
Enquiry about information on welfare services

2 查詢社會福利署辦事處電話及電話轉駁服務或索取福利服務的傳真資料
Enquiry about telephone numbers and call transfer service to offices of Social Welfare Department or request for fax information on welfare services

3 舉報及要求協助處理懷疑虐待兒童及虐待配偶事件
For reporting and assistance in handling of suspected child abuse and battered spouse incidents

4 轉駁至香港國際社會服務社抵港一線通服務熱線查詢有關跨境家庭及新來港定居人士的服務
For call transfer to the New Arrivals Connect Hotline of International Social Service Hong Kong Branch to enquire about services for cross boundary families and new arrivals

如想獲取融匯即時電話傳譯服務，請按 4。

For access to telephone interpretation service of CHEER, please press 4.

1 社會保障

- 7 轉駁至1823電話中心
- 1 綜合社會保障援助計劃
- 2 公共福利金計劃
- 3 緊急救濟
- 4 交通意外傷亡援助計劃及暴力及執法傷亡賠償計劃
- 5 特別調查組
- 6 社會保障上訴委員會

Social Security

Call transfer to 1823 Call Centre
Comprehensive Social Security Assistance Scheme
Social Security Allowance Scheme
Emergency relief
Traffic Accident Victims Assistance Scheme and Criminal and Law Enforcement Injuries Compensation Scheme
Special Investigation Section
Social Security Appeal Board

2 家庭及兒童福利服務

- 1 家庭服務
- 2 處理家庭暴力服務
- 3 危機處理服務
- 4 日間幼兒照顧服務
- 5 兒童住宿照顧服務
- 6 其他兒童福利服務

Family and Child Welfare Services

Family services
Services on domestic violence
Services for families/individuals in crisis
Day child care services
Residential child care services
Other child welfare services

3 安老服務

- 1 長者社區照顧服務
- 2 長者中心服務
- 3 安老院舍照顧服務
- 4 長者咭計劃
- 5 護老者支援服務
- 6 安老院舍發牌制度

Services for the Elderly

Community care services for the elderly
Elderly centre services
Residential care services for the elderly
Senior Citizen Card Scheme
Carer support services for the elderly
Licensing of residential care homes for the elderly

4 康復及醫務社會服務

- 1 康復服務
- 2 醫務社會服務
- 3 私營殘疾人士院舍自願登記計劃
- 4 精神上無行為能力的人的監護事宜

Rehabilitation and Medical Social Services

Rehabilitation services
Medical social services
Voluntary Registration Scheme for the Private Residential Care Homes for Persons with Disabilities
Guardianship for mentally incapacitated persons

5 青年及感化服務

- 1 綜合青少年服務
- 2 學校社會工作服務
- 3 邊緣青少年服務
- 4 為藥物濫用者提供的服務
- 5 違法者服務
- 6 其他支援服務

Services for Young People and Probation Service

Integrated services for children and youth
School social work service
Services for youth at risk
Services for drug abusers
Services for offenders
Other support services

6 服務表現監察制度及公開慈善籌款許可證

- 1 服務表現監察制度
- 2 公開慈善籌款許可證

Service Performance Monitoring System and Public Subscription Permit

Service performance monitoring system
Permit for charitable fund-raising activities

7 其他社會福利服務

- 1 社會工作訓練基金
- 2 臨床心理服務

Other Social Welfare Services

Social Work Training Fund
Clinical psychological services