

Service Brief

Designated Hotline For Carer Support 182 183

Service Objectives

The Social Welfare Department commissioned the Tung Wah Group of Hospitals to operate the “Designated Hotline for Carer Support 182 183” (Carer Hotline), with its full implementation in September 2023. The Carer Hotline, which provides 24-hour services, is answered by professional social workers and aims to reduce the stress and burden induced by daily caregiving, and enhance their caring capability continuously. It provides instant support by phone to the carers, crisis intervention and outreaching service to those facing emergency situation without support. The Carer Hotline will also make referrals to social welfare services units as appropriate so that the needy carers would receive follow-up services.

“Cheer On Zone” is a WhatsApp support service established by the Carer Hotline, providing support for persons with hearing or speech impairments, and the service number is 5322 2183. The objective of this service is to provide an accessible help-seeking platform, where needy caregivers can engage in text-based conversations with social workers of the Carer Hotline to obtain appropriate support services.

Target Group

Service targets of the Care Hotline are carers, including:

- Carers of elderly persons;
- Carers of persons with disabilities; and
- Carers of persons in mental recovery, etc.

Service Contents

The Carer Hotline will provide the following services:

- To provide information of various community resources on carer support to meet carers’ needs;

- To provide emotional support to carers in distress;
- To conduct instant assessment on the carers' conditions and needs, and refer needy callers to receive suitable social welfare and support services;
- To conduct outreaching visits to cases with emergency needs;
- To maintain close contact and establish network and cooperative relationship with the day/residential respite service units, matching the elderly persons or persons with disabilities in need with appropriate respite services; and
- To provide transport subsidy for carers with financial difficulties as well as assistance in escorting needy elderly persons or persons with disabilities to receive respite services.

Fees and Charges

Free of charge

Contact Means

Address: 6/F, Wong Fung Ling Memorial Building, No. 12 Po Yan Street,
Sheung Wan, Hong Kong (forward to office of the Carer Hotline)

Tel No: 182 183

Social Welfare Department

Rehabilitation and Medical Social Services Branch

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