February 2018

Social Welfare Departmental Hotline Service

SWD Hotline
2343 2255
2763 5874
Website http://www.swd.gov.hk

(SWD Hotline provides information on welfare services in the form of voice messages or facsimile transmission of documents. Residents can call the hotline 24 hours a day. SWD offers social workers on duty from 9:00 am to 5:15 pm on Mondays to Fridays and 9:00 am to 12:00 noon on Saturdays to provide counseling and advice and to coordinate inter-agency services. Social workers can also provide support any time (including public holidays), callers can choose to transfer their calls to the Hotline and the Social Welfare Team operated by the Training Group of Hospitals for assistance from social workers. They may also leave their message on the recording machine or seek assistance from the police.)

24-hour Hotlines

CEASE Crisis Centre Hotline
18 281
http://ceasecrisis.tungwahcsd.org
Family Care Support Centre Hotline
2622 0434
http://www.harmonyfoushok.org
Serene House
3181 3511
Website http://www.poleungkuk.org.hk
War On Home for Woman
8100 1155
Website http://www.poleungkuk.org.hk
Dawn Court
8100 1155
Website http://www.poleungkuk.org.hk

Family and Child Protective Services Units

Family and Child Protective Services Unit (Central Western, Southern and Eastern Districts)
19 Lam Lok Street, Kowloon City, Kowloon
Address: Room 213, 2/F, Central Government Offices, 130 Hennessy Road, Wan Chai, Hong Kong

Family and Child Protective Services Unit (Tuen Mun and North)
104 Ching Tak Street, Wong Tai Sin, Kowloon

Family and Child Protective Services Unit (Sha Tin)
405 Nathan Road, Kowloon

Family and Child Protective Services Unit (Shun Fat Estate)
401-408 On Ting Estate, Tuen Mun, New Territories

Family and Child Protective Services Unit (Wai On)
55 Fat Tseung Street, Cheung Sha Wan, Kowloon

Family and Child Protective Services Unit (Kwun Tong)
130 Hennessy Road, Wan Chai, Hong Kong

Family and Child Protective Services Unit (Wai Yip)
104 Ching Tak Street, Wong Tai Sin, Kowloon

Family and Child Protective Services Unit (Serene Court)
333 Java Road, North Point, Hong Kong

Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)
333 Java Road, North Point, Hong Kong

Family and Child Protective Services Unit (Tung Wah)
60 Ting Yau Street, Kwun Tong, Kowloon

Family and Child Protective Services Unit (Wai On Home for Women)
19 Lam Lok Street, Kowloon Bay, Kowloon

Family and Child Protective Services Unit (On Ting)
4/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories

Family and Child Protective Services Unit (Sun Man)
3/F, Chun Luen Building, 104 Ching Tak Street, Wong Tai Sin, Kowloon

Address: 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories

Address: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong

Address: Room 803, 8/F, Kowloon Government Offices, 45/F Nathan Road, Kowloon

Address: 130 Hennessy Road, Wan Chai, Hong Kong

Address: 2343 2255

Address: 2522 0434

Address: 2835 2940

Address: 3107 0051

Address: 2763 5874

Address: 8100 1155

Address: 2343 2255

Address: 2763 5874

Address: 8100 1155

Address: 2343 2255

Address: 2763 5874

Address: 8100 1155

Address: 2343 2255

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Tel No.
Website
Fax No.
Email
The Family and Child Protective Services Units of the Social Welfare Department provide services to children, individuals and main family members affected by the following problems:

1. Child abuse
2. Spouse/cohabitant battering
3. Custody/guardianship disputes

**Target Service Users**

- To prevent occurrence of child abuse and spousal cohabitant battering incidents, help the victims and their family members overcome the trauma brought about by child abuse and spousal cohabitant battering, and assist the families with the problems of child abuse and spousal cohabitant battering; in accordance with the relevant Ordinances.

- To initiate contact and discuss with the victims of suspected child abuse, spouse/cohabitant battering, and offer them services of social investigation reports to the courts, legal assistance, protective services, rehousing, schooling arrangements and employment.

- To organize supportive, educational or therapeutic groups for target service users.

**Service Objectives**

1. To prevent occurrence of child abuse and spousal battering incidents.
2. To work out welfare plans for the victims and their families through multi-disciplinary case conferences.
3. To initiate contact and discuss with the victims of suspected child abuse, spouse/cohabitant battering, and their family members and parties concerned for understanding the family background, the problems/difficulties faced by the families and the views of the concerned parties to facilitate intervention and treatment.

**Exit of the Service**

- To deal with enquiries concerning child abuse, spouse/cohabitant battering and custody/guardianship matters have been settled by the courts or theSupervision Order granted by the court has expired.

- To reach out to victims and conduct initial assessment promptly upon receiving report of suspected child abuse and spouse/cohabitant battering incidents.

- To provide information and maintain a register of individuals and families suffering from the problem of child abuse and spouse/cohabitant battering to seek early assistance through publicity and public education activities.

- To foster co-operation among various professionals in the district to combat child abuse and spouse/cohabitant battering.

**Service Scope**

1. Public Enquiries
2. Outreaching Service
3. Investigation
4. Group Work Service
5. Exclusion of Children
6. Preventive Service

**Service Process**

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