Family and Child Protective Services Units

Family and Child Protective Services Unit (Central Western, Southern and Islands)  
Address: Room 2313, 23/F, Southorn Centre, 18 Hennessy Road, Wan Chai, Hong Kong  
Phone: 2763 5874  Fax: 2835 1051  Email: fcpsuewenq@swd.gov.hk

Family and Child Protective Services Unit (Eastern and Wan Chai)  
Address: Room 203, C/H, South Point Government Offices, 330 Java Road, North Point, Hong Kong  
Phone: 2835 1050  Fax: 2835 1051  Email: fcpsucwsienq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong)  
Address: Room 502, 5/F, Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay, Kowloon  
Phone: 2707 7681  Fax: 2717 7452  Email: fcpsuktenq@swd.gov.hk

Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)  
Address: G/F, Cheung Sha Wan Community Centre, 3/F, Wong Tai Sin Community Centre, Rm. 502, 5/F, Nan Fung Commercial Centre, 104 Cheung Tsai Street, Wong Tai Sin, Kowloon  
Phone: 2522 0434  Fax: 2707 6851  Email: fcpsusktenq@swd.gov.hk

Family and Child Protective Services Unit (Sham Shui Po)  
Address: G/F, Chung Shing Wan Community Centre, 3/F, Wong Tai Sin Community Centre, Rm. 229, 2/F, North Point Government Offices, 130 Java Road, North Point, Hong Kong  
Phone: 2707 7681  Fax: 2717 7452  Email: fcpsuktenq@swd.gov.hk

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Phone: 2522 0434  Fax: 2707 6851  Email: fcpsusktenq@swd.gov.hk

Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing)  
Address: Room 803, 8/F, Kowloon Government Offices, 456 Nathan Road, Kowloon  
Phone: 8100 1155  Fax: 8100 3137  Email: fcpsutmenq@swd.gov.hk

Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)  
Address: G/F, Wah Yuet House, Tin Wah Estate, 3/F, Wong Tai Sin Community Centre, Room 229, 2/F, North Point Government Offices, 130 Java Road, North Point, Hong Kong  
Phone: 2343 2255  Fax: 2343 2255  Website: http://www.swd.gov.hk

Social Welfare Departmental Hotline Service

SWD Hotline  
Website: http://www.swd.gov.hk  
Fax: 3107 0051  Email: fcpsuewenq@swd.gov.hk

SWD Hotline provides information on welfare services in the form of voice messages or facsimile transmission 24 hours a day, 7 days a week. For the visually impaired, SWD Hotline also provides a 24-hour interactive voice response system. SWD Hotline social workers are on duty from 9:00 a.m. to 12:00 noon on Mondays to Fridays to answer questions on welfare services, and other appropriate follow up services for those in need. They may also leave their message on the recording machine or seek assistance from the police.}

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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 including

services to children, individuals and main family members affected by the following problems:

- The Family and Child Protective Services Units

Scope of Service

1. Public Enquiries

- To handle inquiries concerning child abuse, spouse / cohabitant battering and

- To work out welfare plans for the victims and their families through multi-disciplinary case

- To assist the Courts to conduct social assessment on child custody and access matters and to make recommendations to the Courts.

2. Outreaching Service

- To provide public awareness of the problem of child abuse, spouse / cohabitant battering and the importance of

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

3. Investigation

- To initiate contact and discuss with the victims of suspected child abuse, spouse /

- To conduct joint police investigation with the courts on some of the suspected child abuse cases.

4. Casework Service

- To provide clinical psychological services, refuge services, referral for financial assistance,

- To initiate contact and discuss with the victims of suspected child abuse, spouse /

- To arrange or escort the victims to receive medical examination or temporary care at

- To provide crisis intervention.

- To conduct joint investigation with the police on some of the suspected child abuse cases.

- To work out welfare plans for the victims and their families through multi-disciplinary case conferences.

Time Limit for Service

- To deal with enquiries concerning child abuse, spouse / cohabitant battering and

- To initiate contact and discuss with the victims of suspected child abuse, spouse /

- To work out welfare plans for the victims and their families through multi-disciplinary case conferences.

- To assist the Courts to conduct social assessment on child custody and access matters and to make recommendations to the Courts.

Entry of the Service

- Children or their families suffering from the problems of child abuse and / or spouse / cohabitant battering may approach or be referred by other agencies to the concerned Family and Child Protective Services Units for assistance.

- To provide social investigation reports to the Courts and statutory supervision

- To conduct joint investigation with the police on some of the suspected child abuse cases.

- To provide crisis intervention.

- To work out welfare plans for the victims and their families through multi-disciplinary case conferences.

- To assist the Courts to conduct social assessment on child custody and access matters and to make recommendations to the Courts.

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:

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Target Service Users

- 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:

- To provide public awareness of the problem of child abuse, spouse / cohabitant battering and the importance of

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