The Family and Child Protective Services Unit (FCPSU) is a unit of the Social Welfare Department (SWD) that provides 24-hour hotline services to respond to reports of family violence, child abuse, and neglect. The unit is responsible for identifying and investigating cases of suspected child abuse and neglect, as well as providing immediate assistance to families in need.

The FCPSU operates 24 hours a day, 7 days a week, providing support and services to families in Hong Kong. They can be contacted through their hotline at 2445 9077 or by visiting their website at http://www.swd.gov.hk.

The FCPSU offers a range of services, including immediate assistance, case coordination, and referrals to other agencies. They also provide outreach services to families, as well as support and resources to help families cope with the aftermath of family violence.

The FCPSU is committed to providing a safe and confidential environment for families to report concerns about family violence and abuse. They work closely with other government agencies and non-governmental organizations to ensure that families receive the support and resources they need.

In 2018, the FCPSU received over 10,000 reports of suspected child abuse and neglect, and provided assistance to over 2,000 families in need.

The FCPSU encourages families who may be experiencing family violence or abuse to contact them for support and assistance. They are available 24 hours a day, 7 days a week, and can provide immediate assistance to families in need.
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: 1) child abuse, 2) spouse / cohabitant battering, 3) custody / guardianship disputes including child abduction matters, and to receive reports on child abuse and spouse / cohabitant battering.

Service Objectives

1. To prevent occurrence of child abuse and spouse / cohabitant battering incidents, help the victims and their family members overcome the trauma brought about by child abuse and spouse / cohabitant battering, and assist the families with the problems of child abuse and spouse / cohabitant battering restore normal functioning through a package of co-ordinated services to the victims, abusers and their family members.

2. To safeguard the interests of the children involved and to ensure that custody and guardianship disputes are resolved through impartial and fair judicial decision making processes. This includes complaints made to the Courts, social investigation reports and other tangible services.

Entry of the Service

Victims of child abuse or spouse / cohabitant battering, abusers and their family members may apply for the services provided by the Family and Child Protective Services Unit. Children and their families affected by custody / guardianship disputes or child abduction matters are referred for services by the Courts, Secretary for Justice or other concerned authorities in accordance with the relevant Ordinances.

Exit of the Service

To deal with enquiries concerning child abuse, spouse / cohabitant battering and related courts orders, and to make recommendations to the Courts.

4. Casework Service

To provide public service, counselling and co-ordinate follow-up services such as clinical psychological service, refuge service, referral for financial assistance, compassionate rehousing, legal service, schooling arrangement and employment etc.

5. Group Work Service

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

6. Preventive Service

To raise public awareness of the problem of child abuse, spouse / cohabitant battering and the importance of “co-parenting” after divorce and encourage individuals or families suffering from the problems 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.

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 victims on the incidents/matters. To facilitate intervention and treatment measures for the victims.

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.

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

1. Service Users

- Children and their families affected by custody / guardianship disputes or child abduction matters, and to receive reports on child abuse and spouse / cohabitant battering.

2. Outreaching Service

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