Family and Child Protective Services Unit

Central Western, Southern and Island
Address: Room 23/F, Centre, 13/F, Western Government Offices, 330 Java Road, North Point, Hong Kong
Tel No.: 2835 2733 Fax No.: 2472 5373 Email: fcpsutmenq@swd.gov.hk

Family and Child Protective Services Unit (Eastern and Wan Chai)
Address: Room 516, 1/F, North Point Government Offices, 330 Java Road, North Point, Hong Kong
Tel No.: 2940 7350 Fax No.: 2472 5373 Email: fcpsucwsienq@swd.gov.hk

Family and Child Protective Services Unit (Kowloon)
Address: Room 502, 2/F, Nan Fung Commercial Centre, 50 Elm Street, Kowloon Bay, Kowloon
Tel No.: 2343 2255 Fax No.: 2472 5373 Email: fcpsukcytmenq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong)
Address: Room 502, 2/F, Nan Fung Commercial Centre, 50 Elm Street, Kowloon Bay, Kowloon
Tel No.: 2343 2255 Fax No.: 2472 5373 Email: fcpsucwsienq@swd.gov.hk

Family and Child Protective Services Unit (Sha Tin)
Address: Room 19/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Tuen Mun)
Address: Room 19/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Tseung Kwan O and North)
Address: Room 19/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Yuen Long)
Address: Room 20/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Yuen Long East)
Address: Room 20/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Yuen Long West)
Address: Room 20/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Tuen Mun and Kau Tsui)
Address: Room 20/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories
Tel No.: 2381 3311 Fax No.: 2763 5874 Email: fcpsusspenq@swd.gov.hk

Family and Child Protective Services Unit (Tai Po and North)
Address: 5/F, Tai Po Community Centre, Fat Tseung Street, Cheung Sha Wan, Kowloon
Tel No.: 2940 2110 Fax No.: 2940 2110 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Sham Shui Po)
Address: G/F, Cheung Sha Wan Community Centre, Fat Tseung Street, Cheung Sha Wan, Kowloon
Tel No.: 2940 2110 Fax No.: 2940 2110 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong)
Address: 4/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories
Tel No.: 2588 2355 Fax No.: 2588 2355 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)
Address: Room 203, 4/F, Kwun Tong Government Offices, 456 Nathan Road, Kowloon
Tel No.: 2588 2355 Fax No.: 2588 2355 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)
Address: Rm. 229, 2/F, North Point Government Offices, 3940 Java Road, North Point, Hong Kong
Tel No.: 2343 2255 Fax No.: 2472 5373 Email: fcpsuktenq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong and Yau Tin)
Address: Room 203, 4/F, Kwun Tong Government Offices, 456 Nathan Road, Kowloon
Tel No.: 2588 2355 Fax No.: 2588 2355 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong and Yau Tin)
Address: Room 203, 4/F, Kwun Tong Government Offices, 456 Nathan Road, Kowloon
Tel No.: 2588 2355 Fax No.: 2588 2355 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong and Yau Tin)
Address: Room 203, 4/F, Kwun Tong Government Offices, 456 Nathan Road, Kowloon
Tel No.: 2588 2355 Fax No.: 2588 2355 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Unit (Kwun Tong and Yau Tin)
Address: Room 203, 4/F, Kwun Tong Government Offices, 456 Nathan Road, Kowloon
Tel No.: 2588 2355 Fax No.: 2588 2355 Email: fcpsustenq@swd.gov.hk

Family and Child Protective Services Units

Social Welfare Department

Social Welfare Department

Contact Information

Website: http://www.swd.gov.hk
Fax: 2763 5874

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

SWD Hotline provides information on welfare services in the form of voice messages or facsimile transmission to the general public. It operates 24 hours a day, 7 days a week. The hotline provides advice and answers questions on social welfare services as well as the provision of emergency services for social workers. The hotline may also leave their message on the answering machine or seek assistance from the police.

Family and Child Protective Services Units

Family and Child Protective Services Units
Service Objectives:
1. To prevent occurrence of child abuse and spouse/sibling/batterer, which may be caused by misconduct of adults or treatment and counseling for child maltreatment.
2. To assist families with the problems of child abuse and spouse/sibling/batterer, and to make recommendations to the Courts.
3. To conduct joint investigation with the police on some of the suspected child abuse cases.
4. To arrange or escort the victims to receive medical examination or temporary care at hospitals or other institutions, if required.
5. To foster cooperation among various professionals in the district to combat child abuse, spouse/sibling/batterer.

Entry of the Service:
- Victims of child abuse or spouse/bilateral battering, or their family members may approach or be referred by other agencies to the concerned Family and Child Protective Services Unit for assistance.
- 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:
- The service will terminate upon the mutual agreement between the service user and the social worker or under the following situations:
  1. The child abuse or spouse/bilateral batterer has reached the age of 18 or does not live in Hong Kong over a long period.
  2. The child custody or guardianship matters have been settled by the Courts or the Supervision Order granted by the Courts has expired.

Target Service Users:
- Children and their families affected by custody/guardianship disputes or child abduction matters.
- Victims of child abuse or spouse/bilateral battering, or their family members.
- Children and their families affected by the problems of child abuse and spouse/bilateral battering.
- Those who need counseling for family problems.

Entry 1:
- Provide statutory supervision, counseling and co-ordinate follow-up services such as clinical psychological services, refuge services, referral for financial assistance, compassionate rehousing, legal services, school arrangement and employment etc.

Entry 2:
- To assist the Courts to conduct social assessment on child custody and access matters and to make recommendations to the Courts.

Entry 3:
- To provide public supervision and co-ordinate follow-up services such as public psychological services, refuge services, referral for financial assistance, compassionate rehousing, legal services, school arrangement and employment etc.

Entry 4:
- To organize supportive, educational or therapeutic groups for target service users.

Entry 5:
- To raise public awareness of the problem of child abuse, spouse/bilateral battering and the importance of "co-parenting" after divorce and encourage individuals or families suffering from the problems of child abuse and spouse/bilateral 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/bilateral battering.