Family and Child Protective Services Unit

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.

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 interest of the children affected by custody/guardianship disputes through the provision of social investigation reports to the Courts and statutory supervision (as ordered by the Courts), counselling and other tangible services.

Service Scope

1. Public Enquiries
   - To deal with enquiries concerning child abuse, spouse/cohabitant battering and custody/guardianship matters, and to receive reports on child abuse and spouse/cohabitant battering.

2. Outreaching Service
   - To reach out to the victims and conduct initial assessment promptly upon receiving report on suspected child abuse and spouse/cohabitant battering cases.
   - To provide crisis intervention.
   - To arrange or escort the victims to receive medical examination or temporary care at hospitals or other institutions, if required.

3. Investigation
   - 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 and the concerned family members/parties to facilitate intervention and treatment.
- 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.

4. Casework Service
- To provide statutory supervision, 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.

Entry of the Service
- Victims of child abuse or spouse/cohabitant battering, abusers and 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 matter 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:
- child abuse and/or spouse/cohabitant battering elements have subsided, or
- victim of child abuse has reached the age of 18 or does not live in Hong Kong over a long period, or
- the child custody/guardianship matters have been settled by the Courts or the Supervision Order granted by the Courts has expired.
<table>
<thead>
<tr>
<th>Family and Child Protective Services Units</th>
<th>Tel No.</th>
<th>Fax No.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family and Child Protective Services Unit (Central Western, Southern and Islands)</td>
<td>2835 2733</td>
<td>3107 0051</td>
<td><a href="mailto:fcpsucwsienq@swd.gov.hk">fcpsucwsienq@swd.gov.hk</a></td>
</tr>
<tr>
<td>Address: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong</td>
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<tr>
<td>Family and Child Protective Services Unit (Eastern and Wan Chai)</td>
<td>2231 5859</td>
<td>2164 1771</td>
<td><a href="mailto:fcpsuewenq@swd.gov.hk">fcpsuewenq@swd.gov.hk</a></td>
</tr>
<tr>
<td>Address: Rm. 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong.</td>
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<tr>
<td>Family and Child Protective Services Unit (Kwun Tong)</td>
<td>3586 3741</td>
<td>2717 7453</td>
<td><a href="mailto:fcpsuktenq@swd.gov.hk">fcpsuktenq@swd.gov.hk</a></td>
</tr>
<tr>
<td>Address: Unit 2101, 21/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon</td>
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<tr>
<td>Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)</td>
<td>3188 3563</td>
<td>3421 2535</td>
<td><a href="mailto:fcpsuwttsskenq@swd.gov.hk">fcpsuwttsskenq@swd.gov.hk</a></td>
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<tr>
<td>Address : 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon.</td>
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<tr>
<td>Family and Child Protective Services Unit (Sham Shui Po)</td>
<td>2247 5373</td>
<td>2729 6613</td>
<td><a href="mailto:fcpsusspenq@swd.gov.hk">fcpsusspenq@swd.gov.hk</a></td>
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<tr>
<td>Address: G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon.</td>
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<tr>
<td>Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)</td>
<td>3583 3254</td>
<td>3583 3137</td>
<td><a href="mailto:fcpsukcytmenq@swd.gov.hk">fcpsukcytmenq@swd.gov.hk</a></td>
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<tr>
<td>Address: Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon</td>
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<tr>
<td>Family and Child Protective Services Unit (Sha Tin)</td>
<td>2158 6680</td>
<td>2681 2557</td>
<td><a href="mailto:fcpsustenq@swd.gov.hk">fcpsustenq@swd.gov.hk</a></td>
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<tr>
<td>Address: Rm. 716, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road , Shatin, New Territories.</td>
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<tr>
<td>Family and Child Protective Services Unit (Tai Po and North)</td>
<td>3183 9323</td>
<td>3104 1357</td>
<td><a href="mailto:fcpsutpnenq@swd.gov.hk">fcpsutpnenq@swd.gov.hk</a></td>
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<tr>
<td>Address: 4/F., Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories.</td>
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<td>Family and Child Protective Services Unit (Tuen Mun)</td>
<td>2618 5710</td>
<td>2618 7976</td>
<td><a href="mailto:fcpsutmenq@swd.gov.hk">fcpsutmenq@swd.gov.hk</a></td>
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<tr>
<td>Address: 4/F, On Ting/Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories.</td>
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<tr>
<td>Family and Child Protective Services Unit</td>
<td>2940 7350</td>
<td>2940 6421</td>
<td><a href="mailto:fcpsutwkwenq@swd.gov.hk">fcpsutwkwenq@swd.gov.hk</a></td>
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</tbody>
</table>
(Tsuen Wan and Kwai Tsing)
Address: 21/F, Tsuen Wan Government Offices,
38 Sai Lau Kok Road, Tsuen Wan, New Territories.

Family and Child Protective Services Unit
Address: G/F., Wah Yuet House, Tin Wah Estate,

Operating Hour
Monday to Friday: 8:45 a.m. to 1:00 p.m./2:00 p.m. to 5:15 p.m.
Saturday: 9:00 a.m. to 12:00 noon

Social Welfare Departmental Hotline Service
SWD Hotline 2343 2255 Website http://www.swd.gov.hk
Fax. Enquiry Number 2763 5874

[SWD Hotline provides information on welfare services in the form of voice messages or facsimile transmission to callers through a 24-hours interactive voice response system. SWD Hotline social workers are on duty from 9:00 am to 5:00 pm on Mondays to Fridays, and from 9:00 am to 12:00 noon on Saturdays to provide counselling, support and advice and arrange appropriate follow up services for those in-need. Outside the aforesaid duty hours (including public holidays), callers can choose to transfer their calls to the Hotline and Outreaching Service Team operated by Tung Wah 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 Website http://ceasecrisis.tungwahcsd.org
Family Crisis Support Centre Hotline 18 288 Website http://fcsc.caritas.org.hk
Harmony House 2522 0434 Website http://www.harmonyhousehk.org
Serene Court 2381 3311 Website http://www.cfsc.org.hk
Wai On Home for Women 8100 1155 Website http://www.poleungkuk.org.hk
Sunrise Court 8100 1155 Website http://www.poleungkuk.org.hk
Dawn Court 8100 1155 Website http://www.poleungkuk.org.hk

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