

Islands District Community Support Services for Carers

1. Services for the Elderly	2
1.1 District Elderly Community Centres (with “Support Teams for the Elderly” and “Dementia Community Support Scheme”).....	2
1.2 Neighbourhood Elderly Centres	4
1.3 Day Care Centres / Units for the Elderly (with Day Respite Service for Elderly Persons)	6
1.4 Integrated Home Care Services (Frail Cases)/ Enhanced Home and Community Care Services.....	7
1.5 Integrated Home Care Services (Ordinary Cases) and Home Care and Support Services for Elderly Persons with Mild Impairment	9
1.6 Residential Respite Service for the Elderly.....	11
2. Rehabilitation Services	12
2.1 District Support Centre for Persons with Disabilities	12
2.2 Integrated Community Centre for Mental Wellness.....	13
2.3 Parents / Relatives Resource Centre	14
2.4 Support Centre for Persons with Autism (SPA).....	15
2.5 Home Care Service for Persons with Severe Disabilities.....	16
2.6 Integrated Support Service for Persons with Severe Physical Disabilities ..	17
2.7 Occasional Child Care Service for Disabled Children	18
2.8 Day Care Service for Persons with Severe Disabilities	19
2.9 Day Respite Service.....	20
2.10 Residential Respite Service	21
3. Family and Child Welfare Services	22
3.1 Integrated Family Services.....	22
4. Social Security	24
4.1 Social Security Field Units.....	24
5. Hotline	25
5.1 Departmental Hotline Service	25
5.2 Other Hotline	26

1. Services for the Elderly

1.1 District Elderly Community Centres (with “Support Teams for the Elderly” and “Dementia Community Support Scheme”)

District Elderly Community Centre (DECC) is a type of community support services at district level to enable elderly persons to remain in the community and to lead a healthy, respectful and dignified life. DECCs also collaborate with other service units in the district and cooperate to build a caring community with better use of community resources. Its services include drop-in service, case management, referral service (e.g. application for residential care service, residential respite service, day care service and home care service), reaching out and networking, educational and developmental activities, carer support services, social and recreational activities, etc.

The Support Teams for the Elderly (STEs), attached to DECCs, provide elders with concern and assistance so that they can live actively in the community under this support network. They also promote senior volunteerism to encourage elders to become volunteers, to be continuously involved in social affairs and to serve other elders in need so as to promote the sense of worthiness.

To meet the increasing public expectation and demand for dementia community support services, the “Dementia Community Support Scheme” which implemented based on a medical-social collaboration model, was regularized with the Government’s recurrent allocation from February 2019 onwards to provide dementia community support services to elderly persons with mild or moderate dementia and their carers in the community. Moreover, the Scheme has been regularized since February 2019 and expanded to all 41 DECCs and 7 Hospital Authority clusters in the territory in 2019-20.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Hong Kong Sheng Kung Hui Welfare Council Limited Hong Kong Sheng Kung Hui Western District Elderly Community Centre	Shop A-E, G/F, Hill Court, 28 Hill Road, Western District, Hong Kong Shops nos. 4-6, G/F, Jadeview Court, 38-40 Hill Road, Hong Kong	2818 3717	2818 5056	wdme@skhwc.org.hk
St. James' Settlement Central and Western District Elderly	11/F, Sheung Wan Municipal Services	2805 1250	2815 4866	cwdecc@sjs.org.hk

Island District Community Support Services for Carers (October 2023)

Community Centre	Building, 345 Queen's Road Central, Sheung Wan, Hong Kong			
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre	1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3140 6365	3140 6366	tcis@naac.org.hk
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre (Discovery Bay Sub-office)	1/F, Discovery Bay North Integrated Services Centre, 99 Siena Ave, Discovery Bay, Lantau Island, New Territories	2259 3422	2259 3169	bmse@naac.org.hk
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre (Tai O Sub-office)	G/F & 1/F of Shop Units 3-6 Commerical Centre, Lung Tin Estate, Tai O, New Territories	2717 6422	3500 3791	tcis@naac.org.hk

1.2 Neighbourhood Elderly Centres

Neighbourhood Elderly Centre (NEC) is a type of community support services at neighbourhood level to provide a range of comprehensive services to enable elderly persons to remain in the community, to lead a healthy, respectful and dignified life and to enhance their positive and contributing role to the society. NECs also collaborate with the District Elderly Community Centre (DECC) to involve the public in building up a caring community. Their services include drop-in service, counselling service, referral service (e.g. application for residential care service, residential respite service, day care service and home care service), reaching out and networking, educational and developmental activities, carer support services, social and recreational activities, etc.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Chung Shak Hei (Cheung Chau) Home for the Aged Limited Wan Ho Kan Neighbourhood Elderly Centre	138, Pak She Sun Tsuen, Cheung Chau, New Territories	2981 8555	2986 9785	nec@cshcc.org.hk
Hong Kong PHAB Association Peng Chau Neighbourhood Elderly cum Children/Youth Centre	1/F, Peng Chau Market, 2 Po Peng Street, Peng Chau, New Territories	2983 9000	2983 9222	pc@hkphab.org.hk
Pok Oi Hospital Chan Shi Sau Memorial Social Service Centre	G/F, Silver Plaza, 8 Chung Shing Street, Mui Wo, Lantau Island, New Territories	2984 8018	2984 8028	cssic@pokoi.org.hk
Hong Kong Sheng Kung Hui Tung Chung Integrated Services – The Lodge	KG03, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Lantau Island, New Territories	2525 1929	2109 0068	tcis@skhwc.org.hk
Hong Kong Sheng Kung Hui Welfare Council Limited Hong Kong Sheng	G/F, Annex Block, Ying Tung Estate, Tung Chung, Lantau Island, New	2525 3599	2659 8859	tcis@skhwc.org.hk

Island District Community Support Services for Carers (October 2023)

Name of Service Unit	Address	Telephone	Fax	Email
Kung Hui Tung Chung Integrated Services(Ying Tung Sub Base)	Territories			

1.3 Day Care Centres / Units for the Elderly (with Day Respite Service for Elderly Persons)

Day Care Centres / Units for the Elderly (DEs / DCUs) provide centre-based community care services, such as day time care, rehabilitation exercises and social activities, to frail elderly persons aged 60 or above living in the community and who are assessed and recommended for Community Care Services or Residential Care Services under the Standardised Care Need Assessment Mechanism for Elderly Services, including those suffering from dementia. The services aim at helping service users maintain an optimal level of functioning, improve their quality of life and age in place in a familiar community. They also provide various kinds of support and assistance to carers.

The attached day respite services provide elderly persons living in the community with short-term day care. They provide relief for carers so that they may take short-term breaks or attend to other matters when required. They aim at encouraging and helping elderly persons to continue living in the community for as long as possible.

DEs / DCUs services application:

Elderly persons or their carers can approach respective Integrated Family Service Centres / Integrated Services Centres, Medical Social Services Units, District Elderly Community Centres or Neighbourhood Elderly Centres for referrals and arrangement of Standardised Care Need Assessment for Elderly Services.

Day respite services application:

Elderly persons or their carers can approach DEs / DCUs direct for enquiry and application.

Name of Service Unit	Address	Telephone	Fax	Email
Chung Shak Hei (Cheung Chau) Home for the Aged Limited Day Care Centre for the Elderly	9 Wo Shun Lane, Pak She, Cheung Chau, New Territories	2981 0820	2986 9083	ca@cshcc.org.hk
The Neighbourhood Advice-Action Council Tung Chung Day Care Unit	1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3141 7007	3140 6366	tcis@naac.org.hk

1.4 Integrated Home Care Services (Frail Cases)/ Enhanced Home and Community Care Services

Integrated Home Care Services (Frail Cases) [IHCS (Frail Cases)] / Enhanced Home and Community Care Services (EHCCS) are home-based community care services providing a range of care and support services to frail elderly persons aged 60 or above living in the community and who are assessed and recommended for Community Care Services or Residential Care Services under the Standardised Care Need Assessment Mechanism for Elderly Services. The services aim at facilitating service users to continue ageing in place for as long as possible and maintaining their optimal level of functioning, while providing various kinds of support and assistance to carers. Services providing to frail elderly users include care management and assessment, personal care, basic and special nursing care, rehabilitation exercises, speech therapy, meal service, counselling service, carer support and training, and 24-hour emergency support, etc. The scope and frequency of services will be designed by the IHCS / EHCCS teams according to the needs of individual frail elderly persons.

Services application:

Elderly persons or their carers can approach respective Integrated Family Service Centres / Integrated Services Centres, Medical Social Services Units, District Elderly Community Centres or Neighbourhood Elderly Centres for referrals and arrangement of Standardised Care Need Assessment for Elderly Services.

Integrated Home Care Service Teams

Name of Service Unit	Address	Telephone	Fax	Email
Hong Kong Family Welfare Society Cheung Chau Service Centre	101-103, G/F, Cheung Kwong House, Cheung Kwai Estate, Cheung Chau, New Territories	2986 8616	2981 3555	iscch@hkfws.org.hk
Hong Kong Family Welfare Society Lamma Island Service Centre	Block B, G/F, 31A Yung Shue Wan Main Street, Lamma Island, New Territories	2982 4411	2982 1144	islih@hkfws.org.hk
Hong Kong Family Welfare Society Peng Chau Service Centre	N10B, G/F, Kam Peng House, Kam Peng Estate, Peng Chau, New Territories	2559 7773	2983 9967	ispch@hkfws.org.hk
Hong Kong Family Welfare Society Mui Wo Service Centre	Room 102, G/F, Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island, New Territories	2984 7920	2984 9532	ismwh@hkfws.org.hk

Island District Community Support Services for Carers (October 2023)

Name of Service Unit	Address	Telephone	Fax	Email
Hong Kong Family Welfare Society Tai O Service Centre	Unit 1, G/F, Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island, New Territories	2985 5797	2985 6817	istoh@hkfws.org.hk
Hong Kong Sheng Kung Hui Welfare Council Limited Hong Kong Sheng Kung Hui Tung Chung Integrated Services	No. 16, G/F, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Lantau Island, New Territories	2525 1929	2109 0038	tchhs@skhwc.org.hk

Enhanced Home and Community Care Services

Name of Service Unit	Address	Telephone	Fax	Email
Hong Kong Family Welfare Society Cheung Chau Service Centre	101-103, G/F, Cheung Kwong House, Cheung Kwai Estate, Cheung Chau, New Territories	2986 8616	2981 3555	iscch@hkfws.org.hk
Hong Kong Family Welfare Society Lamma Island Service Centre	Block B, G/F, 31A Yung Shue Wan Main Street, Lamma Island, New Territories	2982 4411	2982 1144	islih@hkfws.org.hk
Hong Kong Family Welfare Society Peng Chau Service Centre	N10B, G/F, Kam Peng House, Kam Peng Estate, Peng Chau, New Territories	2559 7773	2983 9967	ispch@hkfws.org.hk
Hong Kong Family Welfare Society Mui Wo Service Centre	Room 102, G/F, Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island, New Territories	2984 7920	2984 9532	ismwh@hkfws.org.hk
Hong Kong Family Welfare Society Tai O Service Centre	Unit 1, G/F, Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island, New Territories	2985 5797	2985 6817	istoh@hkfws.org.hk

1.5 Integrated Home Care Services (Ordinary Cases) and Home Care and Support Services for Elderly Persons with Mild Impairment

Integrated Home Care Services (Ordinary Cases) [IHCS (Ordinary Cases)] provide home-based community support services to the elderly persons aged 60 or above, persons with disabilities, and individuals and families with social needs living in the community. While “The Home Care and Support Services for Elderly Persons with Mild Impairment” (HSMI) aims to provide home care and support services to elderly persons aged 60 or above, who are assessed to be at least with mild impairment under a designated assessment tool and waitlisted for IHCS (Ordinary Cases), according to their needs to facilitate their ageing in place.

Services providing to the users include personal care, simple nursing care, household cleaning, meal service, escort service, purchase and delivery of daily necessities, and carer support services, etc. The scope and frequency of services will be designed by the IHCS Teams according to the needs of individual service users.

Services application:

Elderly persons or their carers can approach IHCS Teams direct for application and arrangement of assessment if necessary.

Integrated Home Care Service Teams

Name of Service Unit	Address	Telephone	Fax	Email
Hong Kong Sheng Kung Hui Welfare Council Limited Tung Chung Integrated Home Care Services Team	G/F, Fu Tung Shopping Centre, Tung Chung, Hong Kong	2525 1929	2109 0038	tchhs@skhwc.org.hk
Hong Kong Family Welfare Society Cheung Chau Service Centre	101-103, G/F, Cheung Kwong House, Cheung Kwai Estate, Cheung Chau, New Territories	2986 8616	2981 3555	iscch@hkfws.org.hk
Hong Kong Family Welfare Society Lamma Island Service Centre	Block B, G/F, 31A Yung Shue Wan Main Street, Lamma Island, New Territories	2982 4411	2982 1144	islih@hkfws.org.hk
Hong Kong Family Welfare Society Peng Chau Service Centre	N10B, G/F, Kam Peng House, Kam Peng Estate, Peng Chau, New Territories	2559 7773	2983 9967	ispch@hkfws.org.hk

Island District Community Support Services for Carers (October 2023)

Name of Service Unit	Address	Telephone	Fax	Email
Hong Kong Family Welfare Society Mui Wo Service Centre	Room 102, G/F, Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island, New Territories	2984 7920	2984 9532	ismwh@hkfws.org.hk
Hong Kong Family Welfare Society Tai O Service Centre	Unit 1, G/F, Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island, New Territories	2985 5797	2985 6817	istoh@hkfws.org.hk

1.6 Residential Respite Service for the Elderly

Residential respite service is a form of temporary or short-term residential care service for elders. It serves the objective of providing temporary relief for family members or relatives who are the main caregivers of elders requiring a certain degree of personal care whilst residing in the community. It aims at encouraging and helping elders to continue living in the community for as long as possible.

Service application:

Referrals for admission to residential respite service should be made by a social worker. Elderly persons or their families may approach casework service units (e.g. Integrated Family Service Centres, Medical Social Services Units, District Elderly Community Centres, Neighbourhood Elderly Centres, Social Centres for the Elderly, Day Care Centres/Units for the Elderly, Enhanced Home and Community Care Services Teams, Integrated Home Care Services Teams and Home Help Team) who will assess the elder's needs and make referrals to the residential care homes for the elderly or nursing homes concerned if considered suitable.

For elderly persons or their families in urgent need of Residential Respite Service for the Elderly during non-office hours, they may directly approach the service operator of private residential care homes for the elderly under the EBPS providing residential respite service for assistance. Non-office

hours are (i) Monday to Saturday, from 5pm to 9am of the following day, and (ii) Sunday and Public Holidays, from 9am to 9am of the following day. You may click the link to Social Welfare Department "Vacancy Enquiry System for Respite Services/ Emergency Placement"

(<https://www.vesrrsep.swd.gov.hk/en>) or use the QR code on the right to access the vacancy information of Designated Residential Respite Places in subvented residential care homes for the elderly, contract homes and private homes participating in Enhanced Bought Place Scheme.



Name of Service Unit	Address	Telephone	Fax	Email
Po Leung Kuk Po Leung Kuk Tung Chung Home for the Elderly	3/F to 5/F, Tung Chung Municipal Services Building, 39 Man Tung Road, Tung Chung, Lantau Island, New Territories	2109 2038	2109 2032	tungchunghome @poleungkuk.or g.hk
World Castle Limited Tung Chung Silverjoy	G/F (portion), 1/F (portion) and 2/F (portion), Ying Fook House, Ying Tung Estate, 12 Ying Tung Road, Tung Chung, Lantau Island, New Territories	2889 8822	2889 8200	tcsilverjoy@gm ail.com

2. Rehabilitation Services

2.1 District Support Centre for Persons with Disabilities

District Support Centre for Persons with Disabilities (DSC), by adopting a district-based approach, provides one-stop community support services for persons with disabilities and their family members / carers. It aims at enhancing the domestic living and community living skills for persons with disabilities so as to facilitate their integration into the community through the provision of a range of community support services. It also provides training and support services to the family members/ carers of persons with disabilities so as to strengthen their caring capacity and to relieve their stress.

DSC would meet the needs of persons with disabilities by providing a range of services and activities, including drop-in service, training programmes and support services, social, recreational and personal development programmes, supportive services to family members / carers of persons with disabilities and the provision of case management service such as conducting need assessment, formulation of case plan and rendering counselling service to the persons with disabilities and their families and to bridging up community resources, etc.

Services application:

Persons with disabilities and their family members / carers can directly approach the DSCs for services.

Name of Service Unit	Address	Telephone	Fax	Email
Tung Wah Group of Hospitals Lok Yung District Support Centre (Islands)	Unit 4, G/F., Tung Ma House, Fu Tung Estate, Tung Chung, New Territories	2548 0060	2548 0155	lydsci@tungwah.org.hk

2.2 Integrated Community Centre for Mental Wellness

To enhance the social support and re-integration of the persons in mental recovery into the community, the Social Welfare Department has implemented the Integrated Community Centre for Mental Wellness (ICCMW) in all the districts across the territory since October 2010. Through the one-stop and integrated service mode, the ICCMW provides one-stop, district-based and accessible community support and social rehabilitation services ranging from early prevention to risk management for persons in mental recovery, persons with suspected mental health problems, their families/ carers and residents living in the serving district through a single-entry point.

The target groups of ICCMW are those living/ studying in the district, including persons in mental recovery since secondary school age, persons with suspected mental health problems since secondary school age, family members/ carers of the them, and residents with interest in understanding and improving their mental health.

The ICCMW provides services including drop-in services, outreaching services, casework counselling, therapeutic and supportive group work services, social and recreational activities, peer support services, clinical psychological service, and referral to the Community Psychiatric Service of the Hospital Authority for clinical assessment or psychiatric treatment, etc.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
New Life Psychiatric Rehabilitation Association The Wellness Centre (Islands)	G/F, Luk Yat House, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	2363 5718	3552 5355	islandstwc@nlpra.org.hk
New Life Psychiatric Rehabilitation Association The Wellness Centre (Islands – Cheung Chau)	Room 101, Cheung Fu House, Cheung Kwai Estate, Cheung Chau			

2.3 Parents / Relatives Resource Centre

Parents/ Relatives Resource Centre (PRC) aims to provide community support for the parents and relatives/ carers of persons with disabilities. With assistance from staff of the centre, parents and relatives/ carers would learn how to take care of their family members with disabilities or with difficulties on upbringing, exchange experience and establish mutual support. The service would help parents or other family members/ relatives/ carers to accept their family members with disabilities or with difficulties on upbringing, strengthen the function of family and help parents and relatives/ carers to cope with the difficulties and pressure in taking care of their family members with disabilities or with difficulties on upbringing.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
The Neighbourhood Advice-Action Council Togetherness Parents Resource Centre	1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3500 7160	3500 7170	tprc@naac.org.hk

2.4 Support Centre for Persons with Autism (SPA)

Support Centre for Persons with Autism (SPA) through its multidisciplinary team, provides a range of tailored training and support services for young persons who are over the age of 15, with normal intelligence and high-functioning autism (HFA) to meet their individualised needs in coping with the challenges during their transition into adulthood. SPA also offers support services for their parents/carers; and provides professional consultation service and training for frontline workers serving persons with autism.

For details of Support Centre for Persons with Autism, please browse Social Welfare Department Website: www.swd.gov.hk

Home > Public Services > Rehabilitation Services > List of Services > Community Support Services / Self-help Organisations of People with Disabilities / Chronic Illness > Support Centre for Persons with Autism (SPA)

Name of Service Unit	Address	Telephone	Fax	Email
New Life Psychiatric Rehabilitation Association iSPA Support Centre for Persons with Autism	Unit 1 on 1st Floor, Hua Qin International Building, No. 340 Queen's Road Central, Hong Kong	2294 9181	3475 0253	spahk@nlpra.org.hk

2.5 Home Care Service for Persons with Severe Disabilities

Home Care Service for Persons with Severe Disabilities aims at providing a package of home-based support services to meet their personal care, nursing care and rehabilitation training needs of persons with severe intellectual / physical disabilities / moderate nursing care need or functional impairment¹. It also aims at relieving the stress of their family members / carers and improving their quality of life.

The Home Care Service provides a package of home-based support services, including: nursing care, rehabilitation training, personal care service, escort service, carer support service, home respite service, social work service, meal support service and transportation service.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Tung Wah Group of Hospitals Lok Kwan Home Care Service	Unit 3, G/F, wing C, Yiu Lok House, Yiu Tung Estate, Shau Kei Wan, Hong Kong	2803 2103	2803 2145	lkhcs@tungwah.org.hk

2.6 Integrated Support Service for Persons with Severe Physical Disabilities

To fully address the needs of persons with severe physical disabilities and give them targeted support, the Social Welfare Department implements the Integrated Support Service for Persons with Severe Physical Disabilities (ISS) and regularises the two assistance programmes under Community Care Fund (CCF), namely “Provision of Special Subsidy to Persons with Severe Physical Disabilities for Renting Respiratory Support Medical Equipment” and “Provision of Special Subsidy to Persons with Severe Physical Disabilities for Purchasing Medical Consumables Related to Respiratory Support Medical Equipment” with effect from 1 November 2014. The ISS renders support to persons with severe physical disabilities who need constant attention and care by relieving them of the burden of medical equipment and medical consumables, and enable them to continue living in their familiar community. The objectives of the service are to strengthen support services for persons with severe physical disabilities, to prepare for their discharge from hospital and follow up with integrated home-based services with a view to facilitating their full integration into the community, to provide a special subsidy for renting Respiratory Support Medical Equipment (RSME) and purchasing medical consumables, and to strengthen support for their family members/ carers and alleviate their stress.

The ISS includes case management service, pre-discharge support services, nursing care, rehabilitation training, personal care service, escort service, carer support service, home respite service, social work service, transportation service, out-of-office hour emergency support, meal support service, and provision of cash subsidy for RSME dependants.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Yang Memorial Methodist Social Service	Units 501-502, On Hing House, Hing Wah (II) Estate, Chai Wan, Hong Kong Units 6-10, G/F, Lai Tak House, Lai On Estate, Sham Shiu Po, Kowloon	3959 1700	3425 4994	iss@yang.org.hk

2.7 Occasional Child Care Service for Disabled Children

Occasional Child Care Service for Disabled Children provides a safe venue for parents or carers to place their children with disabilities aged two to under six and their siblings for temporary care so as to enable the parents/ carers to attend to personal or urgent matters.

Services application:

Applicant can approach service units direct for application

Name of Service Unit	Address	Telephone	Fax	Email
The Boys' and Girls' Clubs Association of Hong Kong "SAIL" Early Child Development Centre (Tung Chung) (SCCC)	Unit 105 & 106, Joysmark, Mun Tung Estate, Tung Chung, Lantau Island, Hong Kong	2580 0013	2580 0208	sailtungchung_info@bgca.org.hk

2.8 Day Care Service for Persons with Severe Disabilities

Day Care Service for Persons with Severe Disabilities provides centre-based day care for persons with severe disabilities. Its objective is to promote care in the community by strengthening the caring capability of families or carers through provision of regular day care including nursing, rehabilitation, social and personal care services so as to enhance opportunities of persons with severe disabilities to continue living in the community.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Haven of Hope Christian Service Haven of Hope Community Rehabilitation Day Centre*	1/F, Tang Shiu Kin Hospital, 282 Queen's Road East, Wan Chai, Hong Kong	3553 3188	3553 3185	crdc@hohcs.org.hk
Tung Wah Group of Hospitals Jockey Club Kin Lok Home	1/F, Block D, Jockey Club Rehabilitation Complex, 4 Welfare Road, Aberdeen, Hong Kong	2870 9153	2554 6937	jcklh@tungwah.org.hk

*also provides Day Care Service for Persons with Severe Disabilities.

2.9 Day Respite Service

It provides support and temporary daytime relief for family members or carers of persons with disabilities who are unable to take care of the persons with disabilities due to various commitments and sudden engagements. Its purpose is to make life for those involved in routine care for the persons with disabilities less stressful and more stimulating.

Services application:

Applicant can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Tung Wah Group of Hospitals Lok Yung District Support Centre (Islands) (DSC)	Unit 4, G/F, Tung Ma House, Fu Tung Estate, Tung Chung, New Territories	2548 0060	2548 0155	lydsci@tungwah.org.hk

2.10 Residential Respite Service

It provides family members/carers of persons with disabilities with a planned short break so that they may attend to their personal business such as undergoing a medical operation or taking a vacation tour. Its purpose is to make life for those involved in routine care for persons with disabilities less stressful and more stimulating. This service has been extended to serve children with disabilities aged from 6 to 15 since April 2008. Designated residential respite service has also been provided by the private residential care homes for persons with disabilities (RCHDs) under the Bought Place Scheme (BPS) since March 2021.

Services application:

Applicant can approach service units direct for application.

You may click the link to "Vacancy Enquiry System for Respite Services/ Emergency Placement" (<https://www.vesrrsep.swd.gov.hk/en>) or use the QR code on the right to access the vacancy information of Residential Respite Place provided by designated vacancy.



Subvented RCHDs

Name of Service Unit	Address	Telephone	Fax	Email
Excelsior Manor The Neighbourhood Advice-Action Council (HMMH)	Room 202, 2/F Joysmark, Mun Tung Estate, Tung Chung, Lantau	2544 7512	3500 3751	tech@naac.org.hk
Hong Kong Sheng Kung Hui Welfare Council Limited Hong Kong Sheng Kung Hui Grace Garden for Rehab - Day Activity Centre & Hostel (HSMH)	G/F & 1/F, Ying Chui House, Ying Tung Estate, Tung Chung, Lantau	2488 0628	3120 4773	hsmhyt@skhwc.org.hk

3. Family and Child Welfare Services

3.1 Integrated Family Services

An Integrated Family Service Centres (IFSC) consists of three major components, namely family resource unit, family support unit and family counselling unit. The Services include enquiry service, resource corner, family life education, parent-child activities, group work service, programme activities, volunteer training and service, outreaching service, counselling service and referral service, etc. for individuals and families in need with extended hour services.

Services application:

Service users can approach service units direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Social Welfare Department Central and Islands Integrated Family Service Centre#	4/F, Harbour Building, 38 Pier Road, Central, Hong Kong	2852 3137	2541 4130	ciifscenq@swd.gov.hk
Hong Kong Family Welfare Society Cheung Chau Service Centre	101-103, G/F, Cheung Kwong House, Cheung Kwai Estate, Cheung Chau, New Territories	2525 1929	2109 0068	tcis@skhwc.org.hk
Hong Kong Sheng Kung Hui Tung Chung Integrated Services (Ying Tung Sub Base)*#	G/F, Annex Block, Ying Tung Estate, Tung Chung, Lantau Island, New Territories	2525 3599	2659 8859	tcis@skhwc.org.hk
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre*#	Roof-top, Carpark 2, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3141 7107	3141 7108	tcis@naac.org.hk
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre (Discovery Bay Sub-office)*#	1/F, Discovery Bay North Integrated Services Centre, 99 Siena Ave, Discovery Bay, Lantau Island, New Territories	2259 3422	2259 3169	bmse@naac.org.hk

Island District Community Support Services for Carers (October 2023)

Name of Service Unit	Address	Telephone	Fax	Email
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre (Tai O Sub-office)	G/F & 1/F of Shop Units 3-6 Commerical Centre, Lung Tin Estate, Tai O, New Territories	2717 6422	3500 3791	tcis@naac.org.hk

* Integrated Services Centre

provide Family Aid Service

^ attached Family Life Education Unit

4. Social Security

4.1 Social Security Field Units

The overall objective of social security in Hong Kong is to provide for the basic and special needs of the members of the community who are in-need-of financial or material assistance. This objective is achieved through a non-contributory social security system administered by the Department. It comprises the Comprehensive Social Security Assistance Scheme and the Social Security Allowance Scheme (e.g. Disability Allowance, Old Age Allowance and Old Age Living Allowance) and, etc.

Application method:

Applicant can approach the social security field unit direct for application.

Name of Service Unit	Address	Telephone	Fax	Email
Social Welfare Department Central and Western / Islands Social Security Field Unit	3/F-4/F, Tung Che Commercial Centre, 246 Des Voeux Road West, Hong Kong	2546 8003	2858 4494	cwifuenq@swd.gov.hk
Social Welfare Department Tung Chung Social Security Field Unit	Unit 211B, 2/F, Yat Tung Shopping Centre, Yat Tung Estate, Tung Chung, Lantau Island, New Territories	3141 7024	3141 7144	tcfuenq@swd.gov.hk

5. Hotline

5.1 Departmental Hotline Service

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.

Name of Service	Telephone
Departmental Hotline Service	2343 2255

5.2 Other Hotline

Name of Service	Telephone
Designated Hotline for Carer Support	182 183
Caritas Family Crisis Support Centre: 24-hour Crisis Line	18288
The Samaritan Befrienders Hong Kong Hotline	2389 2222
Suicide Prevention Services	2382 0000

Central Western, Southern and Islands District Social Welfare Office
Social Welfare Department
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