

Unit Layanan Perlindungan Keluarga dan Anak	No. Tel	No. Fax	Email	Family and Child Protective Services Units	Tel No.	Fax No.	Email
Unit Layanan Perlindungan Keluarga dan Anak (Central Western, Southern dan Islands) Alamat: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk	Family and Child Protective Services Unit (Central Western, Southern and Islands) Address: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Eastern dan Wan Chai) Alamat: Rm. 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk	Family and Child Protective Services Unit (Eastern and Wan Chai) Address: Rm. 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Kwun Tong) Alamat: Rm. 502, 5/F, Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay, Kowloon	2707 7681	2717 7453	fcpsuktenq@swd.gov.hk	Family and Child Protective Services Unit (Kwun Tong) Address: Rm. 502, 5/F, Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay, Kowloon	2707 7681	2717 7453	fcpsuktenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Wong Tai Sin dan Sai Kung) Alamat: 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	3421 2535	fcpsuwtskenq@swd.gov.hk	Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung) Address: 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	3421 2535	fcpsuwtskenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Sham Shui Po) Alamat: G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk	Family and Child Protective Services Unit (Sham Shui Po) Address: G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Kowloon City dan Yau Tsim Mong) Alamat: Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk	Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong) Address: Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Sha Tin) Alamat: Rm. 716, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories	2158 6680	2681 2557	fcpsustenq@swd.gov.hk	Family and Child Protective Services Unit (Sha Tin) Address: Rm. 716, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Tai Po dan North) Alamat: 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk	Family and Child Protective Services Unit (Tai Po and North) Address: 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Tuen Mun) Alamat: 4/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk	Family and Child Protective Services Unit (Tuen Mun) Address: 4/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Tsuen Wan dan Kwai Tsing) Alamat: 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk	Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing) Address: 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Yuen Long) Alamat: G/F, Wah Yuet House, Tin Wah Estate, Tin Shui Wai, Yuen Long, New Territories	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk	Family and Child Protective Services Unit (Yuen Long) Address: G/F, Wah Yuet House, Tin Wah Estate, Tin Shui Wai, Yuen Long, New Territories	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

Jam Operasi  
Senin hingga Jum'at : 8:45 -13:00 / 14:00 - 17:15 Sabut : 9:00 - 12:00

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

### Layanan Hotline Departemen Kesejahteraan Sosial

SWD Hotline 2343 2255 Situs <http://www.swd.gov.hk>  
Nomor Fax untuk Pertanyaan 2763 5874

[SWD Hotline menyediakan informasi mengenai layanan kesejahteraan dalam bentuk pesan suara atau transmisi faksimili kepada penelepon melalui sistem respon suara interaktif selama 24 jam penuh. Para pekerja sosial SWD Hotline bertugas pada pukul 9:00 - 17:00 pada hari Senin hingga Jum'at, dan pada pukul 9:00 - 12:00 pada hari Sabtu dan memberikan konseling, dukungan, dan saran sekaligus mengatur layanan lanjutan yang tepat bagi yang membutuhkan. Di luar jam operasi tersebut (termasuk libur nasional), penelepon dapat memiliki untuk mentransfer panggilan ke Tim Layanan Hotline dan Outreach yang dioperasikan oleh Kelompok Rumah Sakit Tung Wah untuk minta bantuan pekerja sosial. Penelepon juga dapat meninggalkan pesan pada mesin penjawab atau minta bantuan polisi.]

#### Hotline 24-jam

CEASE Crisis Centre Hotline	18 281	Situs	<a href="http://ceasecrisis.tungwahcsd.org">http://ceasecrisis.tungwahcsd.org</a>
Family Crisis Support Centre Hotline	18 288	Situs	<a href="http://fcsc.caritas.org.hk">http://fcsc.caritas.org.hk</a>
Harmony House	2522 0434	Situs	<a href="http://www.harmonyhousehk.org">http://www.harmonyhousehk.org</a>
Serene Court	2381 3311	Situs	<a href="http://www.cfsc.org.hk">http://www.cfsc.org.hk</a>
Wai On Home for Women	8100 1155	Situs	<a href="http://www.poleungkuk.org.hk">http://www.poleungkuk.org.hk</a>
Sunrise Court	8100 1155	Situs	<a href="http://www.poleungkuk.org.hk">http://www.poleungkuk.org.hk</a>
Dawn Court	8100 1155	Situs	<a href="http://www.poleungkuk.org.hk">http://www.poleungkuk.org.hk</a>

### 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 Outreach 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	<a href="http://ceasecrisis.tungwahcsd.org">http://ceasecrisis.tungwahcsd.org</a>
Family Crisis Support Centre Hotline	18 288	Website	<a href="http://fcsc.caritas.org.hk">http://fcsc.caritas.org.hk</a>
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## UNIT LAYANAN PERLINDUNGAN KELUARGA DAN ANAK FAMILY AND CHILD PROTECTIVE SERVICES UNIT





### Target Pengguna Layanan

Unit Layanan Perlindungan Keluarga dan Anak Departemen Kesejahteraan Sosial menyediakan layanan bagi anak-anak, individu, dan anggota keluarga inti yang terkena dampak masalah berikut: 1) kekerasan terhadap anak, 2) pemukulan terhadap suami / istri / penghuni satu atap, 3) sengketa hak asuh, termasuk masalah penculikan anak.

### Tujuan Layanan

1. Mencegah kekerasan terhadap anak atau pemukulan terhadap suami / istri / penghuni satu atap, membantu korban dan keluarga untuk menghadapi trauma yang diakibatkan oleh kekerasan terhadap anak atau pemukulan terhadap suami / istri / penghuni satu atap, dan memberi bantuan bagi keluarga yang menghadapi masalah kekerasan terhadap anak atau pemukulan terhadap suami / istri / penghuni satu atap untuk kembali pada kondisi normal melalui sejumlah layanan koordinasi bagi korban, pelaku kekerasan, dan anggota keluarga.
2. Menjaga kepentingan anak yang dipengaruhi oleh sengketa hak asuh/perwalian melalui laporan investigasi sosial bagi Pengadilan dan pengawasan wajib (sesuai mandat Pengadilan), konseling, dan layanan nyata lainnya.

### Cakupan Layanan

#### 1. Bantuan Pertanyaan Publik

- Menjawab pertanyaan tentang kekerasan pada anak, pemukulan terhadap suami / istri / penghuni satu atap, serta masalah hak asuh/perwalian, dan menerima laporan tentang kekerasan terhadap anak atau pemukulan terhadap suami / istri / penghuni satu atap.

#### 2. Layanan Outreach

- Menghubungi korban dan segera melaksanakan asesmen awal setelah menerima laporan tentang dugaan kasus kekerasan terhadap anak dan pemukul terhadap suami / istri / penghuni satu atap.
- Memberikan intervensi krisis.
- Mengatur atau mendampingi korban dalam pemeriksaan medis atau perawatan sementara di rumah sakit atau insitusi lainnya, jika diperlukan.

#### 3. Investigasi

- Mengawali kontak dan berdiskusi dengan korban kasus terduga kekerasan terhadap anak, pemukul terhadap suami / istri / penghuni satu atap, serta anggota keluarga dan pihak terkait untuk memahami latar belakang keluarga, masalah/kesulitan yang dihadapi keluarga dan sudut pandang korban serta anggota keluarga / pihak terkait untuk memfasilitasi intervensi dan perawatan.
- Melaksanakan penyelidikan bersama dengan kepolisian mengenai beberap kasus terduga kekerasan terhadap anak.
- Membuat rencana bantuan kesejahteraan bagi korban dan keluarga melalui konferensi kasus multi-disiplin.
- Membantu Pengadilan melaksanakan asesmen sosial mengenai hak asuh anak dan masalah akses, serta memberi rekomendasi kepada Pengadilan.

#### 4. Layanan Kasus

- Menyediakan pantauan di bawah undang-undang, konseling, dan koordinasi layanan lanjutan seperti layanan psikologi klinis, layanan pengungsian, referensi bantuan finansial, pemindahan tempat tinggal, layanan hukum, pengaturan sekolah dan pekerjaan, dll.

#### 5. Layanan Kerja Kelompok

- Mengorganisir kelompok suportif, edukatif, atau terapeutik untuk target pengguna layanan.

### 6. Layanan Pencegahan

- Meningkatkan kesadaran public mengenai masalah kekerasan terhadap anak, pemukulan terhadap suami / istri / penghuni satu atap dan pentingnya “pembagian hak asuh” setelah perceraian, sekaligus mendorong individu atau keluarga yang mengalami masalah kekerasan terhadap anak dan pemukulan terhadap suami / istri / penghuni satu atap untuk mencari bantuan sesegera mungkin melalui publikasi dan aktivitas pembelajaran publik.
- Membangun kerja sama antara berbagai ahli di distrik untuk melawan kekerasan terhadap anak dan pemukulan terhadap suami / istri / penghuni satu atap.

### Memulai Layanan

- Korban kekerasan terhadap anak atau pemukulan terhadap suami / istri / penghuni satu atap, pelaku kekerasan, dan anggota keluarga dapat dihubungi atau dirujuk oleh agen lain kepada Unit Layanan Perlindungan Keluarga dan Anak untuk mendapat bantuan.
- Anak dan keluarga yang terkena dampak sengketa hak asuh / perwalian atau masalah penculikan anak disarankan menerima layanan oleh Pengadilan, Sekretaris Kehakiman atau pihak berwenang terkait lain sesuai dengan Hukum yang berlaku.

### Penuntasan Layanan

- Layanan akan berakhir atas dasar kesepakatan antara pengguna layanan dan petugas sosial atau dalam situasi berikut:
  - kekerasan terhadap anak dan pemukulan terhadap suami / istri / penghuni satu atap telah mereda, atau
  - korban kekerasan terhadap anak telah mencapai usia 18 atau tidak tinggal di Hong Kong untuk waktu yang lama, atau
  - masalah hak asuh / perwalian anak telah diselesaikan di Pengadilan atau Mandat Pengawasan dari Pengadilan telah habis masa berlakunya.

### 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.