

地址 電話 傳真 電郵

中西南及離島

香港灣仔軒尼詩道130號修頓中心23樓2313室 2835 2733 3107 0051 fcpsucwsienq@swd.gov.hk

東區及灣仔

香港北角渣華道333號北角政府合署2樓229室 2231 5859 2164 1771 fcpsuewenq@swd.gov.hk

觀塘

九龍觀塘觀塘道410號觀點中心21樓2101室 3586 3741 2717 7453 fcpsuktenq@swd.gov.hk

黃大仙及西貢

九龍黃大仙正德街104號黃大仙社區中心3樓 3188 3563 3421 2535 fcpsuwtsskenq@swd.gov.hk

深水埗

九龍長沙灣發祥街55號長沙灣社區中心地下 2247 5373 2729 6613 fcpsusspenq@swd.gov.hk

九龍城及油尖旺

九龍彌敦道405號九龍政府合署8樓803室 3583 3254 3583 3137 fcpsukcytmenq@swd.gov.hk

沙田

新界沙田上禾輦路1號沙田政府合署7樓716室 2158 6680 2681 2557 fcpsustenq@swd.gov.hk

大埔及北區

新界大埔墟鄉事會街8號大埔綜合大樓4樓 3183 9323 3104 1357 fcpsutpnenq@swd.gov.hk

屯門

新界屯門安定邨安定友愛社區中心4樓 2618 5710 2618 7976 fcpsutmenq@swd.gov.hk

荃灣及葵青

新界荃灣西樓角路38號荃灣政府合署21樓 2940 7350 2940 6421 fcpsutwkwtenq@swd.gov.hk

元朗

新界元朗天水圍天華邨華悅樓地下 2445 4224 2445 9077 fcpsuylenq@swd.gov.hk

辦公時間

星期一至五：上午八時四十五分至下午一時/下午二時正至下午五時十五分

星期六：上午九時正至中午十二時正

社會福利署熱線服務

熱線電話 2343 2255 網址：<http://www.swd.gov.hk>

圖文傳真號碼 2763 5874

社會福利署(社署)熱線設有全日二十四小時運作的互動話音系統，讓來電者查詢福利服務資料及索取資料傳真。社署熱線社工在指定時間內(星期一至星期五：上午九時至下午五時，星期六：上午九時至中午十二時)當值，為有需要人士提供即時輔導、支援和諮詢服務，並安排適切的跟進服務。社署熱線社工當值時間以外(包括公眾假期)，有需要的人士可選擇將電話轉駁到由東華三院營辦的熱線及外展服務隊尋求社工協助，亦可選擇利用留言服務或向警方求助。

24小時熱線電話

芷若園熱線 18 281 網址：<http://ceasecrisis.tungwahcsd.org>

向晴熱線 18 288 網址：<http://fcsc.caritas.org.hk>

和諧之家 2522 0434 網址：<http://www.harmonyhousehk.org>

恬寧居 2381 3311 網址：<http://www.cfsc.org.hk>

維安中心 8100 1155 網址：<http://www.poleungkuk.org.hk>

昕妍居 8100 1155 網址：<http://www.poleungkuk.org.hk>

曉妍居 8100 1155 網址：<http://www.poleungkuk.org.hk>

Contact Information of Family and Child Protective Services Units

Address	Tel No.	Fax No	Email
Central Western, Southern and Islands Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
Eastern and Wan Chai Room 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong.	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
Kwun Tong Unit 2101, 21/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
Wong Tai Sin and Sai Kung 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	3421 2535	fcpsuwtsskenq@swd.gov.hk
Sham Shui Po G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk
Kowloon City and Yau Tsim Mong Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
Sha Tin Room 716, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
Tai Po and North 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
Tuen Mun 4/F, On Ting/Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
Tsuen Wan and Kwai Tsing 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutwkwtenq@swd.gov.hk
Yuen Long G/F, Wah Yuet House, Tin Wah Estate, Tin Shui Wai, Yuen Long, New Territories	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

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

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.tungwahcd.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

(updated in November 2019)