

Hotline Pertanyaan Utama / Major Enquiry Hotlines

Departemen Kesejahteraan Sosial Social Welfare Department

Hotline / Hotline 2343 2255
No. Faks / Fax 2838 0114
Email untuk Bertanya / swdenq@swd.gov.hk
Laman / Homepage http://www.swd.gov.hk

Unit Layanan Perlindungan Keluarga dan Anak (Tuen Mun)
Family and Child Protective Services Unit (Tuen Mun)

2618 5710

Unit Layanan Perlindungan Keluarga dan Anak (Tsuen Wan dan Kwai Tsing)
Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing)

2940 7350

Unit Layanan Perlindungan Keluarga dan Anak (Yuen Long)
Family and Child Protective Services Unit (Yuen Long)

2445 4224

Unit Layanan Perlindungan Keluarga dan Anak / Family and Child Protective Services Unit

Unit Layanan Perlindungan Keluarga dan Anak (Barat Tengah, Selatan, dan Kepulauan)
Family and Child Protective Services Unit (Central Western, Southern and Islands)
Unit Layanan Perlindungan Keluarga dan Anak (Eastern dan Wan chai)
Family and Child Protective Services Unit (Eastern and Wan chai)

2231 5859

Unit Layanan Perlindungan Keluarga dan Anak (Kwun Tong)
Family and Child Protective Services Unit (Kwun Tong)

3586 3741

Unit Layanan Perlindungan Keluarga dan Anak (Wong Tai Sin dan Sai Kung)
Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)

3188 3563

Unit Layanan Perlindungan Keluarga dan Anak (Kota Kowloon dan Yau Tsim Mong)
Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)

3583 3254

Unit Layanan Perlindungan Keluarga dan Anak (Shatin)
Family and Child Protective Services Unit (Shatin)

2158 6680

Unit Layanan Perlindungan Keluarga dan Anak (Tai Po dan Utara)
Family and Child Protective Services Unit (Tai Po and North)

3183 9323

Situs Web untuk Bantuan Bagi Korban Penganiayaan Anak, Pemukulan Terhadap Pasangan/Orang yang Tinggal Sejat dan Kekerasan Seksual
Website on Support for Victims of Child Abuse, Spouse / Cohabitant Battering and Sexual Violence

https://www.swd.gov.hk/vs/

Januari 2021 • July 2021

Pengantar • Introduction

Anda bukan satu-satunya korban pria / You are not the only male victim

Menurut data statistika mengenai kasus pemukulan pasangan/orang yang tinggal sejat di Hong Kong, ada satu di antara enam kasus yang melibatkan korban pria. Tidak hanya wanita namun juga pria dari berbagai latar belakang kehidupan yang mungkin mengalami kekerasan oleh pasangan intim, yang melibatkan kekerasan fisik, penyiksaan psikologis dan bahkan kekerasan seksual.

According to the past statistics on spouse / cohabitant battering cases in Hong Kong, there are one out of six cases involving male victims. Not only women but also men from all walks of life may be suffering from violence by their intimate partners, which involves physical violence, psychological abuse and even sexual violence.

Anda kuat untuk aktif mencari solusinya / You are strong to actively look for solutions



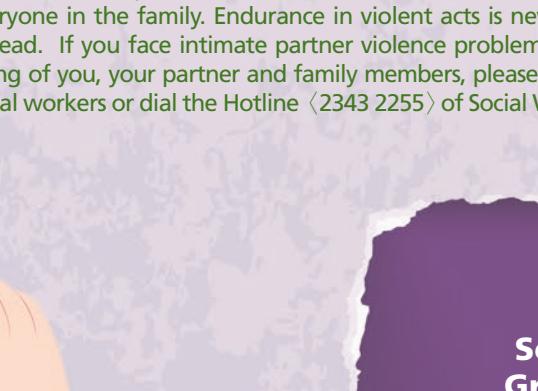
Segara Cari Bantuan dan Hentikan Kekerasan Rumah Tangga! Seek Help Early and Stop Domestic Violence !

Layanan Bagi Korban Pria Services for Male Victims

Bahasa Indonesia (印尼文) / Indonesia (印尼) and English Version

社會福利署
Social Welfare Department

Cari bantuan segera bagi Anda dan pasangan.
Raih kesempatan untuk memperbaiki hubungan Anda!
Seeking help early for yourself and your partner.
Grasp good chance to improve your relationships!



Di mana pria korban kekerasan dapat mendapatkan layanan? Where can battered men receive services?

Di Hong Kong, serangkaian layanan disediakan oleh SWD, lembaga swadaya masyarakat (NGO), Kepolisian, dan Departemen Bantuan Hukum atau agen layanan sosial, dll bagi korban (tanpa memandang usia, jenis kelamin, orientasi seksual, dan etnisitas, dll.), pelaku dan/atau anggota keluarga dalam kasus pemukulan terhadap pasangan/orang yang tinggal sejat. Jika Anda korban pasangan/orang yang tinggal sejat dalam kasus pemukulan, unit-unit berikut ini dapat membantu Anda dan keluarga dengan berbagai layanan:

In Hong Kong, a series of services are provided by SWD, non-governmental organisations (NGOs), the Police and the Legal Aid Department or social services agencies, etc. to victims (regardless of their age, gender, sexual orientation and ethnicity, etc., perpetrators and / or family members of spouse / cohabitant battering cases. If you are victim of spouse / cohabitant battering case, the following units will help you and your family with various services:

Layanan Bantuan / Support Services

Layanan Hotline / Hotline Services

Anda dapat menggunakan Layanan Hotline SWD <2343 2255> untuk memperoleh informasi terkait layanan kesejahteraan dan saran / bantuan segera dari pekerja sosial. Hotline SWD menyediakan layanan kesejahteraan dalam bentuk pesan suara atau faksimili bagi penelepon melalui sistem respon suara interaktif 24 jam. Pekerja sosial Hotline SWD bertugas mulai Pukul 9:00 pagi hingga 5:00 sore pada hari Senin hingga Jum'at, dan mulai Pukul 9:00 pagi hingga 12:00 siang pada hari Sabtu untuk menyediakan konseling, bantuan dan saran serta mengatur layanan lanjutan yang tepat bagi yang membutuhkan. Di luar jam kerja yang disebutkan di atas (termasuk hari libur nasional), penelepon dapat memilih untuk mengalihkan panggilan telepon ke Tim Hotline dan Layanan Penjangkauan yang dioperasikan oleh Grup Rumah Sakit Tung Wah untuk mendapatkan bantuan dari pekerja sosial. Mereka juga dapat meninggalkan pesan pada mesin perekam atau mencari bantuan dari polisi.

You can make use of SWD Hotline Service (2343 2255) to obtain information on related welfare services and timely advice / assistance from social workers. SWD Hotline provides information on welfare services in the form of voice messages or facsimile transmission to callers through a 24-hour 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.



Unit Layanan Perlindungan Keluarga dan Anak / Family and Child Protective Services Units

Unit Layanan Perlindungan Keluarga dan Anak (FCPSU) SWD adalah unit khusus yang ditangani oleh pekerja sosial berpengalaman yang menyediakan serangkaian layanan bagi korban, pelaku dan / atau keluarga anak yang mengalami penganiayaan serta pasangan / atau orang yang tinggal sejatip dalam kasus pemukulan. Tergantung pada kebutuhan kasus, pekerja sosial akan menyediakan penjangkauan, penyelidikan sosial, intervensi krisis, konseling per kasus dan perawatan dalam kelompok, dll. Unit ini juga menyediakan pengawasan wajib bagi anak-anak sesuai perintah pengadilan. Jika diperlukan, akan dibuat rujukan untuk bantuan keuangan, hunian, bantuan hukum, layanan psikologis dan pengaturan sekolah, dll. Selain itu, demi menjaga kepentingan anak-anak yang terkena dampak serangan, hak asuh atau hak wali, FCPSU akan, sesuai perintah Pengadilan, menyusun laporan penyelidikan sosial dan mengawasi anak-anak yang memerlukan pengawasan.

The Family and Child Protective Services Units (FCPSUs) of SWD are specialised units manned by experienced social workers who render an array of services to victims, perpetrators and / or families of child maltreatment and spouse / cohabitant battering cases. Depending on the needs of the cases, social workers will provide outreach, social investigation, crisis intervention, casework counselling and group treatment, etc. It also provides statutory supervision to children in accordance with court orders. When necessary, referrals will be made for financial assistance, housing, legal aid, psychological service and arrangement of schooling, etc. Besides, to safeguard the interest of children affected by custody or guardianship disputes, FCPSUs will, as ordered by the Court, prepare social investigation reports and supervise children who are in need of supervision.



Pusat Layanan Keluarga Terpadu / Integrated Family Service Centres

Pusat Layanan Keluarga Terpadu (IFSC), yang dioperasikan oleh SWD atau NGO subventif, menyediakan layanan komprehensif, holistik dan satu pintu untuk memenuhi berbagai kebutuhan individu dan keluarga dalam masyarakat. Pusat ini terdiri atas Unit Sumber Daya Keluarga, Unit Bantuan Keluarga dan Unit Konseling Keluarga. Serangkaian layanan disediakan, yang meliputi pendidikan kehidupan keluarga, aktivitas orang tua-anak, layanan pertanyaan, pelatihan sukarelawan, layanan penjangkauan, kelompok bantuan bersama, konseling dan layanan rujukan bagi individu dan keluarga yang membutuhkan, dll dengan jam layanan yang diperpanjang.

Integrated Family Service Centres (IFSCs), operated by SWD or subvented NGOs, provide comprehensive, holistic and one-stop services to meet

the multifarious needs of individuals and families in the community. It comprises a Family Resource Unit, a Family Support Unit and a Family Counselling Unit. An array of services are provided which include family life education, parent-child activities, enquiry service, volunteer training, outreach service, mutual support groups, counselling and referral service for individuals and families in need, etc with extended hour services.



Layanan Sosial Medis / Medical Social Services

Kasus kekerasan rumah tangga dapat diketahui oleh pekerja sosial medis di rumah sakit umum dan beberapa klinik rawat jalan spesialis melalui staf rumah sakit, polisi atau organisasi lain, dan melalui kontak langsung oleh pasien atau anggota keluarganya. Pekerja sosial medis akan menyediakan konseling, layanan praktis dan mengatur rujukan bagi layanan rehabilitasi dan sumber daya masyarakat dan sebagaimana untuk membantu korban kekerasan rumah tangga dan anggota keluarga mereka berdasarkan kebutuhan kesejahteraan mereka.

Domestic violence cases may come to the attention of medical social workers in public hospitals and some specialist out-patient clinics through hospital personnel, police or other organisations, and through direct approach by patients or their family members. The medical social workers will provide counselling, tangible services and arrange referrals for rehabilitation services and community resources and so forth to help the victims of domestic violence and their family members based on their welfare needs.



Program Bantuan Korban bagi Korban Kekerasan Rumah Tangga / Victim Support Programme for Victims of Family Violence

Bekerja sama dengan pekerja sosial, Pusat Tsui Lam yang dioperasikan oleh Po Leung Kuk menyediakan layanan bantuan bagi korban kekerasan rumah tangga di seluruh wilayah. Pusat ini bertujuan untuk mengurangi rasa takut dan tidak berdaya dengan menyediakan paket layanan mulai dari informasi komunitas, bantuan emosional dan layanan pendampingan saat menjalani proses hukum atau menghadapi perubahan mendadak dalam hidup. Orang yang membutuhkan dapat menghubungi pekerja sosial untuk mendapatkan rujukan layanan.

In collaboration with social workers, the Tsui Lam Centre operated by Po Leung Kuk provides support services to victims of domestic violence throughout the territories. It aims at reducing their feeling of fear and helplessness by providing a package of services ranging from community information, emotional support and escort service when they are undergoing legal proceedings or facing sudden changes in life. Needy persons can approach their social workers for service referral.



Unit Psikologi Klinis / Clinical Psychology Unit

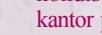
Jika Anda mengalami gangguan emosi parah, pekerja sosial Unit Layanan Perlindungan Keluarga dan Anak atau Pusat Layanan Keluarga Terpadu dapat merujuk Anda untuk menerima layanan psikologi klinis. Psikolog klinis akan menyediakan konseling terapi perorangan atau terapi kelompok bagi Anda sesuai kebutuhan.

Victims of domestic violence may approach the Legal Aid Department (LAD) for legal aid service to institute civil proceedings. You may apply to the Court for an injunction order to stop violence/disturbances or initiate a divorce if so desired. To be eligible for legal aid, you have to satisfy both the means and merit tests. For urgent application of legal aid for an injunction order, LAD will arrange an interview as soon as possible for conducting the means test and taking of deposition.



Kepolisian Hong Kong / Hong Kong Police Force

If you are severely emotionally disturbed, the social workers of Family and Child Protective Services Units or the Integrated Family Service Centres can refer you to receiving clinical psychological service. The clinical psychologists will provide individual counseling or group therapy to you based on your needs.



Unit Bidang Keamanan Sosial / Social Security Field Units

Skema Bantuan Keamanan Sosial Komprehensif (CSSA) dapat menyediakan bantuan keuangan bagi orang yang membutuhkan dan tengah menghadapi kesulitan finansial. Untuk memenuhi syarat, pemohon harus telah menjadi penduduk Hong Kong selama setidaknya tujuh tahun dan harus lolos uji pendapatan dan aset. Dalam kondisi khusus, bantuan dapat diberikan sesuai kebijakan Direktur Kesejahteraan Sosial kepada pemohon CSSA yang tidak memenuhi persyaratan kependudukan yang telah ditentukan. Jika Anda ingin mengajukan permohonan CSSA, Anda dapat menghubungi pekerja sosial untuk minta rujukan atau menghubungi Unit Bidang Keamanan Sosial SWD.

The Comprehensive Social Security Assistance (CSSA) Scheme can provide financial assistance to needy person facing financial difficulties. To be eligible, an applicant must have been a Hong Kong resident for at least seven years and must pass both the income and asset tests. In exceptional circumstances, assistance may be granted at the discretion of the Director of Social Welfare to a CSSA applicant who does not satisfy the prescribed residence requirements. If you want to apply for CSSA, you may approach your social workers for a referral or approach SWD's Social Security Field Units.

All complaints and reports of domestic violence will be handled and investigated by the Hong Kong Police Force. Under normal circumstances, reports can be made by calling any police stations, through police hotline 2527 7177, or through direct report to any police officer. In case of emergency, the public may dial '999' to seek help. Information about the victims and the informants will be kept confidential.

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Pusat Bantuan Krisis Keluarga / Family Crisis Support Centre

According to the Crimes Ordinance (Cap.200) and the Offences Against the Person Ordinance (Cap. 212), any person who causes or threatens to cause any grievous bodily harm to any person including spouse / cohabitant, shall be guilty of an offence and shall be liable to imprisonment.

Korban kekerasan rumah tangga dapat menghubungi Departemen Bantuan Hukum (LAD) untuk minta bantuan hukum sehingga dapat melanjutkan proses hukum perdata. Anda dapat mengajukan permohonan perintah Pengadilan untuk menghentikan kekerasan/gangguan atau memulai proses perceraiannya jika Anda menginginkannya. Agar memenuhi syarat untuk mendapatkan bantuan hukum, Anda harus memenuhi tes sarana dan prasarana.

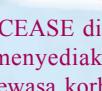


Layanan Akomodasi Sementara / Accommodation Services



Pusat Intervensi Krisis dan Bantuan Serba Guna (Pusat Krisis CEASE) / Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre)

Untuk permohonan bantuan hukum yang mendesak untuk memperoleh perintah pengadilan, LAD akan mengatur wawancara sesegera mungkin untuk melakukan tes sarana dan pengambilan depositis.



Kepolisian Hong Kong / Hong Kong Police Force

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Penampungan Sementara/Hostel Perkotaan bagi Satu Orang / Temporary Shelter / Urban Hostel for Single Persons

Jika akomodasi sementara diperlukan, Anda dapat mengajukan permohonan penampungan sementara atau hostel perkotaan bagi satu orang melalui rujukan pekerja sosial. Hostel perkotaan untuk satu orang menyediakan akomodasi jangka pendek dan konseling bagi orang yang membutuhkan mereka mencari akomodasi alternatif jangka panjang.



Pusat Bantuan Krisis Keluarga / Family Crisis Support Centre

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Pemindahan Hunian Welas Asih / Compassionate Rehousing

Pemindahan Hunian Welas Asih adalah bentuk bantuan hunian, yang bertujuan menyediakan bantuan bagi individu dan keluarga yang benar-benar segera membutuhkan hunian namun, karena kebutuhan sosial dan medis (jika berlaku) dalam kondisi khusus, tidak memiliki cara lain yang memungkinkan untuk memecahkan masalah hunian mereka.

Kasus yang memenuhi syarat akan menerima akomodasi sementara di unit perumahan umum sewaan dalam bentuk izin tingkat bersyarat, sambil menunggu keputusan pengadilan terkait permohonan perceraiannya. Klien harus lolos uji pendapatan dan aset. Orang yang membutuhkan layanan dapat menghubungi pekerja sosial untuk bertanya.

Compassionate Rehousing is a form of housing assistance, which aims at providing assistance to individuals and families who have genuine and imminent long-term housing needs but, owing to their social and medical needs (if applicable) under specific circumstances, have no other feasible means to solve their housing problems. Eligible cases will receive temporary accommodation in public rental housing units in the form of conditional tenancy, while awaiting the court decision on their divorce applications. The client must pass both the income and asset tests. People in need of the service may approach the social workers for enquiries.

All complaints and reports of domestic violence will be handled and investigated by the Hong Kong Police Force. Under normal circumstances, reports can be made by calling any police stations, through police hotline 2527 7177, or through direct report to any police officer. In case of emergency, the public may dial '999' to seek help. Information about the victims and the informants will be kept confidential.

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