



## Chapter 19: Social Services

### Helping to solve your problems

Social Welfare Department (SWD) hotline <2343 2255> provides information on welfare services in the form of voice messages or facsimile transmission to callers through a 24-hours interactive voice response system. The hotline social workers provide brief counselling, support and advice and arrange appropriate follow up services for those in-need.

### Integrated Family Service Centres / Integrated Services Centres

You may also visit the Integrated Family Service Centre (IFSC) or Integrated Services Centre (ISC) serving your residential area for help. Operated by SWD or subvented non-governmental organisations, IFSCs / ISCs provide a spectrum of preventive, supportive and remedial welfare services including resource corner, enquiry service, family life education, parent-child activities, volunteer training and service, outreaching service, groups and programmes, counselling and referral services for individuals and families in need.

Central, Western, Southern and Islands District		
SWD – Central and Islands Integrated Family Service Centre	4/F, Harbour Building 38 Pier Road, Central Hong Kong	2852-3137
SWD – High Street Integrated Family Service Centre	G/F, Sai Ying Pun Community Complex 2 High Street, Sai Ying Pun Hong Kong	2857-6867
SWD – Aberdeen Integrated Family Service Centre	Unit 2, G/F, Pik Long House Shek Pai Wan Estate Aberdeen, Hong Kong	2875-8685
The Hong Kong Catholic Marriage Advisory Council – Grace and Joy Integrated Family Service Centre	G/F, La Maison Du Nord 12 North Street Kennedy Town, Hong Kong	2810-1105

Caritas – Hong Kong – Caritas Integrated Family Service Centre – Aberdeen (Tin Wan / Pokfulam)	3/F & 5/F, Caritas Jockey Club Aberdeen Social Centre 20 Tin Wan Street Aberdeen, Hong Kong	2555-1993
The Neighbourhood Advice-Action Council – The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre	1/F, Carpark 1 Yat Tung Estate, Tung Chung Lantau Island	3141-7107
Hong Kong Sheng Kung Hui Welfare Council Limited – Hong Kong Sheng Kung Hui Tung Chung Integrated Services	2/F, Fu Tung Plaza Fu Tung Estate Tung Chung, Lantau Island	2525-1929
<b>Eastern and Wan Chai District</b>		
SWD – Causeway Bay Integrated Family Service Centre	2/F, Causeway Bay Community Centre 7 Fook Yum Road North Point, Hong Kong	2895-5159
SWD – Quarry Bay Integrated Family Service Centre	2/F & 3/F, The Hong Kong Federation of Youth Groups Building, 21 Pak Fuk Road North Point, Hong Kong	2562-4783
SWD – Chai Wan (West) Integrated Family Service Centre	Level 4, Government Office New Jade Garden 233 Chai Wan Road Chai Wan, Hong Kong	2569-3855
SWD – Chai Wan (East) Integrated Family Service Centre	3/F, Chai Wan Municipal Services Building 338 Chai Wan Road Chai Wan, Hong Kong	2505-8733
Caritas – Hong Kong – Caritas Integrated Family Service Centre – Shau Kei Wan	2/F, Aldrich Bay Integrated Services Building 15 Aldrich Bay Road Shau Kei Wan, Hong Kong	2896-0302

Hong Kong Family Welfare Society – North Point Integrated Family Service Centre	4/F, North Point Welfare Facilities Block, 123 Java Road North Point, Hong Kong	2832-9700
St. James' Settlement – St. James' Settlement Wan Chai Integrated Family Service Centre	12/F, 85 Stone Nullah Lane Wan Chai, Hong Kong	2835-4342
<b>Kwun Tong District</b>		
SWD – Kai Ping Integrated Family Service Centre	Unit G22-G41, G/F, Kai Yue House, Kai Yip Estate Kowloon Bay, Kowloon	3568-7037
SWD – Ngau Tau Kok Integrated Family Service Centre	3/F, Podium Level Sheung Yuet House Upper Ngau Tau Kok Estate Kwun Tong, Kowloon	2389-0466
SWD – Lam Tin Integrated Family Service Centre	Shops 211B & 213, 2/F Kwong Tin Shopping Centre Kwong Tin Estate Lam Tin, Kowloon	2717-9247
SWD – Sau Po Integrated Family Service Centre	Unit 121-126, G/F Sau Ming House Sau Mau Ping Estate Kwun Tong, Kowloon	2775-3578
Hong Kong Family Welfare Society – Shun Lee Integrated Family Service Centre	4/F, Shun Lee Estate Community Centre 2 Shun Chi Street Shun Lee Estate Kwun Tong, Kowloon	2342-2291
Hong Kong Family Welfare Society – Yau Tong Integrated Family Service Centre	1/F, Shun Lai House Yau Lai Estate Yau Tong, Kowloon	2775-2332
Christian Family Service Centre – Family Energizer (Integrated Family Service)	9/F, 3 Tsui Ping Road Kwun Tong, Kowloon	2318-0028

<b>Wong Tai Sin and Sai Kung District</b>		
SWD – Wong Tai Sin Integrated Family Service Centre	2/F, Wong Tai Sin Community Centre 104 Ching Tak Street Wong Tai Sin, Kowloon	2327-4973
SWD – Tsz Wan Shan Integrated Family Service Centre	1 Lung Fung Street Wong Tai Sin, Kowloon	2326-7575
SWD – Tseung Kwan O (North) Integrated Family Service Centre	G/F, King Tao House King Lam Estate Tseung Kwan O, Kowloon	2701-9495
SWD – Tseung Kwan O (East) Integrated Family Service Centre	2/F, Tseung Kwan O South Ancillary Facilities Block 5 Chi Shin Street Tseung Kwan O, Kowloon	2701-7704
SWD – Sai Kung Integrated Family Service Centre	5/F & 6/F, Sai Kung Government Offices Building 34 Chan Man Street Sai Kung	2791-0692
Caritas – Hong Kong – Caritas Integrated Family Service Centre – Tung Tau (Wong Tai Sin South West)	1/F, Tung Tau Community Centre 26 Lok Sin Road Wong Tai Sin, Kowloon	2383-3377
Hong Kong Family Welfare Society – Tseung Kwan O (South) Integrated Family Service Centre	Unit 2, Podium 1 Choi Ming Shopping Centre Kin Ming Estate Tseung Kwan O, Kowloon	2177-4321
<b>Kowloon City and Yau Tsim Mong District</b>		
SWD – Kai Tak Integrated Family Service Centre	Shop F, G/F, My Place 123 Pak Tai Street To Kwa Wan, Kowloon	3996-7700
SWD – Ma Tau Wai Integrated Family Service Centre	Unit 3, 2/F, Chung Hwa Plaza 5B-5F Ma Hang Chung Road To Kwa Wan, Kowloon	2760-1659
SWD – To Kwa Wan Integrated Family Service Centre	Room 903, 9/F, To Kwa Wan Government Offices 165 Ma Tau Wai Road To Kwa Wan, Kowloon	2363-8202

SWD – Yau Ma Tei Integrated Family Service Centre	2/F, Henry G Leong Yau Ma Tei Community Centre 60 Public Square Street Yau Ma Tei, Kowloon	2388-2527
Hong Kong Children and Youth Services – Hung Hom Integrated Family Service Centre	G/F, Hung Fai House Hung Hom Estate Hung Hom, Kowloon	2761-1106
Yang Memorial Methodist Social Service – Mong Kok Integrated Family Service Centre	G/F, Central Commercial Tower 736 Nathan Road Mong Kok, Kowloon	2171-4001
Hong Kong Christian Service – Family Networks: Yau Tsim Integrated Family Service Centre	2/F, 33 Granville Road Tsim Sha Tsui, Kowloon	2731-6227
<b>Sham Shui Po District</b>		
SWD – Cheung Sha Wan Integrated Family Service Centre	2/F, Cheung Sha Wan Community Centre 55 Fat Tseung Street Cheung Sha Wan, Kowloon	2360-1364
SWD – Tai Hang Tung Integrated Family Service Centre	2/F & 3/F, Tai Hang Tung Community Centre 17 Tong Yam Street Shek Kip Mei, Kowloon	2777-3015
Hong Kong Family Welfare Society – Shamshuipo (West) Integrated Family Service Centre	Unit 204, 2/F, Un Him House Un Chau Estate Sham Shui Po, Kowloon	2720-5131
International Social Service Hong Kong Branch – Sham Shui Po (South) Integrated Family Service Centre	G/F, High Block Nam Cheong Community Centre Nam Cheong Estate Sham Shui Po, Kowloon	2386-6967
Hong Kong Christian Service – Family Ties Integrated Family Service Centre	Unit 219-235, Block 23 Shek Kip Mei Estate Shek Kip Mei Kowloon	3994-2828

<b>Shatin District</b>		
SWD – Shatin (North) Integrated Family Service Centre	Unit 403-416, Hau Wo House Wo Che Estate, Shatin NT	3168-2904
SWD – Shatin (South) Integrated Family Service Centre	Room 831, 8/F, Shatin Government Offices 1 Sheung Wo Che Road Shatin, NT	2158-6593
SWD – Ma On Shan (North) Integrated Family Service Centre	G/F, Yiu Yan House Yiu On Estate Ma On Shan, Shatin, NT	2691-6499
SWD – Ma On Shan (South) Integrated Family Service Centre	5/F, Heng On Estate Community Centre Heng On Estate Ma On Shan, Shatin, NT	3579-8654
Caritas – Hong Kong – Caritas Dr. & Mrs. Olinto de Sousa Integrated Family Service Centre	Unit 101-107, G/F, Block A Herring Gull House Sha Kok Estate, Shatin, NT	2649-2977
<b>Tai Po and North District</b>		
SWD – Tai Po (South) Integrated Family Service Centre	4/F, Tai Po Community Centre 2 Heung Sze Wui Street Tai Po Market, Tai Po, NT	2657-8832
SWD – Tai Po (North) Integrated Family Service Centre	5/F, Tai Po Government Offices Building 1 Ting Kok Road, Tai Po, NT	2665-0286
SWD – Fanling Integrated Family Service Centre	2/F, North District Government Offices Building 3 Pik Fung Road, Fanling, NT	2675-1614
SWD – Sheung Shui Integrated Family Service Centre	4/F, North District Community Centre 2 Lung Wan Street Sheung Shui, NT	2673-1525
Caritas – Hong Kong – Caritas Integrated Family Service Centre – Fanling	3/F & 4/F, Fanling South Government Complex 7 Wo Ming Lane, Fanling, NT Sub-base: M/F, Wong Shun House Queens Hill Estate, Fanling, NT	2669-2316

<b>Yuen Long District</b>		
SWD – Yuen Long (East) Integrated Family Service Centre	5/F & 12/F, Yuen Long Government Offices & Tai Kiu Market 2 Kiu Lok Square Yuen Long, NT	2944-0401
SWD – Yuen Long (Central) Integrated Family Service Centre	1/F & 2/F, Fu Hing Building 224 Castle Peak Road Yuen Long, NT	2470-2605
SWD – Tin Shui Wai Integrated Family Service Centre	Wing A & B, G/F Yiu Tai House, Tin Yiu Estate Tin Shui Wai, NT	2475-0525
Caritas – Hong Kong – Caritas Integrated Family Service Centre – Tin Shui Wai	G/F, Shui Lung House Tin Shui Estate Tin Shui Wai, NT	2474-7312
International Social Service Hong Kong Branch – Tin Shui Wai (North) Integrated Family Service Centre	2/F & 3/F Ancillary Facilities Block Tin Yuet Estate Tin Shui Wai, NT	2446-1223
Tung Wah Group of Hospitals – Long Love Integrated Family Service Centre	Office No. 8 & 9, 11/F Kwong Wah Plaza 11 Tai Tong Road Yuen Long, NT	2476-2766
<b>Tsuen Wan and Kwai Tsing District</b>		
SWD – Kwai Chung (East) Integrated Family Service Centre	Shop No. B, 2/F Shek Lei Shopping Centre Shek Lei (I) Estate Kwai Chung, NT	2428-0967 2428-0969
SWD – Kwai Chung (West) Integrated Family Service Centre	7/F, Kwai Hing Government Offices 166-174 Hing Fong Road Kwai Chung, NT	2421-4281

SWD – Tsing Yi (North) Integrated Family Service Centre	Room 123, G/F On Kong House Cheung On Estate Tsing Yi, NT	2435-3938
SWD – Tsing Yi (South) Integrated Family Service Centre	G/F, Wing A, Hong Mei House Cheung Hong Estate Tsing Yi, NT	2435-0852
SWD – Tsuen Wan (West) Integrated Family Service Centre	2/F, Princess Alexandra Community Centre 60 Tai Ho Road Tsuen Wan, NT	2439-5429
Caritas – Hong Kong – Caritas Integrated Family Service Centre – Tsuen Wan (East)	G/F, Block A, Shek To House Shek Wai Kok Estate Tsuen Wan, NT	2402-4669
Hong Kong Family Welfare Society – Kwai Chung (South) Integrated Family Service Centre	Room 102, Podium 1 Floor Bik Tsui House Kwai Tsui Estate Kwai Chung, NT	2426-9621
<b>Tuen Mun District</b>		
SWD – Tuen Mun (East) Integrated Family Service Centre	2/F & 3/F, On Ting / Yau Oi Community Centre On Ting Estate, Tuen Mun, NT	2451-8530
SWD – Tuen Mun (South) Integrated Family Service Centre	No. 1-7 & 9-16, G/F Wu Pik House, Wu King Estate Tuen Mun, NT	2450-4386
SWD – Tuen Mun (West) Integrated Family Service Centre	Room 201, 2/F, Tai Hing Government Offices 16 Tsun Wen Road Tuen Mun, NT	2467-4757
Caritas – Hong Kong – Caritas Integrated Family Service Centre – Tuen Mun	No. 1-5, G/F Leung Chun House Leung King Estate Tuen Mun, NT	2466-8622

There may be changes in the address of some centres. Please call the centre to confirm if needed.



## Day Child Care Services

To assist parents who cannot take care of their young children because of work or other reasons, the Government subsidises Non-governmental Organisations to provide different types of child care services to meet the needs of the parents and their young children.

<b>Service</b>	Child Care Centre (CCC) <sup>Note 1</sup> (including standalone CCCs and CCCs attached to Kindergartens)
<b>Target Users</b>	Children aged 0 to under 3
<b>Fee Charging</b>	As approved by the Director of Social Welfare (Parents with children receiving full-day aided CCC service can apply for Child Care Centre Parent Subsidy through the aided CCCs that the children are attending. Children from low income families with social needs and receiving full-day childcare service can apply for Kindergarten and Child Care Centre Fee Remission Scheme (KCFRS) to cover part or whole of service fee from the Student Finance Office of the Working Family and Student Financial Assistance Agency (WFSFAA). For details about KCFRS, please visit WFSFAA website: <a href="http://www.wfsfaa.gov.hk/sfo/eng/schemes/kinder.htm">http://www.wfsfaa.gov.hk/sfo/eng/schemes/kinder.htm</a> )
<b>Service Hours</b>	Mon to Fri: 8:00 am - 6:00 pm Sat: 8:00 am - 1:00 pm
<b>Enquiry</b>	Social Welfare Department Hotline Telephone: <b>2343-2255</b> Website: <a href="http://www.swd.gov.hk">www.swd.gov.hk</a>

<b>Service</b>	Occasional Child Care Service (OCCS)
<b>Target Users</b>	CCCs: Children aged 0 to under 3 <sup>Note 1</sup> Kindergarten-cum-Child Care Centres (KG-cum-CCCs): Children aged 0/2 to under 6 <sup>Note 2</sup>
<b>Fee Charging</b>	As approved by the Director of Social Welfare (Children from low income families with social needs can apply for fee waiving in CCCs and KG-cum-CCCs operating OCCS)
<b>Service Hours</b>	Mon to Fri: 8:00 am - 6:00 pm Sat: 8:00 am - 1:00 pm
<b>Enquiry</b>	Social Welfare Department Hotline Telephone: <b>2343-2255</b> Website: <a href="http://www.swd.gov.hk">www.swd.gov.hk</a>

<b>Service</b>	Extended Hours Service (EHS)
<b>Target Users</b>	CCCs: Children aged 0 to under 3 <sup>Note 1</sup> KG-cum-CCCs: Children aged 0 / 2 to under 6 <sup>Note 2</sup>
<b>Fee Charging</b>	As approved by the Director of Social Welfare (Children from low income families with social needs can apply for fee waiving in CCCs and KG-cum-CCCs operating EHS)
<b>Service Hours</b>	Mon to Fri: 6:00 pm to 7:00 pm / 8:00 pm Sat: 1:00 pm to 2:00 pm / 3:00 pm / 8:00 pm (Individual centres may vary their service hours depending on the service demand)
<b>Enquiry</b>	Social Welfare Department Hotline Telephone: <b>2343-2255</b> Website: <a href="http://www.swd.gov.hk">www.swd.gov.hk</a>

<b>Service</b>	Neighbourhood Support Child Care Project (NSCCP)
<b>Target Users</b>	Home-based Child Care Service: Children aged under 9 Centre-based Care Group: Children aged 3 to under 9
<b>Fee Charging</b>	As determined by service operators and approved by the Social Welfare Department (Low income families with social needs may approach service operators for fee reduction/ waiving application.)
<b>Service Hours</b>	Home-based Child Care Service: 7:00 am - 11:00 pm Centre-based Care Group: operates till 9 p.m. on weekdays and some weekends
<b>Enquiry</b>	Social Welfare Department Hotline Telephone: <b>2343-2255</b> Website: <a href="http://www.swd.gov.hk">www.swd.gov.hk</a>

<b>Service</b>	After School Care Programme for Pre-primary Children [ASCP(PC)]
<b>Target Users</b>	Children aged 3 to under 6; or attending nursery (K1), lower (K2) or upper (K3) classes in KGs/KG-cum-CCCs.
<b>Fee Charging</b>	As determined by SWD. (Needy families with financial hardship may approach respective service operators direct for fee reduction/ waiving application.)
<b>Service Hours</b>	Three sessions a day (i.e. the morning session, afternoon session, and evening session) from Monday to Friday (except public holidays.) Some Centres may provide extra opening sessions (for example, during Saturdays, Sundays or public holidays) to meet the service demand of their respective districts.
<b>Enquiry</b>	Social Welfare Department Hotline Telephone: <b>2343-2255</b> Website: <a href="http://www.swd.gov.hk">www.swd.gov.hk</a>

Note 1: Children receiving CCC service in the school year reaching the age of 3 may continue to use the service in the same school year (including its ancillary service, i.e. Extended Hours Service).

Note 2: Children receiving KG-cum-CCC service in the school term reaching the age of 6 may continue to use the service in the same school year (including its ancillary service, i.e. Extended Hours Service).

## Social Work Service for Pre-primary Institutions (SWSPPI)

For early identification of and assistance to pre-primary children and their families with welfare needs, 50 social work teams have been set up by non-governmental organisations to serve the children (and their families) attending pre-primary institutions (PPIs) including subsidised/aided CCCs, KGs and KG-cum-CCCs, providing services include professional counselling, referral services, parenting education groups and talks, thematic activities to consolidate family relationship, professional consultations, and crisis management. Needy families may approach the social workers of PPIs that their children are attending for services.

## Family and Child Protective Services Units (FCPSUs)

Family and Child Protective Services Units (FCPSUs) of SWD provide services to children, individuals and families affected by the following problems:

1. child maltreatment;
2. spouse / cohabitant battering; and
3. custody / guardianship disputes.

Children being/having been harmed/maltreated, persons being/having been harmed in/affected by domestic violence, and their family members can approach the FCPSUs for assistance. They may also be referred for services by other units of SWD, non-governmental organisations or other government departments.

Children and their families being affected by custody / guardianship or child abduction matters should be referred for services by the Courts, Department of Justice or other concerned authorities in accordance with the relevant Ordinances.

For enquiries, please contact the service units listed as follows:

Family and Child Protective Services Unit (Central Western, Southern and Islands)	Room 2313, 23/F Southorn Centre 130 Hennessy Road Wan Chai, Hong Kong	2835-2733
Family and Child Protective Services Unit (Eastern and Wan Chai)	Room 229, 2/F, North Point Government Offices, 333 Java Road North Point, Hong Kong	2231-5859
Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)	3/F, Wong Tai Sin Community Centre 104 Ching Tak Street Wong Tai Sin, Kowloon	3188-3563
Family and Child Protective Services Unit (Kwun Tong)	Unit 2101, 21/F, Kwun Tong View 410 Kwun Tong Road Kwun Tong, Kowloon	3586-3741
Family and Child Protective Services Unit (Sham Shui Po)	G/F, Cheung Sha Wan Community Centre 55 Fat Tseung Street Cheung Sha Wan, Kowloon	2247-5373

Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)	Room 803, 8/F Kowloon Government Offices 405 Nathan Road Yau Ma Tei, Kowloon	3583-3254
Family and Child Protective Services Unit (Sha Tin)	Room 716, 7/F Sha Tin Government Offices 1 Sheung Wo Che Road Sha Tin, NT	2158-6680
Family and Child Protective Services Unit (Tai Po and North)	4/F, Tai Po Complex 8 Heung Sze Wui Street Tai Po Market, NT	3183-9323
Family and Child Protective Services Unit (Yuen Long)	G/F, Wah Yuet House Tin Wah Estate Tin Shui Wai, Yuen Long, NT	2445-4224
Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing)	21/F, Tsuen Wan Government Offices 38 Sai Lau Kok Road Tsuen Wan, NT	2940-7350
Family and Child Protective Services Unit (Tuen Mun)	4/F, On Ting / Yau Oi Community Centre On Ting Estate, Tuen Mun, NT	2618-5710

## Family Crisis Support Centre

The Family Crisis Support Centre, operated by Caritas – Hong Kong, aims at tackling family crisis at early stage by providing a package of integrated and easily accessible services to assist individuals or families in crisis or distress. Services provided include 24-hour hotline service (18288), short-term emergency intervention with overnight accommodation, temporary retreat and other support services.

## Refuge Centres for Women

Refuge Centres for Women provide temporary accommodation service for women and their children affected by domestic violence or family crisis. Both direct applications or referrals from social workers, the Police, medical practitioners or other helping professionals providing services to people who are facing domestic violence or family crisis are accepted.

If in need, please contact one of the following 24-hour hotlines:

Wai On Home for Women	<b>8100-1155</b>
Dawn Court	<b>8100-1155</b>
Sunrise Court	<b>8100-1155</b>
Serene Court	<b>2381-3311</b>
Harmony House	<b>2522-0434</b>

## **Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre)**

Multi-purpose Crisis Intervention and Support Centre (CEASE Crisis Centre), operated by the Tung Wah Group of Hospitals, provides comprehensive support, including crisis intervention services and short-term accommodation, for victims of sexual violence and those individuals or families facing domestic violence or in crisis. The Centre also links the needy individuals and families with appropriate health care and social services units for necessary protection and other services. If in need, please call **18281**, the 24-hour hotline of the Centre.

## **Specialised Co-parenting Support Centres**

Specialised Co-parenting Support Centres (SCSCs) provide one-stop specialised services for separated/divorcing/divorced parents, including co-parenting counselling, parenting co-ordination service, parenting groups or programmes and child contact service, etc., to assist them in carrying out their parental responsibilities under the child-focused principle, strengthening parent-child connections, and supporting children affected by parental separation/divorce and family change to promote their healthy growth and development. For enquiries, please contact the SCSCs listed as follows:

<b>Name of Centre</b>	<b>Service Operator</b>	<b>Districts Served</b>	<b>Telephone</b>
KID First Specialised Co-parenting Support Centre (Hong Kong)	The Hong Kong Catholic Marriage Advisory Council	Central & Western, Southern, Islands, Eastern and Wan Chai	2170-1788

KID First Specialised Co-parenting Support Centre (Kowloon East)	The Hong Kong Catholic Marriage Advisory Council	Kwun Tong, Wong Tai Sin and Sai Kung	2170-4700
Parent-child Connect Specialised Co-parenting Support Centre	Hong Kong Family Welfare Society	Kowloon City, Yau Tsim Mong, Sham Shui Po, Tsuen Wan and Kwai Tsing	8100-8883
Parent Child LINK Specialised Co-parenting Support Centre	The Boys' and Girls' Clubs Association of Hong Kong	Shatin, Tai Po and North District	2180-6559
Circle of Love Specialised Co-parenting Support Centre	St James' Settlement	Yuen Long and Tuen Mun	3921-3909

## Support Programme for Enhancing Peaceable Relationship (SPeaR)

The Support Programme for Enhancing Peaceable Relationship (SPeaR) provides an early and flexible intervention for batterers/potential batterers under intimate partner violence (IPV) to prevent and stop violence as well as to improve the intimate relationship. It also provides support service for children who have witnessed or been exposed to IPV, and victims of IPV. The services include brief and skill-based intervention, individual or group educational programmes, support/educational programmes for batterers/potential batterers and their families, etc.

For enquiries, please contact the service operators listed as follows:

Service Operator	Name of Programme	Districts Served	Telephone
Tung Wah Group of Hospitals	H.O.R.I.zon	Hong Kong Island and Islands, Sha Tin, Tai Po and North, Yuen Long and Tuen Mun	2464-1518
Hong Kong Family Welfare Society	Peace Campus	Kwun Tong, Wong Tai Sin and Sai Kung	2775-2332
Po Leung Kuk	Power up 360	Kowloon City, Yau Tsim Mong, Sham Shui Po, Tsuen Wan and Kwai Tsing	2899-0019

## Comprehensive Social Security Assistance (CSSA) Scheme

The CSSA Scheme which is administered by the SWD provides financial assistance to bring the income of needy individuals and families up to a prescribed level to meet their basic needs. It is non-contributory but means-tested.

### *Eligibility criteria*

To be eligible for assistance, an applicant must satisfy the following conditions:

#### 1. Residence requirement

The applicant must:

- (a) be a Hong Kong resident;
- (b) have held the Hong Kong resident status for not less than one year; and
- (c) have resided in Hong Kong for at least one year (since acquiring the Hong Kong resident status to the date prior to the date of



application). The one-year residence need not be continuous or immediately before the date of application. Absence(s) from Hong Kong up to a maximum of 56 days (whether continuous or intermittent) before the date of application is/are treated as residence in Hong Kong.

#### Notes

- (1) Persons whose presence in Hong Kong are unlawful and persons admitted to Hong Kong for a purpose other than residence (i.e. those who are subject to conditions of stay prescribed in Regulation 2 of the Immigration Regulation Cap. 115A, such as imported workers and visitors) are excluded from the CSSA Scheme.
- (2) Hong Kong residents aged below 18 applying for CSSA are exempted from the requirements at (b) and (c) above.
- (3) In exceptional circumstances, CSSA may be granted at the discretion of the Director of Social Welfare to a person who does not satisfy the residence requirement.

#### 2. Financial tests

The applicant must pass both the income and asset tests. If the applicant is living with any other family members, the application has to be made on a household basis. The applicant and his / her family will be eligible for CSSA if their total assessable monthly household income is insufficient to meet their total monthly needs as recognized under the Scheme. In addition, the total value of the capital assets\* (including land / properties, cash, bank savings, cash value of insurance policies, pre-surrender / surrender value of annuity schemes, investments in stocks and shares, and other readily realizable assets) of the applicant and his / her family members must not exceed the prescribed limit.

\* including those in Hong Kong, Macao, the Mainland or overseas

#### 3. Additional criteria for able-bodied adults

Persons aged 15 to 59 in normal health should actively seek full-time jobs and participate in the Support for Self-reliance Scheme of SWD if they are unemployed or with monthly earnings or working hours less than the prescribed levels set by the SWD.

#### ***Enquiry***

For more information about the CSSA Scheme, you may approach the nearest

social security field unit or visit the Department's website at [www.swd.gov.hk/en/](http://www.swd.gov.hk/en/). The addresses and telephone numbers of the social security field units are as follows:

## HONG KONG

Central and Western / Islands Social Security Field Unit	3/F, Tung Che Commercial Centre 246 Des Voeux Road West Sai Ying Pun, Hong Kong	2546-8003
Tung Chung Social Security Field Unit	Unit 211B, 2/F, Yat Tung Shopping Centre Yat Tung Estate, Tung Chung Lantau Island	3141-7024
Chai Wan Social Security Field Unit	Level 3, Government Offices New Jade Garden, 233 Chai Wan Road Chai Wan, Hong Kong	2557-7868
Causeway Bay Social Security Field Unit	Room 1212, 12/F North Point Government Offices 333 Java Road, North Point, Hong Kong	2562-4788
Wan Chai Social Security Field Unit	Room 2201, 22/F, Southorn Centre 130 Hennessy Road, Wan Chai Hong Kong	2835-1907
Aberdeen Social Security Field Unit	Shop A, Level 2, Commercial Centre Broadview Court, 11 Shum Wan Road Wong Chuk Hang, Aberdeen, Hong Kong	2554-6324

## EAST KOWLOON

Lam Tin Social Security Field Unit	Wings B & C, G/F, Ping Mei House Ping Tin Estate, Lam Tin Kowloon	2346-7583
Ngau Tau Kok Social Security Field Unit	Room 16-19, 17/F, Nan Fung Commercial Centre, 19 Lam Lok Street Kowloon Bay, Kowloon	2750-2659
Sau Mau Ping (East) Social Security Field Unit	Shop No. 1, G/F, Car Park B Po Tat Estate Sau Mau Ping, Kowloon	2866-3142
Sau Mau Ping (West) Social Security Field Unit	Shop 101, Lee Hong House Shun Lee Estate, Kwun Tong, Kowloon	2348-9312

Kwun Tong Social Security Field Unit	Unit 1503-1508, 15/F Elite Centre, 22 Hung To Road Kwun Tong, Kowloon	2775-1158
San Po Kong Social Security Field Unit	Unit 701, 7/F, Stelux House 698 Prince Edward Road East San Po Kong, Kowloon	2322-9999
Tseung Kwan O Social Security Field Unit	Shop No. 1D, 3/F, Po Lam Shopping Centre Po Lam Estate, Tseung Kwan O Kowloon	2701-8843
Tsz Wan Shan Social Security Field Unit	Unit 101, 1/F, Lung Cheung Office Block 138 Lung Cheung Road, Wong Tai Sin Kowloon	2327-5083
Wong Tai Sin Social Security Field Unit	Unit 103-106, 1/F, Stelux House 698 Prince Edward Road East San Po Kong, Kowloon	2382-3738

## WEST KOWLOON

Kowloon City Social Security Field Unit	Unit 2, 2/F, Chung Hwa Plaza 5B-5F Ma Hang Chung Road To Kwa Wan, Kowloon	2760-1679
To Kwa Wan Social Security Field Unit	7/F, To Kwa Wan Government Offices 165 Ma Tau Wai Road, To Kwa Wan Kowloon	2334-5442
Sham Shui Po Social Security Field Unit	Room 1310, 13/F Cheung Sha Wan Government Offices 303 Cheung Sha Wan Road Sham Shui Po, Kowloon	2725-5658
Shek Kip Mei Social Security Field Unit	Unit 6B, 6/F, Shek Kip Mei Estate Ancillary Facilities Block 100 Woh Chai Street, Shek Kip Mei Kowloon	2776-3443
Lai Chi Kok Social Security Field Unit	G/F, Cheung Sha Wan Community Centre 55 Fat Tseung Street, Cheung Sha Wan Kowloon	2720-8613
Yau Tsim Social Security Field Unit	Room 101, 1/F, South Tower West Kowloon Government Offices 11 Hoi Ting Road, Yau Ma Tei, Kowloon	3842-7864

Mong Kok Social Security Field Unit	22/F, One Mong Kok Road Commercial Centre 1 Mong Kok Road, Mong Kok, Kowloon	2396-4052
-------------------------------------	--	-----------

## NEW TERRITORIES EAST

Fanling Social Security Field Unit	Room 233, 2/F, North District Government Offices 3 Pik Fung Road, Fanling, NT	2675-1624
Sheung Shui Social Security Field Unit	Shop 202, 2/F, Tin Ping Shopping Centre Tin Ping Estate, Sheung Shui, NT	2682-4853
Tai Po (South) Social Security Field Unit	4/F, Tai Po Complex 8 Heung Sze Wui Street Tai Po Market, Tai Po, NT	3183-9302
Tai Po (North) Social Security Field Unit	4/F, Tai Po Government Offices Building 1 Ting Kok Road, Tai Po, NT	2665-2612
Sha Tin (South) Social Security Field Unit	Room 834, 8/F Sha Tin Government Offices 1 Sheung Wo Che Road, Sha Tin, NT	2158-6721
Sha Tin (North) Social Security Field Unit	Unit 1, M/F, Yu Chui Shopping Centre 2 Ngau Pei Sha Street Siu Lek Yuen, Sha Tin, NT	2605-2112
Ma On Shan Social Security Field Unit	5/F, Shek Mun Estate Social Service Building, 18 On Muk Street Shek Mun, Sha Tin, NT	2692-0684
Yuen Long (East) Social Security Field Unit	6/F, Yuen Long Government Offices and Tai Kiu Market 2 Kiu Lok Square, Yuen Long, NT	2477-2351
Yuen Long (West) Social Security Field Unit	3/F, Yuen Long Government Offices and Tai Kiu Market 2 Kiu Lok Square, Yuen Long, NT	2443-2500
Tin Shui Wai (South) Social Security Field Unit	G/F, Yiu Fung House Tin Yiu Estate, Tin Shui Wai, NT	3595-2351

Tin Shui Wai (North) Social Security Field Unit	Unit G02, G/F Ancillary Facilities Block Tin Ching Estate, Tin Shui Wai, NT	2443-2604
---	---	-----------

## NEW TERRITORIES WEST

Kwai Chung (Central) Social Security Field Unit	8/F, Kwai Hing Government Offices 166-174 Hing Fong Road, Kwai Chung NT	2422-2502
Kwai Chung (East) Social Security Field Unit	5/F, Kwai Hing Government Offices 166-174 Hing Fong Road, Kwai Chung NT	2421-1028
Kwai Chung (South) Social Security Field Unit	Room 101, G/F, King Fat House Cheung Fat Estate, Tsing Yi, NT	2429-2614
Kwai Chung (West) Social Security Field Unit	8/F, Kwai Hing Government Offices 166-174 Hing Fong Road, Kwai Chung NT	2422-9510
Tsuen Wan Social Security Field Unit	14/F, Tsuen Wan Government Offices 38 Sai Lau Kok Road, Tsuen Wan, NT	2417-6316
Tuen Mun Social Security Field Unit	4/F, Tuen Mun Government Offices 1 Tuen Hi Road, Tuen Mun, NT	2441-7910
Butterfly Social Security Field Unit	5/F, Tuen Mun Siu Lun Government Complex 19 Siu Lun Street, Tuen Mun, NT	2467-3189
Tai Hing Social Security Field Unit	Room 304, 3/F Tai Hing Government Offices 16 Tsun Wen Road, Tuen Mun, NT	2467-2927

Opening Hours:

Monday to Friday:

8:45 am - 1:00 pm

2:00 pm - 6:00 pm

Saturday, Sunday and Public Holidays:

Closed

## Community Centres

At present, there are 13 community centres operated by Non-governmental Organisations (NGOs) under the subvention of Social Welfare Department. They provide a wide range of group and community work activities to promote social relationship and cohesion within the community and to encourage the participation of individuals in solving community problems and improving the quality of life. The community centres run by NGOs serve all ages of the community and they are located in various districts as follows:

### HONG KONG ISLAND

Name of Centre	Address	Telephone
Caritas Mok Cheung Sui Kun Community Centre	G/F, 27 Pokfield Road, Hong Kong	2816-8044
Caritas Community Centre - Caine Road	2/F, 2 Caine Road, Hong Kong	2843-4652
St. James' Settlement Wan Chai Community Centre	7/F, 85 Stone Nullah Lane Wan Chai, Hong Kong	2835-4368
Aberdeen Kai-fong Welfare Association Social Service Centre - Community Centre	4/F, 180B Aberdeen Main Road Aberdeen, Hong Kong	3550-5540
Caritas Community Centre - Aberdeen	2/F, 20 Tin Wan Street Aberdeen, Hong Kong	2552-4211

### KOWLOON

Caritas Community Centre - Ngau Tau Kok	2/F, 1 On Tak Road Ngau Tau Kok, Kowloon	2750-2727
Caritas Community Centre - Kowloon	1/F, 256A Prince Edward Road Kowloon	2339-3713
HKLSS Martha Boss Community Centre Group and Community Work Unit	2/F, 89 Chung Hau Street Ho Man Tin, Kowloon	2199-9383

Mongkok Kai Fong Association Limited Chan Hing Social Service Centre (Integrated Community Service Division)	45 Fuk Tsuen Street Tai Kok Tsui, Kowloon	2395-3107
--	--	-----------

## NEW TERRITORIES

Yuen Long Town Hall Community Centre	4 Tai Yuk Road Yuen Long, NT	2476-7771
Hong Kong Sheng Kung Hui Lady MacLehose Centre	22 Wo Yi Hop Road Kwai Chung, NT	2423-5265
Caritas Community Centre - Tsuen Wan	2/F, 9 Shing Mun Road Tsuen Wan, NT	3707-2012
Yan Oi Tong Community Centre	18 Kai Man Path Tuen Mun, NT	2655-7502

## The Family Planning Association of Hong Kong

This Association provides birth control and women's health check-up services at its clinics. Contraceptive counselling and supplies are offered to both female and male clients. The women's health service includes health history, general physical examination (including measurement of blood pressure, pulse rate, body weight and height, examination of the thyroid, abdomen, breasts and pelvis, auscultation of heart and lung), urine analysis (for glucose and protein) and teaching breast self-examination. Cervical screening: cervical cytology (liquid-based cytology) or co-test (HPV DNA testing + cervical cytology). For enquiries, please contact the following clinics:

### *Birth Control Clinics*

## HONG KONG ISLAND

Wan Chai Clinic	G/F, Southorn Centre 130 Hennessy Road, Wan Chai Hong Kong	2919-7777
-----------------	--	-----------

## KOWLOON

Ma Tau Chung Clinic	1/F, 105 Ma Tau Chung Road Kowloon	2711-9271
Wong Tai Sin Clinic	G/F, 1-2 Lung On House Lower Wong Tai Sin Estate II Wong Tai Sin, Kowloon	2326-2447

## NEW TERRITORIES

Yuen Long Clinic	G/F, 149-153 On Ning Road Yuen Long, NT	2477-3201
Tsuen Wan Clinic	Room 1621-1622, 16/F Nan Fung Centre 264-298 Castle Peak Road Tsuen Wan, NT	2742-8183

### *Women's Health Service*

Wan Chai Sexual & Reproductive Health Centre	9/F, Southorn Centre 130 Hennessy Road, Wan Chai Hong Kong	2572-2222
Ma Tau Chung Clinic	1/F, 105 Ma Tau Chung Road Kowloon	2572-2222
Yuen Long Clinic	1/F, 149-153 On Ning Road Yuen Long, NT	2572-2222
Tsuen Wan Clinic	Room 1621-1622, 16/F, Nan Fung Centre 264-298 Castle Peak Road Tsuen Wan, NT	2572-2222
Wong Tai Sin Clinic	G/F, 1-2 Lung On House Lower Wong Tai Sin Estate II Wong Tai Sin, Kowloon	2572-2222

## Working Family Allowance

The Working Family Allowance (WFA) Scheme which is administered by the Working Family Allowance Office (WFAO) of the Working Family and Student Financial Assistance Agency aims to encourage self-reliance and ease inter-generational poverty.



## Key Features

- Application for the WFA is on a household basis (including singleton households). Under the WFA Scheme, a household meeting the working hour requirements, income and asset limits may apply for a Basic Allowance, Medium Allowance or Higher Allowance. Each eligible child may also be eligible for a Child Allowance. Depending on the household income, the allowances may be granted at full rate,  $\frac{3}{4}$  rate or half rate.
- The claim period of an application covers the immediate past six calendar months before the submission of the application. The allowance is calculated on a monthly basis. The household is granted the allowance for each month in which the eligibility criteria are met.
- The working hours of all household members are aggregated. The applicant and his/her household members may report the working hours of more than one job within the same month.
- Non-single-parent household with aggregated monthly working hours not less than 144 hours may apply for Basic Allowance; if the aggregated monthly working hours are not less than 168 hours, the household may apply for Medium Allowance; and if the aggregated monthly working hours are 192 hours or more, the household may apply for Higher Allowance.
- Single-parent household with aggregated monthly working hours not less than 36 hours may apply for Basic Allowance; if the aggregated monthly working hours are not less than 54 hours, the household may apply for Medium Allowance; and if the aggregated monthly working hours are 72 hours or more, the household may apply for Higher Allowance. For single-parent applications, an applicant who is a working, single parent has to live with at least one child aged below 15.
- Each eligible child in single-parent households and non-single-parent households may also receive Child Allowance under the WFA Scheme. Eligible children must be aged below 15, or aged between 15 and 21 receiving full-time education (but not post-secondary education).
- Depending on the household income, the allowances may be granted at full rate,  $\frac{3}{4}$  rate or half rate as follows-

<b>Total Monthly Working Hours (Hours)</b>	<b>Monthly Allowance for Each Household</b>	<b>Monthly Child Allowance for Each Child</b>
144 to less than 168 (non-single-parent households) 36 to less than 54 (single-parent households)	Full-rate Basic Allowance: \$1,150 $\frac{3}{4}$ -rate Basic Allowance: \$863 Half-rate Basic Allowance: \$575	Full-rate Child Allowance: \$1,610  $\frac{3}{4}$ -rate Child Allowance: \$1,208  Half-rate Child Allowance: \$805
168 to less than 192 (non-single-parent households) 54 to less than 72 (single-parent households)	Full-rate Medium Allowance: \$1,380 $\frac{3}{4}$ -rate Medium Allowance: \$1,035 Half-rate Medium Allowance: \$690	
192 or more (non-single-parent households) 72 or more (single-parent households)	Full-rate Higher Allowance: \$1,610 $\frac{3}{4}$ -rate Higher Allowance: \$1,208 Half-rate Higher Allowance: \$805	

**Income and Asset Limits Applicable to Claim Months from April 2023 to March 2024:**

<b>Number of Household Members</b>	<b>Monthly Household Income Upper Limits for Full-rate Allowances</b>	<b>Monthly Household Income Upper Limits for <math>\frac{3}{4}</math>-rate Allowances</b>	<b>Monthly Household Income Upper Limits for Half-rate Allowances</b>	<b>Household Asset Limits for Various Allowances</b>
1 person	\$10,600	\$12,700	\$14,800	\$278,000
2 persons	\$15,000	\$18,000	\$21,000	\$376,000
3 persons	\$18,600	\$22,300	\$26,000	\$490,000
4 persons	\$23,200	\$27,800	\$32,500	\$573,000
5 persons	\$23,500	\$28,200	\$32,900	\$636,000
6 persons	\$24,900	\$29,800	\$34,800	\$688,000

## Income and Asset Limits Applicable to Claim Months from April 2024 to March 2025:

Number of Household Members	Monthly Household Income Upper Limits for Full-rate Allowances	Monthly Household Income Upper Limits for 3/4-rate Allowances	Monthly Household Income Upper Limits for Half-rate Allowances	Household Asset Limits for Various Allowances
1 person	\$11,000	\$13,000	\$15,400	\$286,000
2 persons	\$15,900	\$19,000	\$22,200	\$387,000
3 persons	\$19,800	\$23,800	\$27,700	\$505,000
4 persons	\$25,000	\$30,000	\$35,000	\$590,000
5 persons	\$25,000	\$30,000	\$35,000	\$655,000
6 persons	\$27,600	\$33,100	\$38,600	\$709,000

*Information on the income and asset limits for households with more than 6 persons is available at [wfa.gov.hk](http://wfa.gov.hk).*

### Other Points to Note for Applicants

- The following cannot be received concurrently with WFA in the same month:
  - × Comprehensive Social Security Assistance (CSSA)
- A household generally refers to a unit with persons having close economic ties and living on the same premises in Hong Kong. Members must be Hong Kong residents, normally including husband and wife and those who live on the same premises and share or are obliged to share the provisions for a living.
- The claim period is the immediate past six calendar months before the submission of the application. An eligible household has to submit an application for every six-calendar-month claim period. The claim periods cannot overlap.

## Distribution Points of Application Documents

Application documents are available on [wfa.gov.hk](http://wfa.gov.hk) or at the following locations:

Office	Address
Working Family and Student Financial Assistance Agency	
Working Family Allowance Office	9/F, 181 Hoi Bun Road, Kwun Tong, Kowloon (Entrance at Tsun Yip Street near Kwun Tong Waterfront)
Student Finance Office	<ul style="list-style-type: none"> <li>• 11/F, Cheung Sha Wan Government Offices 303 Cheung Sha Wan Road, Kowloon</li> <li>• 5/F, Trade and Industry Tower 3 Concorde Road, Kowloon</li> <li>• 12/F, One Mong Kok Road Commercial Centre 1 Mong Kok Road, Kowloon</li> </ul>
Labour Department	
Job Centres and Industry-based Recruitment Centres	Addresses can be found in chapter 4.
Social Welfare Department	
District Social Welfare Offices	<ul style="list-style-type: none"> <li>• 7/F, Harbour Building, 38 Pier Road Central, Hong Kong</li> <li>• Room 1210-11, 12/F, North Point Government Offices, 333 Java Road North Point, Hong Kong</li> <li>• 7/F, Kowloon East Government Offices Building 12 Lei Yue Mun Road, Kwun Tong, Kowloon</li> <li>• G/F Shop Nos. 9-13A &amp; 13B, Lions Rise Mall 8 Muk Lun Street, Wong Tai Sin, Kowloon 138 Lung Cheung Road, Wong Tai Sin, Kowloon</li> <li>• Room 503, 5/F, Mongkok Government Offices 30 Luen Wan Street, Mong Kok, Kowloon</li> <li>• 3/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate Sham Shui Po, Kowloon</li> <li>• Room 708-714, 7/F, Sha Tin Government Offices 1 Sheung Wo Che Road, Sha Tin, N.T.</li> </ul>

	<ul style="list-style-type: none"> <li>• 4/F, Tai Po Complex, 8 Heung Sze Wui Street Tai Po Market, N.T.</li> <li>• 6/F, Yuen Long Government Offices &amp; Tai Kiu Market, 2 Kiu Lok Square Yuen Long, N.T.</li> <li>• 3/F, Princess Alexandra Community Centre 60 Tai Ho Road, Tsuen Wan, N.T.</li> <li>• Room 204, 2/F, Tai Hing Government Offices 16 Tsun Wen Road, Tuen Mun, N.T.</li> </ul>
Social Security Field Units	Addresses can be found in other pages of this chapter.
Integrated Family Service Centres	Addresses can be found in other pages of this chapter.
Home Affairs Department	
Home Affairs Enquiry Centres	Addresses can be found in chapter 22.

## Enquiry

24-hour hotline: **2558 3000**

Website: [wfa.gov.hk](http://wfa.gov.hk)

(The website has placed a conspicuous shortcut icon “Special Support for People of Diverse Race” to facilitate easy access to WFA information in 8 languages other than Chinese and English.)

Enquiry counter of the Working Family Allowance Office is at 9/F, 181 Hoi Bun Road, Kwun Tong, Kowloon. (Entrance at Tsun Yip Street near Kwun Tong Waterfront)

Opening Hours: Monday to Friday 9:00 am – 6:00 pm  
Saturday, Sunday and public holidays Closed