

保护家庭及儿童服务课	电话	传真	电邮
保护家庭及儿童服务课（中西南及离岛） 地址：香港湾仔轩尼诗道130号修顿中心23楼2313室	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
保护家庭及儿童服务课（东区及湾仔） 地址：香港北角渣华道333号北角政府合署2楼229室	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
保护家庭及儿童服务课（观塘） 地址：九龙观塘观塘道410号观点中心21楼2101室	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
保护家庭及儿童服务课（黄大仙及西贡） 地址：九龙黄大仙正德街104号黄大仙社区中心3楼	3188 3563	3421 2535	fcpsuwtsskenq@swd.gov.hk
保护家庭及儿童服务课（深水埗） 地址：九龙长沙湾发祥街55号长沙湾社区中心地下	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk
保护家庭及儿童服务课（九龙城及油尖旺） 地址：九龙弥敦道405号九龙政府合署8楼803室	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
保护家庭及儿童服务课（沙田） 地址：新界沙田上禾輦路1号沙田政府合署7楼716室	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
保护家庭及儿童服务课（大埔及北区） 地址：新界大埔墟乡事会街8号大埔综合大楼4楼	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
保护家庭及儿童服务课（屯门） 地址：新界屯门安定邨安定友爱社区中心4楼	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
保护家庭及儿童服务课（荃湾及葵青） 地址：新界荃湾西楼角路38号荃湾政府合署21楼	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk
保护家庭及儿童服务课（元朗） 地址：新界元朗天水围天华邨华悦楼地下	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

办公时间

星期一至五：上午八时四十五分至下午一时 / 下午二时正至下午五时十五分
星期六：上午九时正至中午十二时正

社会福利署热线服务

热线电话：2343 2255 传真：2763 5874 网址：<http://www.swd.gov.hk>

社会福利署（社署）热线设置了全日24小时运行的互动语音系统，来电者可以查询福利服务资料以及索取资料传真。社署热线社工在指定时间内（周一至周五：上午9点至下午5点，周六：上午9点至中午12点）值班，为有需要的人提供即时辅导、支持和咨询服务，并安排适当的跟进服务。社署热线社工值班时间以外（包括公共假期），有需要的人可以选择将电话转接到由东华三院承办的热线及外展服务队寻求社工协助，也可以选择利用留言服务或向警方求助。

24小时热线电话

维安中心	电话：8100 1155	网址： http://www.poleungkuk.org.hk
昕妍居	电话：8100 1155	网址： http://www.poleungkuk.org.hk
晓妍居	电话：8100 1155	网址： http://www.poleungkuk.org.hk
恬宁居	电话：2381 3311	网址： http://www.cfsc.org.hk
和谐之家	电话：2522 0434	网址： http://www.harmonyhousehk.org
芷若园热线	电话：18 281	网址： http://ceasecrisis.tungwahcsd.org
向晴热线	电话：18 288	网址： http://fcsc.caritas.org.hk

Family and Child Protective Services Units	Tel No.	Fax No.	Email
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
Family and Child Protective Services Unit (Eastern and Wan Chai) Address: Room 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 (Kwun Tong) Address: Unit 2101, 21/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon	3586 3741	2717 7453	fcpsuktenq@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	fcpsuwtsskenq@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
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
Family and Child Protective Services Unit (Sha Tin) Address: Room 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 (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
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
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
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
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			

Social Welfare Departmental Hotline Service

SWD Hotline: 2343 2255 Fax Number: 2763 5874 Website: <http://www.swd.gov.hk>

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

Wai On Home for Women	Tel No.: 8100 1155	Website: http://www.poleungkuk.org.hk
Sunrise Court	Tel No.: 8100 1155	Website: http://www.poleungkuk.org.hk
Dawn Court	Tel No.: 8100 1155	Website: http://www.poleungkuk.org.hk
Serene Court	Tel No.: 2381 3311	Website: http://www.cfsc.org.hk
Harmony House	Tel No.: 2522 0434	Website: http://www.harmonyhousehk.org
CEASE Crisis Centre Hotline	Tel No.: 18 281	Website: http://ceasecrisis.tungwahcsd.org
Family Crisis Support Centre Hotline	Tel No.: 18 288	Website: http://fcsc.caritas.org.hk

保护家庭及儿童服务课

Family and Child Protective Services Unit



服务对象

社会福利署保护家庭及儿童服务科，为受到下列问题影响的儿童、个人及其家人提供服务：（一）虐待儿童、（二）虐待配偶/同居情侣、（三）抚养或监护儿童争议、包括儿童诱拐事件。

服务宗旨

1. 预防虐待儿童及配偶/同居情侣事件的发生，并通过一系列的服务，帮助虐待儿童及配偶/同居情侣事件中的受害人及其家人克服创伤，重拾健康的新生活。
2. 为保障受到抚养或监护事宜影响的儿童的利益，保护家庭及儿童服务科会向法庭提交背景调查报告，并根据法庭的判决，监管受监护的儿童，并根据需要提供辅导及其他实质援助。

工作范围

1. 公共咨询服务

- 处理有关虐待儿童、虐待配偶/同居情侣及监护儿童问题的查询，并接受虐待儿童及配偶/同居情侣个案的举报。

2. 外展工作

- 在接到怀疑虐待儿童或虐待配偶/同居情侣个案的举报后，尽快提供外展服务，进行初步评估。
- 提供即时危机介入。
- 如有需要，安排受害人前往医院接受身体检查及治疗或到其他合适的地方接受临时照顾等。

3. 调查工作

- 主动接触在怀疑虐待儿童及虐待配偶/同居情侣个案中的受害人、其家人及有关人员，以了解其家庭背景、面对的问题和困难、受害人及其家人的意见，达成有效介入及治疗。
- 有需要时与警方进行联合调查怀疑虐待儿童个案。
- 通过多专业个案会议为受害人及其家人制订福利计划。
- 协助法庭为有监护及探视儿童问题的个案提供背景调查及向法庭提交建议。

4. 个案工作

- 提供法定监管、辅导服务，及统筹其他跟进服务，例如临床心理服务、庇护中心服务、经济援助、房屋援助、法律援助、上学和就业安排等。

5. 小组工作

- 为服务对象安排支持、教育或治疗小组。

6. 预防性工作

- 推行社区教育及宣传活动，提高市民对虐待儿童及虐待配偶/同居情侣问题的关注，提倡父母在离异后共同抚养子女、并鼓励家庭暴力受害者尽早求助。
- 加强地区有关服务单位的联系与合作，打击虐待儿童及虐待配偶/同居情侣问题。

接受服务的方法

被虐待的配偶/同居情侣或儿童、其家庭成员或施虐者，都可以直接联系或通过有关机构转介至所属地区的保护家庭及儿童服务科接受服务。

有关抚养或监护争议的家庭，及诱拐儿童个案，必须经由法庭或其他法定机构根据有关条例转介。

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, housing assistance, 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.