

及早求助 防止家庭暴力

支援虐待配偶／同居情侶個案受害人的服務

暴力永不能解決 家庭問題

當我們生活或心理上的壓力和焦慮持續增加時，難免會和伴侶及家人產生磨擦。向家人使用暴力來宣洩負面情緒不但無法解決問題，更會令關係惡化，甚至摧毀整個家庭。你的子女也可能會模仿暴力行為，令暴力延續至下一代。

及早求助

坦誠的溝通、表達自己的感受和尋求解決方法是避免家庭問題及家庭暴力的良方。假如你與配偶、家人或你發現鄰居／朋友遇到家庭暴力問題，請立即聯絡專業人士求助。

你亦可以聯絡警方、社工或致電
社會福利署（下稱「社署」）熱線 2343 2255

如果你是虐待配偶／同居情侶個案的受害人（不論年齡、性別、性傾向、種族等）／或其家人，以下介紹的服務單位可為你及你的家人提供服務：

支援服務



熱線服務

你可透過社署熱線服務 2343 2255 獲得相關的福利服務資訊及適時的意見／援助。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）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。有需要的人士在社署熱線社工當值時間以外（包括公眾假期），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。



保護家庭及兒童服務課

社署保護家庭及兒童服務課的主要服務範圍包括：保護遭受傷害／虐待的兒童；幫助在家庭暴力中受傷害的配偶／同居情侶及其家人克服創傷，重過健康的新生活；及保障受到管養或監護事宜影響而經法庭轉介的兒童的利益。被虐待配偶／同居情侶或兒童、其家庭成員或施虐者，均可直接聯絡或經有關機構轉介至所屬地區的保護家庭及兒童服務課接受服務。



綜合家庭服務中心

由社署及受資助非政府機構營辦的綜合家庭服務中心／綜合服務中心，旨在支援及鞏固個人及家庭，並按「兒童為重、家庭為本、社區為基礎」的路向提供福利服務。現時，分佈全港的67間綜合家庭服務中心／綜合服務中心，為有需要的個人及家庭提供諮詢服務、服務資源及資訊、家庭生活教育、親子活動、小組工作服務、活動計劃、義工培訓及服務、外展服務、輔導服務和轉介服務等。



家庭暴力受害人
支援計劃

由社署資助的保良局翠林中心為家庭暴力受害人（包括虐待配偶／同居情侶及虐待兒童）提供資訊、情緒支援及陪伴服務，以減輕受害人在面對司法程序及生活突變所引致的徬徨和恐懼。



法律援助服務

在適當情況下，家庭暴力受害人可向法庭申請禁制令，制止對方的暴力／滋擾行為。如決定離婚，亦可同時辦理離婚程序。法律援助署為合資格的申請人，在民事或刑事訴訟中提供代表律師或大律師（如有需要）的服務。只要申請人的財務資源符合法定規定，而案情又具合理據提出訴訟或抗辯，便可獲法律援助。



香港警務處

香港警務處會處理及調查所有有關家庭暴力的投訴或舉報。在一般情況下，市民可致電任何一間警署或向任何警務人員報案。在緊急情況下，市民可致電999報案。

臨時住宿服務



婦女庇護中心

現時本港有五間由受資助非政府機構營辦的婦女庇護中心，提供臨時住宿服務予面臨家庭暴力或家庭危機的婦女及其子女，分別是曉妍居、昕妍居、維安中心、恬寧居及和諧之家。婦女庇護中心提供24小時入住服務。需要婦女庇護中心服務的人士，可經社工、警署或醫院等轉介，亦可自行聯絡有關的服務單位作出申請。所有婦女庇護中心的地址均屬保密。



危機介入及支援中心
（芷若園）

由東華三院營辦的芷若園為成年性暴力受害人、面臨家庭暴力或其他危機的個人或家庭，提供全面的協助。芷若園提供的服務包括24小時熱線、為成年性暴力受害人及受虐長者提供危機介入／即時外展服務，並適切的支援及短期住宿服務。



家庭危機支援中心
（向晴軒）

由香港明愛營辦的向晴軒為協助身處危機或困擾的個人或家庭，提供24小時熱線服務、短期危機介入及住宿、臨時避靜及其他支援服務。有需要人士可經社工轉介，或直接聯絡有關服務單位。

主要查詢及求助電話

社會福利署	
熱線電話	2343 2255
傳真號碼	2838 0114
主頁	https://www.swd.gov.hk
保護家庭及兒童服務課	
保護家庭及兒童服務課（中西南及離島）	2835 2733
保護家庭及兒童服務課（東區及灣仔）	2231 5859
保護家庭及兒童服務課（觀塘）	3586 3741
保護家庭及兒童服務課（黃大仙及西貢）	3188 3563
保護家庭及兒童服務課（深水埗）	2247 5373
保護家庭及兒童服務課（九龍城及油尖旺）	3583 3254
保護家庭及兒童服務課（沙田）	2158 6680
保護家庭及兒童服務課（大埔及北區）	3183 9323
保護家庭及兒童服務課（屯門）	2618 5710
保護家庭及兒童服務課（荃灣及葵青）	2940 7350
保護家庭及兒童服務課（元朗）	2445 4224
婦女庇護中心	
曉妍居	8100 1155
昕妍居	8100 1155
維安中心	8100 1155
恬寧居	2381 3311
和諧之家	2522 0434
危機支援中心	
芷若園熱線	18 281
向晴熱線	18 288
其他	
香港警務處 - 緊急報警熱線	999
法律援助署 - 查詢熱線	2537 7677
保良局 - 家庭及伴侶關係男士專線	2890 1830
和諧之家 - MAN (男士) 熱線	2295 1386
家庭暴力受害人支援計劃	2894 8896

支援虐兒、虐待配偶／同居情侶及性暴力受害人服務網頁

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



Bahasa Indonesia
(印尼語)



हिन्दी
(印度語)



नेपाली
(尼泊爾語)



ਪੰਜਾਬੀ
(旁遮普語)



Tagalog
(菲律賓語)



ภาษาไทย
(泰國語)



اردو
(巴基斯坦語)



Tiếng Việt
(越南語)

Seek Help Early and Prevent Domestic Violence

Support Services for Victims of Spouse/ Cohabitant Battering

Violence is NEVER the solution to family problems

As the stresses and anxieties in our lives or mental state continue to mount, conflicts with our partners and family members are bound to occur. Using violence against family members to vent negative emotions cannot solve the problems at hand; on the contrary, it can exacerbate relationship issues and even ruin the entire family. Children may also imitate the violent behaviour and become perpetrators themselves in the future.

Seek early assistance

Open communication, expressing one's feelings and seeking solutions are effective ways to avoid family problems and domestic violence. If you experience domestic violence from your spouse or family members, or if you discover that your neighbours/friends are facing domestic violence, please seek professional help immediately.

You can also contact the police, social workers or dial the Social Welfare Department (SWD) Hotline at 2343 2255.

(中文 / English)

If you are a victim of spouse/cohabitant battering (regardless of age, gender, sexual orientation and ethnicity, etc.), or a family member of the victim of a spouse/cohabitant battering case, the following units can provide you and your family with various services:

Support Services



Hotline Services

You can make use of the SWD Hotline Service at 2343 2255 to obtain information on related welfare services and receive timely advice/assistance from social workers. 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 to arrange appropriate follow-up services for those in need. Outside these duty hours (including public holidays), callers can choose to transfer their calls to the Hotline and Outreaching Service Team operated by the Tung Wah Group of Hospitals for assistance from social workers. They may also leave a message on the recording machine or seek assistance from the police.



Family and Child Protective Services Units

The Family and Child Protective Services Units (FCPSUs) of the SWD aim to protect children who have been harmed/maltreated; assist spouses/cohabitants who have been harmed by domestic violence, along with their family members, in overcoming trauma and rebuilding healthy lives; and safeguard the interests of children referred by the court due to custody/guardianship disputes. Victims of child abuse or spouse/cohabitant battering, their family members, and the abusers may directly approach or be referred by other agencies to the FCPSU in their respective district for assistance.



Integrated Family Service Centres

Operated by the SWD and subvented non-governmental organisations (NGOs), Integrated Family Service Centres (IFSCs)/Integrated Services Centres (ISCs) aim to support and strengthen individuals and families through the delivery of welfare services with a child-centred, family-focused and community-based approach. At present, there is an extensive network of 67 IFSCs/ISCs located across Hong Kong that provide individuals and families in need with various services, including consultation service, service resource and information, family life education, parent-child activities, group work service, programmes, volunteer training and service, outreach service, counselling service and referral service, etc.



Victim Support Programme for Victims of Family Violence

The SWD-subvented Po Leung Kuk Tsui Lam Centre provides information, emotional support and accompaniment service for victims of domestic violence (including spouse/cohabitant abuse and child abuse) to alleviate their fear and helplessness when facing legal proceedings or sudden life changes.



Legal Aid Department

Victims of domestic violence may apply to the court for an injunction order to stop the abuser's violent/harassing behaviour or initiate divorce proceedings if desired. The Legal Aid Department provides legal representation for eligible applicants by a solicitor and, if necessary, a barrister in civil or criminal proceedings. Legal aid will be granted if the applicant is able to satisfy the statutory criteria as to their financial eligibility and the merits for taking or defending the legal proceedings.



Hong Kong Police Force

All complaints and reports of domestic violence are handled and investigated by the Hong Kong Police Force. Under normal circumstances, the public can call any police station or report directly to any police officer. In emergency situations, the public may dial 999 to make a report.

Temporary Accommodation Services



Refuge Centres for Women

Currently, there are five refuge centres for women operated by subvented NGOs in Hong Kong, namely Dawn Court, Sunrise Court, Wai On Home for Women, Serene Court and Harmony House. These refuge centres provide temporary accommodation to women and their children at risk of domestic violence or facing a family crisis. For women in need of the service, round-the-clock admission is accepted either through referrals from social workers, the police or hospitals, or through direct application to the respective service unit. The addresses of these centres are kept confidential.



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

The CEASE Crisis Centre operated by the Tung Wah Group of Hospitals, provides comprehensive support services to adult victims of sexual violence and individuals/families facing domestic violence or other crises. Services provided include a 24-hour hotline, crisis intervention/immediate outreach service for adult victims of sexual violence and abused elders, and appropriate support and short-term accommodation.



Family Crisis Support Centre

The Family Crisis Support Centre (FCSC) operated by the Caritas-Hong Kong aims to assist individuals or families in crisis or distress. Services provided include a 24-hour hotline, short-term emergency intervention with overnight accommodation, temporary retreat and other support services. Needy persons can access these services through referrals from social workers or by applying directly to FCSC.

Major Enquiry and Assistance Hotlines

Social Welfare Department	
Hotline	2343 2255
Fax No.	2838 0114
Homepage	https://www.swd.gov.hk
Family and Child Protective Services Units	
Family and Child Protective Services Unit (Central Western, Southern and Islands)	2835 2733
Family and Child Protective Services Unit (Eastern and Wan Chai)	2231 5859
Family and Child Protective Services Unit (Kwun Tong)	3586 3741
Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)	3188 3563
Family and Child Protective Services Unit (Sham Shui Po)	2247 5373
Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)	3583 3254
Family and Child Protective Services Unit (Shatin)	2158 6680
Family and Child Protective Services Unit (Tai Po and North)	3183 9323
Family and Child Protective Services Unit (Tuen Mun)	2618 5710
Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing)	2940 7350
Family and Child Protective Services Unit (Yuen Long)	2445 4224
Refuge Centres for Women	
Dawn Court	8100 1155
Sunrise Court	8100 1155
Wai On Home for Women	8100 1155
Serene Court	2381 3311
Harmony House	2522 0434
Crisis Support Centres	
CEASE Crisis Centre Hotline	18 281
Family Crisis Support Centre Hotline	18 288
Others	
Hong Kong Police Force - Emergency Hotline	999
Legal Aid Department - Hotline	2537 7677
24-hour Family and Intimate Partner Relationship Hotline for Men	2890 1830
Harmony House - MAN Hotline	2295 1386
Victim Support Programme for Victims of Family Violence	2894 8896

Website on Support for Victims of Child Abuse, Spouse/Cohabitant Battering and Sexual Violence
<https://www.swd.gov.hk/vs/>



Bahasa Indonesia (Indonesia)



हिन्दी (India)



नेपाली (Nepal)



ਪੰਜਾਬੀ (Punjab)



Tagalog (Philippines)



ภาษาไทย (Thailand)



اردو (Pakistan)



Tiếng Việt (Vietnamese)