

及早求助 防止家庭暴力

支援虐待配偶/
同居情侣个案
受害人的服务

暴力永不能解决 家庭问题

当我们生活或心理上的压力和焦虑持续增加时，难免会和伴侣及家人产生磨擦。向家人使用暴力来宣泄负面情绪不但无法解决问题，更会令关系恶化，甚至摧毁整个家庭。你的子女也可能会模仿暴力行为，令暴力延续至下一代。

及早求助

坦诚的沟通、表达自己的感受和寻求解决方法是避免家庭问题及家庭暴力的良方。假如你与配偶、家人或你发现邻居/朋友遇到家庭暴力问题，请立即联络专业人士求助。

你亦可以联络警方、社工或致电
社会福利署（下称「社署」）热线 2343 2255

支援服务



热线服务

你可透过社署热线服务 2343 2255 获得相关的福利服务资讯及适时的意见/援助。社署热线社工在指定时间内（星期一至星期五：上午九时至下午五时，星期六：上午九时至中午十二时）为有需要人士提供即时辅导、支援和咨询服务，并安排适切的跟进服务。有需要的人士在社署热线社工当值时间以外（包括公众假期），可选择将电话转致由东华三院营办的热线及外展服务队寻求社工协助，亦可选择利用留言服务或向警方求助。



保护家庭及
儿童服务课

社署保护家庭及儿童服务课的主要服务范围包括：保护遭受伤害/虐待的儿童；帮助在家庭暴力中受到伤害的配偶/同居情侣及其家人克服创伤，重过健康的新生活；及保障受到管养或监护事宜影响而经法庭转介的儿童的利益。被虐待配偶/同居情侣或儿童、其家庭成员或施虐者，均可直接联络或经有关机构转介至所属地区的保护家庭及儿童服务课接受服务。



综合家庭
服务中心

由社署及受资助非政府机构营办的综合家庭服务中心/综合服务中心，旨在支援及巩固个人及家庭，并按「儿童为重、家庭为本、社区为基础」的路向提供福利服务。现时，分布全港的67间综合家庭服务中心/综合服务中心，为有需要的个人及家庭提供咨询服务、服务资源及资讯、家庭生活教育、亲子活动、小组工作服务、活动计划、义工培训及服务、外展服务、辅导服务和转介服务等。



家庭暴力受害人
支援计划

由社署资助的保良局翠林中心为家庭暴力受害人（包括虐待配偶/同居情侣及虐待儿童）提供资讯、情绪支援及陪伴服务，以减轻受害人在面对司法程序及生活突变所引致的彷徨和恐惧。

如果你是虐待配偶/同居情侣个案的受害人（不论年龄、性别、性倾向、种族等）/或其家人，以下介绍的服务单位可为你及你的家人提供服务：



法律援助服务

在适当情况下，家庭暴力受害人可向法庭申请禁制令，制止对方的暴力/滋扰行为。如决定离婚，亦可同时办理离婚程序。法律援助署为合格的申请人，在民事或刑事诉讼中提供代表律师或大律师（如有需要）的服务。只要申请人的财务资源符合法定规定，而案情又具合理理据提出诉讼或抗辩，便可获法律援助。



香港警务处

香港警务处会处理及调查所有有关家庭暴力的投诉或举报。在一般情况下，市民可致电任何一间警署或向任何警务人员报案。在紧急情况下，市民可致电999报案。

临时住宿服务



妇女庇护中心

现时本港有五间由受资助非政府机构营办的妇女庇护中心，提供临时住宿服务予面临家庭暴力或家庭危机的妇女及其子女，分别是晓妍居、昕妍居、维安中心、恬宁居及和谐之家。妇女庇护中心提供24小时入住服务。需要妇女庇护中心服务的人士，可经社工、警署或医院等转介，亦可自行联络有关的服务单位作出申请。所有妇女庇护中心的地址均属保密。



危机介入及支援中心
（芷若园）

由东华三院营办的芷若园为成年性暴力受害人、面临家庭暴力或其他危机的个人或家庭，提供全面的协助。芷若园提供的服务包括24小时热线、为成年性暴力受害人及受虐长者提供危机介入/即时外展服务，并适切的支援及短期住宿服务。



家庭危机支援中心
（向晴轩）

由香港明爱营办的向晴轩为协助身处危机或困扰的个人或家庭，提供24小时热线服务、短期危机介入及住宿、临时避静及其他支援服务。有需要人士可经社工转介，或直接联络有关服务单位。

主要查询及求助电话

社会福利署	
热线电话	2343 2255
传真号码	2838 0114
主页	https://www.swd.gov.hk
保护家庭及儿童服务课	
保护家庭及儿童服务课（中西南及离岛）	2835 2733
保护家庭及儿童服务课（东区及湾仔）	2231 5859
保护家庭及儿童服务课（观塘）	3586 3741
保护家庭及儿童服务课（黄大仙及西贡）	3188 3563
保护家庭及儿童服务课（深水埗）	2247 5373
保护家庭及儿童服务课（九龙城及油尖旺）	3583 3254
保护家庭及儿童服务课（沙田）	2158 6680
保护家庭及儿童服务课（大埔及北区）	3183 9323
保护家庭及儿童服务课（屯门）	2618 5710
保护家庭及儿童服务课（荃湾及葵青）	2940 7350
保护家庭及儿童服务课（元朗）	2445 4224
妇女庇护中心	
晓妍居	8100 1155
昕妍居	8100 1155
维安中心	8100 1155
恬宁居	2381 3311
和谐之家	2522 0434
危机支援中心	
芷若园热线	18 281
向晴热线	18 288
其他	
香港警务处 - 紧急报警热线	999
法律援助署 - 查询热线	2537 7677
保良局 - 家庭及伴侣关系男士专线	2890 1830
和谐之家 - MAN (男士) 热线	2295 1386
家庭暴力受害人支援计划	2894 8896

支援虐儿、虐待配偶/同居情侣及性暴力受害人服务网页

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



Bahasa Indonesia
(印尼语)



हिन्दी
(印度语)



नेपाली
(尼泊尔语)



平音
(旁遮普语)



Tagalog
(菲律宾语)



ภาษาไทย
(泰国语)



اردو
(巴基斯坦语)



Tiếng Việt
(越南语)

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.

(English / 简体中文)

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 (Punjabi)



Tagalog (Philippines)



ภาษาไทย (Thailand)



اردو (Pakistan)



Tiếng Việt (Vietnamese)