

## 保護家庭及兒童服務課

電話 傳真 電郵

<b>保護家庭及兒童服務課 (中西南及離島)</b> 地址：香港灣仔軒尼詩道130號修頓中心23樓2313室	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
<b>保護家庭及兒童服務課 (東區及灣仔)</b> 地址：香港北角渣華道333號北角政府合署2樓229室	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
<b>保護家庭及兒童服務課 (觀塘)</b> 地址：九龍觀塘觀塘道410號觀點中心21樓2101室	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
<b>保護家庭及兒童服務課 (黃大仙及西貢)</b> 地址：九龍黃大仙正德街104號黃大仙社區中心3樓	3188 3563	3421 2535	fcpsuwtsskenq@swd.gov.hk
<b>保護家庭及兒童服務課 (深水埗)</b> 地址：九龍長沙灣發祥街55號長沙灣社區中心地下	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk
<b>保護家庭及兒童服務課 (九龍城及油尖旺)</b> 地址：九龍彌敦道405號九龍政府合署8樓803室	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
<b>保護家庭及兒童服務課 (沙田)</b> 地址：新界沙田上禾輦路1號沙田政府合署7樓716室	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
<b>保護家庭及兒童服務課 (大埔及北區)</b> 地址：新界大埔墟鄉事會街8號大埔綜合大樓4樓	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
<b>保護家庭及兒童服務課 (屯門)</b> 地址：新界屯門安定邨安定友愛社區中心4樓	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
<b>保護家庭及兒童服務課 (荃灣及葵青)</b> 地址：新界荃灣西樓角路38號荃灣政府合署21樓	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk
<b>保護家庭及兒童服務課 (元朗)</b> 地址：新界元朗天水圍天華邨華悅樓地下	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

### 辦公時間：

星期一至五：上午八時四十五分至下午一時 / 下午二時正至下午五時十五分  
星期六：上午九時正至中午十二時正

## 社會福利署熱線服務

熱線電話：2343 2255 傳真：2763 5874 網址：http://www.swd.gov.hk

社會福利署(社署)熱線設有全日二十四小時運作的互動話音系統，讓來電者查詢福利服務資料及索取資料傳真。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)當值，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。社署熱線社工當值時間以外(包括公眾假期)，有需要的人士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。

### 24小時熱線電話

維安中心	電話：8100 1155	網址：http://www.poleungkuk.org.hk
昕妍居	電話：8100 1155	網址：http://www.poleungkuk.org.hk
曉妍居	電話：8100 1155	網址：http://www.poleungkuk.org.hk
恬寧居	電話：2381 3311	網址：http://www.cfsc.org.hk
和諧之家	電話：2522 0434	網址：http://www.harmonyhousehk.org
芷若園熱線	電話：18 281	網址：http://ceasecrisis.tungwahcsd.org
向晴熱線	電話：18 288	網址：http://fcsc.caritas.org.hk

## Family and Child Protective Services Units Tel No. Fax No. Email

<b>Family and Child Protective Services Unit (Central Western, Southern and Islands)</b> Address: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
<b>Family and Child Protective Services Unit (Eastern and Wan Chai)</b> Address: Room 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Kwun Tong)</b> Address: Unit 2101, 21/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Wong Tai Sin and Sai Kung)</b> Address: 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	3421 2535	fcpsuwtsskenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Sham Shui Po)</b> Address: G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Kowloon City and Yau Tsim Mong)</b> Address: Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Sha Tin)</b> 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
<b>Family and Child Protective Services Unit (Tai Po and North)</b> Address: 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Tuen Mun)</b> Address: 4/F, On Ting/Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Tsuen Wan and Kwai Tsing)</b> Address: 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutkwtenq@swd.gov.hk
<b>Family and Child Protective Services Unit (Yuen Long)</b> 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

# 保護家庭及兒童服務課 Family and Child Protective Services Unit



## 服務對象

社會福利署保護家庭及兒童服務課，為受下列問題影響的兒童、個人及其家人提供服務：(一) 虐待兒童、(二) 虐待配偶 / 同居情侶、(三) 管養或監護兒童爭議、包括兒童擄拐事件。

## 服務宗旨

1. 預防虐待兒童及配偶 / 同居情侶事件的發生，並透過一系列的服務，幫助虐待兒童及虐待配偶 / 同居情侶事件中的受害人及其家人克服創傷，重過健康的新生活。
2. 為保障受到管養或監護事宜影響的兒童的利益，保護家庭及兒童服務課會向法院提交背景調查報告，並根據法庭的判令，監管受監護的兒童，並根據需要提供輔導及其他實質援助。

## 工作範圍

### 1. 公眾諮詢服務

- 處理有關虐待兒童、虐待配偶 / 同居情侶及監護兒童問題的查詢，並接受虐待兒童及配偶 / 同居情侶個案的舉報。

### 2. 外展工作

- 於接獲懷疑虐待兒童或虐待配偶 / 同居情侶個案的舉報後，盡速提供外展服務，作初步評估。
- 提供即時危機介入。
- 若有需要，安排受害人前往醫院接受身體檢查及治療或到其他適當地方接受臨時照顧等。

### 3. 調查工作

- 主動接觸在懷疑虐待兒童及虐待配偶 / 同居情侶個案中的受害人、其家人及有關人士，以了解其家庭背景、面對的問題和困難、受害人及其家人的意見，達致有效介入及治療。
- 有需要時與警方進行聯合調查懷疑虐待兒童個案。
- 透過多專業個案會議為受害人及其家人釐訂福利計劃。
- 協助法庭為有監護及探視兒童問題的個案提供背景調查及向法院提交建議。

### 4. 個案工作

- 提供法定監管、輔導服務，及統籌其他跟進服務，例如臨床心理服務、庇護中心服務、經濟援助、房屋援助、法律服務、就學和就業安排等。

### 5. 小組工作

- 為服務對象安排支援、教育或治療小組。

## 6. 預防性工作

- 推行社區教育及宣傳活動，提高市民對虐待兒童及虐待配偶 / 同居情侶問題的關注，提倡父母在離異後共同教養子女、並鼓勵家庭暴力受害者及早求助。
- 加強地區有關服務單位的聯繫及合作，打擊虐待兒童及虐待配偶 / 同居情侶問題。

## 接受服務辦法

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。

有關管養或監護爭議的家庭，及擄拐兒童個案，須經由法庭或其他法定機構根據有關條例轉介。

## 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.