

Unit Layanan Perlindungan Keluarga dan Anak	No. Telepon	No. Faks	Email
Unit Layanan Perlindungan Keluarga dan Anak (Central Western, Southern dan Islands) Alamat: Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Eastern dan Wan Chai) Alamat: Room 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Kwun Tong) Alamat: Unit 2101, 21/F, Kwun Tong View, 410 Kwun Tong Road, Kwun Tong, Kowloon	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Wong Tai Sin dan Sai Kung) Alamat: 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	3421 2535	fcpsuwtsskenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Sham Shui Po) Alamat: G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsusspenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Kowloon City dan Yau Tsim Mong) Alamat: Room 803, 8/F, Kowloon Government Offices, 405 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Sha Tin) Alamat: Room 716, 7/F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Tai Po dan Utara) Alamat: 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Tuen Mun) Alamat: 4/F, On Ting/Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Tsuen Wan dan Kwai Tsing) Alamat: 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutwkwtenq@swd.gov.hk
Unit Layanan Perlindungan Keluarga dan Anak (Yuen Long) Alamat: G/F, Wah Yuet House, Tin Wah Estate, Tin Shui Wai, Yuen Long, New Territories	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

Jam Kerja: Senin sampai Jumat: pukul 8:45 pagi sampai 1:00 siang / 2:00 siang sampai 5:15 sore
Sabtu: pukul 9:00 pagi sampai 12:00 siang

Layanan Hotline Departemen Kesejahteraan Sosial

Hotline SWD: 2343 2255 Nomor Faks: 2763 5874 Situs Web: <http://www.swd.gov.hk>

Hotline SWD menyediakan informasi tentang layanan kesejahteraan dalam bentuk pesan suara atau transmisi faksimili kepada penelepon melalui sistem respons suara interaktif 24 jam. Pekerja sosial Hotline SWD bertugas dari pukul 9:00 pagi hingga 5:00 sore pada hari Senin hingga Jumat, dan dari pukul 9:00 pagi hingga 12:00 siang pada hari Sabtu untuk memberikan konseling, dukungan dan nasihat, serta mengatur layanan tindak lanjut yang sesuai bagi pihak yang membutuhkan. Di luar jam tugas yang disebutkan di atas (termasuk hari libur nasional), penelepon dapat mengalihkan panggilan mereka ke Tim Layanan Hotline dan Kelling yang dioperasikan oleh Tung Wah Group of Hospitals untuk mendapatkan bantuan dari pekerja sosial. Mereka juga dapat meninggalkan pesan di mesin perekam atau meminta bantuan dari polisi.

Hotline 24 Jam

Wai On Home for Women	Telp: 8100 1155	Situs Web: http://www.poleungkuk.org.hk
Sunrise Court	Telp: 8100 1155	Situs Web: http://www.poleungkuk.org.hk
Dawn Court	Telp: 8100 1155	Situs Web: http://www.poleungkuk.org.hk
Serene Court	Telp: 2381 3311	Situs Web: http://www.cfsc.org.hk
Harmony House	Telp: 2522 0434	Situs Web: http://www.harmonyhousehk.org
CEASE Crisis Centre Hotline	Telp: 18 281	Situs Web: http://ceasecrisis.tungwahcsd.org
Family Crisis Support Centre Hotline	Telp: 18 288	Situs Web: 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 dan 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	fcpsutwkwtenq@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

Unit Layanan Perlindungan Keluarga dan Anak Family and Child Protective Services Unit



Pengguna Layanan Sasaran

Unit Perlindungan Keluarga dan Anak dari Departemen Kesejahteraan Sosial menyediakan layanan kepada anak-anak, individu, dan anggota utama keluarga yang terkena masalah berikut: 1) kekerasan terhadap anak, 2) kekerasan terhadap pasangan/rekan serumah, 3) sengketa hak asuh/perwalian termasuk masalah penculikan anak.

Tujuan Layanan

1. Mencegah terjadinya kekerasan terhadap anak dan kekerasan terhadap pasangan/rekan serumah, membantu korban dan anggota keluarganya dalam mengatasi trauma akibat kekerasan terhadap anak dan kekerasan terhadap pasangan/rekan serumah, serta membantu keluarga yang menghadapi masalah kekerasan terhadap anak dan kekerasan terhadap pasangan/rekan serumah untuk pulih seperti sediakala melalui serangkaian layanan terkoordinasi untuk korban, pelaku, dan anggota keluarganya.
2. Melindungi kepentingan anak-anak yang terkena dampak sengketa hak asuh/perwalian melalui pelaporan investigasi sosial kepada Pengadilan dan pengawasan hukum (seperti yang diperintahkan oleh Pengadilan), konseling, dan layanan nyata lainnya.

Lingkup Layanan

1. Pertanyaan Publik

- Menangani pertanyaan mengenai kekerasan terhadap anak, kekerasan terhadap pasangan / rekan serumah, dan masalah hak asuh / perwalian, serta menerima laporan tentang kekerasan terhadap anak dan kekerasan terhadap pasangan / rekan serumah.

2. Layanan Keliling

- Mendampingi korban dan melakukan penilaian awal segera setelah menerima laporan kasus dugaan kekerasan terhadap anak dan kekerasan terhadap pasangan / rekan serumah.
- Memberikan intervensi krisis.
- Mengatur atau mengantar korban untuk menjalani pemeriksaan medis atau perawatan sementara di rumah sakit atau lembaga lain, jika diperlukan.

3. Investigasi

- Menghubungi dan berdiskusi dengan korban dugaan kekerasan terhadap anak, kekerasan terhadap pasangan / rekan serumah, dan anggota keluarga serta pihak terkait untuk memahami latar belakang keluarga, masalah / kesulitan yang dihadapi oleh keluarga dan pandangan korban serta anggota keluarga / pihak terkait untuk memfasilitasi intervensi dan perawatan.
- Melakukan investigasi bersama dengan pihak kepolisian pada beberapa kasus dugaan kekerasan terhadap anak.
- Merancang rencana pemulihan kondisi korban dan keluarganya melalui pembahasan kasus secara multidisiplin.
- Membantu Pengadilan dalam melakukan penilaian sosial mengenai masalah hak asuh dan akses anak serta membuat rekomendasi bagi Pengadilan.

4. Layanan Kasus

- Melaksanakan pengawasan sesuai undang-undang, konseling, dan mengoordinasikan layanan tindak lanjut seperti layanan psikologi klinis, layanan perlindungan, rujukan untuk bantuan keuangan, bantuan perumahan, layanan hukum, pengaturan sekolah dan pekerjaan, dan lain-lain.

5. Layanan Kerja Kelompok

- Mengorganisir kelompok pendukung, edukatif, atau terapeutik untuk pengguna layanan sasaran.

6. Layanan Pencegahan

- Meningkatkan kesadaran masyarakat tentang masalah kekerasan terhadap anak, kekerasan terhadap pasangan / rekan serumah, serta pentingnya “pengasuhan anak secara bersama” pasca perceraian dan mendorong individu atau keluarga yang mengalami masalah kekerasan terhadap anak dan kekerasan terhadap pasangan/rekan serumah untuk mencari bantuan dini melalui kegiatan publisitas dan edukasi masyarakat.
- Mendorong kerjasama di kalangan para profesional di distrik untuk menanggulangi kekerasan terhadap anak dan kekerasan terhadap pasangan/rekan serumah.

Masuknya Layanan

Korban kekerasan terhadap anak atau kekerasan terhadap pasangan / rekan serumah, pelaku, dan anggota keluarganya dapat mendatangi atau dirujuk oleh lembaga lain ke Unit Pelayanan Perlindungan Keluarga dan Anak yang bersangkutan untuk mendapatkan bantuan.

Anak-anak dan keluarga mereka yang terkena dampak sengketa hak asuh / perwalian atau masalah penculikan anak dirujuk oleh Pengadilan, Sekretaris Kehakiman, atau pihak berwenang lainnya untuk mendapatkan layanan sesuai dengan Peraturan yang berlaku.

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. Outreach 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.