



Diverse Learning Club Child Safeguarding Policy

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1. Introduction

Diverse Learning Club and all childhood education brands under Beacon Group (hereinafter referred to as Diverse Learning Club – DLC) always value the health, safety, and well-being of our students. We believe that any forms of abuse and neglect violate the rights of children which are harmful to their overall development. Diverse Learning Club strives to provide all children with a safe learning environment. All educators, staff, volunteers and outsourced workers of Diverse Learning Club are required to support and protect students by laws, professionalism, and moral responsibilities.

The school is also committed to fulfilling the rights of the child according to “The United Nations Convention on the Rights of the Child”. The school takes all allegations related to child abuse seriously and strives to prevent any forms of abuse to meet the international standard. All stakeholders from the school community share the responsibilities for the safety and protection of students.

According to the Hong Kong Education Ordinance (Cap.279), the centres of Diverse Learning Club are private independent schools registered with the Hong Kong Education Bureau. Diverse Learning Club must comply with all Hong Kong regulations and laws related to the school operation.

According to Chapter 13 Sections 1 and 2 of “Protecting Children from Maltreatment – Procedural Guide for Multi-Disciplinary Cooperation” (revised by 1st April 2020) issued by the Social Welfare Department, the organisation shall follow the content of the guide to formulate policies, measures and handling procedures related to child protection to prevent child abuse and handle suspected child abuse cases. The organisation shall also implement measures to protect the safety and interests of children including the arrangement of dedicated personnel to handle suspected child abuse cases and providing staff with relevant training. During the recruitment of employees engaged in works related to children and mentally incapacitated persons, the organisation shall check the criminal conviction records for sexual offences of eligible applicants. The organisation is responsible to ensure its employees, child caregivers and volunteers abide by the service codes when providing services to children. In the view of the procedural guide, Diverse Learning Club understands that it is everyone’s responsibility to protect children, and a clear and complete set of policies protects that protect students, teaching staff and the organisation.

Diverse Learning Club has formulated relevant policies with the assistance of the Plan International Hong Kong enabling all educators, staff, volunteers and outsourced workers of Diverse Learning Club followed all procedures and guidelines considering the best interests of children so that students could enjoy the greatest protection at school.



2. Aims

2.1 Declaration of the Policy

- ✧ Diverse Learning Club (DLC) strives to help children's diverse development.
- ✧ Any forms of child or adolescent abuse are prohibited in the Diverse Learning Club. DLC always strives to commit to cooperative social responsibility and takes the well-being of children as the first priority. To protect children, the club is committed to the establishment of codes of conduct and measures.
- ✧ Diverse Learning Club believes that all children, regardless of age, disability, gender, ethnic tradition, religious belief, sexual orientation or identity, are entitled to the equal level of protection against any forms of harms or abuse.
- ✧ Diverse Learning Club understands that every child comes from different cultural and family backgrounds. No matter what kinds of background they are from, we believe that children must be protected. Diverse Learning Club strives to deal with every single case related to the safety and protection of children carefully and strictly abide by relevant Hong Kong laws and regulations.

2.2 Objectives

The objectives of this policy are as follows:

- ✧ Protect all students from Diverse Learning Club
- ✧ Ensure that the measures and handling procedures in Diverse Learning Club are well-developed
- ✧ Provide teaching staff from Diverse Learning Club and parents with the definition and fundamental information of child abuse
- ✧ Follow the policy and take appropriate actions when there are suspected cases related to child or adolescence harms
- ✧ Ensure that the whole school makes a concerted effort to create a safe environment for the learning and development of children
- ✧ Enhance the rights and well-being of children in Diverse Learning Club

2.3 Principles

- ✧ Place the well-being, safety, needs and rights of children as the first priority emphasized a child-centred approach
- ✧ Protect and prevent children from any forms of harm and exploitation
- ✧ Take the responsibility to create a safe and favourable learning environment for children
- ✧ Respond and deal with any suspected cases of child abuse or harms in a strict and serious approach
- ✧ To guarantee the effectiveness of the implementation of Child Safeguarding Policy, information related to suspected cases of child abuse or harms shall be provided to the supervisor of child safety and protection
- ✧ The supervisor of child safety and protection is required to adopt all measures to ensure the confidentiality of information
- ✧ Ensure that all relevant parties including students, parents, step-parents, foster parents, caregivers and organisations to cooperate together, which is the key to protect and enhance the well-being of children

2.4 Policy Scope

- ✧ This policy applies to all centres of Diverse Learning Club. All directors, faculties and community members from the Diverse Learning Club including directors, leading teams, teachers, interns, administration staff, volunteers, parents/ guardians, foster parents, caregivers, consultants, contractors, guests, service providers and visitors must comply with the "Child Safeguarding Policy" established by the school.

3. Characters and Responsibilities

3.1 Director

- ✧ Director is responsible for the appointment of the person-in-charge of child safety and protection, the arrangement of offering continuous training to the person-in-charge to support him/her in fulfilling duties. The school director is also responsible for the supervision of the safety and security measures for the recruitments of Diverse Learning Club, and reviews of the relevant policies every two years.

3.2 Brand Representative

- ✧ Each brand representative is responsible to assist the designated supervisor of child safety and protection and to ensure all faculties and staff comply with the Child Safeguarding Policy and procedures.

3.3 Designated Supervisor of Child Safety and Protection

- ✧ The designated child safety and protection supervisor is responsible for leading the implementation of the Child Safeguarding Policy and procedures in the school, and reporting to the Director. The supervisor is also responsible to monitor the standards and measures continuously to enhance the safety and well-being of students. The supervisor is required to take actions to respond to cases, report and coordinate suspected child abuse or harms cases.
- ✧ The Child Safety and Protection Supervisor plans and coordinates appropriate child safety and protection training for all staff. The supervisor will also coordinate the annual review of the Child Safeguarding Policy and procedures.
- ✧ The Child Safety and Protection Supervisor is responsible to formulate and react immediately and appropriately according to this policy when discovering suspected cases of child abuse or harm, and also report to the Director about the relevant cases as soon as possible.
- ✧ The Child Safety and Protection Supervisor is required to gain approval from the Director for reporting to the statutory bodies such as the Social Welfare Department and the Hong Kong Police Force in order to provide the fastest and most appropriate follow-up action to ensure the safety of children.

3.4 Teachers and staff

- ✧ All teaching staff are responsible to understand and actively enforce the policy and procedures. The teaching staff are also responsible for recognizing children in need and protect and take care of children when they are in need. Teachers and staff shall propose reasons for the abuse or harms of children or the risk of suffering from abuse or harm.
- ✧ Teachers and staffs shall take part in continuous and professional training. Teaching staff are the role of students who shall comply with the Code for the Education Profession of Hong Kong, and establish a mutual respect relationship with students. Teachers and staff shall take chances for educating students related to concepts and skills of child safety and protection.

3.5 Other parties

- ✧ Everyone includes all the board members, the council and faculty and community members, for example, the principal, the leading team, teachers, interns, administration staff, volunteers, parents/ guardians, foster parents, caregivers, consultants, contractors, service providers, guests and all school visitors. All persons involved shall be aware of the Child Safeguarding Policy, and comply with the guidelines and codes of Diverse Learning Club related to child safety and protection in order to create a safe and reliable environment for students.



4. Effective Measures for Child Safety and Protection

4.1 Parent/Community Awareness

- ✧ All stakeholders shall be informed the Diverse Learning Club’s promise for meeting the child safety and protection standard.
- ✧ Implemented measures are as follows:
“Diverse Learning Club: Child Safeguarding Policy” has been uploaded to the organisation website. Everyone including parents of participants and the general public can access the related documents via our website.

4.2 Implementation of Safe Recruitment Process

- ✧ Diverse Learning Club has implemented a safe recruiting procedure for all teaching and non-teaching staff. The implemented measures are as follows:
 - A description of “Diverse Learning Club strives to ensure students’ safety and welfare; high-level child safety and protection measures will be adopted during the hiring process. Every applicant must accept the background investigation and meet the child safety and protection filtering policies would be attached to all hiring advertisements and promotions.
 - Everyone (including teaching staff, staff, interns, suppliers, contractors and other community members) who will or may have contact with the children in Diverse Learning Club are required to provide a criminal conviction record for sexual offences issued by the Hong Kong Police Force, to Human Resource Department for confirmation purpose.
 - Volunteers are required to sign a “declaration” for self-reporting records.

4.3 Training for Staff, Volunteers and Contractors

- ✧ Training of child safety and protection is provided to teaching staff in order to familiarise the employee code of conduct, children safety and protection measures and procedure, equip them with the knowledge to recognize different signs and characteristics of child abuse and harms, and handle the child information with great care and obey the reporting procedure and confidentiality rules.
- ✧ Every Diverse Learning Club teaching staff is required to attend the child safety and protection training on the ordinary staff development day and complete the refresher training every two years.
- ✧ Child Safety and Protection Training would be provided to new employees as part of the orientation training.
- ✧ In hopes of enhancing the understanding of Child Safety and Protection Training standard and measures, a briefing would be provided to volunteers, suppliers and contractors.

4.4 Management and Evaluation

- ✧ Evaluation of policies regarding the suitability to social needs would be carried out every two years leading by the chief executive. If there are any amendments, the chief executive will communicate with the board members and staff.

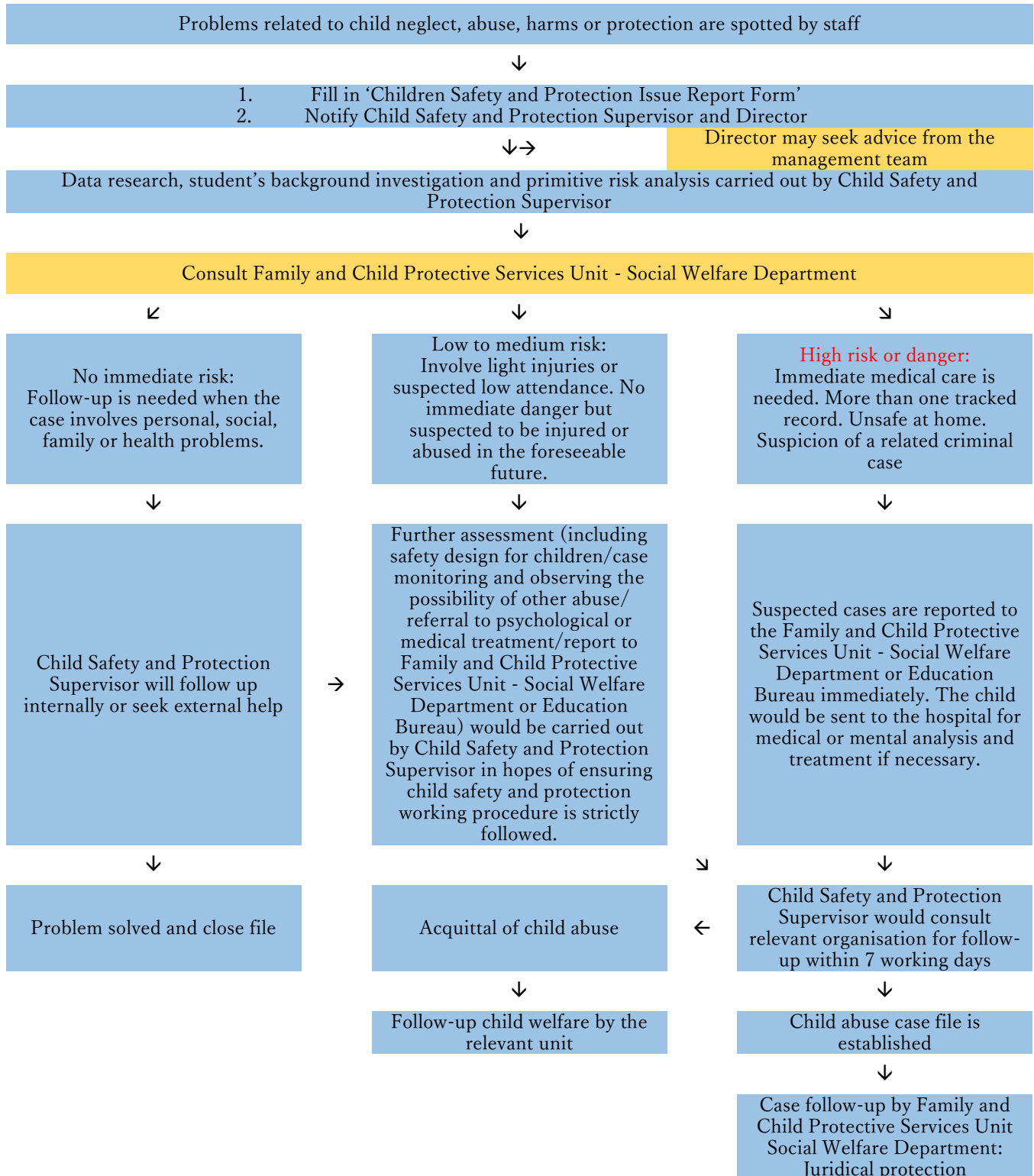




5. Procedure

5.1 Flow Chart for Reporting Suspected Cases of Child Abuse and Harms

- ◇ Recognizing and reporting a suspected case of child abuse and harms in advance can effectively prevent the exacerbation of the problem and provide support to the children.



5.2 Reporting Policy

5.2.1 Introduction

- ◇ Diverse Learning Club strives to maintain good corporate governance and uphold the value of accountability and transparency by prioritizing the children’s well-being and safety, and by the provision of reliable and credible educational service. In hopes of fulfilling the social responsibility, Diverse Learning Club encourages teaching staff and stakeholders (including users, volunteers, suppliers and partners) to report any suspected misbehaviour related to child abuse or harms. The policy is also applicable to board members, executive committee members and managers.

5.2.2 Aims

- ◇ This section explains the Diverse Learning Club’s policy on reporting any suspected cases of child abuse or harms, protection of complainants and guidelines and methods for reporting.

5.2.3 Policies

- ◇ Diverse Learning Club staff are required to work professionally, honestly and fairly. ‘Reporting’ means the reporting action due to suspected policy violation cases of child abuse and harms realised by anyone.

5.2.4 Protection and Prevent of Retaliation

- ◇ Diverse Learning Club strives to protect the complainants (including unreasonable dismissal or disciplinary procedure, rejection of service provision or service provision unfairness) in order to prevent any retaliation or unfairness.
- ◇ Any person who takes adverse action against the complainants (including retaliation or threat to retaliate) are designated as violating the policy. Diverse Learning Club reserves the right to take legal actions.

5.2.5 Confidentiality

- ◇ All reports shall be kept confidential unless the Diverse Learning Club is required to reveal the relevant information to law enforcement agencies or regulatory authorities due to lawful or accounting purposes.
- ◇ Diverse Learning Club shall keep the identity of complainants confidential.
- ◇ To ensure the confidentiality of the investigation, complainants shall keep all related information secured unless there is a lawful requirement.

5.2.6 Reporting

- ✧ Though Diverse Learning Club does not require complainants to give evidence on the suspected cases, however, in order to achieve an effective follow-up and investigation, the following information shall be provided whenever possible:
 - Complainant's name
 - Complainant's contact method (e.g. phone number, email, etc)
 - Content (name of the person involved, time and place of the incident, etc)
 - Other related documents (e.g. documents, photos, videos, etc)
- ✧ Written report to Diverse Learning Club can be made through the following approaches:
 - i. Mail to childsafeguarding@diverselearning.com.hk
 - ii. Post to Units 01-06, 12/F, CDW Building, 388 Castle Peak Road, Tsuen Wan, N.T., Hong Kong

Bonnie Ng, Director, Diverse Learning Club
All written reports by post shall be sent in a sealed envelope marked “Confidential”
- ✧ Remarks: If the brand leader or chief director is involved in the report, relevant documents shall be handed directly to the Deputy Chief Executive Officers, Mr. Li Man Wai or Mr. Choi Shing Wai or any person designated by them.

5.2.7 Anonymous Reporting

- ✧ Diverse Learning Club encourages reports made in person for more detailed and accurate information which is crucial to effective follow-up and investigation. However, complainants can report anonymous if he or she is not willing to reveal the identity. Diverse Learning Club will only follow up cases with sufficient information provided.

5.2.8 Handling of Report

- ✧ Diverse Learning Club strives to handle all suspected child abuse or harms cases professionally, strictly and fairly. Independent professional advice shall be sought when necessary.
- ✧ Diverse Learning Club will deliver a written report of received complaints to complainants. Complainants will also receive a written report of the result after the end of the investigation.

5.2.9 Unfounded Reporting

- ✧ Diverse Learning Club reserves the right to seek all remedies available by law, including reporting to Law Enforcement Agencies and recover all losses for any unfounded report. Teaching staff or any related parties who made the unfounded report is deemed to Disciplinary Procedures including dismissal or termination of collaboration.

5.2.10 Policy approval and amendment

- ✧ This policy is approved by board members of Beacon Group. Beacon Group reserves the right of amendment.

Date : 1st September, 2020

6. Code of Conduct for Children Safety Protection

Introduction

Diverse Learning Club and brands of child education under Beacon Group (hereinafter referred to as Diverse Learning Club) are always committed to providing a safe environment to students. All educators, staff, volunteers and outsourced workers of Diverse Learning Club are required to support and protect students in accordance with laws, professionalism and moral responsibilities.

With the assistance of the Plan International Hong Kong, the school is committed to fulfilling the rights of children according to “The United Nations Convention on the Rights of the Child”. The school takes all allegations related to child abuse seriously and strives to prevent any forms of abuse to meet the international standard. All stakeholders from the school community share the responsibilities for the safety and protection of students. The school must follow the procedures for disciplinary action or even terminate the contract if the staff violated the codes.

6.1. Establishment of a Safe and Active Learning Environment

- 6.1.1. Our primary task is to ensure the safety and well-being of our students and treat them with courtesy, care and respect. We shall always remain a sincere attitude towards every student, parent, and all groups.
- 6.1.2. Regardless of the student’s age, gender, sexuality, nationality, ethnicity, colour, race, language, religious or political beliefs, disability, physical or mental health, family, social class, economic or cultural background etc. We shall always treat and respect every student with fairness and take all actions to maximise their benefits.
- 6.1.3. We shall always be able to identify any potential risks within our workplace, and take corresponding actions to protect every student from any risks. Further to create and maintain a safe learning environment for students on both physical and mental levels.
- 6.1.4. We shall always reserve enough time to prepare any student activities and courses, and ensure that we have completed risks assessment and purchased insurance for all activities, events and projects.

6.2. Identification of Dangers and Report

- 6.2.1. Employees are responsible to intervene and handle any matter which appears to be harmful to students as soon as possible, further reducing or eliminate all potential risks to protect students from harm.
- 6.2.2. If there is any matter which appears to be child abuse and maltreatment, we shall always report to the Child Safety and Protection Supervisor and/or relevant person in charge immediately. If another teaching staff is involved, please report to your supervisor, Director and authorized personnel of Beacon Group. Any actions which prevent others from reporting the matter are strictly prohibited.
- 6.2.3. All reports shall contain a written statement about the Children Safety and Protection Issue Report Form. We shall always provide full cooperation with any follow-up actions and procedures which included report and investigation. (This is a compulsory requirement from the DLC.)



6.3. Communications, Photos and Videos Management

- 6.3.1. E-mail, social media, short message, SMS, communication software, and other electronic communications with students shall be limited to appropriate purposes that are directly related to work and study.
- 6.3.2. Interactions with students on topics that are not directly related to job duties through social media, email, SMS, communication software or other electronic communication methods are prohibited.
- 6.3.3. The uses of anonymous communication applications to interact with students are prohibited.
- 6.3.4. Respect and protect the confidential information of students. Exposure to media or provision of assistance to others for acquiring data related to students and their parents is not allowed unless there is a written approval obtained from the Director or the designated person of Beacon Group. Media includes newspapers, magazines and social media.

6.4. Work Transparency

- 6.4.1. Classes shall be conducted in an open and safe environment, enabling colleagues or family members of students outside the classroom can observe the entire classroom, which can avoid questioning or misunderstanding of behaviour.
- 6.4.2. Staying alone with students in a room with a closed door or lights off is prohibited. For one-on-one teaching, curtains in the classroom shall be opened to maintain transparency. All classrooms in our school have been installed with a 24-hour surveillance system to ensure the safety of students and staff in the classroom.

Home visits are not allowed without a written approval from Director or the authorised person from Beacon Group. If a home visit is needed, the purpose of the home visit must be clarified and approved by the Director and the student's parents. The home visit shall be carried out with a colleague, and need to inform the Director in advance regarding the date, location and the personnel who will conduct the home visit together for the follow-up in the future. If the staff need to stay, take a break or sleep in the same area with children that are not accompanied by the family due to the working requirement, it is necessary to ensure the guardian knows the purpose of the stay which is related to studies or staff duties, or with the presence of another adult, otherwise, the staff shall not stay alone with students. All procedures need to be conducted in accordance with the authorized codes of the Group.

- 6.4.3. Dating or contacting with students outside the school is prohibited without the written approval of the authorised personnel of Beacon Group.



6.5. Avoid Inappropriate Behaviour

- 6.5.1. It is essential to maintain professional at any time to establish a positive model for students. For instance, no alcohol is allowed in front of students, and no drugs, foul language, racial discrimination, homosexual discrimination or any discriminatory language and behaviours are allowed.
- 6.5.2. Bullying is prohibited. The staff must stop students from bullying others.
- 6.5.3. No corporal punishment or inappropriate disciplinary acts are allowed, for example, shaking violently, slapping, slamming or repelling or refusing to provide food, light or medical care.
- 6.5.4. Inappropriate physical contact with students is prohibited, such as hitting, scratching, hugging, kissing, touching any parts of students' bodies, or any kinds of massage or contact provided by or to students.
- 6.5.5. Any inappropriate interactions are prohibited. For instance, the use of profanity or other offensive languages, teases or jokes that may be interpreted as offensive, mockery or actions that belittle others, including but not limited to others' body shape, physical development, clothing and any negative comments on student's family which may be interpreted as threatening, derisive, embarrassing, or harsh.
- 6.5.6. Sending or receiving offensive or pornographic videos, pictures, dialogues, cartoons or jokes to students in any formats is prohibited.
- 6.5.7. Participate in incidents of abusing or neglecting students is prohibited, including but not limited to the attempt to gain students' trust or make them more acceptable to sexual interaction by constructing emotional linkage with students in order to achieve the purpose of exploitation or abuse.
- 6.5.8. Any inappropriate behaviour including sexual or romantic relationships is prohibited.

(All staff from Diverse Learning Club and other children education brand under Beacon Group must sign a form to indicate that they understand and agree to abide by the "Code of Conduct".)



Appendix A: Procedures for Handling Suspected Child Abuse Cases

According to “The Convention on the Rights of Children”, everyone shares the responsibility to protect children from any kind of violence, abuse or neglect.

We usually handle suspected child abuse cases through the following procedures:

Response

- Respond promptly to any complaint or inquiry toward suspected cases
- Collect simple and accurate information from the child
- Remain calm when interviewing the child and provide emotional support if necessary

Record

- Record the date, time, people involved, location and any other relevant information of the case accurately and carefully, further to provide key data for future investigations and protection for the child

Report

- Report the case to our Director and Children Protection Supervisor within 24 hours
- Detailed consultation with the social worker to discuss further actions

Referral

- Refer the case to Hong Kong Education Bureau, Social Welfare Department and Police if necessary
- Ensure all collected data are confidential





Appendix B: Children Safety and Protection Issue Report Form

This form will be completed by the employee who may encounter cases that involve child safety and protection issues.

For more details of our guidelines and procedures, please refer to our "Child Safeguarding Policy".

Employee Name:

Position:

Branch Name:

Student Name:

Gender:

Class Form:

Course:

Date:

Time:

	Details
Description of the situation (what happened, time, location and people involved)	
Any previous issue related to the student?	
Any other adults or students were presented?	



	Details
Please elaborate and explain the details of the incident/ disclosure on the case	
Other related information:	
Immediate and follow up actions (e.g. How did you handle the case?, Have you settled the student in a safe environment?, Have you reported the case immediately to the Child Safety and Protection Supervisor?)	
Results after your immediate actions	

I have reported this case to Child Safety and Protection Supervisor at _____ (Time)
on _____ (Date).

Signature: _____



Report on the follow-up action
(*by the Child Safety and Protection Supervisor)

Signature: _____
(Child Safety and Protection Supervisor)

Date: _____

****Data from this form are absolutely confidential and securely kept by the Child Safety and Protection Supervisor****





Appendix C: Glossary

A Child

- ✧ A child is defined as any person under the age of 18.

Protect the Child

- ✧ When children's physical or psychological safety is threatened or harmed, professionals should take appropriate actions promptly and co-ordinate with each other to handle the crisis being faced by the children so as to safeguard their physical and psychological safety. Professionals should also enhance families' capability of child protection in order to prevent children from further harm.

Child Safeguarding Policy

- ✧ Child Safeguarding Policy is a clear set of standards and guidelines about how to make an organisation safe for children in its governance and activities. We call for an action from all child-related organisations to set up their Child Safeguarding Policy and takes all reasonable steps to ensure children are not exposed to harm as a result of their contact with their organization.

Child Maltreatment

- ✧ Child maltreatment is defined as any act of commission or omission that endangers or impairs the physical/psychological health and development of an individual under the age of 18.
- ✧ Child maltreatment is committed by individuals, singly or collectively, who, by their characteristics (e.g. age, status, knowledge, organisational form), are in a position of differential power that renders a child vulnerable.

Types of Harm/Maltreatment

(1) Physical harm/abuse

This refers to physical injury or suffering inflicted on a child by violent or other means (e.g. punching, kicking, striking with an object, poisoning, suffocation, burning, shaking an infant or Factitious Disorder Imposed on Another), where there is a definite knowledge, or a reasonable suspicion that the injury has been inflicted non-accidentally.

(2) Sexual abuse

This refers to forcing or enticing a child to take part in any acts of sexual activity for sexual exploitation or abuse and the child does not consent to or fully understand or comprehend this sexual activity that occurs to him/her due to mental immaturity.

This sexual activity includes acts that have or do not have direct physical contact with children (e.g. rape, oral sex, procuring a child to masturbate others/expose his/her sexual organs, or to pose in an obscene way/watch sexual activities of others, production of pornographic material, forcing a child to engage in prostitution, etc.).

Sexual abuse may be committed inside or outside the home or through social media on the internet by perpetrators acting individually or in an organised manner. It includes luring a child through rewards or other means for abuse, including sexual grooming which refers to designedly establish a relationship/an emotional connection with a child by various means for gaining his/her trust with an intent to sexually abuse him/her (e.g. communicating with a child through mobile phone or the Internet).

Consensual sexual activity between an adolescent and another person may also involve sexual exploitation by a person who, by his/her characteristics, is in a position of differential power to the adolescent. Cases where the adolescent is not mentally mature, too young (e.g. under the age of 13) or the sexual activity leads to sexually transmitted diseases (“STDs”) or pregnancy may be considered and handled as suspected sexual abuse.

(3) Neglect

This refers to a severe or repeated pattern of lack of attention to a child’s basic needs that endangers or impairs the child’s health or development.

Neglect may be caused by the following forms:

- (a) Physical neglect includes failure to provide necessary food/clothing/shelter, failure to prevent physical injury/suffering, lack of appropriate supervision, leaving a young child unattended, improper storage of dangerous drugs resulting in accidental ingestion by a child or allowing a child to stay in a drug-taking environment resulting in inhalation of the dangerous drugs by a child.

Drug/alcohol abuse during pregnancy can affect the health and development of an infant. If a pregnant woman fails to receive treatment for drug /alcohol abuse or make every effort to reduce her drug/alcohol use during pregnancy resulting in signs of poisoning (e.g. being tested positive for dangerous drugs or alcohol) of the newborn or withdrawal symptoms for dangerous drug or alcohol of the infant, these cases may be regarded and handled as suspected neglect; or

- (b) Medical neglect includes failure to provide necessary medical or mental health treatment to a child; or
- (c) Educational neglect includes failure to provide education or ignoring the educational/training needs arising from a child’s disability.

(4) Psychological harm/abuse

This refers to a repeated pattern of behaviour and/or an interaction between carer and child, or an extreme incident that endanger(s) or impair(s) the child’s physical and psychological health (including emotional, cognitive, social and physical development).

Source:

Social Welfare Department

Protecting Children from Maltreatment — Procedural Guide for Multi-disciplinary Co-operation (Revised 2020)



Bullying

Most of them agree that it has three components in common, namely:

- ✧ Repetition - Bullying repeats over time. It is not a single incident.
- ✧ Malicious intent - Bullies oppress and hurt others deliberately.
- ✧ Imbalance of power - Bullies are apparently more powerful and bullying occurs when the victims are unable to defend themselves.

A behaviour is defined as bullying only when it has all these three components. Overall speaking, bullying is a repeated and intended act of harm or oppression by a person or a group of persons who is more powerful or in the majority.

Types and Forms of Bullying

Bullying can be broadly classified into four categories as follows:

Types of Bullying

Physical bullying with aggressive behaviour

Verbal bullying

Indirect bullying

Cyber-bullying

Example

Punching, kicking, slapping, hitting, shoving, tripping, pulling hair, extorting money or properties, etc.

Verbal bullying - Intimidating, making nasty / abusive call, cursing, defaming, mockery, name-calling and insulting or making malicious fun of somebody by attacking his personal characteristics like appearance, ability, and ethnicity.

Indirect bullying - Spreading rumours, being hostile, ignoring, isolating, boycotting or rejecting the victim, etc.

With the development of information technology, bullies can spread rumours, post insulting remarks or make other personal attacks via electronic means, such as emails, webpages, chat rooms and text messages of mobile phones, to mock and defame the victims. This gives rise to what we call "cyber-bullying".

People Involved in Bullying

Bully

Initiates the bullying behaviour and acts as the ringleader

Assistant

Follows the ringleader and participates directly in bullying

Reinforcer

Encourages the bullying behaviour, e.g. by teasing and cheering around

Victim

Suffers from bullying

Defender

Offers comfort and support to the victim, tries to stop bullying

Outsider

Stays on the sideline

Source:

Education Bureau website:

https://www.edb.gov.hk/tc/teacher/student-guidance-discipline-services/gd-resources/anti_bullying1/index.html



Appendix D: List of Contact Details

i. Contact Information of Family and Child Protective Services Units

Address	Tel No.	Fax No.	E-mail Address
Central Western, Southern and Islands Room 2313, 23/F, Southorn Centre, 130 Hennessy Road, Wan Chai, Hong Kong	2835 2733	3107 0051	fcpsucwsienq@swd.gov.hk
Eastern and Wan Chai Room 229, 2/F, North Point Government Offices, 333 Java Road, North Point, Hong Kong.	2231 5859	2164 1771	fcpsuewenq@swd.gov.hk
Kwun Tong Unit 2101, 21/F, Kwun Tong View, Kwun Tong Road, Kwun Tong, Kowloon	3586 3741	2717 7453	fcpsuktenq@swd.gov.hk
Wong Tai Sin and Sai Kung 3/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon	3188 3563	34212535	fcpsuwtsskenq@swd.gov.hk
Sham Shui Po G/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon	2247 5373	2729 6613	fcpsusспенq@swd.gov.hk
Kowloon City and Yau Tsim Mong Room 803, 8/F, Kowloon Government Offices, 05 Nathan Road, Kowloon	3583 3254	3583 3137	fcpsukcytmenq@swd.gov.hk
Sha Tin Room 716, 7 /F, Sha Tin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories	2158 6680	2681 2557	fcpsustenq@swd.gov.hk
Tai Po and North 4/F, Tai Po Complex, 8 Heung Sze Wui Street, Tai Po Market, New Territories	3183 9323	3104 1357	fcpsutpnenq@swd.gov.hk
Tuen Mun 4/F, On Ting/Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories	2618 5710	2618 7976	fcpsutmenq@swd.gov.hk
Tsuen Wan and Kwai Tsing 21/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories	2940 7350	2940 6421	fcpsutwkwtenq@swd.gov.hk
Yuen Long G/F, Wah Yuet House, Tin Wah Estate, Tin Shui Wai, Yuen Long, New Territories	2445 4224	2445 9077	fcpsuylenq@swd.gov.hk

Opening Hours:

Monday to Friday: 8:45 am - 1:00 pm / 2:00 pm - 5:15 pm

Saturday: 9:00 am - 12:00 noon



Social Welfare Department (SWD) Hotline Service:

SWD Hotline: 2343 2255

Website : <http://www.swd.gov.hk>

Fax. Enquiry Number: 2763 5874

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:

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

(Updated in November 2019)

**ii. Social Welfare Department (SWD) and Subvented Non-Governmental Organizations
Integrated Family Service Centres (IFSCs) / Integrated Services Centres**

Central Western, Southern and Islands District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Central and Islands IFSC	Social Welfare Department (SWD)	4/F, Harbour Building, 38 Pier Road, Central, Hong Kong [Mon, Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2852 3137	2541 4130
High Street IFSC	Social Welfare Department (SWD)	G/F, Sai Ying Pun Community Complex, 2 High Street, Sai Ying Pun, Hong Kong [Mon, Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2857 6867	2858 1251
Aberdeen IFSC	Social Welfare Department (SWD)	Unit 2, G/F, Pik Long House, Shek Pai Wan Estate, Aberdeen, Hong Kong [Mon & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2875 8685	2875 5140



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Grace and Joy IFSC	Hong Kong Catholic Marriage Advisory Council	G/F, La Maison Du Nord, 12 North Street, Kennedy Town, Hong Kong [Mon, Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: 9:00 am – 12:00 nn]	2810 1105	2336 9542
Caritas IFSC – Aberdeen (Tin Wan / Pokfulam)	Caritas – Hong Kong	3/F & 5/F, Caritas Jockey Club Aberdeen Social Centre, 20 Tin Wan Street, Aberdeen, Hong Kong [Mon, Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: 9:00 am – 12:00 nn]	2555 1993	2814 0674
The Neighbourhood Advice-Action Council Tung Chung Integrated Services Centre	The Neighbourhood Advice-Action Council	1/F, Carpark 1, Yat Tung Estate, Tung Chung, Lantau Island [Mon, Tue, Thu, Fri & Sat: 8:00 am – 10:00 pm Wed: 2:00 pm – 10:00 pm Sun: 2:00 pm – 6:00 pm]	3141 7107	3141 7108
Hong Kong Sheng Kung Hui –Tung Chung Integrated Services	Hong Kong Sheng Kung Hui Welfare Council Limited	2/F, Fu Tung Plaza, Fu Tung Estate, Tung Chung, Lantau Island [Mon & Thu: 2:00 pm – 6:00 pm 7:00 pm – 10:00 pm Tue: 9:00 am – 1:00 pm 2:00 pm – 6:00 pm Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 6:00 pm 7:00 pm – 10:00 pm Sun: 9:00 am – 1:00 pm]	2525 1929	2109 0068



Eastern and Wan Chai District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Causeway Bay IFSC	Social Welfare Department (SWD)	2/F, Causeway Bay Community Centre, 7 Fook Yum Road, North Point, Hong Kong [Mon & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Wed, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2895 5159	2895 5775
Quarry Bay IFSC	Social Welfare Department (SWD)	2/F & 3/F, The Hong Kong Federation of Youth Groups Building, 21 Pak Fuk Road, North Point, Hong Kong [Mon, Wed, Thu, Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2562 4783	2562 4769
Chai Wan (West) IFSC	Social Welfare Department (SWD)	Level 4, Government Office, New Jade Garden, 233 Chai Wan Road, Chai Wan, Hong Kong [Mon, Tue, Wed, Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Thu & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2569 3855	2569 5377
Chai Wan (East) IFSC	Social Welfare Department (SWD)	3/F, Chai Wan Municipal Services Building, 338 Chai Wan Road, Chai Wan, Hong Kong [Mon, Tue, Thu, Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2505 8733	2556 6424



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
North Point IFSC	Hong Kong Family Welfare Society	Upper G/F, Healthy Village, Phase II, 668 King's Road, North Point, Hong Kong [Mon, Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Sat: 9:00 am – 1:00 pm]	2832 9700	2893 4133
Caritas IFSC – Shau Kei Wan	Caritas – Hong Kong	2/F, Aldrich Bay Integrated Services Building, 15 Aldrich Bay Road, Shau Kei Wan, Hong Kong [Mon, Wed & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Tue & Fri: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2896 0302	2505 5977
St. James' Settlement Wanchai IFSC	St. James' Settlement	12/F, 85 Stone Nullah Lane, Wan Chai, Hong Kong [Mon, Wed & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Tue & Fri: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2835 4342	2833 9940



Kwun Tong District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Kai Ping IFSC	Social Welfare Department (SWD)	Unit G22-G41, Kai Yue House, Kai Yip Estate, Kowloon Bay, Kowloon [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	3568 7037	2348 6430
Sau Po IFSC	Social Welfare Department (SWD)	Unit 121-126, G/F, Sau Ming House, Sau Mau Ping Estate, Kwun Tong, Kowloon [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2775 3578	2775 8403
Lam Tin IFSC	Social Welfare Department (SWD)	Shops 211B & 213, 2/F, Kwong Tin Shopping Centre, Kwong Tin Estate, Lam Tin, Kowloon [Mon, Tue, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2717 9247	2340 2773
Ngau Tau Kok IFSC	Social Welfare Department (SWD)	3/F, Podium Level, Sheung Yuet House, Upper Ngau Tau Kok Estate, Kwun Tong, Kowloon [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2389 0466	2952 5600



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Family Energizer (Integrated Family Service)	Christian Family Service Centre	9/F, 3 Tsui Ping Road, Kwun Tong, Kowloon [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Tue, Thu & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2318 0028	2753 6627
Shun Lee IFSC	Hong Kong Family Welfare Society	4/F, Shun Lee Estate Community Centre, 2 Shun Chi Street, Shun Lee Estate, Kwun Tong, Kowloon [Mon, Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Sat: 9:00 am – 1:00 pm]	2342 2291	2357 4639
Yau Tong IFSC	Hong Kong Family Welfare Society	1/F Shun Lai House, Yau Lai Estate, Yau Tong, Kowloon [Mon, Tue, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2775 2332	2775 2221



Wong Tai Sin and Sai Kung District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Sai Kung IFSC	Social Welfare Department (SWD)	5/F & 6/F, Sai Kung Government Offices Building, 34 Chan Man Street, Sai Kung [Mon, Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2791 0692	2791 2085
Tseung Kwan O (East) IFSC	Social Welfare Department (SWD)	G/F, King Tao House, King Lam Estate, Tseung Kwan O [Mon & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2701 7704	2704 3812
Tseung Kwan O (North) IFSC	Social Welfare Department (SWD)	G/F, King Tao House, King Lam Estate, Tseung Kwan O [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2701 9495	2701 9977
Tsz Wan Shan IFSC	Social Welfare Department (SWD)	1 Lung Fung Street, Wong Tai Sin, Kowloon [Mon & Tue: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Wed, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2326 7575	2352 5108



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Wong Tai Sin IFSC	Social Welfare Department (SWD)	2/F, Wong Tai Sin Community Centre, 104 Ching Tak Street, Wong Tai Sin, Kowloon [Mon, Tue, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2327 4973	2351 1872
Tseung Kwan O (South) IFSC	Hong Kong Family Welfare Society	Unit 2, Podium 1, Choi Ming Shopping Centre, Kin Ming Estate, Tseung Kwan O [Mon, Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Sat: 9:00 am – 1:00 pm]	2177 4321	2177 1616
Caritas IFSC – Tung Tau (Wong Tai Sin South West)	Caritas – Hong Kong	1/F, Tung Tau Community Centre, 26 Lok Sin Road, Wong Tai Sin, Kowloon [Mon, Tue & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Tue & Thu: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2383 3377	2383 2985



Kowloon City and Yau Tsim Mong District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Kai Tak IFSC	Social Welfare Department (SWD)	Unit 3, 2/F, Chung Hwa Plaza, 5B – 5F Ma Hang Chung Road, To Kwa Wan, Kowloon [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	3996 7700	3997 3892
Ma Tau Wai IFSC	Social Welfare Department (SWD)	Unit 3, 2/F, Chung Hwa Plaza, 5B – 5F Ma Hang Chung Road, To Kwa Wan, Kowloon [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2760 1659	2624 7329
To Kwa Wan IFSC	Social Welfare Department (SWD)	Room 903, 9/F, To Kwa Wan Government Offices, 165 Ma Tau Wai Road, To Kwa Wan, Kowloon [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2363 8202	2333 7651
Yau Ma Tei IFSC	Social Welfare Department (SWD)	2/F, Henry G. Leong Yau Ma Tei Community Centre, 60 Public Square Street, Yau Ma Tei, Kowloon [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2388 2527	2332 5032



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Hung Hom IFSC	Hong Kong Children and Youth Services	G/F, Hung Fai House, Hung Hom Estate, Hung Hom, Kowloon [Mon, Wed & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Tue & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm] Sat: On the 1st Sat of every month: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm On the other Sat of every month: 9:00 am – 1:00 pm]	2761 1106	2715 4033
Mongkok IFSC	Yang Memorial Methodist Social Service	G/F, Central Commercial Tower, 736 Nathan Road, Mong Kok, Kowloon [Mon, Wed: 9:00 am – 5:00 pm Tue, Thu & Fri: 9:00 am – 8:00 pm Sat: 9:00 am – 1:00 pm]	2171 4001	2388 3062
Family Networks: Yau Tsim IFSC	Hong Kong Christian Service	2/F, 33 Granville Road, Tsim Sha Tsui, Kowloon [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Tue, Thu & Fri: 9:00 am – 1:00 pm 2:00 pm – 9:00 pm Sat: 9:00 am – 1:00 pm]	2731 6227	2724 3520





Sham Shui Po District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Cheung Sha Wan IFSC	Social Welfare Department (SWD)	2/F, Cheung Sha Wan Community Centre, 55 Fat Tseung Street, Cheung Sha Wan, Kowloon [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2360 1364	2304 3717
Tai Hang Tung IFSC	Social Welfare Department (SWD)	2/F & 3/F, Tai Hang Tung Community Centre, 17 Tong Yam Street, Shek Kip Mei, Kowloon [Mon, Tue, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2777 3015	2784 0563
Sham Shui Po (West) IFSC	Hong Kong Family Welfare Society	Unit 204, 2/F., Un Him House, Un Chau Estate, Sham Shui Po, Kowloon [Mon, Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Sat: 9:00 am – 1:00 pm]	2720 5131	2725 6621
Sham Shui Po (South) IFSC	International Social Service Hong Kong Branch	G/F, High Block, Nam Cheong Community Centre, Nam Cheong Estate, Sham Shui Po, Kowloon [Mon: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Wed, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2386 6967	2386 3231
Family Ties IFSC	Hong Kong Christian Service	Unit 219-235, Block 23, Shek Kip Mei Estate, Shek Kip Mei, Kowloon [Mon, Wed, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	3994 2828	3563 5430





Sha Tin District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Shatin (North) IFSC	Social Welfare Department (SWD)	Unit 403 – 416, Hau Wo House, Wo Che Estate, Shatin, New Territories [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	3168 2904	2607 1896
Shatin (South) IFSC	Social Welfare Department (SWD)	Room 831, 8/F, Shatin Government Offices, 1 Sheung Wo Che Road, Shatin, New Territories [Mon, Tue, Wed, Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Thu & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2158 6593	2684 9195
Ma On Shan (North) IFSC	Social Welfare Department (SWD)	G/F, Yiu Yan House, Yiu On Estate, Ma On Shan, Shatin, New Territories [Mon, Wed, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2691 6499	2688 6934
Ma On Shan (South) IFSC	Social Welfare Department (SWD)	5/F, Heng On Estate Community Centre, Heng On Estate, Ma On Shan, Shatin, New Territories [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	3579 8654	2684 9050





Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Caritas Dr. & Mrs. Olinto de Sousa IFSC	Caritas Dr. & Mrs.	Unit 101 – 107, G/F, Block A, Herring Gull House, Sha Kok Estate, Shatin, New Territories [Mon, Tue & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Wed & Fri: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2649 2977	2686 8740



Tai Po and North District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Tai Po (South) IFSC	Social Welfare Department (SWD)	4/F, Tai Po Community Centre, 2 Heung Sze Wui Street, Tai Po Market, Tai Po, New Territories [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2657 8832	2638 4223
Tai Po (North) IFSC	Social Welfare Department (SWD)	5/F, Tai Po Government Offices Building, 1 Ting Kok Road, Tai Po, New Territories [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2665 0286	2664 8762
Sheung Shui IFSC	Social Welfare Department (SWD)	4/F, North District Community Centre, 2 Lung Wan Street, Sheung Shui, New Territories [Mon & Wed: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2673 1525	2679 3716
Fanling IFSC	Social Welfare Department (SWD)	2/F, North District Government Offices Building, 3 Pik Fung Road, Fanling, New Territories [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2675 1614	2682 9325



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Caritas IFSC – Fanling	Caritas – Hong Kong	3/F & 4/F, Fanling South Government Complex, 7 Wo Ming Lane, Fanling, New Territories [Mon, Tue & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Wed & Fri: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2669 2316	2676 2273



Yuen Long District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Yuen Long (East) IFSC	Social Welfare Department (SWD)	5/F & 12/F, Yuen Long Government Offices & Tai Kiu Market, 2 Kiu Lok Square, Yuen Long, New Territories [Mon, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2944 0401	2470 9179
Yuen Long (Central) IFSC	Social Welfare Department (SWD)	1/F & 2/F, Fu Hing Building, 224 Castle Peak Road, Yuen Long, New Territories [Mon, Tue, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2470 2605	2470 5352
Tin Shui Wai IFSC	Social Welfare Department (SWD)	Wings A & B, G/F, Yiu Tai House, Tin Yiu Estate, Tin Shui Wai, New Territories [Mon & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2475 0525	2475 0986
Tin Shui Wai (North) IFSC	International Social Service Hong Kong Branch	2/F & 3/F, Ancillary Facilities Block, Tin Yuet Estate, Tin Shui Wai, New Territories [Mon, Tue, Wed, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2446 1223	2446 3313



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Caritas IFSC – Tin Shui Wai	Caritas – Hong Kong	G/F, Shui Lung House, Tin Shui Estate, Tin Shui Wai, New Territories [Mon, Tue & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Wed & Fri: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2474 7312	2447 0665
Long Love IFSC	Tung Wah Group of Hospitals	Office Nos. 8 & 9, 11/F, Kwong Wah Plaza, 11 Tai Tong Road, Yuen Long, New Territories [Mon, Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Sat: On the 1st and 3rd Sat of every month: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm On the 2nd, 4th and 5th (if any) Sat of every month: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm]	2476 2766	2476 2722



Tsuen Wan and Kwai Tsing District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Tsuen Wan (West) IFSC	Social Welfare Department (SWD)	2/F, Princess Alexandra Community Centre, 60 Tai Ho Road, Tsuen Wan, New Territories [Mon, Tue, Wed & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Thu & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2439 5429	2412 7334
Kwai Chung (East) IFSC	Social Welfare Department (SWD)	Shop No. B, 2/F, Shek Lei Shopping Centre, Shek Lei Estate (1) Estate, Kwai Chung, New Territories [Mon & Tue: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Wed, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2428 0967 2428 0969	2429 6743
Kwai Chung (West) IFSC	Social Welfare Department (SWD)	7/F, Kwai Hing Government Offices, 166 – 174 Hing Fong Road, Kwai Chung, New Territories [Mon, Tue, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2421 4281	2424 0767
Tsing Yi (North) IFSC	Social Welfare Department (SWD)	Room 123, G/F, On Kong House, Cheung On Estate, Tsing Yi, New Territories [Mon & Tue: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Wed, Thu, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2435 3938	2435 4765



Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Tsing Yi (South) IFSC	Social Welfare Department (SWD)	G/F, Wing A, Hong Mei House, Cheung Hong Estate, Tsing Yi, New Territories [Mon, Tue, Fri & Sat 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2435 0852	2434 7116
Caritas IFSC – Tsuen Wan (East)	Caritas – Hong Kong	G/F, Block A, Shek To House, Shek Wai Kok Estate, Tsuen Wan, New Territories [Mon, Wed & Thu: 9:00 am – 12:30 pm 1:30 pm – 5:00 pm Tue & Fri: 9:00 am – 12:30 pm 1:30 pm – 8:00 pm Sat: 9:00 am – 1:00 pm]	2402 4669	2492 3151
Kwai Chung (South) IFSC	Hong Kong Family Welfare Society	Room 102, Podium 1 Floor, Bik Tsui House, Kwai Tsui Estate, Kwai Chung, New Territories [Mon, Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue & Thu: 9:00 am – 1:00 pm 2:00 pm – 5:30 pm Sat: 9:00 am – 1:00 pm]	2426 9621	2422 1875



Tuen Mun District

Name of Centre	Agency	Address [Opening Hours]	Tel. No.	Fax No.
Tuen Mun (South) IFSC	Social Welfare Department (SWD)	No. 1-7 & 9-16, G/F, Wu Pik House, Wu King Estate, Tuen Mun, New Territories [Mon, Tue, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2450 4386	2457 7465
Tuen Mun (East) IFSC	Social Welfare Department (SWD)	2/F & 3/F, On Ting / Yau Oi Community Centre, On Ting Estate, Tuen Mun, New Territories [Mon, Tue, Thu & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm Wed & Fri: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm]	2451 8530	2441 8376
Tuen Mun (West) IFSC	Social Welfare Department (SWD)	Room 201, 2/F, Tai Hing Government Offices, 16 Tsun Wen Road, Tuen Mun, New Territories [Mon & Thu: 9:00 am – 1:00 pm 2:00 pm – 8:00 pm Tue, Wed, Fri & Sat: 9:00 am – 1:00 pm 2:00 pm – 5:00 pm]	2467 4757	2469 3267
Caritas IFSC – Tuen Mun	Caritas – Hong Kong	No. 1 – 5, G/F, Leung Chun House, Leung King Estate, Tuen Mun, New Territories [Mon, Tue & Thu: 9:00am – 12:30pm 1:30pm – 5:00pm Wed & Fri: 9:00am – 12:30pm 1:30pm – 8:00 pm Sat: 9:00 am – 1:00pm]	2466 8622	2462 6032

Revised in September 2019

Source:

Social Welfare Website:

https://www.swd.gov.hk/en/index/site_pubsvc/page_family/sub_listofserv/id_ifs/



iii.  **List of Police Command and Control Centres and Child Abuse Investigation Units (CAIUs)**

Region	Name/Post	Tel No.	Fax No.
—	Police Duty Officer of Headquarters Command and Control Centre (HQCCC)	3661 7100	2529 0191
Hong Kong Island	Supervisor of Hong Kong Island Regional Command and Control Centre (RCCC)	3661 7001	—
	Officer-in-charge of Hong Kong Island Child Abuse Investigation Unit (CAIU)	2860 7815 2860 7814	2860 7813
Kowloon	Supervisor of Kowloon East Regional Command and Control Centre (RCCC)	3661 7401	—
	Supervisor of Kowloon West Regional Command and Control Centre (RCCC)	3661 7403	—
	Officer-in-charge of Kowloon East Child Abuse Investigation Unit (CAIU)	2726 6297 2726 6298	2360 2296
	Officer-in-charge of Kowloon West Child Abuse Investigation Unit (CAIU)	3661 8259 3661 8375	2712 4296
New Territories	Supervisor of New Territories North Regional Command and Control Centre (RCCC)	3661 7203	—
	Supervisor of New Territories South Regional Command and Control Centre (RCCC)	3661 7201	—
	Officer-in-charge of New Territories North Child Abuse Investigation Unit (CAIU)	3661 3373 3661 3370	2667 4230
	Officer-in-charge of New Territories South Child Abuse Investigation Unit (CAIU)	3661 1234 3661 1239	2200 4669



iv. 📞 List of District/Divisional Police Stations

Hong Kong Island			
	Report Room	Tel No.	Fax No.
1.	Central District	3661 1600	2975 4392
2.	Peak Sub-Division	3661 1604	2849 5652
3.	Western Division	3661 1618	2858 9065
4.	Aberdeen Division	3661 1614	2552 9216
5.	Stanley Sub-Division	3661 1616	2813 6480
6.	Wan Chai Division	3661 1612	2511 8731
7.	Happy Valley Division	3661 1610	2575 8051
8.	North Point Division	3661 1608	2562 5546
9.	Chai Wan Division	3661 1606	2556 3406

Kowloon East			
	Report Room	Tel No.	Fax No.
10.	Wong Tai Sin District	3661 1632	2752 9405
11.	Sai Kung Division	3661 1630	27915129
12.	Kwun Tong District	3661 1622	2348 0700
13.	Tseung Kwan O District	3661 1624	2706 1332
14.	Sau Mau Ping Division	3661 1628	2790 7017
15.	Ngau Tau Kok Division	3661 1626	2750 0642

Kowloon West			
	Report Room	Tel No.	Fax No.
16.	Tsim Sha Tsui Division	3661 1650	2369 0793
17.	Yau Ma Tei Division	3661 1652	2332 8500
18.	Sham Shui Po Division	3661 1646	2958 1430
19.	Cheung Sha Wan Division	3661 1644	2742 7046
20.	Mong Kok District	3661 1642	2789 2123
21.	Kowloon City Division	3661 1640	2762 9789
22.	Hung Hom Division	3661 1638	2624 5367

New Territories South			
	Report Room	Tel No.	Fax No.
23.	Kwai Chung Division	3661 1690	2410 0013
24.	Tsing Yi Division	3661 1692	2449 0351
25.	Tsuen Wan District	3661 1708	2405 3687
26.	Sha Tin Division	3661 1702	2601 2176
27.	Tin Sum Division	3661 1706	2601 5841
28.	Ma On Shan Division	3661 1700	2640 1904
29.	Lantau North Division	3661 1694	2988 1822
30.	Lantau South (Mui Wo) Division	3661 1696	2984 1538
31.	Airport District	3661 1688	2769 4809

New Territories North			
	Report Room	Tel No.	Fax No.
32.	Tai Po Division	3661 1674	2144 1271
33.	Sheung Shui Division	3661 1672	2676 7569
34.	Tuen Mun Division	3661 1670	2456 4105
35.	Castle Peak Division	3661 1668	2457 9507
36.	Yuen Long Division	3661 1680	2443 0590
37.	Tin Shui Wai Division	3661 1678	2446 6547
38.	Pat Heung Division	3661 1676	2488 0328
39.	Sha Tau Kok Division	3661 1664	2659 2339
40.	Lok Ma Chau Division	3661 1658	2482 4808
41.	Ta Kwu Ling Division	3661 1666	2659 8501

Marine			
	Report Room	Tel No.	Fax No.
1.	Marine Harbour Division	3661 1720	2884 9242
2.	Marine East Division	3661 1718	2194 4542
3.	Maine South Division	3661 1724	2553 7165
4.	Marine West Division	3661 1726	2452 2759
5.	Marine North Division	3661 1722	2602 7353
6.	Cheung Chau Division	3661 1712	2986 9057
7.	Lamma Island Police Post	3661 1714	2982 1824
8.	Peng Chau Police Post	3661 1716	2983 1146
9.	Sok Kwu Wan Police Post	3661 1736	2982 8403