

Special arrangements for services of Social Welfare Department

In view of the latest epidemic situation, a spokesperson for the Social Welfare Department (SWD) today (July 19) announced that SWD's service units providing direct public services for members of the public will only maintain their provision of emergency services and essential services from July 20 to 26.

While departmental hotline service will be in operation as normal, other services such as those of Integrated Family Service Centres (IFSCs) and Social Security Field Units (SSFUs) will only be provided on a limited scale.

The SSFUs are temporarily closed to the public but maintain services on a limited scale by other modes of service delivery. Relevant application forms are provided next to the drop boxes of SSFUs and can be downloaded from the SWD's website (www.swd.gov.hk). Completed forms can be returned to the relevant SSFUs by post, fax or email or through drop boxes of the SSFUs. After receiving the applications, the SSFU staff will contact applicants for processing their applications. For enquiries, please call the SSFU staff on duty during office hours.

The IFSCs will continue to be open to the public but will only provide casework services with extended hours service suspended.

Service users are advised to call the hotline number 2343 2255 for details of the service provision. To reduce the risk of infection arising from gatherings of people, service users are advised to contact the staff of the service units by telephone in advance, so that interviews can be scheduled as appropriate. All visitors must put on masks, have their body temperature checked and maintain social distancing.

Meanwhile, the SWD has strengthened infection control at all service units. Staff will be reminded to take necessary infection control measures.