

Home Affairs Department fully launches Home Support Supplies Delivery Service

The Home Affairs Department (HAD) has taken over from the Social Welfare Department and launched the Home Support Delivery Services, home delivery service would be provided for persons pending admission to hospitals or community isolation facilities (hereinafter as "persons under home quarantine") who need to stay at home, but cannot make their own arrangements for daily necessities and food.

The first improvement to the home support service is the enhancement of the hotline services. The 24-hour "StayHomeSafe" hotline (1833 019) set up by the HAD has already increased nearly threefold from 100 lines to 280 lines . The number of Hotline Centres have also been increased from two to three. There are 540 colleagues mainly from the HAD and the Leisure and Cultural Services Department deployed to operate the hotlines on a daily basis in three shifts to maintain 24-hour operation, the centres handle more than 10 000 cases daily. The colleagues who are responsible to answer the hotlines are required to receive appropriate training and pledged to serve with patience and diligence.

The HAD would further expand and strengthen the hotline service, including setting up the fourth centre and boosting the manning of hotlines up to a maximum of 550 lines, which is 5.5 times the current capacity.

The workload of the Home Affairs is tremendous. The Home Affairs Bureau is mobilising manpower from all fronts to support, including volunteer organisations, commercial deliveries and redeployment of more staff, to provide the Home Support Supplies Delivery Service quickly and nicely, so that persons who call the "StayHomeSafe" hotline (1833 019) and have genuine needs will receive basic daily necessities and food quicker (necessity pack).

Besides, the Home Support Supplies Delivery Service now covers 18 districts.â€œ

The HAD reminded persons under home quarantine should, as far as possible, make their own arrangements for basic daily necessities and food by their relatives and friends or ordering online/through telephone, so that the HAD's Home Support Supplies Delivery Service can better provide appropriate assistance for persons who have genuine needs.