

More drop-in boxes for Caring and Sharing Scheme applications

The Government announced today (January 29) that more drop-in boxes for the Caring and Sharing Scheme (CSS) will be made available for the public to submit their forms when the CSS starts receiving applications from this Friday (February 1).

In addition to the 31 drop-in boxes announced earlier, extra boxes will be provided at about 200 estate offices of the Housing Authority (including Public Rental Housing estates and estates under Tenants Purchase Scheme and the Buy or Rent Option) and 14 enquiry centres of the Home Affairs Department. Details of the drop-in boxes can be found at Annex and on the dedicated website (css.gov.hk).

A Government spokesman said, "The provision of more drop-in boxes aims to help prospective applicants in submitting completed application forms together with documentary proof to the Working Family Allowance Office (WFAO) of the Working Family and Student Financial Assistance Agency.

"Application documents can also be sent to the WFAO by post to PO Box No. 2600, Mong Kok Post Office," the spokesman added. As announced earlier, the Government will adopt a lenient approach in handling applications sent by mail with insufficient postage to ensure that they can be processed."

The WFAO has also contacted the offices of Legislative Council Members, District Council Members, and non-governmental organisations who have collected application forms in bulk, with a view to making special arrangements for collecting bulk submissions (200 application forms or more) from them if necessary.

Anyone who intends to make bulk submissions (200 application forms or more) is requested to contact the WFAO at telephone number 3105 8321 or by email at whlchan_wfao@wfsfaa.gov.hk for arrangements.

The capacity of the 24-hour telephone enquiry hotline (3897 1088) has also been increased further to 60 lines to cater for public demand.

Successful applicants with no local bank account under their sole name will be invited to collect cash cheques in person from WFAO. The Government is actively exploring more locations for the collection of cash cheques to enhance convenience for such applicants, and will announce details at a later stage.