

Special arrangements for services of Social Welfare Department

In view of the extension of the special work arrangements for government employees for one week until August 23, a spokesperson for the Social Welfare Department (SWD) today (August 13) announced that the SWD's service units providing direct public services for members of the public will continue to only maintain their provision of emergency services and essential services.

While the departmental hotline service will be in operation as normal, other services such as those of the Integrated Family Service Centres (IFSCs) and the 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 through other modes of service delivery. Relevant application forms are provided next to the drop-in boxes of the 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 the drop-in 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 on 2343 2255 for details of 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 follow necessary infection control measures.