

Special arrangements for services of Social Welfare Department

In view of the latest developments of the epidemic situation, a spokesperson for the Social Welfare Department (SWD) today (September 4) announced the arrangements for the SWD's public services from September 7 until further notice.

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

The SSFUs will be open to the public on Tuesday and Friday. Relevant application forms are also 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 at any time. 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 to provide casework services with extended hours of service suspended.

Service users are advised to call the hotline on 2343 2255 for details of services 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 controls at all service units. Staff will be reminded to follow necessary infection control measures.

The SWD will continue to monitor the situation, with a view to returning the delivery of public services to normal as far as possible, as circumstances permit.