

Use of “LeaveHomeSafe” mobile app required on entering HAD and District offices and venues starting November 1

The Home Affairs Department (HAD) announced today (October 29) the arrangement of using "LeaveHomeSafe" mobile application when entering the HAD and District offices and venues starting from November 1. Except for exempted persons, all persons will be required to use the app to scan the venue QR code before they are allowed to enter the HAD offices and venues.

The new arrangement is applicable to the following HAD and District Office venues:

1. All community halls and community centres (including those used as temporary shelters);
2. Home Affairs Enquiry Centres;
3. Office of the Licensing Authority; and
4. Office of the Estate Beneficiaries Support Unit.

Under the new arrangement, persons who are aged below 12 or aged 65 or above, those with disabilities that render use of the app difficult will be exempted from the requirement of using the app when they enter the HAD offices and venues. Exemptions will also be granted to individual persons depending on the actual circumstances, including users of temporary shelters without smart phones. All exempted persons are required to complete a record form to register their names, the first four digits or letters of their identification documents, their contact numbers and the date and time of their visits. They are also required to present relevant identification documents for verification at the request of the staff on-site during registration. The staff will also verify the contact numbers by making phone calls.

As it will take time to verify personal particulars of exempted persons under the new arrangement, their waiting time for using public services or entering the relevant premises may be lengthened. The HAD suggests members of the public should arrive early and appeals for their understanding. The Department also encourages the exempted persons to use the app as far as possible to save time.