

 申請及查詢  
Application and Enquiries

## 普通個案 Ordinary Cases

親臨或致電本會申請，或透過其他福利機構或相關人士轉介。經社工審核後，會安排服務予有需要人士。若未能就該申請提供服務，社工會作適當的轉介或資料提供。若服務已滿額，合資格的申請者須輪候服務。

To contact our centres by phone or in person, or referred by other welfare agencies or any person concerned. Services will be rendered after assessment by social worker, otherwise service referral will be made or relevant information will be given to those unsuccessful applicants. If service capacity is full, eligible applicants will be wait-listed for service.

## 體弱個案 Frail Cases

可聯絡就近的綜合家庭服務中心 / 綜合服務中心、醫務社會服務部、長者地區中心 / 長者鄰舍中心，以便這些服務中心協助申請服務及安排安老服務統一評估。

To approach respective Integrated Family Service Centres/Integrated Services Centres, Medical Social Services Units, District Elderly Community Centres/Neighbourhood Elderly Centres for application and arrangement of Standardised Care Need Assessment Mechanism for Elderly Services.

 終止服務  
Service Termination

服務使用者可通知社工；社工亦會定期評估個案需要而增刪或終止服務。

Service users can inform our social workers. Social workers will undertake regular reviews of service need and increase, reduce or terminate our services.

 歡迎查詢 For Enquiries

## 總辦事處

☎ 2527 3171

香港灣仔軒尼詩道 130 號修頓中心 20 樓 2010 室  
Room 2010, 20/F., Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

## 愛東服務中心

☎ 2564 7555

香港筲箕灣愛東邨愛善樓 1 樓 101 室  
Unit 101, 1/F., Oi Sin House, Oi Tung Estate, Shau Kei Wan, Hong Kong

## 上環服務中心

☎ 2546 3332

香港皇后大道中 181-183 號新紀元廣場低座地下  
G/F., Low Block, Grand Millennium Plaza, 181 - 183 Queen's Road Central, Hong Kong

## 麗閣服務中心

☎ 2361 8212

九龍深水埗麗閣邨麗菊樓 129 號地下  
Unit No.129, Lai Kuk House, Lai Kok Estate, Sham Shui Po, Kowloon

## 牛頭角服務中心

☎ 2796 4880

九龍牛頭角樂華南邨展華樓地下 141-150 號  
141 - 150, G/F., Chin Wah House, Lok Wah South Estate, Kowloon

## 順安服務中心

☎ 2793 1670

九龍順安邨安逸樓地下 1-4 及 9-12 號  
1 - 4 & 9 - 12, G/F., On Yat House, Shun On Estate, Kowloon

## 葵芳服務中心

☎ 2426 9666

新界葵芳邨葵仁樓地下 11-14 號  
11-14, G/F., Kwai Yan House, Kwai Fong Estate, New Territories

## 象山服務中心

☎ 2411 3052

新界荃灣象山邨秀山樓地下 27-30 號  
27-30, G/F., Sau Shan House, Cheung Shan Estate, Tsuen Wan, New Territories

## 健明服務中心

☎ 2791 7230

新界將軍澳健明邨彩明商場 1 號平台 1 號  
Unit 1, Podium 1, Choi Ming Shopping Centre, Kin Ming Estate, Tseung Kwan O, New Territories

## 長亨服務中心

☎ 2436 9090

新界青衣長亨邨亨業樓地下  
G/F., Hang Yip House, Cheung Hang Estate, Tsing Yi, New Territories

## 宏福服務中心

☎ 2436 1413

新界青衣青敬路 75 號宏福花園 1 座地下  
G/F, Block 1, Tivoli Garden, 75 Tsing King Road, Tsing Yi, New Territories

## 梅窩服務中心

☎ 2984 7920

大嶼山梅窩銀灣邨銀日樓 102 號地下  
Room 102, G/F., Ngan Yat House, Ngan Wan Estate, Mui Wo, Lantau Island

## 大澳服務中心

☎ 2985 5797

大嶼山大澳龍田邨幼稚園座 1 號地下  
Unit 1, G/F., Kindergarten Block, Lung Tin Estate, Tai O, Lantau Island

## 坪洲服務中心

☎ 2559 7773

坪洲金坪邨金坪樓 N10B 地下  
N10B, G/F., Kam Peng House, Kam Peng Estate, Peng Chau

## 長洲服務中心

☎ 2986 8616

長洲長貴邨長廣樓地下 101 - 103 號  
101 - 103, G/F., Cheung Kwong House, Cheung Kwai Estate, Cheung Chau

## 南丫島服務中心

☎ 2982 4411

南丫島榕樹灣大街 31 號 A 地下 B 座  
Block B, G/F., 31A Main Street, Yung Shue Wan, Lamma Island



## 使命 Mission

香港家庭福利會基於「以家為本」的信念，致力提供高質素的專業社會服務，為香港的家庭及大眾謀福祉，培育一個互相關顧的社會。

With a "family-centric" perspective, we are committed to delivering quality and professional social services to enhance the wellbeing of families and individuals in Hong Kong and foster a caring community.



## 服務宗旨 Service Objectives

為長者、殘疾人士及有社會需要的個人、家庭提供服務，從而讓他們保持日常活動能力，並留在社區中生活。

To provide services for elders, people with disabilities as well as individuals and families with social need, to help them maintain daily functioning and stay in the community.



## 服務對象 Target Groups

### 普通個案 Ordinary Cases

年滿 60 歲或以上在社區內居住的長者；需要家居照顧並缺乏支援之個人及家庭、殘疾人士（傳染病或精神病患者需醫生證明情況穩定）。

Elders aged 60 or above living in the community. Needy individuals, families and people with disabilities who are lacked of support (for individual with mental illness or infectious disease, certificate from medical doctor is required to demonstrate stable condition).

### 個案類別 Category Cases

獲優先考慮的個案包括個人及家庭支援系統薄弱的低收入人士、綜合家居照顧服務（普通個案）輪候申請人或已離開改善家居及社區照顧服務或綜合家居照顧服務（體弱個案）的服務使用者。

Priority will be given to individuals and families with no or poor support from friends or the community and are financially disadvantaged, applicants on the waiting lists of IHCS (Ordinary Cases) or discharged cases from Enhanced Home and Community Care Services or IHCS (Frail Cases).

### 體弱個案 Frail Cases

長者 Elderly persons

60 歲或以上，居於社區，沒有接受院舍服務；以及

經「安老服務統一評估機制」評估後建議適合接受社區照顧服務或院舍照顧服務。

Aged 60 or above living in the community and not receiving institutional service; and

Assessed and recommended for Community Care Services or Residential Care Services under the Standardised Care Need Assessment Mechanism for Elderly Services.

體弱個案的護老者 Carers of the service users of Frail Cases



## 服務內容 Service Content

### 普通個案 Ordinary Cases

個人照顧、家務清潔服務、護送服務、日間到戶看顧、家居安全評估及改善建議、購物及送遞服務、膳食服務、照顧幼兒、簡單護理、其他服務，例如護老者支援服務等

Personal care, Household cleaning service, Escort service, Elderly sitting, Environmental risk assessment and home modifications, Purchase and delivery of daily necessities, Meal service, Child-minding, Simple nursing care, Other services, e.g. carer support services, etc.

### 體弱個案 Frail Cases

照顧管理和評估、基本及特別護理、復康運動、家居環境安全評估及改善建議、言語治療、個人照顧、膳食服務、日間到戶看顧、家居清潔服務、護送服務、輔導服務、護老者支援及訓練、24 小時緊急支援、安排暫託服務

Care management and assessment, Basic and special nursing care, Rehabilitation exercises, Environmental risk assessment and home modifications, Speech therapy, Personal care, Meal service, Elderly sitting, Household cleaning service, Escort service, Counselling service, Carer support and training, 24-hour emergency support, Arranging respite service

服務隊會因應個別服務使用者的不同需要而訂定服務內容及次數。

The scope and frequency of services will be designed by the IHCS Teams according to the needs of individual service users.



## 費用 Fees

收費視乎服務使用者的經濟情況而釐定，並可能每年調整。

Fees are charged on a sliding scale with reference to the service users' financial conditions and may be revised annually.