

Community Resources and Helpline

I. Helpline and Online Counselling Services

A. Services for Children and Adolescents					
Organisation	Telephone/ Online Counselling	Operating hours/ Service Information	Service Targets	Service Language	Website/ Social Media
Suicide Prevention Services	2382 0777	<p>“Youth Link” Hotline Service</p> <p>Operating hours: Daily 2:00 p.m. to 2:00 a.m.</p>	Young people under the age of 24 (and their families)	Cantonese	<p>https://www.sps.org.hk/?a=doc&id=218</p> <p>Facebook : https://www.facebook.com/spshongkong/</p>
The Samaritan Befrienders Hong Kong		<p>Chatpoint</p> <p>Online counselling service</p> <p>Operating hours: Monday to Friday 4:00 p.m. to 1:00 a.m.</p> <p>Saturday, Sunday, and Public holidays 8:00 p.m. to 1:00 a.m.</p>	People in need of emotional support and suicide prevention	Chinese and English	https://chatpoint.org.hk/#/home
	2389 2227	<p>Youth Crisis Service Hotline</p> <p>[The hotline service is currently scheduled for a three-month period (from October 2023 to January 2024), with the possibility of extension if required.]</p>	Provide support for youth in crisis with suicidal tendencies.	Cantonese	

		<p>Operating hours: Monday to Friday 6:00 AM to 12:00 AM (midnight)</p> <p>Saturday, Sunday, and Public Holidays 9:00 AM to 6:00 PM</p>			
Hospital Authority	2928 3283	<p>The Early Assessment Service for Young People with Early Psychosis (E.A.S.Y.) Programme 24-hour enquiry and referral hotline</p>	People aged 15 to 64	Cantonese, Putonghua, English	https://www3.ha.org.hk/easy/eng/service.html
Jockey Club Online Youth Emotional Support - Open Up	WhatsApp/SMS: 9101 2012	24-hour online counselling service	Young people aged 11 to 35	Chinese and English	<p>https://www.openup.hk/index.htm?lang=en</p> <p>Facebook: https://www.facebook.com/hkopenup/</p> <p>Instagram: https://www.instagram.com/hkopenup/</p>
Youth Outreach	9088 1023	<p>24-hour hotline service and WhatsApp to chat</p> <p>WhatsApp to chat Operating hours: 9:00 p.m. – 6:00 a.m. only</p>	Young people aged 8 to 21	Cantonese, Putonghua, English	<p>https://www.yo.org.hk/en/services-outreaching-team.html</p> <p>Facebook: https://www.facebook.com/ornineup/</p> <p>Instagram:</p>

					https://www.instagram.com/ornineup/
The Hong Kong Federation of Youth Groups	2777 8899	‘Youthline’ Hotline Operating hours: Monday to Saturday 2:00 p.m. to 2:00 a.m.	Young people aged 6 to 24	Cantonese	https://wmc.hkfyg.org.hk/mcc/ (Chinese only)
	WhatsApp: 6277 8899 Email: utouch@hkfyg.org.hk	‘uTouch’ Online Counselling Service Whatsapp and online counselling service operating hours: Tuesday to Thursday 4:00 p.m. to 10:00 p.m. Friday to Saturday 4:00 p.m. to 2:00 a.m.		Chinese	http://utouch.hk/ (Chinese only) Facebook: www.facebook.com/utouch.hk Instagram: https://www.instagram.com/utouch_hkfyg/
Caritas Hong Kong Caritas Infinity Teens - Cyber Youth Support Team	2117 0321 WhatsApp/ Signal: 9377 3666 Email: ycsteens@caritassws.org.hk	Caritas Infinity Teens - Cyber Youth Support Team Online counselling service Operating hours: Monday and Tuesday 10:00 a.m. to 6:00 p.m. Wednesday and Thursday 2:00 p.m. to 10:00 p.m. Friday and Saturday 6:00 p.m. to 2:00 a.m.	Young people aged 6 to 24	Cantonese, Putonghua, English	http://it.caritas.org.hk/ (Chinese only) Facebook: http://www.facebook.com/caritas.infinityteens Instagram: https://www.instagram.com/caritas.infinityteens/

		Closed on Sundays and public holidays			
Hong Kong Children and Youth Services - eSmiley Cyber Youth Support Team	3615 8331 WhatsApp: 6280 6281 Email: esmiley@hkcys.org.hk	eSmiley Cyber Youth Support Team Operating hours: Monday, Tuesday and Saturday 6:00 p.m. to 2:00 a.m. Wednesday to Friday 2:00 p.m. to 10:00 p.m. Online enquiry service Operating hours: Monday, Tuesday and Saturday 6:00 p.m. to 2:00 a.m. Wednesday to Friday 6:00 p.m. to 10:00 p.m. Service will also be rendered during non-office hour whenever needs arise	At-risk and hidden youths, aged 6 to 24, who have emotional or behavioural problems and are manifesting or engaging in various at-risk behaviours in the Internet	Cantonese, English	https://esmiley.hkcys.hk (Chinese only) Facebook : https://www.facebook.com/esmileyhk Instagram: https://www.instagram.com/esmileyhk/ Wechat/Telegram: esmileyhk
The Boys' and Girls' Clubs Association of Hong Kong	WhatsApp / signal: 9726 8159 / 9852 8625 Email:	Nite Cat Online Nite Cate Chat Room providing online counselling service	Young people aged 6 to 24 using the internet	Cantonese	http://nitecat.bgca.org.hk/ (Chinese only) Facebook: https://www.facebook.com/nitecatonline/

	nitecat@bgca.org.hk	Operating hours: Monday, Tuesday, and Friday 6:00 p.m. to 2:00 a.m.			Instagram: https://www.instagram.com/nitecat.bgca/ Telegram: nitecatt
St. James' Settlement 6PM Cyber Youth Support Team	2609 3228 WhatsApp: 5933 3711 Email: cyberyouth@sjs.org.hk	6PM Cyber Youth Support Team Operating hours: Monday: 10:00 a.m. to 6:00 p.m. Tuesday: 2:00 p.m. to 6:00 p.m. Wednesday: 10:00 a.m. to 2:00 p.m. Thursday: 2:00 p.m. to 10:00 p.m. Friday & Saturday: 2:00 p.m. to 2:00 a.m.	Children and Youth age 6 to 24 years old and their significant others who live in Hong Kong Island	Chinese	https://www.cyberyouth.sjs.org.hk/ (Chinese only) Facebook : https://www.facebook.com/SJS6PM Instagram: https://www.instagram.com/6pm.hk/
Against Child Abuse	2755 1122	Parent-child Support Line Operating hours: Monday to Friday 9:00 a.m. to 1:00 p.m. 2:00 .p.m. to 9:00 p.m. Saturday 9:00 a.m. to 1:00 p.m.	Support children and for children to complain and express their opinions	Cantonese, Putonghua, English	https://www.aca.org.hk/en/ Facebook : https://www.facebook.com/ACAHK/
Mother's Choice	2313 5678 WhatsApp: 5633 5678	24-hour enquiry and counselling service provided by social workers/counsellors	- Girls aged 25 or younger who get pregnant unexpectedly - Boys who are in the face of a partner gets pregnant unexpectedly	Cantonese, Putonghua, English	https://www.motherschoice.org/en/get-help/ Facebook : https://www.facebook.com/motherschoicchk/?ref=page_internal

	Email: bigsisiter@motherschoice.org		- Family and friends of the girl/boy - Social workers and medical staff at various organisations/schools		
HKU Department of Psychiatry - Headwind		"headwind F2O"(free online service)	Young people aged 15 to 30	Cantonese	https://www.youthmentalhealth.hku.hk/ Facebook: https://www.facebook.com/headwind.hkupsychiatry/ Instagram: https://www.instagram.com/headwind.hkupsychiatry/

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B. Services for the General Public					
Organisation	Telephone/ Online Counselling	Operating Hours/ Service Information	Service Targets	Service Language	Website/Social Media
"18111 - Mental Health Support Hotline"	18111	Mental Health Support Hotline Operating hours: 24-hour hotline service with dedicated personnel answering the phone, providing immediate support and counselling services.	General public	Cantonese and English	https://www.shallwetalk.hk/zh/get-help/mental-health-support-hotline-18111/
The Samaritans	2896 0000	Multi-Lingual Suicide Prevention Hotline: 24 hours	General public	Cantonese, Putonghua, English, other languages	https://samaritans.org.hk/services/hotline/?lang=en Facebook: https://www.facebook.com/SamaritansHongKong/
	Email: jo@samaritans.org.hk	Befriending Email Provide emotional support via email; and try to make reply within 24 hours		Chinese and English	
The Samaritan Befrienders Hong Kong	2389 2222 (Chinese) Email: touch@sbhk.org.hk (Attn: The Samaritans)	24-hour hotline service	General public	Cantonese, Putonghua	https://sbhk.org.hk/?page_id=33200&lang=en

	2389 2223 (English)	English Emotional Support Hotline Operating hours: Monday to Friday 6:30 pm. To 10:00 p.m. Closed on Public Holidays	General public	English	https://sbhk.org.hk/?page_id=33205&lang=en
Suicide Prevention Services	2382 0000	Suicide Prevention Hotline Service: 24 hours	General public	Cantonese	https://www.sps.org.hk/?a=group&id=hotline
		Say something to us - Online Chatroom (Chinese only) Operating hours: Monday to Sunday 6:00 p.m. to 12:00 a.m.	General public	Cantonese	http://saysomething.solutiononehk.com/SPS/ (Chinese only)
Hospital Authority	2466 7350	24-hour Psychiatric Hotline 24-hour psychiatric enquiry hotline	General public	Cantonese, Putonghua, English	http://ipep.hk/en/community_resources/HA-24-7-hotline
	2928 3283	The Early Assessment Service for Young People with Early Psychosis (E.A.S.Y.) Programme 24-hour enquiry and referral hotline	People aged 15 to 64	Cantonese, Putonghua, English	https://www3.ha.org.hk/easy/eng/service.html
Social Welfare Department	2343 2255 Emotional support: Press “0” after selecting the language	24-hour hotline service Operating hours: Monday to Friday	General public	Cantonese, Putonghua, English	https://www.swd.gov.hk/tc/department/index.html

		9:00 a.m. to 5:00 p.m. Saturday 9:00 am to 12:00 noon			
Baptist Oi Kwan Social Service	2535 4135	Emotional Support and Mental Health Consultation Hotline (answered by social workers) Operating hours: Monday, Wednesday to Friday 10:00 a.m. to 12:30 p.m. 2:00 p.m. to 5:00 p.m. Tuesday 10:00 a.m. to 12:30 p.m. 2:00 p.m. to 5:00 p.m. 7:00 p.m. to 9:00 p.m.	General public	Cantonese	https://www.bokss.org.hk/news/detail?id=42&lang=en
The Mental Health Association of Hong Kong		Counseline Apps providing online counselling service Operating hours: Monday to Friday 2:00 p.m. to 10:00 p.m. Closed on Saturdays, Sundays and public holidays	General public	Chinese and English	Android and iOS (Chinese only) : https://www.mhahk.org.hk/index.php/service/promoedu/dce/counsellingapp/

Caritas Family Crisis Support Centre	18288	Crisis Line: 24 hours (Answered by registered social workers)	General public	Cantonese, Putonghua, English	http://fcsc.caritas.org.hk/ (Chinese only)
Against Child Abuse	2755 1122	Parent-child Support Line Operating hours: Monday to Friday 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 9:00 p.m. Saturday 9:00 a.m. to 1:00 p.m. Telephone recording service available during non office hours	General public - Report suspected child abuse cases or ask questions about child discipline - Support children and for children to complain and express their opinions (Professionals will provide professional advice on handling suspected child abuse cases)	Cantonese, Putonghua, English	https://www.aca.org.hk/en/ Facebook : https://www.facebook.com/ACAHK/posts/2470502472970496/
Tung Wah Group of Hospitals CEASE Crisis Centre	18281	CEASE Crisis Centre 24-hour Hotline	Victims of sexual violence and individuals / families encountering domestic violence or other family crises	Cantonese, Putonghua, English (If service users use other languages, will seek immediate interpretation support from other NGOs)	https://ceasecrisis.tungwahcsd.org/ (Chinese only) http://18281.tungwahcsd.org/popup.htm (Chinese only) English Pamphlet: http://ceasecrisis.tungwahcsd.org/document/pamphlet_eng.pdf Website of CEASE Crisis Centre of Supporting Service for Sexual Violence

	Email: ceasecrisis@tungwah.org.hk	CEASE Crisis Centre Online Counselling Service Operating hours: Monday to Saturday 4:00 p.m. to 10:00 p.m. (Messages on Sundays and public holidays will be automatically transferred to the Email system. The social workers will reply to the message within three days.)		Chinese and English	Victims (Chinese only): _ http://18281.tungwahcsd.org
Education Bureau	2892 6600	Teachers' Helpline Operating hours: Monday to Sunday 10:00 a.m. to 10:00 p.m.	Teachers and principals	Cantonese, Putonghua, English	https://edb.gov.hk/en/teacher/teacher-helpline/about-teacher-helpline/
Civil Service Bureau	4608 7622	Hotline Counselling Service on Stress Management (Service period from 1 July 2024 to 30 June 2025) Operating hours: Monday to Friday 2:00 p.m. to 10:00 p.m. Saturday	Civil servants, Non-Civil Service Contract staff and Post-Retirement Service Contract staff	Cantonese, Putonghua, English	https://www.csb.gov.hk/english/admin/relations/471.html

		9:00 a.m. to 1:00 p.m. Closed on public holidays			
Hong Kong Christian Service	<p>PS33 Headquarters (General Enquiry): 2731 6348</p> <p>PS33 Tsim Sha Tsui Centre (Counselling Service): 2368 8269</p> <p>PS33 Sham Shui Po Centre (Counseling Service): 3572 0673</p>	<p>PS33 Counselling Service for Psychotropic Substance Abusers</p> <p>Operating hours: Monday to Friday 10:00a.m. to 1:00 p.m. 2:00 p.m. to 6:00 p.m. The following times are available for appointment interview and group activities: Tuesday to Friday 7:00 p.m. to 10:00 p.m. Saturday 10:00 a.m. to 1:00 p.m. Closed on Sundays and public holidays</p>	<ul style="list-style-type: none"> - Psychotropic substance abusers and their family members - Potential psychotropic substance abusers - Social workers, teachers, parents, other interested parties and the general public 	Cantonese	http://www.hkcs.org/en/services/ps33
Narcotics Division, Security Bureau	<p>186 186</p> <p>After choosing the suitable language, please press "1" to talk to the social worker directly</p>	Anti-drug Telephone Enquiry Service	General public	Cantonese, Putonghua, English	https://www.nd.gov.hk/en/telephone_enquiry.html
	<p>WhatsApp and WeChat: 98 186 186</p>	Anti-drug Instant Messaging Enquiry Service			

Hong Kong Family Welfare Society	2342 3110	Family Careline Operating hours: Monday to Thursday 10:00a.m. to 12:30 p.m. 2:30 p.m. to 5:00 p.m. Friday 2:30 p.m. to 5:00 p.m. Saturday 10:00 a.m. to 12:30 p.m. Closed on Sundays and public holidays	General public	Cantonese	https://www.hkfws.org.hk/en/how-we-help/integrated-family-services/careline
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II. Community Resources

Organisation	Service Information and Website	Service Targets	Service/Online Resources Language
The Hong Kong Jockey Club Centre for Suicide Research and Prevention, The University of Hong Kong	The Hong Kong Jockey Club Centre for Suicide Research and Prevention, The University of Hong Kong Website: https://csrp.hku.hk/	General public	English
HKU Department of Psychiatry	headwind Website: https://www.youthmentalhealth.hku.hk/ (Chinese only)	General public	Traditional Chinese
The Hong Kong Jockey Club Charities Trust- LevelMind	LevelMind Website: https://www.levelmind.hk/ FB: https://www.facebook.com/LevelMindAtJC/	Young people aged 12 to 24	Traditional Chinese, Simplified Chinese, English
Student Health Service, Department of Health	Emotional Health Tips Website: https://www.studenthealth.gov.hk/english/emotional_health_tips/emotional_health_tips.html#p6	Students, parents, and teachers	Traditional Chinese, Simplified Chinese, English
	YouthCan Website: https://www.youthcan.hk/en/	Adolescents	Traditional Chinese, Simplified Chinese, English
Hong Kong Mood Disorders Centre	Hong Kong Mood Disorders Centre Provide education, treatment and research for emotional health issues Website: https://www.hmhc.cuhk.edu.hk/ (Chinese only)	General public	Traditional and Simplified Chinese
United Christian Nethersole Community Health Service	United Centre of Emotional Health & Positive Living - Emotional counselling services as well as understanding emotional health and emotional illness Website: http://www.ucep.org.hk/cognition/health_mood.htm (Chinese only)	General public	Traditional Chinese
Baptist Oi Kwan Social	Mental Wellness Services for Children	Children and youth aged 6 to 18	Traditional Chinese and English

Service	Website: https://www.bokss.org.hk/integrated-mental-health-services/service?id=56&_lang=en	suffering from emotion or mental health issues	
	Mental Wellness Services for Youth Website: https://www.bokss.org.hk/integrated-mental-health-services/service?id=57&_lang=en	Youth aged 11 to 25 with emotion or mental distress	Traditional Chinese and English
Jockey Club TourHeart+ Project	Jockey Club TourHeart+ Project Website: https://www.jcthlplus.org/	General public	Traditional Chinese and English
	Emotion GPS (will be shutting down on the 2023-12-13) Provide 'Guided Self-help Treatment' according to the needs of the client Website: https://en.egps.hk/	People aged 18 or above who have had emotional distress after assessment and who have not received other psychotherapy or counselling services	Traditional Chinese
Hospital Authority	Institute of Mental Health, Castle Peak Hospital – Mental Health Information Website: http://www3.ha.org.hk/cph/imh/mhi/index.asp	General public	Traditional Chinese, Simplified Chinese, English
	Kwai Chung Hospital - Mental Health Education Materials Website: https://www3.ha.org.hk/kch/ch/mentalhealth/edu/index.htm	General public	Traditional Chinese, Simplified Chinese, English
	The Child and Adolescent Mental Health Community Support Project (CAMcom) Website: http://www3.ha.org.hk/CAMcom/ (Chinese only)	Young people aged 6 to 18	Traditional Chinese
	Mental Health Information Platform - Smart Patient Website: https://www21.ha.org.hk/smartpatient/SPW/en-us/Self-Care-Tips/Mental-Health-Info-Corner/	General public	Traditional Chinese, Simplified Chinese, English, Hindi, Punjabi (Indian), Bahasa Indonesia, Nepali, Punjabi (Pakistani), Urdu, Tagalog, Thai
IPEP Internet-based	IPEP Internet-based Psychosis Education Program	psychotic patients families	Traditional Chinese and English

Psychosis Education Program	Website: http://ipep.hk/en		
Social Welfare Department	Integrated Community Centre for Mental Wellness (ICCMW) Website: https://www.swd.gov.hk/tc/pubsvc/rehab/cat_supportcom/centrebase/iccmw/	People aged 15 or above	Traditional Chinese, Simplified Chinese, English; Service Brief on Integrated Community Centre for Mental Wellness (ICCMW) in Traditional Chinese, English and Ethnic Minority languages (including Hindi (India), Indonesian, Nepali, Tagalog (Philippines), Thai, Urdu, Vietnamese and Punjabi) can be downloaded from the website
Advisory Committee on Mental Health	“Shall we talk” Initiative Website: https://shallwetalk.hk/en/	General public	Traditional Chinese, Simplified Chinese, English
Education Bureau	"Mental Health @ School"- One-stop Student Mental Health Information Website Website: https://mentalhealth.edb.gov.hk/en/index.html	General public	Traditional Chinese, Simplified Chinese, English
Jockey Club Mental Wellness Project for Women	Jockey Club Mental Wellness Project for Women Website: https://www.womencentre.org.hk/En/Services/wellness/jcwow/	Women aged 18 to 64	Traditional Chinese and English
Centre for Health Protection, Department of Health	Health Information – Healthy Life Course Website: https://www.chp.gov.hk/en/healthtopics/submenu/10004/index.html	General public	Traditional Chinese, Simplified Chinese, English, and ethnic minority languages (including Hindi, Nepali, Urdu, Thai, Bahasa Indonesia, and Tagalog)

The Comfort Care Concern Group	Grief Counselling for Children <u>Enquiry and Application</u> Telephone: 2361 6606 Email: cccg@cccg.org.hk Website: http://www.cccg.org.hk/service/details/2/ (Chinese only) Download: https://www.cccg.org.hk/download/ (Chinese only, download Counselling Service Referral Form)	Children under the age of 18 suffering from bereavement/losing friends	Traditional Chinese
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October 2024