

Community Resources and Helplines

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
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 .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	http://www.aca.org.hk
Caritas Family Crisis Support Centre	3161 0000 Email: kids@cfcsc.org.hk	Kids Hotline Operating hours: Monday to Saturday 4:00 p.m. to 9:00 p.m. Answered by social workers (except weekends and public holidays, transfer to voice mail)	Children aged 6 to 12 facing family changes and crises, as well as issues related to getting along with their parents, family members passing away, making friends, study, and love affairs	Cantonese	http://kids.caritas.org.hk/ (Chinese only)
Jockey Club Cyber Youth Outreach Service - Caritas	2339 3759	Caritas Infinity Teens Online counselling service	Young people aged 6 to 24	Cantonese, Putonghua, English	http://it.caritas.org.hk/ (Chinese only)

Infinity Teens	WhatsApp: 9377 3666 Email: ycsteens@caritassws.org.hk	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. Closed on Sundays and public holidays			Facebook: http://www.facebook.com/caritas.infinityteens
Jockey Club Online Youth Emotional Support - Open Up	Website: www.openup.hk Facebook / Instagram / WeChat: hkopenup SMS: 9101 2012	24-hour online counselling service	Young people aged 11 to 35	Chinese and English	www.openup.hk
Mother's Choice	2868 2022 / 2313 5678 WhatsApp: 5633 5678 Email: bigsisiter@motherschoice.org	24-hour enquiry and counselling service provided by social workers/counsellors Operating hours: Monday to Friday 9:00 a.m. to 5:30 p.m., answered 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/

		At other time, it will be answered by other staff/volunteers, or transferred to the Youth Outreach co-workers	<ul style="list-style-type: none"> - Family and friends of the girl/boy - Social workers and medical staff at various organisations/schools 		
Suicide Prevention Services	2382 0777	Youth Link Operating hours: Daily 2:00 p.m. to 2:00 a.m.	Young people under the age of 24 (and their families)	Cantonese	https://www.sps.org.hk
The Boys' and Girls' Clubs Association of Hong Kong	Nite Cate Chat Room: http://nitecat.bgca.org.hk/ WhatsApp: 9726 8159 / 9852 8625 Email: nitecat@bgca.org.hk	Nite Cat Online Nite Cate Chat Room providing online counselling service Operating hours: Monday, Tuesday, and Friday 6:00 p.m. to 2:00 a.m.	Young people aged 6 to 24 using the internet	Cantonese	http://nitecat.bgca.org.hk/ (Chinese only) Facebook: https://www.facebook.com/nitecatonline
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 'uTouch' online counselling service: http://utouch.hk/	'uTouch' Online Outreach Service Operating hours: Tuesday to Thursday 4:00 p.m. to 10:00 p.m.		Chinese and English	http://utouch.hk/ (Chinese only)

		Friday to Saturday 4:00 p.m. to 2:00 a.m.			
The Samaritan Befrienders Hong Kong	Website (Chinese only): https://chatpoint.org.hk/	Chatpoint Online counselling service Operating hours: Monday to Friday 6:00 a.m. to 1:00 a.m. Saturday, Sunday, and Public holidays 8:00 p.m. to 1:00 a.m.	Young people using the internet	Chinese and English	Web page (Chinese only): https://chatpoint.org.hk/ Android (Chinese only): https://play.google.com/store/apps/details?id=com.sbhk.chat.client iOS (Chinese only): https://itunes.apple.com/cn/app/chat%E7%AA%BF/id1429849615?mt=8
Youth Outreach	9088 1023	24-hour hotline service and WhatsApp	Young people aged 8 to 21	Cantonese, Putonghua, English	http://www.yo.org.hk/center/service.htm (Chinese only)

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B. Services for the General Public

Organisation	Telephone/ Online Counselling	Operating Hours/ Service Information	Service Targets	Service Language	Website
Civil Service Bureau	2191 7299	Hotline Counselling Service on Stress Management (Service period from 1 July 2018 to 30 June 2020) Operating hours: Monday to Friday 2:00 p.m. to 10:00 p.m. Saturday 9:00 a.m. to 1:00 p.m. Closed on public holidays	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
Education Bureau	2892 6600	Teachers' Helpline Operating hours: Monday to Sunday 8:00 a.m. to 8:00 p.m.	Teachers and principals	Cantonese, Putonghua, English	https://edb.gov.hk/en/teacher/teacher-helpline/about-teacher-helpline/
Social Welfare Department	2343 2255 Emotional support: Press “0” after selecting the language	24-hour hotline service	General public	Cantonese, Putonghua, English	https://www.swd.gov.hk/en/index/site_publicsvc/page_family/sub_listofserv/id_department/
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 .m. to 9:00 p.m.	General public - Report suspected child abuse cases or ask questions about child discipline	Cantonese, Putonghua, English	http://www.aca.org.hk

		<p>Saturday 9:00 a.m. to 1:00 p.m.</p>	<p>- Support children and for children to complain and express their opinions (Professionals will provide professional advice on handling suspected child abuse cases)</p>		
Caritas Family Crisis Support Centre	18288	<p>Crisis Line: 24 hours (Answered by registered social workers)</p>	General public	Cantonese, Putonghua, English	http://fcsc.caritas.org.hk/ (Chinese only)
Richmond Fellowship of Hong Kong	3512 2626	<p>JUSTONE - Mental Health Linking Project 24-hour emotional support and mental health consultation hotline</p>	General public	Cantonese, Putonghua, English	<p>https://justone.richmond.org.hk/ (Chinese only)</p> <p>http://www.richmond.org.hk/en/services/justone-mental-health-linking-project</p> <p>Facebook: https://www.facebook.com/JusTone24hours/</p>
Suicide Prevention Services	2382 0000	<p>Suicide Prevention Hotline Service: 24 hours</p>	General public	Cantonese	http://www.sps.org.hk
The Mental Health Association of Hong Kong	<p>Website (Chinese only): http://www.mhahk.org.hk/chi/sub2_1_service_1_4.htm</p>	<p>Counselline Apps providing online counselling service</p> <p>Operating hours: Monday to Friday</p>	General public	Chinese and English	<p>Android: https://play.google.com/store/apps/details?id=hk.org.mhahk.ringup</p> <p>iOS (Chinese only): http://www.mhahk.org.hk/chi/sub2_1_s</p>

		2:00 p.m. to 10:00 p.m. Closed on Saturdays, Sundays and public holidays			ervice 1 4.htm
The Samaritan Befrienders Hong Kong	2389 2222	24-hour hotline service	General public	Cantonese, Putonghua, English	https://www.sbhk.org.hk/hotline_service.php?lang=en
The Samaritans	2896 0000	Multi-Lingual Suicide Prevention Hotline: 24 hours	General public	Cantonese, Putonghua, English 、 other languages	https://samaritans.org.hk/services/24-hour-telephone-hotline/ Facebook:
	Email: jo@samaritans.org.hk	Befriending Email Provide emotional support via email; and try to make reply within 24 hours		Chinese and English	https://www.facebook.com/SamaritansHongKong/ Twitter: https://twitter.com/samaritans_hk
Tung Wah Group of Hospitals CEASE Crisis Centre	18281	CEASE Crisis Centre 24-hour Hotline	Victims of sexual violence and individuals / families encountering domestics violence or other family crises	Cantonese, Putonghua, English (If service users use other languages, will seek immediate interpretation support from other NGOs)	http://ceasecrisis.tungwahcsd.org/intro.html (Chinese only) English Pamphlet: http://ceasecrisis.tungwahcsd.org/document/pamphlet_eng.pdf Website of CEASE Crisis Centre of Supporting Service for Sexual Violence Victims (Chinese only): http://18281.tungwahcsd.org/Phase1_MyStory.htm Facebook: https://www.facebook.com/TWGHsCE
	Website (Chinese only): http://18281.tungwahcsd.org/popup.htm	CEASE Crisis Centre Online Counselling Service Operating hours: Monday to Saturday 4:00 p.m. to 10:00 p.m.		Chinese and English	

		(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.)			ASECrisisCentre
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II. Community Resources

Organisation	Service Information and Website	Service Targets	Service/Online Resources Language
Hospital Authority	24-hour Psychiatric Hotline 24-hour psychiatric enquiry hotline: 2466 7350	General public	Cantonese, Putonghua, English
	Early Assessment Service for Young People with Psychosis (E.A.S.Y.) Programme 24-hour enquiry and referral hotline: 2928 3283 Website: https://www3.ha.org.hk/easy/eng/index.html	People aged 15 to 64	Cantonese, Putonghua, English; Traditional Chinese and English
	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: http://kch.ha.org.hk/EN/subpage?pid=16	General public	Traditional Chinese, Simplified Chinese, English
	Mental Health Information Platform - Smart Patient Website: http://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
	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
Narcotics Division, Security Bureau	Anti-drug Telephone Enquiry Service Telephone: 186 186 After choosing the suitable language, please press "1" to talk to the social worker directly	General public	Cantonese, Putonghua, English
	Anti-drug Instant Messaging Enquiry Service WhatsApp and WeChat: 98 186 186 Operating hours: Every day from 10:00 a.m. to 6:00 p.m.		

Social Welfare Department	Integrated Community Centre for Mental Wellness (ICCMW) Website: https://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_listofserv/id_supportcom/id_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, and Urdu) can be downloaded from the website
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
Baptist Oi Kwan Social Service	Emotional Support and Mental Health Consultation Hotline Hotline: 2535 4135 (answered by social workers) Website: https://www.bokss.org.hk/news/detail?id=42 (Chinese and English) 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

	Mental Wellness Services for Children Website: https://www.bokss.org.hk/integrated-mental-health-services/service?id=56& lang=en	Children aged 6 to 18 suffering from own or parents' emotion or mental health issues	Traditional Chinese and English
	Mental Wellness Services for Youth Website: https://www.bokss.org.hk/integrated-mental-health-services/service?id=57& lang=en	Youth aged 15 to 25 with emotion or mental distress	Traditional Chinese and English
Breakthrough	Breakthrough Counselling Centre Telephone: 2377 8511 (Making enquiry and appointment with counsellor) Email: btcc@breakthrough.org.hk Website: https://www.breakthrough.org.hk/ (Traditional Chinese and English) Operating hours: Monday, Wednesday to Friday 9:30 a.m. to 12:30 p.m. 2:00 p.m. to 8:00 p.m. Closed on Saturdays, Sundays, and public holidays	<u>Charged Counselling Service</u> Individual Counselling: Young people aged 19 to 30 Family Counselling: Young people aged 11 to 18 (and their families)	Cantonese
Hong Kong Christian Service	PS33 Counselling Service for Psychotropic Substance Abusers <u>Telephone</u> PS33 Headquarters (General Enquiry): 2731 6348 PS33 Tsim Sha Tsui Centre (Counselling Service): 2368 8269 PS33 Sham Shui Po Centre (Counseling Service): 3572 0673 Website: http://www.hkcs.org/en/services/ps33 Operating hours: Monday 2:00 p.m. to 6:00 p.m.	- Psychotropic substance abusers and their family members - Potential psychotropic substance abusers - Social workers, teachers, parents, other interested parties and the general public	Cantonese; Traditional Chinese and English

	<p>Tuesday to Friday</p> <p>2:00 p.m. to 6:00 p.m.</p> <p>7:00 p.m. to 10:00 p.m.</p> <p>Closed on Saturdays, Sundays and public holidays</p>		
Jockey Club Mental Wellness Project for Women	<p>Jockey Club Mental Wellness Project for Women</p> <p>Website: https://www.jcwow.org/</p>	Women aged 18 to 64	Traditional Chinese and English
Jockey Club TourHeart Project	<p>Jockey Club TourHeart Project</p> <p>Website: https://www.jctourheart.org/</p>	General public	Traditional Chinese and English
	<p>Emotion GPS</p> <p>Provide ‘Guided Self-help Treatment’ according to the needs of the client</p> <p>Website: https://www.egps.hk/ (Chinese only)</p> <p><u>Registration</u></p> <p>Online registration: https://www.egps.hk/individual-group-registration (Chinese only)</p> <p>Registration by phone (call 3188 2550 and register with the center staff):</p> <p>Tuesday and Wednesday</p> <p>9:00 a.m. to 9:00 p.m.</p> <p>Thursday to Saturday</p> <p>9:00 a.m. to 6:00 p.m.</p>	People aged 18 or above who have had emotional distress after assessment and who have not received other psychotherapy or counselling services	Traditional Chinese
The Comfort Care Concern Group	<p>Grief Counselling for Children</p> <p><u>Enquiry and Application</u></p> <p>Telephone: 2361 6606</p>	Children under the age of 18 suffering from bereavement/losing friends	Traditional Chinese

	Email: cccg@cccg.org.hk Website: http://www.cccg.org.hk/service/details/2/ (Chinese only, download Counselling Service Referral Form)		
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
	We Care Website: https://wecare.csrp.hku.hk/		Traditional Chinese and English
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

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