



東華三院  
Tung Wah Group of Hospitals



東華三院 家心愛 保護兒童支援服務  
TWGHs Heart of Home  
Child Protection Support Service



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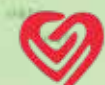
- 📍 Temporary Office Address:  
Unit 901, Shatin Galleria,  
18-24 Shan Mei Street, Fotan, New Territories
- ☎ 2157 2232 📠 3583 2208
- ✉ childpro@tungwah.org.hk

#### Operating Time

	Mon	Tue	Wed	Thu	Fri	Sat
9:00 - 13:00	✓	✓	✓	✓		✓
13:00 -14:00	▲	▲	▲	▲	✓	▲
14:00 -18:00	✓	✓	✓	✓	✓	✓
18:00 - 21:00			✓		✓	

- ✓ Opening Hours  
▲ Lunch Hours  
□ Closed on Sundays and Public Holidays

## Location of the service centre



社會福利署  
Social Welfare Department



政府資助計劃  
Government-funded programme



## Child Protection Support Service ChildPRO

TWGHs Heart of Home - Child Protection Support Service commenced services in March 2025. We are one of the six ChildPRO service teams under subvention from the Social Welfare Department. We aim to enhance the professional support for children in need or vulnerable, as well as their families.

Following the implementation of ChildPRO by phases, service team receives case referrals from Family and Child Protective Services Units (FCPSUs) in the first phase<sup>#</sup>. Through a coordinated partnership approach with the referring units, the service team provides targeted, focused intervention and professional support to target clients. Tailor-made service plans are formulated for the service users, including home visitation support, therapeutic/psychosocial groups, educational/family enrichment programmes, and accompany/escort services etc.

<sup>#</sup> The service team will receive referrals from FCPSUs firstly and accept referrals from Integrated Family Service Centres/ Integrated Service Centres operated by SWD and NGOs in the second phase.



# Heart of Home

We believe that love is a fundamental core value in every family.

We aspire to collaborate with everyone and cultivate love at "home" with "heart".

We wish for all children to grow up healthily and joyfully in a secure environment.

## Harmonize

To promote collaboration among different disciplines and sectors to achieve a strong protection network for the children in need or vulnerable.

## Optimize

To build up or enhance the parents / carers' parenting capacity and help them assume family responsibilities to provide a safe and nurturing environment for stable and healthy development of their children.

## Mentor

To strengthen professional support for children in need or vulnerable, as well as their families, by fostering resilience and enhancing their self-protection abilities.

## Ease

To prevent or reduce harm to children through effective collaboration with relevant service units.

### Target Service Users

Families referred by the social workers<sup>#</sup>

### Service Boundary

Shatin, Tai Po and North District

### Service

1. Home Visitation Support
2. Group & Individual Session
3. Clinical Psychological & Nursing Support
4. Educational & Family Enrichment Programme
5. StandbyU

### Fee

Free of charge

<sup>#</sup> The service team will receive referrals from FCPSUs firstly and accept referrals from Integrated Family Service Centres/ Integrated Service Centres operated by SWD and NGOs in the second phase.