

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	<p>https://chatpoint.org.hk/#/home</p> <p>Android (Chinese only): https://play.google.com/store/apps/details?id=com.sbhk.chat.client</p> <p>iOS (Chinese only): https://itunes.apple.com/cn/app/chat%E7%AA%BF/id1429849615?mt=8</p>
Hospital Authority	2928 3283	<p>The Early Assessment Service for Young People with Early Psychosis (E.A.S.Y.) Programme</p> <p>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	https://www.openup.hk/index.htm?lang=en Facebook / Instagram: hkopenup
Youth Outreach	9088 1023	24-hour hotline service and WhatsApp to chat WhatsApp to chat Operating hours: 9:00 p.m. – 6:00 a.m. only	Young people aged 8 to 21	Cantonese, Putonghua, English	https://www.yo.org.hk/en/services-outreaching-team.html Facebook: https://www.facebook.com/ornineup/ Instagram: 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: utouch_hkfyg

<p>Caritas Hong Kong Caritas Infinity Teens - Cyber Youth Support Team</p>	<p>2339 3759</p> <p>WhatsApp/ Signal: 9377 3666</p> <p>Email: ycsteens@caritassws.org.hk</p>	<p>Caritas Infinity Teens - Cyber Youth Support Team</p> <p>Online counselling service</p> <p>Operating hours:</p> <p>Monday and Tuesday 10:00 a.m. to 6:00 p.m.</p> <p>Wednesday and Thursday 2:00 p.m. to 10:00 p.m.</p> <p>Friday and Saturday 6:00 p.m. to 2:00 a.m.</p> <p>Closed on Sundays and public holidays</p>	<p>Young people aged 6 to 24</p>	<p>Cantonese, Putonghua, English</p>	<p>http://it.caritas.org.hk/ (Chinese only)</p> <p>Facebook: http://www.facebook.com/caritas.infinityteens</p> <p>Instagram: caritasinfinityteens</p>
<p>Hong Kong Children and Youth Services - eSmiley Cyber Youth Support Team</p>	<p>2606 7644</p> <p>WhatsApp: 6280 6281</p> <p>Email: esmiley@hkccys.org.hk</p>	<p>eSmiley Cyber Youth Support Team</p> <p>Operating hours:</p> <p>Monday, Tuesday and Saturday 6:00 p.m. to 2:00 a.m.</p> <p>Wednesday to Friday 2:00 p.m. to 10:00 p.m.</p>	<p>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</p>	<p>Cantonese, English</p>	<p>https://esmiley.hkccys.hk (Chinese only)</p> <p>Facebook : https://www.facebook.com/esmileyhk</p> <p>IG/Wechat/Telegram: esmileyhk</p>

		<p>Online enquiry service</p> <p>Operating hours:</p> <p>Monday, Tuesday and Saturday 6:00 p.m. to 2:00 a.m.</p> <p>Wednesday to Friday 6:00 p.m. to 10:00 p.m.</p> <p>Service will also be rendered during non-office hour whenever needs arise</p>			
<p>The Boys' and Girls' Clubs Association of Hong Kong</p>	<p>WhatsApp / signal: 9726 8159 / 9852 8625</p> <p>Email: nitecat@bgca.org.hk</p>	<p>Nite Cat Online</p> <p>Nite Cate Chat Room providing online counselling service</p> <p>Operating hours: Monday, Tuesday, and Friday 6:00 p.m. to 2:00 a.m.</p>	<p>Young people aged 6 to 24 using the internet</p>	<p>Cantonese</p>	<p>http://nitecat.bgca.org.hk/ (Chinese only)</p> <p>Facebook: https://www.facebook.com/nitecatonline/</p> <p>Telegram : nitecatt</p> <p>Instagram: nitecat.bgca</p>
<p>St. James' Settlement 6PM Cyber Youth Support Team</p>	<p>2596 2591</p> <p>WhatsApp: 5933 3711</p> <p>Email: cyberyouth@sjs.org.hk</p>	<p>6PM Cyber Youth Support Team</p> <p>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.</p>	<p>Children and Youth age 6 to 24 years old and their significant others who live in Hong Kong Island</p>	<p>Chinese</p>	<p>https://www.cyberyouth.sjs.org.hk/ (Chinese only)</p> <p>Facebook : https://www.facebook.com/SJS6PM</p> <p>Instagram: 6pm.hk</p>

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/index-en.php#.YUP0A7gzY2W Facebook : https://www.facebook.com/ACAHK/posts/2470502472970496/
Caritas Family Crisis Support Centre	3161 0000 Email: fskids@caritassws.org.hk	Kids Hotline Operating hours (until further notice): Monday, Wednesday 4:00 p.m. to 9:00 p.m. Tuesday, Thursday, Friday and Saturday 1:00 p.m. to 6:00 p.m. (except public holidays)	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)
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	Cantonese, Putonghua, English	https://www.motherschoice.org/en/get-help/ Facebook : https://www.facebook.com/motherscho

	Email: bigsisiter@motherschoice.org		pregnant unexpectedly - Family and friends of the girl/boy - Social workers and medical staff at various organisations/schools		icehk/?ref=page_internal
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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
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: 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=honline
		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 9:00 a.m. to 5:00 p.m. Saturday 9:00 am to 12:00 noon	General public	Cantonese, Putonghua, English	https://www.swd.gov.hk/en/index/site_pubsvc/page_family/sub_listofserv/id_department/
Richmond Fellowship of Hong Kong	3512 2626	JUSTONE - Mental Health Linking Project 24-hour emotional support and mental	General public	Cantonese, Putonghua, English	https://justone.richmond.org.hk/ (Chinese only)

	Email: justone@richmond.org.hk	health consultation hotline			Facebook: https://www.facebook.com/JusTone24hours/
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	18288	Crisis Line:	General public	Cantonese,	http://fcsc.caritas.org.hk/ (Chinese only)

Support Centre		24 hours (Answered by registered social workers)		Putonghua, English	
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/index-en.php#.YUP3sbgzY2w 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 domestics 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 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/
Civil Service Bureau	5543 7791	Hotline Counselling Service on Stress Management (Service period from 1 July 2022 to 30 June 2023) Operating hours: Monday to Friday 2:00 p.m. to 10:00 p.m.	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

		<p>Saturday 9:00 a.m. to 1:00 p.m.</p> <p>Closed on public holidays</p>			
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.</p> <p>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			

		Operating hours: from 10:00 a.m. to 6:00 p.m. daily			
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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 網址 : https://www.youthmentalhealth.hku.hk/ (Chinese only)	General public	Traditional Chinese
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 Service	Mental Wellness Services for Children Website: https://www.bokss.org.hk/integrated-mental-health-services/service?id=56&lang=en	Children and youth aged 6 to 18 suffering from 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 11 to 25 with emotion or mental distress	Traditional Chinese and English
Jockey Club TourHeart Project	Jockey Club TourHeart Project Website: https://www.jctourheart.org/	General public	Traditional Chinese and English
	Emotion GPS 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: http://kch.ha.org.hk/EN/subpage?pid=16	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: 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
IPEP Internet-based Psychosis Education Program	IPEP Internet-based Psychosis Education Program Website: http://ipep.hk/en	psychotic patients families	Traditional Chinese and English
Social Welfare Department	Integrated Community Centre for Mental Wellness (ICCMW)	People aged 15 or above	Traditional Chinese, Simplified

	<p>Website: https://www.swd.gov.hk/en/index/site_pubsvc/page_rehab/sub_listofserv/id_supportcom/id_iccmw/</p>		<p>Chinese, English;</p> <p>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</p>
Advisory Committee on Mental Health	<p>“Shall we talk” Initiative Website: https://shallwetalk.hk/en/</p>	General public	Traditional Chinese, Simplified Chinese, English
Education Bureau	<p>"Mental Health @ School"- One-stop Student Mental Health Information Website Website: https://mentalhealth.edb.gov.hk/en/index.html</p>	General public	Traditional Chinese, Simplified Chinese, English
Jockey Club Mental Wellness Project for Women	<p>Jockey Club Mental Wellness Project for Women Website: https://www.womencentre.org.hk/En/Services/wellness/jcwow/</p>	Women aged 18 to 64	Traditional Chinese and English
Centre for Health Protection, Department of Health	<p>Health Information – Healthy Life Course Website: https://www.chp.gov.hk/en/healthtopics/submenu/10004/index.html</p>	General public	Traditional Chinese, Simplified Chinese, English
The Comfort Care Concern Group	<p>Grief Counselling for Children <u>Enquiry and Application</u> Telephone: 2361 6606 Email: cccg@cccg.org.hk</p>	Children under the age of 18 suffering from bereavement/losing friends	Traditional Chinese

	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)		
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