



Working Family and Student Financial Assistance Agency

Working Family Allowance Office

In addition to the office on 9/F, 181 Hoi Bun Road, Kwun Tong, Kowloon, Working Family Allowance Office (WFAO) has set up enquiry counter and information booths at various locations to answer public enquiries about the Working Family Allowance Scheme and offer assistance on form-filling free of charge.

1. Enquiry counter (providing general enquiry service)

Address	Date	Service hours
Inside Hong Kong Housing Authority Customer Service Centre, 3 Wang Tau Hom South Road, Kowloon, Hong Kong (Near Exit A of Lok Fu MTR Station)	Monday to Friday (Closed on Saturdays, Sundays and Public Holidays)	9am – 6pm

2. Information Booth

(Locations for May 2024 and beyond will be announced later)

Address	Date	Service hours
Hong Kong Island		2:30pm – 5:30pm
Sitting-out Area of Oi Tung Shopping Centre, Oi Tung Estate	9 April 2024 (Tuesday)	
Kowloon		
G/F, Ancillary Facilities Block, Tsz Ching Estate	18 April 2024 (Thursday)	

Address	Date	Service hours
New Territories		2:30pm – 5:30pm
Open space near the entrance of Shui Pin Wai Estate	12 April 2024 (Friday)	
Cheung Hong Estate Amphitheatre (near Hong Kwai House)	16 April 2024 (Tuesday)	
Dragon Boat Garden, Lung Hang Estate	24 April 2024 (Wednesday)	
Common Area outside Oi Yung House, Yau Oi Estate	30 April 2024 (Tuesday)	

Note: WFAO reserves the right to cancel any of the above services or change the location and/or service hours due to inclement weather (including Tropical Cyclone Warning Signal 8 or above / “Extreme Conditions” / Black Rainstorm Warning Signal) or other unforeseeable circumstances.