



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 June 2025 and beyond will be announced later)

Address	Date	Service hours
Hong Kong Island		
Area outside Shop 01, Ground Floor, Lei Tim House, Ap Lei Chau Estate	28 May 2025 (Wednesday)	2:30pm – 5:30pm
Kowloon		
Area outside Lai Kok Shopping Centre, Lai Kok Estate, Sham Shui Po	22 May 2025 (Thursday)	4:00pm – 7:00pm

Address	Date	Service hours
New Territories		
Area outside Kindergarten, 3 rd Floor, Ancillary Facilities Block, Po Shek Wu Estate, Sheung Shui	7 May 2025 (Wednesday)	2:30pm – 5:30pm
Open Plaza, Chun Shek Estate, Sha Tin	14 May 2025 (Wednesday)	4:00pm – 7:00pm
Area outside Block F & G Kui Yat House, Yat Tung (2) Estate, Tung Chung	20 May 2025 (Tuesday)	2:30pm – 5:30pm

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.