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)	9:00am – 5:30pm

2. Information Booth

(Locations for December 2026 and beyond will be announced later)

Address	Date	Service hours
Kowloon		
3/F Passage to Ko Cheung Court, Yau Tong	5 November 2026 (Thursday)	2:30pm – 5:30pm

Address	Date	Service hours
New Territories		
Pedestrian Walkway connecting to the Long Shin Estate Shopping Centre, Yuen Long	11 November 2026 (Wednesday)	2:30pm – 5:30pm
Area outside the entrance of Yip Sin House, Yip Mong Estate, Tuen Mun	17 November 2026 (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.