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東華三院
Tung Wah Group of Hospitals

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服務
焦點

SERVICE FOCUS

東華三院為大埔宏福苑事故提供緊急援助 TWGHs Provides Emergency Support for Wang Fuk Court Incident in Tai Po

東華三院就大埔宏福苑事故造成多人傷亡，深感哀痛。本院迅速為受事故影響人士提供一系列緊急支援措施：

The Group was filled with grief over the recent incident at Wang Fuk Court in Tai Po, which resulted in multiple casualties. In response, the Group promptly rolled out a series of emergency support services for affected individuals.

東華三院甘霖援急基金 TWGHs Emergency Relief Fund

為支援死難者家屬及受影響居民，本院即時於「東華三院甘霖援急基金」撥出港幣三百萬元先作緊急援助，因應受事故影響人士的實際情況提供現時最高港幣一萬元的援助，同時向每戶受災居民發放港幣一千元現金緊急援助金，已向超過1,900戶家庭發放，其後將繼續接受未領取的住戶申請。

「東華三院甘霖援急基金」港幣一千元應急錢申請：9811 7065（致電或WhatsApp；星期一至五上午9時至下午5時）。

To support the families of the deceased and the affected residents, the Group initially allocated HK\$3 million from its Emergency Relief Fund. Up to HK\$10,000 per case will be provided for those impacted by the incident based on their actual circumstances, and every affected household will receive an emergency fund of HK\$1,000 in cash. To date, assistance has been provided to over 1,900 households. Eligible residents who have not yet received support may still apply.

Application for "TWGHs Emergency Relief Fund" HK\$1,000 Cash:
9811 7065 (Call or WhatsApp, Monday to Friday, 9:00 AM to 5:00 PM)



免費殯儀服務及喪親者支援 Free Funeral Service and Support



為協助家屬面對艱難時刻，東華三院為死難者家庭提供免費殯儀服務，費用由「東華三院殯儀基金」承擔，每宗個案上限港幣八萬元，不設個案數量上限。目前本院已向116個案提供諮詢服務，當中有95家庭申請殯儀基金。

本院亦安排具備喪親支援經驗的專業社工團隊及職員，全方位支援事故死難者家屬，並於富山公眾殮房特設「認領遺體陪伴、後事程序及情緒支援」服務，陪伴家屬並從旁協助辦理殯儀事宜。東華三院亦在12月2日於城隍廟為罹難者舉行頭七幽科超渡法事，並於12月2至5日開放寰宇殯儀館的環保化寶爐服務供市民免費燒衣包，以悼念逝者。

後事程序及喪親支援熱線：2657 7899

網上後事支援聊天機械人：2884 2033 (WhatsApp通訊平台提供)

殯儀諮詢：2303 1234

Supported by the "TWGHs Funeral Fund", TWGHs offers free funeral services to the families of the deceased. Each case is subject to a budget limit of up to HK\$80,000, with no restriction on the number of cases. To date, the Group has provided counselling services to 116 cases, among which 95 families have applied for the Funeral Fund.

In addition, TWGHs has arranged a professional team of social workers and staff members experienced in bereavement support to provide comprehensive assistance for the families of the victims. At Fu Shan Public Mortuary, a dedicated service team has been established to accompany families during body identification, provide guidance on funeral procedures, and offer emotional support, ensuring families are cared for throughout the process. The Group has also arranged to hold a ritual ceremony for the seventh day after death at the Shing Wong Temple to help the victims of the Tai Po Wang Fuk Court fire incident on 2 December. In addition, the Universal Funeral Parlour's eco-friendly joss paper furnace service opened to the public during 2-5 December, allowing citizens to burn joss paper free of charge in remembrance.

Funeral Arrangement and Bereavement Support Hotline: 2657 7899

Online Aftercare Support Chatbot: 2884 2033 (Available on WhatsApp)

Funeral Advisory Services: 2303 1234

東華三院
殯儀基金詳情
Details of TWGHs
Funeral Fund



免費臨時住宿服務 Free Temporary Shelter Service

為協助安頓受影響居民，東華三院隨即安排屬下部份服務單位，包括「東華·南昌匯」青年宿舍、東華三院譚鑑標李慧翹竹林居，以及兩個過渡性房屋項目「樂禾·東寓」及「啟德·東寓」，供有需要的居民暫住。本院已提供100個單位，約220位居民入住。

To help settle the affected residents, TWGHs has promptly arranged several affiliated service units, including "TN Residence" youth hostel, TWGHs K B Tam & W K Li The Bamboo Hostel, and 2 transitional housing projects, namely "T-Loft@Lok Wo" and "T-Loft@Kai Tak", as temporary shelters. The Group has provided 100 housing units for approximately 220 residents.



東華三院成立「大埔宏福苑事故愛心捐款」以來，感謝各界熱心機構及市民踴躍捐款，協助受事故影響人士重建新生。東華三院本階段計劃從捐款撥出逾港幣1.1億元新增援助金。

情緒支援服務 Emotional Support Service

除支援死難者家屬外，東華三院亦關顧因事故而受情緒影響之人士及照顧者。24小時支援熱線18281及照顧者支援專線182183由社工接聽電話，即時為有需要人士提供情緒支援及為照顧者提供協助。

In addition to helping the families of the deceased, TWGHs also cares for people who are emotionally affected by the incident as well as the carers. We operate a 24-hour Crisis Hotline at 18281 and a Carer Hotline 182183, both staffed by social workers who provide emotional support.

免費幼兒暫託服務 Free Temporary Nursery Service

東華三院方麗明幼兒園提供免費幼兒暫託服務，由幼兒工作員及社會工作員提供服務，支援有需要的兒童及家長。

查詢及預約電話：2653 2393

TWGHs Fong Lai Ming Nursery School provides free temporary nursery services, staffed by childcare partitioners and social workers to support children and parents in need.

Inquiry and Appointment Hotline: 2653 2393

「大埔宏福苑事故愛心捐款」新增援助金 Additional Relief Funding for "Charitable Giving towards the Incident of Wang Fuk Court, Tai Po"

東華三院成立「大埔宏福苑事故愛心捐款」以來，感謝各界熱心機構及市民踴躍捐款，協助受事故影響人士重建新生。東華三院本階段計劃從捐款撥出逾港幣1.1億元新增援助金。

Since the establishment of the "Charitable Giving towards the Incident of Wang Fuk Court, Tai Po", the Group has received generous donations from compassionate organisations and members of the public. These contributions have assisted those affected by the incident in rebuilding their lives. In this phase, the Group plans to allocate over HK\$ 110 million from the donations for additional relief funding.

「大埔宏福苑事故愛心捐款」新增援助金

項目	受助對象及金額	發放安排
災民撫恤金	向大埔宏福苑事故中罹難者家庭 每戶發放 7萬元 撫恤金 向大埔宏福苑事故受傷留醫的居民 每人發放 5萬元 撫恤金	經「一戶一社工」申請
災民重建家園補助金	向大埔宏福苑事故居民 (包括業主及租戶) 每戶發放 5萬元 補助金， 分兩期發放 (先發放3萬元；之後發放2萬元)	
非宏福苑居民特惠金	向大埔宏福苑事故中罹難訪客家庭 每戶發放 7萬元 特惠金 向大埔宏福苑事故中受傷留醫的訪客 每人發放 2萬元 特惠金	
虎星文化集團有限公司、 泡泡森林文化有限公司及 曾志偉先生捐款發放撫恤金	向大埔宏福苑事故中罹難的建築工人家庭 及外籍傭工家屬每戶發放 10萬元 及另加資助免費殯儀 向大埔宏福苑事故中受傷留醫的建築工人 及外籍傭工每人發放 5萬元	



「大埔宏福苑事故愛心捐款」 Charitable Giving towards the Incident of Wang Fuk Court, Tai Po

為更快速收集公眾捐款以解受影響人士燃眉之急，本院特設「大埔宏福苑事故愛心捐款」專頁，本院將持續收集善款，用於長遠支援居民生活、家園重建及傷者康復等用途。

東華三院不會從公眾善款中扣除行政費用，全數捐款將撥用於支援受事故影響人士。如有疑問，請致電捐款熱線1878 333查詢。

To collect public donation in support of the urgent needs of those affected, the Group has set up a donation webpage titled "Charitable Giving towards the Incident of Wang Fuk Court, Tai Po". The Group will continue to raise funds for long-term support for residents' livelihoods, rebuilding of home, and the rehabilitation of the injured.

No administrative cost will be deducted from public donations, ensuring that all donations are fully allocated to support the individuals affected by the Incident. For queries, please contact the donation hotline 1878 333.

捐款專頁
Donation
webpage



免費中醫內科及針灸服務 Free Traditional Chinese General Medicine and Acupuncture Services



大埔宏福苑火災援助計劃
免費中醫內科及針灸服務

大埔宏福苑世紀火災令香港市民痛心，在此艱難時期，東華三院本著「行善無界限」的慈善精神與受災市民同行，望以中醫固本培元、平衡身心，為災民送上支持。

對象
大埔宏福苑居民
(身份證明文件及災民證或住址證明)

服務內容
提供不多於10次免費中醫內科或針灸服務
(內科每次包含5劑內服濃縮中藥顆粒)

預約方法
1. 電話預約
2. 東華三院流動應用程式
(只適用於已登記本院中醫服務人士)

日期
即日起至2026年3月31日

中醫中心	地址	查詢電話
廣華醫院 - 香港中文大學中醫藥臨床研究服務中心	九龍油麻地新填地街202號東寶閣地下及一樓	3742 0333
東華三院中西醫藥治療中心	九龍窩打老道25號廣華醫院三樓	3517 7622
東華東院-香港理工大學王澤森中醫藥臨床研究服務中心	香港銅鑼灣東院道19號東華東院日間醫療服務大樓三樓	2162 6363
東華三院黃大仙醫院-香港浸會大學王李名珍中醫藥臨床研究服務中心	九龍沙田坳道124號東華三院黃大仙醫院C座地下	2354 3000
東華三院-香港大學中醫藥臨床教研中心	香港上環普仁街17號東輝花園地下3-4號舖	2815 5477
東華三院六福集團中醫診所	九龍荔枝角長沙灣道833號長沙灣廣場二樓221B及222A至B號舖	3163 1555
東華三院王胡麗明中醫診所	新界沙田安群街3號京瑞廣場1期地下G23B舖	3841 7520
東華三院中醫流動診所	請掃描二維碼查看服務地點	8137 0299

東華三院保留最終決定權

由即日起至2026年3月31日期間，於本院轄下七間中醫診所及三間流動診所，為大埔宏福苑居民提供免費中醫內科及針灸服務*。

居民可透過電話或東華三院流動應用程式預約，並於登記時出示身份證明文件及災民證或住址證明，即可使用有關服務。

*每位居民可預約不多於十次中醫內科（內科包括五劑中藥顆粒）及針灸服務

The Group provides free traditional Chinese Medicine (TCM) general medicine and acupuncture services* for residents from now until 31 March, 2026. The services will be available at 7 of TWGHs' TCM clinics and 3 mobile clinics.

Residents can make appointments via telephone or Tung Wah mobile application. To access the services, they are required to present their identification document and proof of victim status or proof of address during registration.

*Each resident can book up to 10 sessions of TCM general medicine services (including 5 doses of herbal granules per general medicine session) and acupuncture services.

詳情查詢
Details

