

Education Bureau Circular Memorandum No. 97/2024

From : Secretary for Education To : Heads of all primary and secondary
Ref : EDB(GD)/20/25/44/O 24/25 schools
Date : 23 May 2024

“Harmonious School: One-Stop Hotline and Counselling Services”

Summary

This circular memorandum informs heads of primary and secondary schools of the details of the “Harmonious School: One-Stop Hotline and Counselling Services” (The Services).

Background

2. School is a place where care, concern, mutual support and respect are practised. Schools should adopt a Whole School Approach to guidance and discipline, and promote multi-disciplinary collaboration and home-school cooperation to create a safe and harmonious school environment for students to learn and grow up happily. EDB has adopted a multi-pronged approach to help schools cultivate a caring school culture, including nurturing students’ proper values, cultivating in them a positive sense of inclusion and friendship, raising anti-bullying awareness among students and school staff and building a positive school ethos through school curriculum, learning and teaching resources, diversified students’ growth programmes and activities, teacher training, as well as peer mediation skills training for students.

3. The Education Bureau (EDB) does not accept any school bullying act irrespective of the form and for whatever reasons. EDB has reminded schools, through issuance of circulars and guidelines, to formulate policy on prevention and handling of school bullying, which should include a clear stance on “zero-tolerance”, reporting mechanism, handling procedures and monitoring with high transparency. Schools should handle each bullying incident in a proactive and serious manner.

Details

4. To further support students and parents in handling conflicts among peers or school bullying issues, and to promote anti-bullying messages, EDB has commissioned the Hong Kong Playground Association (HKPA) to provide the Services starting from 23 May 2024. The Services include one-stop hotline and online counselling services, on-site school support services (such as on-site consultation stations and talks), consultation and counselling services, referral of school cases, borrowing of promotional materials and thematic exhibition boards. For details, please refer to **Annex 1** and the designated website for the Services of HKPA (<https://harmonioushotline.hkpa.hk>) .

“Harmonious School: One-Stop Hotline and Counselling Services” Website	
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5. Should students and parents need assistance when handling conflicts among peers or school bullying issues, they can seek consultation and counselling services through the **hotline at 5507 1896, or via WhatsApp and WeChat**. HKPA also provides on-site support services for primary and secondary schools in need, with a view to promoting harmonious school culture and anti-bullying messages.

6. HKPA will arrange for the delivery of posters and promotional materials to primary and secondary schools for promoting the services to students and parents. Schools requiring on-site support and/or additional promotional materials should complete the Application Form for On-site School Support Services at **Annex 2** and return it to HKPA via email (harmonioushotline@hkpa.hk) or fax (3905 8144).

Enquiry

7. For enquiries, please contact Ms LEE Yan-yi, registered social worker of HKPA, at 2730 6618, or the Guidance and Discipline Section of EDB at 2863 4687.

Ms Mandy HO
for Secretary for Education

c.c. Heads of Sections – for information



To: Heads of all primary and secondary schools

“Harmonious School: One-Stop Hotline and Counselling Services”

The Education Bureau has commissioned the Hong Kong Playground Association (HKPA) to provide “Harmonious School: One-Stop Hotline and Counselling Services” for the 2023/24 and 2024/25 school years, rendering professional advice and support to students and parents of all primary and secondary schools in handling conflicts among peers, as well as promoting caring school messages. Our association provides one-stop hotline and online counselling services as well as on-site school support services and activities, including:

a) One-Stop Hotline and Online Counselling Services

Target:	Students and parents of primary and secondary schools
Content:	Through hotline and instant messaging applications, the registered social workers of HKPA provide students and parents with advice and counselling services in handling doubts, difficulties or conflicts among peers, such as school / cyber bullying.
Hotline, WhatsApp and WeChat Number:	5507 1896
Service hours:	Mondays to Saturdays (excluding public holidays) 9:30 a.m. to 9:30 p.m.

b) On-site school support services

i. On-site Consultation Station

Target:	Students and parents of primary and secondary schools
Content:	Setting up “On-site Consultation Station” in schools to promote caring school messages. The consultation station also includes a social worker enquiry corner, booth games and thematic exhibition boards. Registered social worker(s) will provide students and parents with professional advice on handling students’ distress or conflicts when getting along with peers.


ii. Student Talks

Target:	Students of primary and secondary schools
Content:	Providing thematic talks to students on topics related to peer relations and prevention of school / cyber bullying.

iii. Parent Talks

Target:	Parents of primary and secondary school students
Content:	Providing thematic talks to parents to strengthen their understanding of children’s peer relations and equipping them with skills on handling conflicts among children with their peers.

- c) Providing promotional materials and borrowing of thematic exhibition boards (Schools are required to submit the “Application Form for On-site School Support Services” and arrange for collection of the materials.)
- d) Releasing relevant information regularly at the designated website of the Services (<https://harmonioushotline.hkpa.hk>).

“Harmonious School: One-Stop Hotline and Counselling Services” Website	
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We sincerely invite schools to support and participate in the activities of “Harmonious School: One-Stop Hotline and Counselling Services” and to disseminate of relevant materials to students and parents. For details of service application, please refer to **Annex 2**. Schools will receive the following resources:

<u>Annex 3</u> – Application Form for Consultation and Counselling Services (to be completed by students or parents) :	School may print and distribute the “Application Form for Consultation and Counselling Services” to students or parents to facilitate their application for consultation and counselling services from HKPA when necessary.
<u>Annex 4</u> – Case Referral Form (to be completed by schools):	If specified consultation services or case referral in relation to the handling of students’ peer conflicts or school bullying are required from external organisation, school social workers or teachers may refer their students to HKPA for support.
<u>Annex 5</u> – Promotion Poster :	Schools may post the poster at prominent places of school premises for promoting the Services.

<u>Annex 6</u> – Hotline Promotion Card :	To promote the Services to parents through Parent-Teacher Association, school social workers and relevant school activities.
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Should there be enquiries, please contact HKPA social worker Ms LEE Yan-yi, at 2730 6618.

Best regards,
Ms YAU Yee-man, Ivy
Deputy Executive Director
Hong Kong Playground Association

“Harmonious School: One-Stop Hotline and Counselling Services”

Application Form for On-site School Support Services

To: Hong Kong Playground Association
Address: G/F., 119-132 Kwai Yuen House,
Chuk Yuen (South) Estate,
Wong Tai Sin, Kowloon.

Tel: 2730 6618
Fax: 3905 8144
E-mail: harmonioushotline@hkpa.hk

1. Our school would like to apply for the following on-site school support service(s):
(Please put a “✓” in the appropriate box(es))

- a) Application for School On-site Consultation Station and Thematic Exhibition Board(s)*
- Setting up On-site Consultation Station (including Social Worker Enquiry Corner and game booth)*
- Thematic Exhibition Board(s) (Choose **at most TWO** topics)
- Peer Relations: “Making Good Friends”
 - Online Etiquette: “Netiquette Matters”
 - Emotion Management: “Master of Emotion Management”
 - School/Cyber Bullying: “Standing Against School/Cyber Bullying”

Estimated number of participants: () students / () parents

Class level of students: _____

Remarks: _____

Proposed dates and timeslots:

1st choice: _____ (Time: _____)#

2nd choice: _____ (Time: _____)#

3rd choice: _____ (Time: _____)#

* Only a maximum of two enquiry corners and/or game booths could be provided at the same time for each on-site consultation station.

A maximum of two-hour service session will be provided.

- b) **Conducting Student Talk**

Topics (Choose **ONE** topic only)

- Peer Relations Online Etiquette Emotion Management
 School/Cyber Bullying

Estimated number of students: _____

Class level of students: _____

Remarks: _____

Proposed dates and timeslots:

1st choice: _____ (Time: _____)

2nd choice: _____ (Time: _____)

3rd choice: _____ (Time: _____)

c) **Conducting Parent Talk**

Topics (Choose **ONE** topic only)

Peer Relations

Online Etiquette

Emotion Management

School/Cyber Bullying

Estimated number of participants: () parents

Class level of students: _____

Remarks: _____

Proposed dates and timeslots:

1st choice: _____ (Time: _____)

2nd choice: _____ (Time: _____)

3rd choice: _____ (Time: _____)

If schools apply for more than one on-site school support services, please indicate school's priority by putting 1, 2, or 3 in the () below, with "1" being the first priority.

()	a) Setting up on-site consultation station and/or thematic exhibition board(s)
()	b) Conducting student talk
()	c) Conducting parent talk

Note: HKPA will contact the teacher in-charge **within 5 working days** to confirm the service items, dates and time of the activities via email. **Application will be considered successful only upon receiving the confirmation email.**

2. Our school would like to collect the following additional materials:
*(Please put a “✓” in the appropriate boxes to indicate the additional items required and the respective quantity. You may choose **more than one item.**)*

Additional Item	Quantity			Proposed date of collection
	A2 size	A3 size	A4 size	
<input type="checkbox"/> Promotion Poster* (Please refer to Annex 5)				
<input type="checkbox"/> Hotline Promotion Card* (Please refer to Annex 6)				
<input type="checkbox"/> Thematic Exhibition Board# (Roll-up banner stand with approximately two metres in height) <i>(The maximum borrowing period is 12 working days, excluding Saturdays and public holidays)</i>				Anticipated borrowing date: _____
Topics: (Please put a “✓” in the appropriate box(es). You may choose more than one item)				Anticipated returning date: _____
<input type="checkbox"/> Peer Relations: “Making Good Friends” <input type="checkbox"/> Online Etiquette: “Netiquette Matters” <input type="checkbox"/> Emotion Management: “Master of Emotion Management” <input type="checkbox"/> School/Cyber Bullying : “Standing Against School/Cyber Bullying”				
Remarks: _____ _____				
Returning Address: G/F., 119-132 Kwai Yuen House, Chuk Yuen (South) Estate, Wong Tai Sin, Kowloon. (If there is a change in the address, we will notify the schools via the confirmation email in response to the application.)				

Note:

* HKPA will deliver the additional promotion posters or hotline promotion cards to schools and cover the postage.

HKPA will deliver thematic exhibition boards to the schools and cover the postage. Schools should arrange sufficient manpower to receive the exhibition boards. **Please return the exhibition boards on or before the anticipated returning date and the transportation costs will be paid by schools.** Before returning the exhibition boards, please contact HKPA to confirm the delivery time. To avoid affecting other applicants, please return the exhibition boards on time.

School Name:			
School Address:			
Contact Person:		Post:	
Tel:		Fax:	
E-mail address:		Date of application:	

“Harmonious School: One-Stop Hotline and Counselling Services”

Application Form for Consultation and Counselling Services
(To be completed by student or parent)

The Education Bureau has commissioned the Hong Kong Playground Association (HKPA) to provide “Harmonious School: One-Stop Hotline and Counselling Services” for the 2023/24 and 2024/25 school years. Students and parents can seek consultation and counselling services directly via the hotline, WhatsApp and WeChat (number: 5507 1896). They can also fill in the Application Form for Consultation and Counselling Services below and return it to HKPA by email (harmonioushotline@hkpa.hk), fax (3905 8144), or through the electronic application form.

QR code of Electronic Application Form for Consultation and Counselling Services:



The personal information collected in the Application Form for Consultation and Counselling Services serves only for the purpose of providing services by HKPA. The information will be handled in accordance with Personal Data (Privacy) Ordinance.

Application Form for Consultation and Counselling Services
(To be completed by student or parent)

To: Hong Kong Playground Association
 Address: G/F., 119-132 Kwai Yuen House,
 Chuk Yuen (South) Estate,
 Wong Tai Sin, Kowloon.

Tel: 2730 6618
 Fax: 3905 8144
 E-mail: harmonioushotline@hkpa.hk

I would like to apply for consultation and counselling services. Details are as follows:

Please put a “✓”	Consultation Item (Choose ONE only)
<input type="checkbox"/>	Enhancing Peer Relations: Conflict resolution, enhancing communication and social skills, etc.
<input type="checkbox"/>	Understanding Healthy Online Socialisation: Understanding social etiquette, risks of making friends online, privacy protection, etc.
<input type="checkbox"/>	Managing Negative Emotions: Understanding emotions, promoting positive emotions, coping with negativity, etc.
<input type="checkbox"/>	Addressing School/Cyber Bullying: Providing support and resources, strategies to handle school / cyber bullying
<input type="checkbox"/>	Others (Please specify):

Specific needs for case consultation:

Particulars of the applicant

The applicant is: parent
 student

Name of parent: _____

Name of student: _____

Class level of student: _____

Name of school: _____

School address: _____

Contact number/other contact method: _____

Date of Submission: _____ (dd) _____ (mm) _____ (yyyy)

Preferred period(s) for further contact (may choose more than one period):

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<input type="checkbox"/> 09:30-13:00	<input type="checkbox"/> 09:30-13:00	<input type="checkbox"/> 09:30-13:00	<input type="checkbox"/> 09:30-13:00	<input type="checkbox"/> 09:30-13:00	<input type="checkbox"/> 09:30-13:00
<input type="checkbox"/> 13:00-18:00	<input type="checkbox"/> 13:00-18:00	<input type="checkbox"/> 13:00-18:00	<input type="checkbox"/> 13:00-18:00	<input type="checkbox"/> 13:00-18:00	<input type="checkbox"/> 13:00-18:00
<input type="checkbox"/> 18:00-21:30	<input type="checkbox"/> 18:00-21:30	<input type="checkbox"/> 18:00-21:30	<input type="checkbox"/> 18:00-21:30	<input type="checkbox"/> 18:00-21:30	<input type="checkbox"/> 18:00-21:30

Remarks:

“Harmonious School: One-Stop Hotline and Counselling Services”

Case Referral Form
(To be completed by school)

The Education Bureau has commissioned the Hong Kong Playground Association (HKPA) to provide “Harmonious School: One-Stop Hotline and Counselling Services” for the 2023/24 and 2024/25 school years. Students and parents can seek consultation and counselling services via the hotline, WhatsApp and WeChat (number: 5507 1896).

If specified consultation services or case referrals to the external organisation are required in the course of handling peer conflicts among students or school bullying, school social worker(s) or teachers of the primary or secondary schools can refer the case(s) to HKPA through the submission of the Case Referral Form for follow-up.

QR code of Electronic Case Referral Form:



The personal information collected in the Case Referral Form serves only for the purpose of providing services by HKPA. The information will be handled in accordance with Personal Data (Privacy) Ordinance.

Case Referral Form
(To be completed by school)

To: Hong Kong Playground Association
Address: G/F., 119-132 Kwai Yuen House,
Chuk Yuen (South) Estate,
Wong Tai Sin, Kowloon.

Tel: 2730 6618
Fax: 3905 8144
E-mail: harmonioushotline@hkpa.hk

(I) Particulars of the student

Name of student : _____ Class level : _____

Name of school : _____

School address : _____

* The school has obtained consent from the parent/guardian of the above-named student on _____ (date).

(II) Application for consultation and counselling services

Consultation and counselling services required for the referred case:

Please put a "✓"	Consultation Item (Choose ONE only)
<input type="checkbox"/>	Enhancing Peer Relations: Conflict resolution, enhancing communication and social skills, etc.
<input type="checkbox"/>	Understanding Healthy Online Socialisation: Understanding social etiquette, risks of making friends online, privacy protection, etc.
<input type="checkbox"/>	Managing Negative Emotions: Understanding emotions, promoting positive emotions, coping with negativity, etc.
<input type="checkbox"/>	Addressing School/Cyber Bullying: Providing support and resources, strategies to handle school/ cyber bullying
<input type="checkbox"/>	Other (Please specify): _____

Specific needs for case consultation:

(III) Particulars of the referrer

Name of the referrer: _____ Post Title: _____

Relationship with the student: _____

Contact number/other contact method of referrer: _____

Signature of the referrer: _____

Date of submission: _____ (dd) _____ (mm) _____ (yyyy)

“Harmonious School: One-Stop Hotline and Counselling Services”

Promotion Poster
(Sample)

Harmonious School:
One-Stop Hotline and Counselling Services

Parent Support Student Activity Community Education

5507 1896

Professional Counselling
Peer Relations
Prevent School/ Cyber Bullying
Consultation Service

Should you encounter any social difficulties or bullying/conflict crisis, please feel free to contact us.

Service Hours : 9:30a.m. - 9:30p.m. Mondays to Saturdays (except public holidays)
Service Targets : Students and Parents of Primary and Secondary Schools

For more details, please Like and Share our Facebook/ Instagram or visit our website.

Instagram Facebook Website

Facebook Instagram Website

教育局
Education Bureau

香港遊樂場協會
HONG KONG PLAYGROUND ASSOCIATION

“Harmonious School: One-Stop Hotline and Counselling Services”

Hotline Promotion Card
(Sample)

