

Education Bureau Circular Memorandum No. 101/2025

From : Secretary for Education
Ref : 1258-2030-8055-9090-00001
Date : 8 September 2025

To: Heads of all primary and secondary schools

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

Summary

This circular memorandum informs primary and secondary schools of the details of “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 proactively promote multi-disciplinary collaboration and home-school cooperation to create a safe and harmonious school environment for students to learn and grow up happily. The Education Bureau (EDB) has adopted a multi-pronged approach to help schools build a caring school culture, which includes nurturing students’ proper values and cultivating in them positive attitudes of respect and inclusion, as well as raising anti-bullying awareness among students and school staff to foster a positive school ethos through school curriculum, learning and teaching resources, diversified programmes and activities for students’ growth, peer mediation skills training for students and teacher training.

3. EDB does not accept any school bullying act irrespective of the form and for whatever reasons. EDB has continuously 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. In handling bullying incidents, schools should prioritise education, guidance and protection of students in their considerations, and work with parents to nurture students’ positive thinking and appropriate attitudes in interpersonal relationships.

Details

4. To strengthen the support for students and parents in handling conflicts among peers or school bullying issues, and to promote anti-bullying messages, EDB has provided the Services from May 2024 onwards, which include one-stop hotline and online counselling services, on-site school support services (such as on-site consultation stations and talks), referral of school cases, provision of thematic exhibition boards and promotional materials, dissemination of parent newsletters and other relevant information on “Harmonious School: One-Stop Hotline and Counselling Services” website regularly. For the 2025/26

school year, the Services will be provided by the Hong Kong Playground Association (HKPA). Please refer to the **Appendix**, relevant website and designated pages on Facebook and Instagram for details.

“Harmonious School: One-Stop Hotline and Counselling Services” Website (https://harmonioushotline.hkpa.hk/)	
Facebook – “Harmonious School: One-Stop Hotline and Counselling Services”	
Instagram – “Harmonious School: One-Stop Hotline and Counselling Services”	

5. Should students and parents need assistance when handling conflicts among peers or school bullying issues, they can seek professional advice and counselling services provided by registered social workers 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. For promotion of the Hotline and services to students and parents, HKPA will arrange for the distribution of posters and promotional materials to primary and secondary schools. Schools which wish to apply for on-site support and/or additional promotional materials may complete Form I “Application Form for On-site School Support Services” of the **Appendix** and return it to HKPA via email (harmonioushotline@hkpa.hk) or fax (3905 8144).

Enquiry

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

Ms Vickie LI
for Secretary for Education

c.c. Heads of Sections – for information



To: Heads of 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 the “Harmonious School: One-stop Hotline and Counselling Services” (the Services) in the 2025/26 school year. The Services renders professional advice and counselling services 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, together with 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 professional advice and counselling services in handling difficulties or conflicts among peers, such as school/cyber bullying issues.
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’ difficulties 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 relationship and prevention of school/cyber bullying.

iii. Parent Talks

Target:	Parents of primary and secondary school students
Content:	Providing thematic talks to strengthen parents' understanding of the peer relationship of their children and equipping them with skills in handling the peer conflicts faced by their children.

c) **Provision of promotional materials and thematic exhibition boards**

d) **Publishing information on peer relationship among students and anti-bullying on the designated website of the Services regularly**

<p>“Harmonious School: One-Stop Hotline and Counselling Services” (https://harmonioushotline.hkpa.hk/)</p>	
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Schools are cordially invited to participate in the activities of “Harmonious School: One-Stop Hotline and Counselling Services” and assist in disseminating relevant materials to students and parents. Please scan the QR codes below to access the relevant information:

Form I

“Application Form for On-site School Support Services”
(to be completed by schools)

Schools may complete the “Application Form for On-site School Support Services” to apply for the On-site Consultation Station, Student Talks or Parent Talks. They may also apply for additional promotion posters, hotline promotion cards and exhibition boards.



Form II

“Application Form for Consultation and Counselling Services”
(to be completed by students or parents)

Schools may print and distribute the “Application Form for Consultation and Counselling Services” to students or parents, to facilitate their application for professional advice and counselling services from HKPA as necessary.



Form III

“Case Referral Form”
(to be completed by schools)

If professional advice or case referral in relation to the handling of students' peer conflicts or school bullying are required, school social workers or teachers may refer their students to HKPA for support.



Promotion Poster

Schools may post the poster at prominent places of school premises for the promotion of the Services.



Hotline Promotion Card

Schools may promote the Services to parents through Parent-Teacher Association, school social workers and relevant school activities.



Should there be enquiries, please contact the registered social worker of HKPA, Ms YIP Cheuk-tung, at 2730 6618.

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