

Education Bureau Circular Memorandum No. 108/2026

From : Secretary for Education
Ref : 1258-2030-8055-9090-00001
Date : 24 August 2026

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 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 the 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 clear 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 consideration, 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 2024 onwards, which include a 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, and regular dissemination of parent newsletters and other relevant information on the website of Harmonious School: One-Stop Hotline and Counselling Services”. For the

2026/27 school year, the Services will be provided by The Hong Kong Federation of Youth Groups (HKFYG). 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://utouch.hk/en/harmonioushotline-3/)	
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**. The HKFYG 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, the HKFYG 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 the HKFYG via email (harmonioushotline@hkfyg.org.hk) or fax (2715 6086).

Enquiry

7. For enquiries, please contact Mr LEUNG Ka Yu Roy, registered social worker of the HKFYG, at 2788 3444, 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



香港青年協會
the hongkong federation of youth groups

To: Heads of primary and secondary schools

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

The Education Bureau has commissioned The Hong Kong Federation of Youth Groups (HKFYG) to provide the “Harmonious School: One-stop Hotline and Counselling Services” (the Services) in the 2026/27 school year. The Services render professional advice and counselling services to students and parents of all primary and secondary schools in handling conflicts among peers, as well as promoting harmonious school messages. The HKFYG 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 the HKFYG 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 harmonious 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 in 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**

“Harmonious School: One-Stop Hotline and Counselling Services” (https://utouch.hk/en/harmonioushotline-3/)	
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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 the HKFYG 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 the HKFYG 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 the Parent-Teacher Association, school social workers and relevant school activities.



Should there be enquiries, please contact the registered social worker of HKFYG, Mr LEUNG Ka Yu Roy, at 2788 3444.

Best regards,
Ms Hsu Siu Man
Executive Director
The Hong Kong Federation of Youth Groups