

## Hong Kong Family Welfare Society

## Volunteer Registration Form

Reg. Date: \_\_\_\_\_

Reg. No.: \_\_\_\_\_

Registration Year: 24/25/26

## Important Notices

Please read the terms and conditions carefully. The person must agree to abide by the terms of service in order to apply for the volunteer membership. Hong Kong Family Welfare Society Central Volunteer Service Office: 27711891

**\*1. Required Field**

\*Name: (Mr./Mrs./Miss) \_\_\_\_\_

**\*2. Sex: Male / Female**\*3. Age:     2-5     6-12     13-17     18-25     26-54     55-59     60 or above**\*4. Residential District**

<input type="checkbox"/> HK Central & Western	<input type="checkbox"/> Kwai Tsing	<input type="checkbox"/> Kwun Tong	<input type="checkbox"/> Yau Tong
<input type="checkbox"/> Island	<input type="checkbox"/> Wanchai	<input type="checkbox"/> Yau Tsim Mong	<input type="checkbox"/> Tseung Kwan O
<input type="checkbox"/> Hong Kong South	<input type="checkbox"/> Hong Kong Eastern	<input type="checkbox"/> Shum Shui Po	<input type="checkbox"/> Tuwn Mun
<input type="checkbox"/> Kowloon City	<input type="checkbox"/> Others		

**\*5. Mobile Phone No.:** \_\_\_\_\_**\* 6.Email Address:** \_\_\_\_\_**\*7. Status**

Student     Housewife     Employed     Unemployed     Retired  
 Others

**\*8. Education Level**

Elementary or below     Junior High School     High School     Tertiary or above

**9. Volunteer Training**

No     Basic Training     Skill Training

**10. Volunteer Experience:**

No     Less than 1 year     1 to 3 years     3 years above

**11. Where did you learn about our volunteer service:**

<input type="checkbox"/> Women and Family Enhancement Centre	<input type="checkbox"/> Family Resource Centre
<input type="checkbox"/> Financial Education Centre	<input type="checkbox"/> Mediation Centre
<input type="checkbox"/> Kowloon City Centre for Active Ageing	<input type="checkbox"/> Tseung Kwan O (South) Integrated Family Service Centre
<input type="checkbox"/> Kindergarten Social Work Service	<input type="checkbox"/> Yau Tong Integrated Family Service Centre
<input type="checkbox"/> Elderly Service	<input type="checkbox"/> Shun Lee Integrated Family Service Centre
<input type="checkbox"/> Hong Kong Western Service Centre (Youth Service)	<input type="checkbox"/> Kwai Chung (South) Integrated Family Service Centre
<input type="checkbox"/> Ngau Tau Kok Service Centre (Youth Service)	<input type="checkbox"/> Shum Shui Po (West) Integrated Family Service Centre
<input type="checkbox"/> Kwai Shing Service Centre (Youth Service)	<input type="checkbox"/> North Point Integrated Family Service Centre
<input type="checkbox"/> Hong Kong Family Welfare Society Website	<input type="checkbox"/> ATAA Jockey Club Tseung Kwan O Youth Square
<input type="checkbox"/> HKFWS Central Volunteer Service Office	<input type="checkbox"/> Social Welfare Department Website
<input type="checkbox"/> Others	<input type="checkbox"/> Social Career Website

**\*12. Age Range of Service Targets (can choose more than one)**

- Children (0-12)                       Youth (13-25)                       Adult (26-59)                       Elderly (60 or above)

**\*13. Service Nature (can choose more than one)**

- |   |  |   |  |
|---|--|---|--|
| <input type="checkbox"/> Office clerical duties         | <input type="checkbox"/> Art design                    | <input type="checkbox"/> Research                           | <input type="checkbox"/> Webpage/multimedia design |
| <input type="checkbox"/> Domestic cleaning or repair    | <input type="checkbox"/> Photography/filming           | <input type="checkbox"/> Recreational activities            | <input type="checkbox"/> Translate/edit/publish    |
| <input type="checkbox"/> Planning/organizing activities | <input type="checkbox"/> Promotion and public advocacy | <input type="checkbox"/> Culture and arts                   | <input type="checkbox"/> Fundraising               |
| <input type="checkbox"/> Homework tutoring              | <input type="checkbox"/> Escorting                     | <input type="checkbox"/> Visiting                           | <input type="checkbox"/> Babysitting service       |
| <input type="checkbox"/> Hotline counselling            | <input type="checkbox"/> Befriending ambassador        | <input type="checkbox"/> Skills teaching                    | <input type="checkbox"/> Training service          |
| <input type="checkbox"/> Nutrition/sports counselling   | <input type="checkbox"/> Legal counselling             | <input type="checkbox"/> Medical/rehabilitation counselling | <input type="checkbox"/> Labour service            |
| <input type="checkbox"/> Others: _____                  |  |   |  |

**\*14. Service District (can choose more than one)**

- |   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> HK Central & Western | <input type="checkbox"/> Kwai Tsing        | <input type="checkbox"/> Kwun Tong     | <input type="checkbox"/> Yau Tong      |
| <input type="checkbox"/> Island               | <input type="checkbox"/> Wanchai           | <input type="checkbox"/> Yau Tsim Mong | <input type="checkbox"/> Tseung Kwan O |
| <input type="checkbox"/> Hong Kong South      | <input type="checkbox"/> Hong Kong Eastern | <input type="checkbox"/> Shum Shui Po  | <input type="checkbox"/> Tuwn Mun      |
| <input type="checkbox"/> Kowloon City         | <input type="checkbox"/> Others            |  |  |

**15. General Skills**

Computer Skills

- WORD  
 POWERPOINT  
 EXCEL  
 Chinese typing  
 AI/Photoshop  
 Others (please specify)

Home Economics

- Cosmetology  
 Hair cutting  
 Cooking  
 Knitting  
 Needle work  
 Handicraft  
 Others (please specify)

Professional Skills

- Home maintenance  
 Carpenter  
 Plumbers, electricians (with license)  
 Lawyer  
 Healthcare Professional/ Chinese medicine practitioner  
 Dietitian/physical/occupational therapy  
 Others (please specify)

Art and Design

- Calligraphy  
 Art and design  
 Photography  
 Others (please specify)

Language/Dialect

- Mandarin  
 Chiu Chau  
 Fu Jian  
 English  
 Others (please specify)

Nursing (recognized)

- First aid  
 Lifeguard  
 Nursing  
 Others (please specify)

Others

- Editorial  
 M.C.  
 Others (please specify)

**\*16. Time available for service (please ✓ or specify the time)**

1.  Whole Year                      2.  From (yy/mm/dd): \_\_\_\_\_ to \_\_\_\_\_

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
a.m.(06:00 - 11:59)							
p.m.(12:00 - 18:00)							
Evening (18:01 - 23:59)							

# Term of Services

## I. Notes and codes for volunteer member

### 1. Volunteer application

Applicants must be local residents who are at least 2 years old with a Hong Kong ID card. Applicants 13 years or younger must be signed and approved by their parents or guardians to join the Society. Those residing in Hong Kong for work, exchanges, travel or visiting relatives should check with the Hong Kong Immigration Department and apply for approval documents for unpaid work to avoid violating the Hong Kong Immigration Regulations. For details, please consult the Immigration Department website: <http://www.immd.gov.hk>

### 2. The entry and exit of volunteer membership

For a volunteer membership application, please directly submit the volunteer membership registration form to our Society or apply on our website. Volunteer members of the Society shall ensure that the personal information provided is true and up-to-date. If the information provided by the volunteer member is insufficient, the Society may not be able to process this application. To become a volunteer member, one must abide by the volunteer member code and service pledge before being accepted as a volunteer member. The Society reserves the final right to accept and terminate the service of volunteers. Volunteers who wish to terminate the membership service can notify the person in charge of the centre to which you belong and send a written email to [volunteer@hkfw.org.hk](mailto:volunteer@hkfw.org.hk) for the Society's follow-up action.

### 3. Volunteer member's right

- A) Be the first to receive volunteer service suggestions
- B) To be invited to attend in training, service and recreational activities organized by the Society for volunteers on a priority basis.
- C) Receive a certificate of appreciation and attend the award ceremony upon reaching the annual standard hours or special service achievements.
- D) Receive supervision and on-the-job training during services.
- E) Enjoy the opportunity to provide feedback on the volunteer gathering platform.
- F) Enjoy the opportunity to be trained as a volunteer leader of the Society and participate in the promotion of the Society's volunteer service.

### 4. Service code

- 1. The volunteer shall contact the responsible staff of the relevant centre or email [volunteer@hkfw.org.hk](mailto:volunteer@hkfw.org.hk) if any changes on phone and email.
- 2. The volunteer shall obtain the consent of the responsible staff of the Society in advance if contact and provide services to the third party on behalf of the Society.
- 3. The volunteer shall participate in the services punctually to avoid affecting service arrangements. If you are unable to attend the service as scheduled, please notify the responsible staff as soon as possible.
- 4. To protect the recipients and volunteers, the relevant staff have the right to verify the identity of the volunteer when necessary, prior to the service. Please cooperate with the staff to provide your identification documents.
- 5. The volunteer shall not abuse the relationship network established from the service, obtain gifts/rewards, conduct any commercial activities or promote religious activities through the convenience of the service
- 6. Please do not disclose the personal address and phone number of the volunteers to the individual clients. Discuss with the responsible staff in advance if necessary.
- 7. Discuss with the social worker in charge in advance if the volunteer wants to keep in touch with the client upon the completion of service.
- 8. The volunteer shall not disclose the personal information of the service recipients to a third party or keep it for personal use upon the completion of service.
- 9. The volunteers shall take care of their personal safety when providing services. Take all measures to avoid unnecessary injuries and violations of recipients, and follow: III "Prevention and Handling of Violations of Service Users" Volunteer Guidelines" (Attachment / Online link).
- 10. If typhoon signal No. 8 or above is hoisted, all scheduled services will be automatically cancelled. In case of bad weather, please contact the relevant staff.
- 11. For enquiries or difficulties related to the service, please contact the person in charge of related activities of the Society.

## II. Personal Privacy Policy Statement

- A) The Society has taken measures in accordance with the <Personal Data (Privacy) Ordinance> to protect and properly use your personal data. Personal data is protected from loss, collection, use, modification, transfer, access and disclosure without permission. The information of volunteers will be treated confidentially and will only be used for the referral, matching, promotion, service data analysis and collection of feedback of our volunteer services. The personal information will only be disclosed unless due to illegal activities, suspected fraud, threats to personal safety; or because of the need to comply with laws, legal regulations, legally effective government requirements, etc. If volunteers want to access their personal data records, please make a written application to the Society's Personal Data Coordinator. If the volunteers apply to withdraw from

membership services in writing, the Society will destroy their personal data within a reasonable time.

- B) Before or during the delivery of volunteer service, the volunteer is restricted to use the service users' personal data on the agreed purpose only, and is requested to delete it as soon as the original objective of using the data is reached.

### III. Guidelines for volunteers on “Prevention and Handling of Service User Abuse”

#### **Purpose**

The purpose of these guidelines is to ensure that the safety of service users is protected and will not be abused in any form. Volunteers shall respect service users' rights to freedom from abuse, and when in case of related incidents, volunteers can report and handle them appropriately.

#### **Rationale**

- The Society strives to provide a safe environment for service users and volunteers.
- Volunteers shall respect service users' rights to freedom from abuse in any form.
- If any kind of abuse occurs, the Society will handle any abuse with a prudent attitude, just and impartial principles, and also follow the spirit of the Personal Privacy Ordinance to protect personal privacy.

#### **Definition of abuse**

In a broad sense, abuse refers to any behaviour or omission that endangers or harms the physical and mental health and development of an individual. Any form of abuses and breaches of the principle of confidentiality of data is not acceptable.

These abuses include:

##### 1. Physical Abuse

Physical abuse refers to causing physical harm or suffering in non-accidental circumstances (for example use of violence, poisoning, suffocation, fire, etc.) or these injuries or pains are due to the face of dangerous factors or foreseeable dangerous situations and caused by not taking reasonable precautions.

##### 2. Verbal Abuse

Verbal abuse refers to words that endanger or harm the mental health and mood of the abused person (for example, deliberately speaking and writing some threatening, offensive or insulting words), these words can seriously damage the emotional health of the other person involved.

##### 3. Financial Abuse

Financial abuse is any behaviour that involves the illegal or unauthorized use of other people's property, money, passbooks or other valuables disregarding the interests of others. It may also include requesting or seeking monetary rewards or gifts from service users in return for the provision of services.

##### 4. Sexual Abuse

Sexual abuse, also known as sexual harassment, refers to forcing the abused person to engage in sexual contact when they are unwilling or unable to express their will, or to induce them to engage in sexual contact by coercive or other means (for example, showing the abused person's sexual organs, indecent assault and coerced sex, etc.).

#### **Policy**

- The Society will provide training, guidelines and supervision to prevent and handle suspected abuse.
- All volunteers shall strive to prevent any form of abuse from happening.

#### **Guidelines for volunteers on “Prevention of Abuse”**

1. Volunteers are not allowed to abuse service users in any form, (including but not limited to physical abuse, verbal abuse, financial abuse or sexual abuse).
2. Volunteers shall not impose physical punishment on children.
3. Volunteers shall not speak the foul language to service users.
4. Volunteers shall avoid financial ties with service users, such as loans or selling goods to service users. Volunteers shall not solicit money or other material rewards from service users or engage in any fraudulent behaviour.
5. Volunteers shall have name tags for identification.
6. Volunteers shall not contact service users at events unrelated to the Society.
7. If volunteers need to support the young and weak during the service process, volunteers shall pay attention to guidelines on safety, appropriateness and respect for the other party. Volunteers are strictly prohibited from making intimate actions against service users that violate their volunteer status and service relationship.
8. All volunteers shall pay attention to and monitor each other's physical contact. They shall remind each other and assist in pointing out any actions or reactions that might be misunderstood as inappropriate.

9. Volunteers shall pay attention to long-term one-on-one counselling and prevent over-dependence and over-intimate relationships with volunteer service users.

10. Volunteers who encounter abuse from service users (such as sexual harassment) shall be handled appropriately and immediately notify the responsible social worker.

### Handling suspected abuse incidents

If service users suggest that sexual abuses may have occurred or will occur, volunteers should not underestimate the matter and should follow the guidelines below:

- Volunteers should listen to what the service users say, and encourage them to seek help from appropriate people, such as social workers.
- Volunteers should not promise to keep the information completely confidential and should explain to the service users that they will contact the appropriate people to help him/her. The purpose is to protect him/her from further abuses.
- Since abuse is a very serious matter, the social worker should be contacted as soon as possible through the person in charge of the organizer or directly. The social worker must provide appropriate assistance and take the next step in accordance with the guidelines of the Social Welfare Department. If the situation is serious, the person should call the police immediately (it is recommended to call the district police station to avoid media attention caused by calling the 999 hotlines).
- Volunteers shall not ask the service users any guiding questions (if the situation is assumed, please state whether it is factual), as this may affect future police investigations or legal hearings.
- Volunteers should not ask the service users to repeat the incident with other people, because he/she may accept formal interviews in the future. Volunteers should pay attention to reducing the number of repeated narrative materials to avoid increasing his/her stress and arousing negative emotions.
- In order to protect the privacy rights of volunteers and service users, volunteers must keep confidential while seeking assistance, and try to avoid more parties from involving.
- During the investigation of the incident, in order to protect the interests of the suspected perpetrators and the victim, the social worker may not allow the perpetrator and the victim to have any contact, temporarily suspend their volunteer services until the end of the incident.
- During the investigation of the incident, the social worker shall pay attention to the emotions of the suspected perpetrator and the victim and arranged suitable persons to express their care. No one is qualified for questioning or judging the authenticity or the right or wrong of the incident.

### Useful hotlines

Hong Kong Family Welfare Society Volunteer Service Office: 2771 2891

Social Welfare Department Family Helpline: 2343 2255

### Volunteer membership applicant: Statement and Consent Agreement

1. I hereby declare that the personal information I voluntarily fill in this form is true and up-to-date. I read, understand, agree, accept and abide by all the provisions in the terms of service, including I. Notes and Codes for Volunteer Members, II Personal Privacy Policy and Statement and III "Guidelines for Preventing and Handling Violations of Service Users" Volunteer Guidelines".

2. This information will be used for the service application. If the information provided by me is insufficient, the Hong Kong Family Welfare Society may not be able to process this application. The Hong Kong Family Welfare Society reserves the right to accept applicants.

Sign to acknowledge confirmation to the above statement: \_\_\_\_\_

Date of signing: \_\_\_\_\_

Applicants 13 years or younger (at least 2 years old) must be signed by their parents or guardians.

Name of parent/guardian: \_\_\_\_\_ Relationship with the applicant: \_\_\_\_\_

Contact phone no.: \_\_\_\_\_

Signature: \_\_\_\_\_

### (Optional) Please tick ✓ the box if you agree to :

I receive information about other activities or service promotion information other than the volunteer service of the Hong Kong Family Welfare Society