



Tuen Mun (East) Service Centre

# Nurturing Seeds Newsletter

Sep to Dec 2025



小荳芽駐園社工服務  
Nurturing Seeds KSWS



Registration Form  
for the programmes  
from Sept to Dec 2025

**Registration Start Date**  
**15th Sept, 2025 (Monday) 9:00am**  
**No. of quota is limited, first come, first served**

Unit 9, 17/F., Tuen Mun Parklane Square,  
No. 2 Tuen Hi Road,  
Tuen Mun, New Territories  
Tel 3101 3037 Email [ppitme@hkfws.org.hk](mailto:ppitme@hkfws.org.hk)  
[hkfws.org.hk](http://hkfws.org.hk)



社會福利署資助服務  
Subsidised Service by the Social Welfare Department

# Hong Kong Family Welfare Society

Established in 1949, the Hong Kong Family Welfare Society (HKFWS) is one of the major charitable non-governmental social welfare organizations in Hong Kong. With a "family-centric" perspective, we are committed to delivering quality and professional social services to enhance the wellbeing of families and individuals in Hong Kong and foster a caring community. The Hong Kong Family Welfare Society pays attention to the physical, mental, and spiritual needs of different family members. The organization continuously innovates its services to provide appropriate support and promote development.

## Introduction of Our Centre

In August 2023, the Social Welfare Department implemented the district-based "Social Work Service for Pre-primary Institutions". The Hong Kong Family Welfare Society was selected as one of the qualified teams to provide stationing social work services to 12 kindergartens and nursery schools in Tuen Mun East. The service is called the "Nurturing Seeds Kindergarten Social Work Service." In addition to providing stationing social work services, the centre also organizes groups and activities to meet the growth and developmental needs of children and provide support to families.

## Objectives of Social Work Service for Pre-primary Institutions:

- 1 Provide appropriate casework support and referral services to children and families in need, with an emphasis on early identification;
- 2 Teach children to understand and manage emotions and develop social skills, so as to promote the healthy development of children;
- 3 Promote the message of "children protection", secure a safe and healthy environment for children;
- 4 Provide emotional support and parenting education to parents so as to foster positive parent-child relationships and enhance family harmony;
- 5 Connect pre-primary institutions (PPI) with community resources to address the needs of children and their families.

## Targets Users

Children, parents and personnel of the pre-primary institutions receiving stationing social work service provided by our centre

## Mode of Service Delivery

Social workers render stationing social work service, and to provide counselling and consultation service, as well as to conduct therapeutic/developmental/ educational groups and programs



# Registration methods and instructions

## Registration method

Scan the QR CODE, fill in the required information and submit the form successfully.

Registration start date and time: **15th Sept, 2025 (Monday), 9:00am**

Registration close date and time: **19th Sept, 2025 (Friday) 5:00pm**

Date of sending confirmation message: **22nd Sept to 24th Sept, 2025 (Mon to Wed)**

## Registration instructions

- 1 Applicants must be children or parents of the **pre-primary institutions receiving stationing service provided by our centre**
- 2 Each child needs to submit an application form independently.
- 3 Registration for the activity is on a **first-come, first-served basis**. If the activity is full, you can leave your name on the "waiting list".
- 4 Submission of application form does not mean successful application. **Our centre will confirm the successful registration of participants and the payment details by phone or WhatsApp. Parents are requested to reply the WhatsApp message for confirmation.**
- 5 If there are insufficient registrations for the activity, our centre will notify participants of the cancellation or rescheduling of the activity at least two weeks before the activity.
- 6 If the activity requires payment, participants are required to **pay the fee within five working days** after receiving the notice, otherwise the quota will not be reserved.
- 7 The activity fee is to be paid **in cash without providing change**. Participants are requested to keep the receipts until the end of the activity.
- 8 Once registered, if you are unable to attend the activities, you are not allowed to arrange others to participate in your place.
- 9 If a participant is unable to attend, please inform our centre staff as soon as possible.
- 10 If a participant is absent without excuse on or before the day of the activity, the participant will not be accepted for registration in the next season.
- 11 Parent-child activities **must be accompanied by a parent**, otherwise our centre reserves the right not to allow participation in the activity.
- 12 If during the activity, a participant poses danger to others, causes harm, behaves in a nuisance manner, or hinders the activity, the centre has the right to require the participant to withdraw from activity immediately.

## Refund procedure

- 1 If an activity, that has been registered and paid for, is cancelled, postponed or made changes that the participants could not attend, refund will be arranged.
- 2 If a participant withdraws on his/her own initiative or is unable to participate in the registered activity due to personal reasons, no refund will be provided, nor will any materials, notes and material fees (if any) involved in the activity be provided. Besides, our centre will not arrange another class.
- 3 **Within one month after receiving refund notification**, participants are required to bring the receipt of the activity to our centre to handle the refund procedure. Overdue refunds will not be processed.




## Statement of collecting personal data

The information provided on the registration form will be kept confidential by our centre. It will only be used for the purpose of activities and services issues. The applicant can access and revise the relevant information whenever necessary.

**\* In case of any dispute, our centre will reserve the right to make the final decision.**



## Arrangement of activities in centre under bad weather

Rainstorm & Typhoon Signal	Issue or hoist 2 hours before the activities	
	Indoor activities	Outdoor activities
Typhoon Signal No. 1 <b>T1</b>	✓	★
Typhoon Signal No. 3 <b>⊥3</b>	✗	✗
Typhoon Signal No. 8 or above <b>▲8</b>	✗	✗
Yellow Rainstorm Warning  Amber 黃	✓	★
Red Rainstorm Warning  Red 紅	✗	✗
Black Rainstorm Warning  Black 黑	✗	✗

✓ : The activities will proceed as scheduled. ✗ : All activities will be cancelled.

✗ : The parent's activities will proceed as scheduled, while other activities will be cancelled.

★ : The activities will proceed as scheduled, but our centre will make the final decision based on the actual situation and safety considerations.

### Remarks

1. If the Hong Kong Observatory issues Typhoon Signal No. 8 or above, or Red Rainstorm Warning or above during the activity, participants will be allowed to leave the centre only when it is safe.
2. If the Hong Kong Observatory cancels the Typhoon Signal No. 8 or the Black Rainstorm Warning during the centre's operating hours, the centre will be re-opened two hours after the cancellation of the respective warning.
3. If an activity is cancelled due to weather conditions, the centre will not provide further notification.
4. Apart from the arrangements mentioned above, parents can decide whether to let their children attend the activities based on weather conditions.
5. If participants have any enquiries regarding the arrangements under bad weather warnings, please contact the centre.
6. In case of any disputes regarding the above arrangements, the centre reserves the right to make the final decision.

## Parent-child Programme

\$40/ family

### "Sweet Memories" Parent-Child Snowy Mooncake Workshop

Families will come together to make snowy mooncakes, allowing children to learn about the traditional customs of the Mid-Autumn Festival. This activity also promotes cooperation and positive communication between parents and children, enhancing family cohesion.

**Date** 4th Oct, 2025 (Saturday)  
**Time** 1st Session: 9:30am — 11:00am (K2-K3)  
 2nd Session: 11:30am — 1:00pm (N1-K1)  
**Venue** Our Centre  
**Target** N1 to K3 Parent-child  
**Quota** 10 families/ session



- Remarks**
1. Each child should be accompanied by one parent only.
  2. The content of both workshops is the same, participants can choose one time slot based on their age.

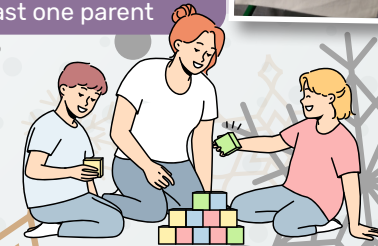
Free of charge

### "LEGO Fun" Parent-child Workshop

Parents and children co-create a reusable shopping bag by using bricks and art materials, allowing participants to express their creativity, promoting positive communication between parent-child, and strengthening the bonding within the family.

**Date** 1st Nov, 2025 (Saturday)  
**Time** 11:30am — 12:30pm (1 hour)  
**Venue** Our Centre  
**Target** N1 to K3 Parent-child  
**Quota** 6 families per session (Max.3 ppl/ family)

- Remarks**
1. This workshop is only open for non-Chinese speaking families.
  2. Each child should be accompanied by at least one parent



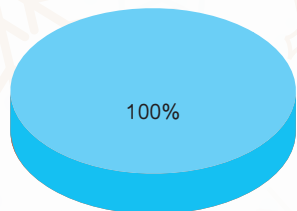
# Service Quality Standard (SQS)

Since 2004, the Social Welfare Department has established 16 service quality standards (SQS) to ensure the quality of services provided by social service organizations. Hong Kong Family Welfare Society regularly reviews the policies and procedures related to these service quality standards and collects feedback from service users to make timely improvements. Our centre conducted a survey of service users in May 2025. We sincerely thank all service users for your valuable feedback. Your suggestions are extremely important as they help us improve the quality of our services. The summarized results are as follows:

## Planning, Evaluation and Feedback

When a case/group/activity ends, do you think the current methods for collecting your feedback on the service and performance are sufficient?

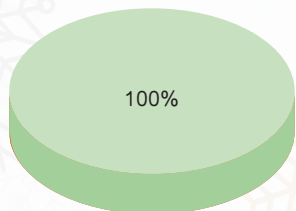
■ sufficient ■ insufficient



## Needs of Service Users

Does the unit appropriately assess your needs for the service?

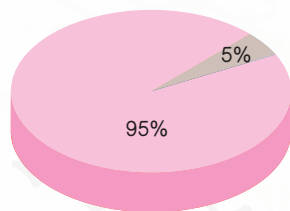
■ appropriate ■ inappropriate



## Entry and Exit

Do you think the current procedures for applying for and exiting services are clear and reasonable?

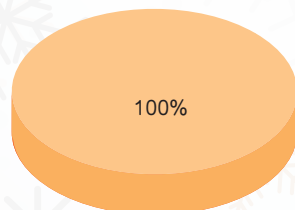
■ clear and reasonable ■ unclear/unreasonable



## Informed Choice

Do you think the centre provides you with sufficient autonomy to make choices regarding the service recommendations from the professional staff?

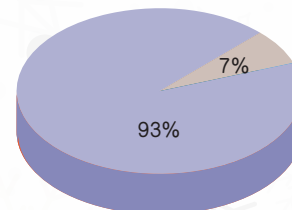
■ Yes ■ No



## Private Property

Do you think the current measures in the centre to remind service users to safeguard their personal belongings are sufficient?

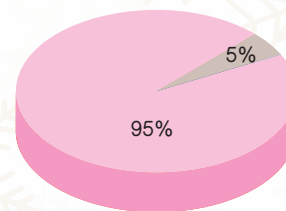
■ sufficient ■ insufficient



## Complaints

Do you think the centre provides sufficient and clear channels for service users to make complaints?

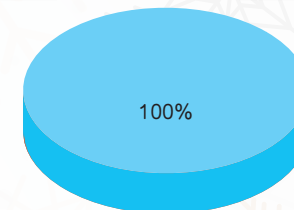
■ sufficient and clear ■ insufficient/unclear



## Privacy and Confidentiality

During the service process, do you think there are areas for improvement in the current procedures for protecting privacy and confidentiality?

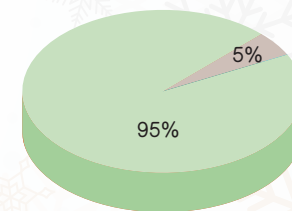
■ No ■ Yes



## Freedom from Abuse

Do you think there are areas for improvement in the current reporting and processing procedures?

■ No ■ no opinion ■ Yes



## Service users' suggestions

The notice about safeguarding personal belongings should be placed in more visible locations, such as near the entrance.

Avoid having only one staff present during the programmes.

## Centre's response or follow up

The centre has changed the location of the notice and printed them in color.

At least two staff to be responsible for the centre programmes. If one staff needs to leave the room, the door will be temporarily opened.

## Other opinions

Hope that more parents' activities could be arranged. A special thanks to the social worker for her attentive listening and encouragement, ensuring parents don't feel alone when we need support.

The social worker makes me feel safe and trustworthy.

The social worker is closely following up on cases and is dedicated to her work.

# Refusal to accept direct promotional notices

If you wish to request the Hong Kong Family Welfare Society to cease using your personal data (such as name, telephone number, WhatsApp, fax, email, etc.) for direct marketing/ promotion of our social service and relevant activities, event invitation and fundraising, etc, please indicate with a "✓" in the space provided below, write your name and sign it. Then, mail or fax it back to our centre (Address: Unit 9, 17/F., Tuen Mun Parklane Square, No. 2 Tuen Hi Road, Tuen Mun, New Territories, Fax: 3104 4782). There is no charge for this request. If you have any enquiries, please contact our centre at 3101 3037.

☐ I do not agree to the Hong Kong Family Welfare Society using my personal data for the purposes stated above.

Name (English full name): \_\_\_\_\_ Contact No.: \_\_\_\_\_

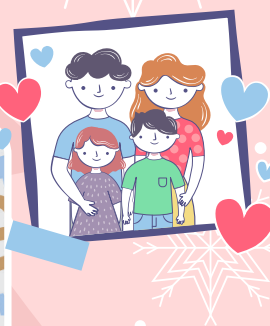
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## List of Pre-primary Institutions

Here is the list of pre-primary institutions which our centre provides kindergarten social work services (names are not listed in order)

Fu Tai Lutheran Day Nursery	Jing Jing Kindergarten (Tuen Mun Branch)
Truth Baptist Church Empower Kindergarten	Creative Kindergarten & Day Nursery (Aegean Coast)
Lok Sin Tong Tang Tak Lim Kindergarten	Little Newton Anglo-Chinese Kindergarten and International Preschool
Melody Anglo-Chinese Kindergarten (Prime View Garden Branch)	The Church of Christ in China Tuen Mun Church Kindergarten /Nursery School
Cannan Kindergarten (Prime View Garden)	Shun Tak Fraternal Association Tuen Mun Leung Lee Sau Yu Kindergarten
Yan Oi Tong Lau Wong Fat Kindergarten	The Salvation Army Sam Shing Nursery School

## Contact of Our Centre



**Address** Unit 9, 17/F., Tuen Mun Parklane Square,  
No. 2 Tuen Hi Road, Tuen Mun, New Territories

**Tel** 3101 3037 **Email** [ppitme@hkfws.org.hk](mailto:ppitme@hkfws.org.hk)

**\*Please make a reservation via the phone before visiting our centre.**