



## What is SQS?

- SQS stands for "Service Quality Standards," which are established by the Social Welfare Department to monitor and evaluate the performance of service units.
- The "Service Quality Standards" specify the quality levels that service units should achieve in managing and providing services. These standards are based on four key principles: information provision, service management, service to users, and respect for the rights of service users.
- These four key principles are further divided into sixteen "Service Quality Standards." Our center provides services according to the sixteen Service Quality Standards established by the Social Welfare Department.

### Service Quality Standards

SQS No.	Category	Description	Icon
SQS 1:	Service Information	The service unit ensures that a clear description of its purpose, objectives and mode of service delivery is publicly available.	
SQS 2:	Review and update policies and procedures	The service unit should review and update the documented policies and procedures describing how it will approach key service delivery issues.	
SQS 3:	Records	The service unit maintains accurate and current records of service operations and activities.	
SQS 4:	Roles and responsibilities	The roles and responsibilities of all staff, managers, the Management Committee and/or the Board or other decision-making bodies should be clearly defined.	
SQS 5:	Human Resources	The service unit/agency implements effective staff recruitment, contracting, development, training, assessment, deployment and disciplinary practices.	
SQS 6:	Planning, evaluation and feedback	The service unit regularly plans, reviews and evaluates its own performance, and has an effective mechanism by which service users, staff and other interested parties can provide feedback on its performance.	
SQS 7:	Financial management	The service unit implements policies and procedures to ensure effective financial management.	
SQS 8:	Legal obligations	The service unit complies with all relevant legal obligations.	
SQS 9:	Safe physical environment	The service unit takes all reasonable steps to ensure that it provides a safe physical environment for its staff and service users.	
SQS 10:	Entry and Exit	The service unit ensures that service users have clear and accurate information about how to enter and leave the service.	
SQS 11:	Needs of service users	The service unit has a planned approach to assessing and meeting service users' needs (whether the service user is an individual, family, group or community).	
SQS 12:	Informed choice	The service unit respects the service users' right to make informed choices of the service they receive as far as practicable.	
SQS 13:	Private Property	The service unit respects the service users' rights in relation to private property.	
SQS 14:	Privacy and confidentiality	The service unit respects the service users' rights for privacy and confidentiality.	
SQS 15:	Complaints	Each service user and staff member is free to raise and have addressed, without fear of retribution, any complaints he or she may have regarding the agency or the service unit.	
SQS 16:	Freedom from abuse	The service unit takes all reasonable steps to ensure that service users are free from abuse.	



## The Importance of Affection and Availability

The "6A Character Education Principles" emphasize building a good parent-child relationship through love, and using discipline to help children develop good character, becoming independent, self-disciplined, and responsible individuals. In the previous newsletter, we shared with parents the concepts of "Acceptance" and "Appreciation." This time, we will discuss "Care" and "Time."

The 6A principles help us create a healthy and well-functioning home, with the foundation being "Acceptance" and "Appreciation." "Care" and "Time" serve as two walls, representing the ways we express "Acceptance" and "Appreciation" to our children. "Acceptance, Appreciation, Care, and Time" allow children to feel our love, fostering a close parent-child relationship and making discipline more effective. The entire structure of "Love" supports the beams and roof of the "Boundaries" section, shielding against the storms of life. — Josh McDowell, author of "How To Be A Hero To Your Kids "

### Here are five love languages for reference:

#### 1. Words of Affirmation

Appreciative and thankful words



"Thank you for your cooperation!"



"I'm grateful you are my child!"



"I appreciate your efforts!"

#### 2. Acts of Service

Offering sincere help



Genuinely assisting with tasks, such as helping with chores, shows your care.

#### 3. Meaningful Gifts

Thoughtful presents



Gifts are tangible expressions of love. Regardless of value or whether they are handmade, what matters is that they remind the recipient of you.

#### 4. Quality Time

Meaningful companionship



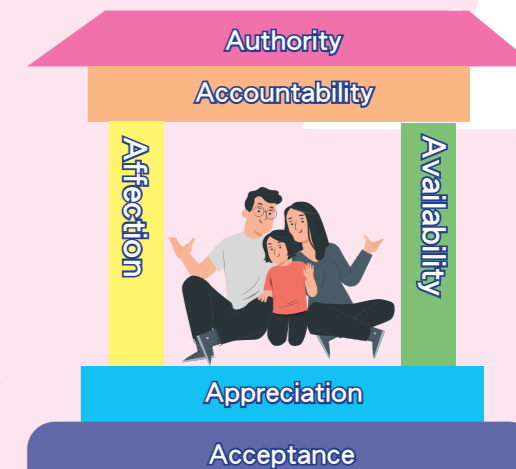
Focusing all your attention on the other person and being fully present fosters a non-judgmental, empathetic atmosphere.

#### 5. Physical Touch

Offering hugs, kisses, hand-holding, etc.



This conveys care, support, and intimacy, helping to build emotional connections.



The Importance of Care: When others care for you, cherish you, and treat you gently, it truly contributes to your physical and mental well-being.

Josh McDowell, author of "How To Be A Hero To Your kids"

Building a relationship with your child is like managing an emotional bank account. Deposits (expressions of love) make the other person feel loved, while withdrawals (blame and criticism) make them feel hurt. If the account is well-funded, minor issues can be easily resolved; conversely, a heavily indebted account can turn small mistakes into major offenses. Ways to make deposits in the relationship include expressing love frequently, which helps strengthen both marital and parent-child bonds.

A stable marital relationship also helps children feel the warmth of love at home. Parents can try to pay attention to the love languages of their children.

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# “The Importance of Time The castle of love is built with "time.””

— Josh McDowell, author of "How To Be A Hero To Your Kids"



Spending time with your child says, "You are truly important."



Quality time makes children feel valued.



Put down your phone, work, and chores, and wholeheartedly and patiently engage in conversation and play with your child.



## Quality Parent-Child Time:

- Play with toys and games together without judgment.
- Enjoy board games moments with family.
- Play hide-and-seek in the park.
- Participate in school parent-child activities.
- Read books and tell stories before bed each night.
- Share daily life and feelings with your child every evening.

Emotional memories, whether positive or negative, leave a deeper mark in a person's mind. What kind of childhood memories do you want to create for your child? Full of joy? Indifference? Warmth? Anger?



We can intentionally create joyful memories with our children, establishing "quality parent-child time" daily or weekly to strengthen positive memories with them.

Complete the following exercises and submit them to the school social worker to receive a small gift.

Student Name: \_\_\_\_\_ Class: \_\_\_\_\_

1. Hug your child deeply and record your feelings and your child's reaction:

Your feelings: \_\_\_\_\_

Child's reaction: \_\_\_\_\_

2. Share a memorable parent-child time or activity:

\_\_\_\_\_

\_\_\_\_\_

# Understanding the National Security Law: A Shared Commitment to Safeguard Our Nation

## What is national security?

National security means the status in which the state's political regime, sovereignty, unity and territorial integrity, the welfare of the people, sustainable economic and social development, and other major interests of the state are relatively free from danger and internal or external threats, and the capability to maintain a sustained status of security.

## How important is national security?

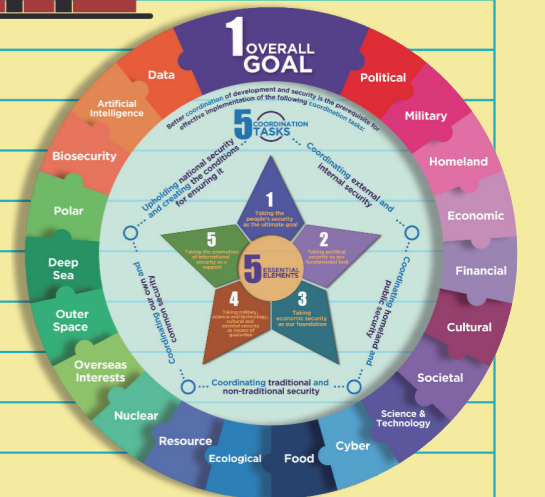
The principle of national security is to accord top priority to national interests. National security concerns the welfare of the 1.4 billion people of the whole country and is an important cornerstone for peace and stability of a nation. When the country's core interests are at risk, national security will be threatened and there will be no security for the people.

## Hong Kong's Constitutional Duty: Jointly Safeguarding National Security

Safeguarding national security is the overarching responsibility of the Central People's Government and the constitutional responsibility of the Hong Kong Special Administrative Region, and is the common responsibility of all the people of China, including the people of Hong Kong.

## Understanding the Relationship Between National Security and National Rejuvenation

The socialist system is the fundamental system of the People's Republic of China. Leadership by the Communist Party of China is the defining feature of socialism with Chinese characteristics. Every citizen of the Hong Kong Special Administrative Region should respect and safeguard the fundamental system of the country.



## Understanding the Relationship Between "One Country, Two Systems" and National Security

We must have a correct understanding of the relationship between "One Country" and "Two Systems." "One Country" is like the roots of a tree. For a tree to grow tall and luxuriant, its roots must run deep and strong. We must resolutely pursue a holistic approach to national security and safeguard national security and social stability.

### A Holistic Approach to National Security:

#### Addressing New Era Challenges

On 15 April 2014, General Secretary Xi Jinping originated a holistic approach to national security. The approach provides a systematic, holistic, logical and integrated scientific theoretical framework with fundamental guidance and guide for action towards effective tackling of the various risks and challenges arising from major changes of the national security situation in the new era.

Security of our country and the people can only be safeguarded when a holistic approach to national security is fully and faithfully implemented. The essence can be summed up as One Overall Goal, Five Essential Elements and Five Coordination Tasks.

## Summary:

"Care" and "Time" are the ways parents express "Acceptance" and "Appreciation" to their children. The six principles of 6A must be applied in the correct order: express love first, then discipline and set boundaries, as both are essential.

Learn more about national security. Simply scan the QR code below to visit the National Security Education Day website:



www.nsed.gov.hk