

Your questions, answered

For Hong Kong BN(O) in South East England · free · confidential · in Cantonese



What is this service?

Arriving in the UK means adjusting to a new life, often while carrying homesickness, loneliness, worry for family, or children settling into school. Wellbeing Matters offers free, confidential counselling from a Hongkonger team. You don't need to be in crisis — if you'd like someone to talk to, contact us!

Who is it for?



Individuals

come on your own



Children & youth

6–17; 6–11 with an adult

Questions & answers

Q Is it free?

Completely free.

Q What language?

Cantonese; our counsellors are Hongkongers who get your background (no English needed).

Q Is it confidential?

Yes — held under UK GDPR and our Safeguarding Policy; shared only if there is a safeguarding risk.

Q Who can use it?

HK BN(O) in South East England: adults, and children aged 6–17.

Q Online or in person?

Mainly online (Google Meet); in-person can be arranged for children aged 6–11.

Q Are counsellors qualified?

Delivered by BACP-registered counsellors.

Q How long is a session?

About 45 minutes to 1 hour.

Q How often?

Usually weekly; your counsellor may suggest a frequency to suit you, and fortnightly is possible.

Q How long is the wait?

Places are limited — usually around 1–4 weeks.

Q How many sessions?

Up to 6 per person.

Q Immigration help?

No advice here, but a separate IAA-regulated service can take an internal referral.

Q How do I start?

Scan the QR or email us to complete a referral form; we reply within two working days.

Good to know: places are limited, with a wait; not available if you're in counselling elsewhere.

This is not an emergency service

In a crisis call 999 · urgent mental health NHS 111 (option 2)
Samaritans (free, 24/7) 116 123 · or text SHOUT to 85258



Sign up · find out more

Scan the QR to complete a referral form
or email wellbeingmatters@hkaid.org.uk

hkaid.org.uk

