



Joint Mediation Helpline Office  
聯合調解專線辦事處

# ANNUAL REPORT

## 2019

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# Corporate Information 公司資料

## The Board of Directors

### 董事局

Chairman 主席	Member Organisation 成員機構
Antony MAN Chi Chuen	Hong Kong Institute of Surveyors
文志泉	香港測量師學會

Directors 董事 (In Alphabetical Order of Surname 以英文姓氏排列)	Member Organisations 成員機構
Frankie KWAN Wai King	Hong Kong Mediation Centre
關衛擎	香港和解中心
Lawrence LEE Tsz Hang	Chartered Institute of Arbitrators (East Asia Branch)
李子衡	特許仲裁學會（東亞分會）
Elaine LIU Yuk Ling, JP	Hong Kong Bar Association
廖玉玲，太平紳士	香港大律師公會
Jody SIN Kar Yu	Hong Kong Mediation Council
冼迦好	香港調解會
Sylvia SIU Wing Yee, JP	Hong Kong Institute of Arbitrators
蕭詠儀，太平紳士	香港仲裁司學會
Sidney TONG Pui Keung (1)	Hong Kong Institution of Engineers
唐培強 (1)	香港工程師學會
Terence TSE Hau Ming	Hong Kong Institute of Architects
謝厚明	香港建築師學會
Cecilia WONG NG Kit Wah	The Law Society of Hong Kong
黃吳潔華	香港律師會

(1) Date of Appointment: 15 November 2019 委任日期：2019年11月15日

Alternate Directors 候補董事 (In Alphabetical Order of Surname 以英文姓氏排列)	Member Organisations 成員機構
Vod CHAN Ka Sing	Hong Kong Bar Association
陳家成	香港大律師公會
Sarah GRIMMER	Hong Kong Mediation Council
	香港調解會
Wilson LAM Wai Pan	Hong Kong Institute of Arbitrators
林煒彬	香港仲裁司學會
Wilson LAM Wai Pan (2)	Hong Kong Institute of Architects
林煒彬 (2)	香港建築師學會
Joseph LEUNG Wai Fung	Chartered Institute of Arbitrators (East Asia Branch)
梁偉峯	特許仲裁學會（東亞分會）

## The Board of Directors (Con't)

### 董事局(續)

<b>Alternate Directors 候補董事</b> (In Alphabetical Order of Surname 以英文姓氏排列)	<b>Member Organisations 成員機構</b>
Melissa Kaye PANG, MH, JP 彭韻僖，榮譽勳章，太平紳士	The Law Society of Hong Kong 香港律師會
Christopher TO Wing (3) 陶榮 (3)	Hong Kong Institution of Engineers 香港工程師學會
Kenny TSE Chi Kin 謝志堅	Hong Kong Institute of Surveyors 香港測量師學會
Amy WONG Yan 黃欣	Hong Kong Mediation Centre 香港和解中心

(2) Date of Appointment: 24 May 2019 委任日期：2019年5月24日

(3) Date of Appointment: 15 November 2019 委任日期：2019年11月15日

<b>Immediate Past Alternate Director 前任候補董事</b>	<b>Member Organisation 成員機構</b>
Simon CHEE Wai Hung (4) 池偉雄 (4)	Hong Kong Institute of Architects 香港建築師學會

(4) Date of Cessation: 24 May 2019 離任日期：2019年5月24日

<b>Honorary Advisor and Founding Chairman</b>	<b>榮譽顧問及創會主席</b>
CHAN Bing Woon, SBS, JP	陳炳煥，銀紫荊星章，太平紳士

<b>Honorary Secretary</b>	<b>義務秘書</b>
Gary SOO Kwok Leung	蘇國良

<b>Honorary Treasurer</b>	<b>義務司庫</b>
David FONG Shiu Man	方兆文

<b>Honorary Auditor</b>	<b>義務核數師</b>
Roger Kam & Co.	甘志成會計師事務所

## West Kowloon Mediation Centre Management Committee

### 西九龍調解中心管理委員會

<b>Chairman</b>	<b>主席</b>
Vod CHAN Ka Sing	陳家成

<b>Vice-Chairman</b>	<b>副主席</b>
Lawrence LEE Tsz Hang	李子衡

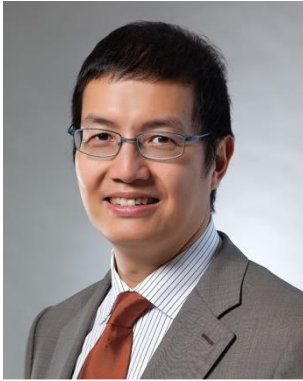
<b>Member (In Alphabetical Order of Surname)</b>	<b>成員 (以英文姓氏排列)</b>
Elaine LIU Yuk Ling, JP	廖玉玲，太平紳士
Antony MAN Chi Chuen	文志泉
Gary SOO Kwok Leung	蘇國良
Cecilia WONG NG Kit Wah	黃吳潔華

## Organisation Chart

### 組織架構圖



# Chairman's Report 主席報告



**Mr. Antony MAN Chi Chuen 文志泉先生**

The past year was a fruitful year for the Joint Mediation Helpline Office (“JMHO”). While carrying on the implementation of different funded-projects, the JMHO, as the independent coordinator appointed by the Government of the Hong Kong Special Administrative Region (“the Government”), has managed to make use of the West Kowloon Mediation Centre (“WKMC”), which is the first purpose-built mediation facility in Hong Kong, to promote a more extensive use of mediation in Hong Kong. The nominal, all-inclusive application fee of HKD200 per party per case under the Small Claims Mediation Pilot Scheme (“SCMPS”), which is complemented by the quality service provided by our colleagues in the JMHO and the professionalism of the mediators who signed up for the Mediator Mentorship Scheme (“MMS”), has encouraged many people to adopt mediation as a means of dispute resolution in the past year.

2019 年是聯合調解專線辦事處（「調解專線」）豐盛的一年。除繼續推行各項資助項目外，調解專線作為香港特別行政區政府（「香港政府」）委任的西九龍調解中心獨立統籌機構，成功利用西九龍調解中心——這座全港首見專為調解而建的中心，向香港社會推廣更廣泛使用調解服務。在過去的一年中，小額個案調解先導計劃每方每宗個案港幣 200 元象徵性申請費、加上由調解專線同事提供的優質服務及調解員師友計劃（「師友計劃」）的調解員的專業精神，鼓勵了許多市民採用調解作為解決爭議的方法。



In addition, the JMHO was pleased to welcome the Hong Kong Institution of Engineers (“HKIE”) for joining the JMHO as the ninth member organisation in November 2019. The admission of the HKIE as a JMHO member organisation marks an important milestone for the JMHO as it has become more prominent and influential in the mediation industry.

The JMHO has been implementing the deliverables of the two-year project funded by the BUD Fund operated by the Trade and Industry Department (“TID”) of the Government. Under the project, “The Nanjing-Hong Kong Mediation Conference”, a cross-border full-day conference held in Nanjing, was jointly organised by the JMHO and the Nanjing Arbitration Committee on 25 October 2019.

Apart from the BUD Fund Project, the JMHO has completed 2 projects funded by the SME Development Fund of the TID and the Professional Services Advancement Support Scheme of the Commerce and Economic Development Bureau respectively in mid-2019. A report on the Study on the Needs, Practice and Procedures of SME in Resolving Disputes in Hong Kong and a research report on the Receptiveness of Companies in Using Mediation as a Method to Resolve International Trade Disputes were published on the JMHO webpage.

Moreover, with the support from the Rotary District 3450 (“the Rotary”), the JMHO has co-organised the 3rd Hong Kong Secondary School Peer Mediation Competition and various training events for teachers and students under the project of “Communication, Negotiation & Conflict Resolution” (“CNCR”) this year. By implementing these projects, we strive to promote the use of mediation proactively and holistically.

另外，我們熱烈歡迎香港工程師學會於 2019 年 11 月加入調解專線，成為調解專線的第九個會員機構。其加入是調解專線一大里程碑，反映調解專線在行業中更為重要及更具影響力。

在香港政府工業貿易署管理的「發展品牌、升級轉型及拓展內銷市場的專項基金」（「BUD 專項基金」）撥款下，調解專線推行了一項為期兩年的項目。在該項目下，調解專線和南京仲裁委員會於 2019 年 10 月 25 日在南京舉行了一場為期一天的跨境「南京-香港調解論壇」。

除了 BUD 專項基金的項目之外，調解專線更於 2019 年中完成了工業貿易署中小企業發展支援基金和商務及經濟發展局專業服務協進支援計劃的兩個項目。《企業對調解作為解決國際貿易爭議方法的接受程度研究》報告及《中小企業在香港化解糾紛的需要、實踐和過程》研究報告經已發佈至調解專線的網頁。

此外，調解專線於 2019 年繼續得到國際扶輪 3450 地區（「扶輪社」）的支持，不但共同舉辦了第三屆香港中學朋輩調解比賽，調解專線還為教師和學生提供了《凝聚共識·化解分歧》的訓練課程，讓他們掌握溝通、談判，以及化解分歧的技巧，全面地推廣調解的價值。

Thanks to the support from various parties, the JMHO was able to develop new projects to expand the service coverage. We pay tribute to all our member organisations and partners for their valuable contribution and support. Special thanks are dedicated to our Directors, the Honorary Advisor, the Judiciary and the Department of Justice who gave us unfailing guidance and support. And I also wish to commend the Honorary Secretary, the Assistant Honorary Secretary, the Honorary Treasurer, the Honorary Auditor and the staff at the Secretariat for their hard work, dedication, devotion and professionalism.

The JMHO has been striving to promote the development of mediation in Hong Kong for years. Thanks to the extensive support from different sectors, the JMHO has reached several milestones since its inception in 2010. In the coming year, the JMHO will spare no effort to grasp every opportunity to serve the mediation industry and the public in Hong Kong.

調解專線得以開拓新項目以擴大服務範圍，實有賴各方支持。在此，我謹向成員機構及合作伙伴對調解專線作出的貢獻及支持致以衷心謝意。特別感謝我們的董事、榮譽顧問、司法機構及律政司給予我們寶貴的指導和支持，也藉此表揚義務秘書、義務助理秘書、義務司庫及秘書處各同事的專業及勤奮工作。

一直以來，調解專線致力推動香港的調解發展。有賴各方鼎力相助，調解專線自 2010 年創立以來，奠定了一個又一個里程碑。未來一年，調解專線將會不遺餘力，把握每個機會，繼續為香港的調解界和公眾服務。



# Work Review 工作回顧

## 1. General Mediation Services Overview

This year, the JMHO continued to provide mediation referral services to the general public. Since its operation in 2010, the JMHO received 772 applications in total. The rate of making successful referral is 35%, with 267 cases successfully referred to Participating Service Providers (“PSP”). 214 mediations were conducted, 86 of which had been settled, exclusive of 31 cases settled after a written request for mediation had been made and 1 case settled after mediation was completed. The overall success rate is 48%.

### Nature of Dispute

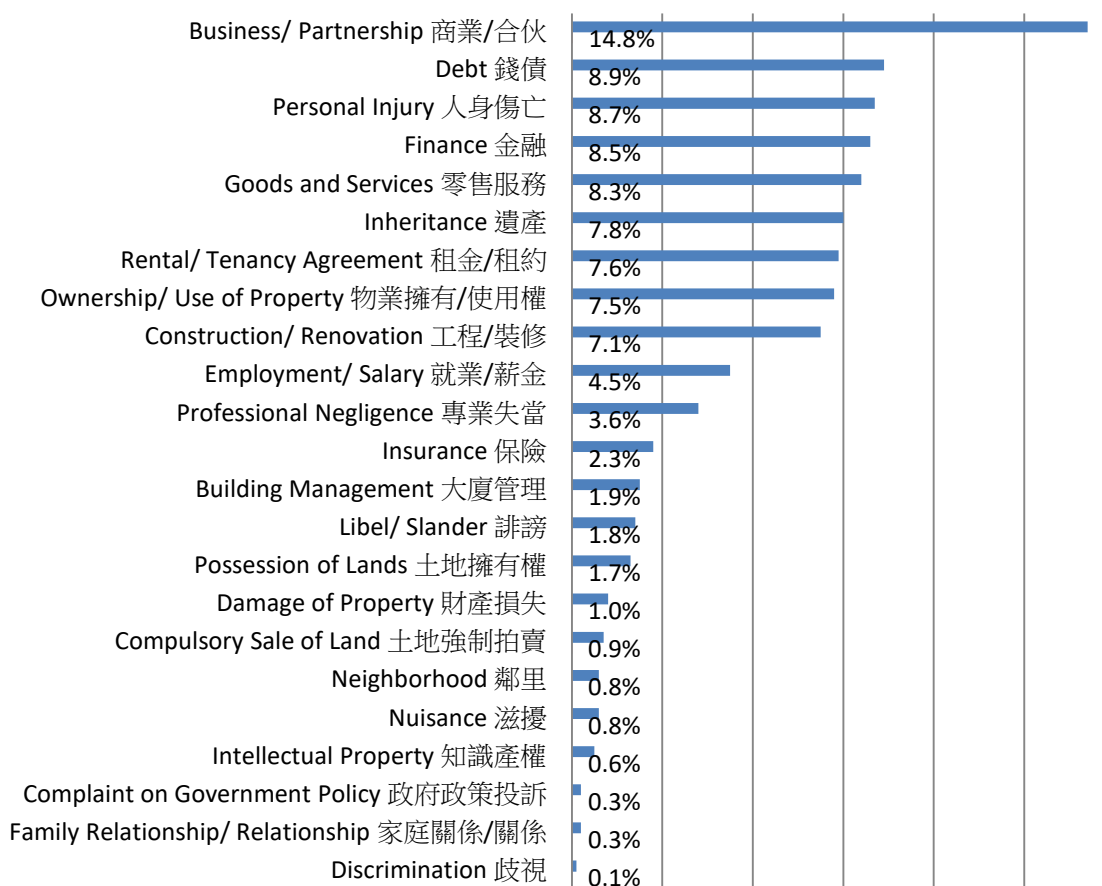
Business (14.8%), Debt (8.9%), Personal Injury (8.7%) and Finance (8.5%) are the 4 most common types of disputes.

## 1. 一般調解服務概況

今年，調解專線一如以往，向普羅大眾提供調解轉介服務。自 2010 年成立至今，調解專線總共收到 772 項申請，其中 267 項成功轉介給調解服務機構，轉介比率為 35%。至今，共 214 宗案件進行了調解，當中 86 宗已成功和解，不包括 31 宗案件於提出書面調解申請後和解，以及 1 宗在調解完成後和解。總成功率為 48%。

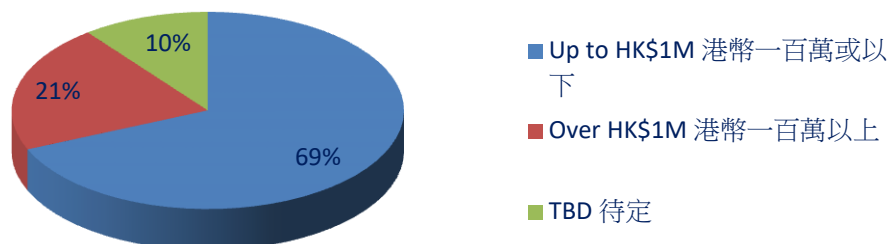
### 爭議性質

商業 (14.8%)、錢債 (8.9%)、人身傷亡 (8.7%) 和金融 (8.5%) 為最常見的 4 種爭議性質。



## Amount of Dispute

Amongst all applications, the amount in dispute ranges from HK\$0.01M to over HK\$5M.

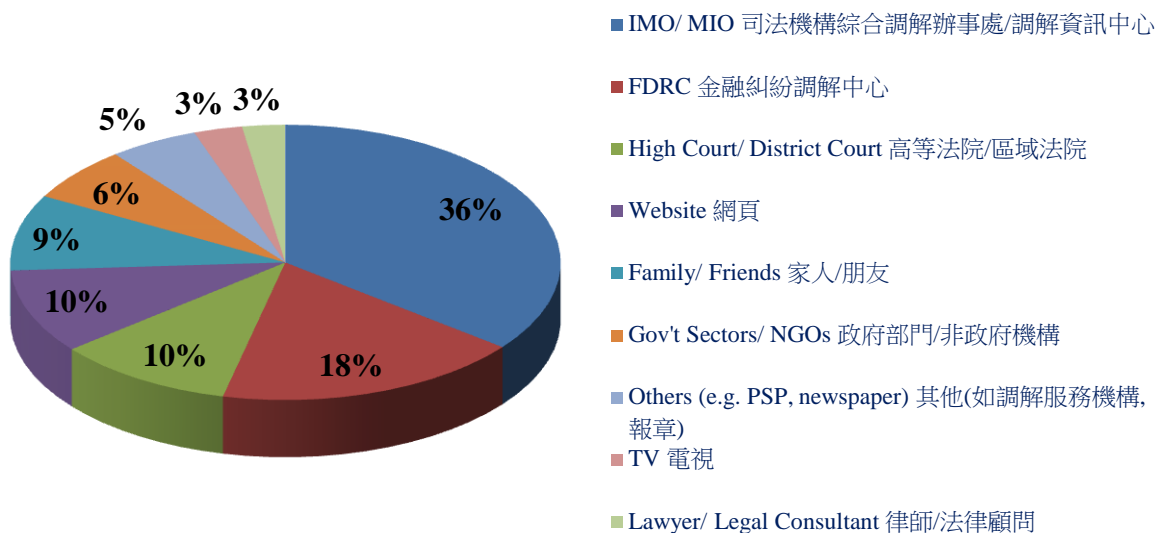


## 爭議金額

申請個案的爭議金額涵蓋港幣一萬元到超過港幣五百萬元。

## Source of Applications/ Enquiries

Integrated Mediation Office (“IMO”)/ Mediation Information Office (“MIO”) of the Judiciary is the major source of the JMHO’s enquiries and applications (36%), where 18% of the enquiries and applications were from Financial Dispute Resolution Centre (“FDRC”) and 10% of them got JMHO information from Website.



## 申請/ 查詢來源

司法機構綜合調解辦事處/調解資訊中心是調解專線的調解申請及查詢之主要來源佔 36%，18%來自金融糾紛調解中心及 10%經網頁得到調解專線的資訊。

## 2. West Kowloon Mediation Centre (“WKMC”) – Small Claims Mediation Pilot Scheme (“SCMPS”)

As the independent coordinator of WKMC appointed by the Government of the HKSAR, the JMHO is implementing the SCMPS for resolving suitable cases of the Small Claims Tribunal (“SCT”) since 8 November 2018.

## 2. 西九龍調解中心(「調解中心」) – 小額個案調解先導計劃(「先導計劃」)

作為由香港政府委任的調解中心獨立統籌機構，調解專線於 2018 年 11 月 8 日起推行先導計劃，以解決合適的小額錢債審裁處(「審裁處」)個案。

As at 31 December 2019, there were 233 cases referred by SCT, 848 enquiries, 209 consultations and 198 applications. Amongst the 198 applications, 128 mediation cases have been completed and 5 cases are in progress towards mediation.

Amongst 128 completed mediation cases, 68 of them were settled in the mediation session. In addition, 10 cases were settled by direct negotiation between the parties after enquiry/ consultation with JMHO or application for mediation and 1 case was settled after an unsuccessful mediation. The settlement rate of mediation under SCMPs is 53%<sup>1</sup> while the overall success rate is 57%<sup>2</sup>.

### Nature of Dispute

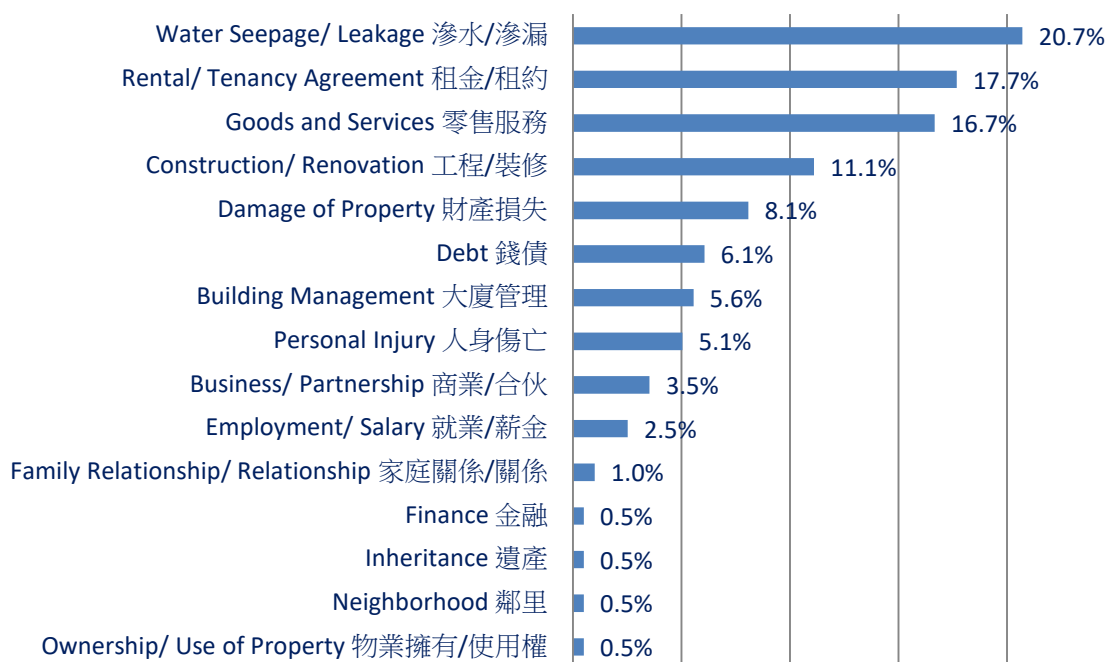
Amongst the applications received, Water Seepage/ Leakage (20.7%), Rental/ Tenancy Agreement (17.7%), Goods and Services (16.7%) and Construction/ Renovation (11.1%) are the 4 most common types of disputes.

截至 2019 年 12 月 31 日，審裁處共轉介了 233 宗個案至調解專線，調解專線處理了 848 宗查詢、209 宗調解諮詢及 198 宗調解申請。在 198 宗調解申請中，128 宗個案已完成調解以及 5 宗個案正準備調解。

而在 128 宗已完成調解的個案中，其中 68 宗個案於調解過程中達成和解協議。另外，10 宗個案於提出調解申請或查詢/諮詢後自行和解及 1 宗個案於不成功的調解後自行和解。先導計劃的調解成功率為 53%<sup>1</sup> 及計劃整體成功率為 57%<sup>2</sup>。

### 爭議性質

於所有申請當中，最常見的 4 種爭議類別為滲水/滲漏（20.7%）、租金/租約（17.7%）、零售服務（16.7%）和工程/裝修（11.1%）。



<sup>1</sup> The settlement rate of mediation under SCMPs refers to the percentage of cases settled in mediation 調解成功率為於調解過程中成功達成和解個案的百分比。

<sup>2</sup> The overall success rate of SCMPs refers to the percentage of cases settled in mediation, cases settled by direct negotiation after utilizing SCMPs services and cases settled after unsuccessful mediation 計劃整體成功率包括調解成功個案，使用計劃的服務後而成功自行和解的個案，及於不成功的調解後自行和解的個案的百分比。

### 3. Urban Renewal Resource Centre (“URRC”) Pilot Scheme for Community Venue for Mediation

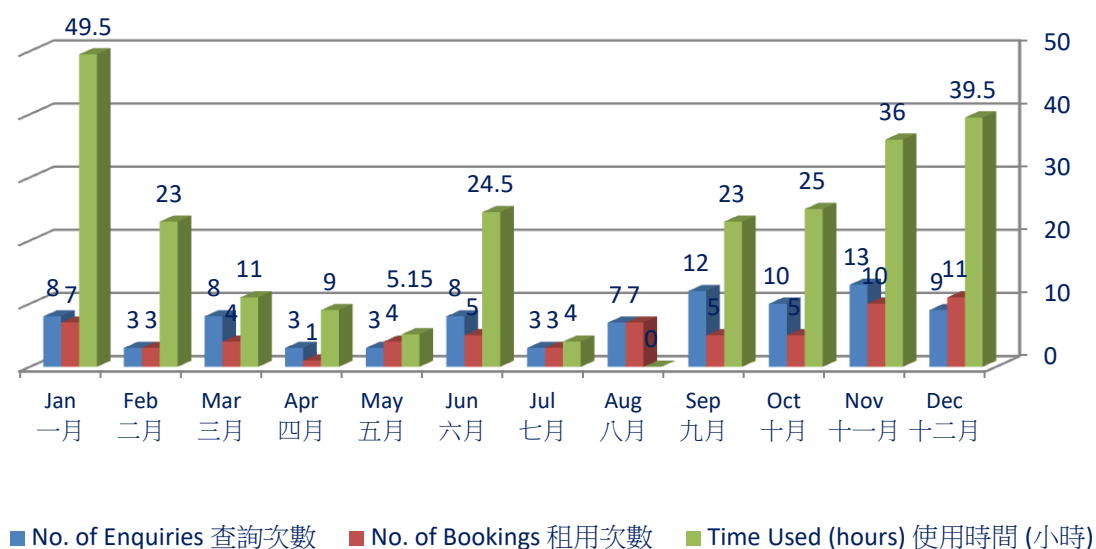
The Urban Renewal Authority, in support of the Government's policy to promote the wider use of mediation to resolve disputes in Hong Kong, extended the use of its mediation rooms at the URRC for the URRC Pilot Scheme for Community Venue for Mediation introduced by the Working Group on Mediation chaired by the Secretary for Justice and administered by the JMHO.

The number of enquiries and bookings and time used for these rooms for the year ended 31 December 2019 are as follow:-

### 3. 「市建一站通」社區調解場地先導計劃

市區重建局為支持政府推廣更廣泛使用調解服務解決香港糾紛的政策，因此擴大「市建一站通」資源中心會議室的使用範圍，以支持由律政司司長轄下的調解工作小組所推行，並由調解專線執行的《「市建一站通」社區調解場地先導計劃》。

截至 2019 年 12 月 31 日，調解場地的查詢、租用次數和使用時間如下：





## Dedicated Fund on Branding, Upgrading and Domestic Sales (“BUD Fund”)

### 發展品牌、升級轉型及拓展內銷市場的專項基金（「BUD 專項基金」）

The JMHO and the Nanjing Arbitration Committee jointly organised a cross-border full-day conference entitled “The Nanjing-Hong Kong Mediation Conference” on 25 October 2019 in Nanjing. The conference was well-received by 150 mediators, lawyers and arbitrators from across the strait. In the coming year, 4 more mediation workshops will be organised for mediation practitioners in Mainland China and Hong Kong.

2019 年 10 月 25 日，調解專線和南京仲裁委員會於南京聯合舉辦了「南京-香港調解論壇」，共 150 人（如調解員、律師及仲裁員等）參加。來年，調解專線將於香港及內地分別舉辦 2 場調解工作坊。



## **SME Development Fund (“SDF”)**

### **中小企業發展支援基金**

2 workshops on the themes “Enhancing leadership through mediation skills” and “Use of mediation in resolving customer complaints” were held on 22 February 2019 and 10 May 2019 respectively in order to equip participants from SMEs with mediation knowledge and skills.

調解專線分別於 2019 年 2 月 22 日和 5 月 10 日舉辦了兩場主題分別為「以調解技巧提升領導力」和「以調解化解客戶投訴」的工作坊，為中小企參與者提供調解知識和技巧。



A report on the Study on the Needs, Practice and Procedures of SME in Resolving Disputes in Hong Kong was compiled and published in May 2019. The report was to study the dispute resolution strategy and mechanism of SMEs. Cases studies with 6 SMEs carried out by the JMHO in the past 2 years were taken as references.

調解專線於 2019 年 5 月發表了《中小企業在香港化解糾紛的需要、實踐和過程》研究報告。此報告旨在研究中小企業的爭議解決策略和機制，內容參考了調解專線過去 2 年的六個中小企業研究案例。

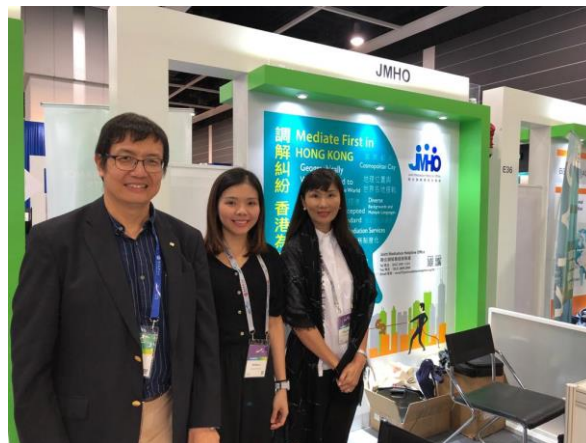


## **Professional Services Advancement Support Scheme (“PASS”)**

### **專業服務協進支援計劃**

The JMHO set up exhibition booth at the Belt and Road Summit 2019 on 11 and 12 September 2019 in Hong Kong to raise international corporations’ awareness of Hong Kong mediation services.

調解專線於 2019 年 9 月 11 及 12 日在香港一帶一路高峰論壇設置展覽攤位，讓來自世界各地的企業加深對香港調解服務的認識。



A research has been conducted by the JMHO during the period from November 2017 to June 2019 so as to examine the views of companies on using mediation as an Alternative Dispute Resolution method, on how the companies resolved cross-border disputes through mediation, and on how to better promote Hong Kong mediation services in the international trade context. The findings were summarized in a report. 2 seminars were held on 21 and 28 June 2019 to present the research findings to mediators in Hong Kong.

調解專線於 2017 年 11 月至 2019 年 6 月進行了一項研究，主要探討企業對使用調解作為另類爭議解決方法的看法、企業如何使用調解以解決跨境爭議，以及如何更有效地在國際貿易的環境下推廣香港調解服務。有關研究結果已整理成報告。調解專線於 2019 年 6 月 21 及 28 日舉辦了兩場講座，向香港的調解員講解上述的研究結果。

## Communication, Negotiation and Conflict Resolution (“CNCR”)

### 《凝聚共識·化解分歧》

After the launch of the teaching pack on CNCR in 2018, the representatives of the JMHO and the Rotary and CNCR trainers met up with school staff in different schools to introduce and promote the CNCR. In September 2019, the first CNCR student training was organized for 42 students in Lok Sin Tong Young Ko Hsiao Lin Secondary School. In the coming year, subject to availability of funding and resources, the JMHO will continue to organise CNCR student training for schools in Hong Kong.

自 2018 年《凝聚共識·化解分歧》教材套正式發佈後，調解專線代表以及扶輪社和教材套培訓導師與不同學校的教職員工會面，介紹和推廣《凝聚共識·化解分歧》教材套。首次學生訓練於 2019 年 9 月舉辦，參加者為樂善堂楊葛小琳中學 42 名學生。來年，視乎資金及資源情況，調解專線將繼續為香港學校舉辦《凝聚共識·化解分歧》學生訓練。





### 3<sup>rd</sup> Hong Kong Secondary Schools Peer Mediation Competition 第三屆香港中學朋輩調解比賽

To carry on with the past success, the JMHO co-organised the 3rd Hong Kong Secondary Schools Peer Mediation Competition with the Rotary from February to March 2019. 20 secondary schools participated in the competition. Workshops and in-school trainings were offered to participants.

為延續以往的成功，調解專線於 2019 年 2 月至 3 月與扶輪社合辦第三屆香港中學朋輩調解比賽，共有 20 所中學參加。調解專線為參賽學生安排了工作坊及到校培訓。



## Other Mediation Promotion Activities

### 其他調解推廣活動

#### **Mediation Workshops 調解工作坊**

In March 2019, a one-day “Nina Harding’s Master Class” was organised. The JMHO is much honoured that Ms. Harding has also delivered another talk on complaint handling on 1 November 2019 on pro-bono basis. Another workshop on the theme “Managing Difficult People in Mediation” was organised on 11 December 2019.

2019 年 3 月，調解專線舉辦了一場為期一天的 Nina Harding 深造班。調解專線非常榮幸，Nina Harding 女士於 2019 年 11 月 1 日在無償的基礎上為調解專線主講了另一場關於投訴處理的講座。2019 年 12 月 11 日，調解專線又舉辦了另一場主題為「在調解中管理難處理的人」的研討會。





# Financial Report 財務報告

(In English only 只提供英文版)

**JOINT MEDIATION HELPLINE OFFICE**  
**聯合調解專線辦事處**

**REPORTS AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2019**

 **ROGER KAM & Co.**  
Certified Public Accountants (Practising)  
**甘志成會計師事務所**  
(A founder member of AicA Group)

## JOINT MEDIATION HELPLINE OFFICE

### REPORT OF THE DIRECTORS

The directors submit their report together with the audited financial statements for the year ended 31 March 2019.

### PRINCIPAL ACTIVITIES

The principal activities of the company are providing and promoting mediation services.

### RESULTS

The results of the company for the year ended 31 March 2019 and the state of the company's affairs at that date are set out in the financial statements on pages 6 to 14.

### REPORTING EXEMPTION AND BUSINESS REVIEW

The company falls within the reporting exemption for the financial year. Accordingly, the company is exempt from complying with certain reporting requirements including preparing a business review.

### DIRECTORS

The directors of the company during the year and up to the date of this report were:-

KWAN Wai King Frankie	
LEE Tsz Hang	
LIU Yuk Ling Elaine	
SIU Wing Yee Sylvia	
TSE Hau Ming Terence	
WONG NG Kit Wah Cecilia	
SIN Kar Yu Jody	(appointed on 5 November 2018)
TONG Pui Keung Sidney	(appointed on 15 November 2019)
CHAN Ka Sing	(resigned on 5 November 2018)
MAN Chi Chuen	(resigned on 20 January 2020)

#### Alternate directors

WONG Yan Amy	Alternate to KWAN Wai King Frankie	
LEUNG Wai Fung Joseph	Alternate to LEE Tsz Hang	
CHAN Ka Sing	Alternate to LIU Yuk Ling Elaine	
Melissa Kaye PANG	Alternate to WONG NG Kit Wah Cecilia	
Sarah GRIMMER	Alternate to SIN Ka Yu Jody	(appointed on 5 November 2018)
LAM Wai Pan	Alternate to TSE Hau Ming Terence	(appointed on 24 May 2019)
TO Wing Christopher	Alternate to TONG Pui Keung Sidney	(appointed on 15 November 2019)
LAM Wai Pan	Alternate to SIU Wing Yee Sylvia	(appointed on 13 November 2018)
Sarah GRIMMER	Alternate to CHAN Ka Sing	(resigned on 5 November 2018)
CHAN Maurice Joseph	Alternate to SIU Wing Yee Sylvia	(resigned on 13 November 2018)
CHEE Wai Hung Simon	Alternate to TSE Hau Ming Terence	(resigned on 24 May 2019)
TSE Chi Kin	Alternate to MAN Chi Chuen	(resigned on 20 January 2020)



## JOINT MEDIATION HELPLINE OFFICE

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TSE Chi Kin	Alternate to MAN Chi Chuen	(resigned on 20 January 2020)

## **JOINT MEDIATION HELPLINE OFFICE**

### **REPORT OF THE DIRECTORS (CONTINUED)**

#### **DIRECTOR'S INDEMNITIES**

As permitted by the Articles of Association of the company, a director of the company may be indemnified out of the company's assets against any liability incurred by the director that attaches to such director in his or her company as a director of the company, so the extent permitted by law.

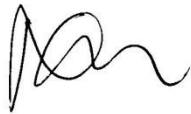
#### **MANAGEMENT CONTRACTS**

The company did not enter into any contract, other than the contracts of service with any director of the company or any person engaged in the full-time employment of the company, by which a person or company undertakes the management and administration of the whole or any substantial part of any business of the company.

#### **HONORARY AUDITOR**

The financial statements have been audited by Messrs Roger Kam & Co., Certified Public Accountants (Practising), who retire and, being eligible, offer themselves for re-appointment at the forthcoming annual general meeting.

On behalf of the board



LEE Tsz Hang  
Director  
Date, 28 February 2020

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
JOINT MEDIATION HELPLINE OFFICE**  
(incorporated in Hong Kong with liability limited by guarantee)

**Opinion**

We have audited the financial statements of JOINT MEDIATION HELPLINE OFFICE ("the company") set out on pages 6 to 14, which comprise the statement of financial position as at 31 March 2019, the statement of comprehensive income, statement of changes in general funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the company as at 31 March 2019, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards for Private Entities ("HKFRS for Private Entities") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

**Basis for opinion**

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the company in accordance with the HKICPA's *Code of Ethics for Professional Accountants* ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Information other than the financial statements and auditor's report thereon**

The directors are responsible for the other information. The other information comprises the information included in the report of the directors, but does not include the financial statements and our auditor's reports thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
JOINT MEDIATION HELPLINE OFFICE**  
(incorporated in Hong Kong with liability limited by guarantee)

**Responsibilities of directors and those charged with governance for the financial statements**

The directors are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRS for Private Entities issued by the HKICPA and the Hong Kong Companies Ordinance, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the company's financial reporting process.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. We report our opinion solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatements of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
JOINT MEDIATION HELPLINE OFFICE**  
(incorporated in Hong Kong with liability limited by guarantee)

**Auditor's responsibilities for the audit of the financial statements (continued)**

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

  
**Roger Kam & Co.**  
Certified Public Accountants (Practising)

Hong Kong, 28 February 2020

## JOINT MEDIATION HELPLINE OFFICE

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2019

	Note	2019 HK\$	2018 HK\$
<b>Revenue</b>	4	3,413,139	1,539,409
Expenditure		<u>(3,218,558 )</u>	<u>(1,537,463 )</u>
<b>Surplus before tax</b>	5	194,581	1,946
Taxation	7	<u>-</u>	<u>-</u>
<b>Surplus and total comprehensive surplus for the year</b>		<u>194,581</u>	<u>1,946</u>

The notes on pages 10 to 14 form an integral part of these financial statements.




# JOINT MEDIATION HELPLINE OFFICE

## STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2019

	Note	2019 HK\$	2018 HK\$
<b>Non-current assets</b>			
Property, plant and equipment	8	30,287	-
<b>Current assets</b>			
Accounts receivables		75,609	-
Grants receivables		158,328	-
Other receivables		372,676	-
Deposits paid		51,480	-
Cash and bank balances		1,844,734	2,326,071
		2,502,827	2,326,071
<b>Current liabilities</b>			
Accounts payables		121,529	-
Grants payables		1,596,707	2,017,700
Other payables and accrued expenses		311,926	-
		2,030,162	2,017,700
<b>Net current assets</b>		472,665	308,371
<b>NET ASSETS</b>		502,952	308,371
<b>GENERAL FUND</b>			
Accumulated surplus		502,952	308,371

Approved and authorised for issue by the Board of Directors on 28 February 2020

  
 LEE Tsz Hang  
 Director

  
 TONG Sidney Pui Keung  
 Director

The notes on pages 10 to 14 form an integral part of these financial statements.

## **JOINT MEDIATION HELPLINE OFFICE**

### **STATEMENT OF CHANGES IN GENERAL FUNDS FOR THE YEAR ENDED 31 MARCH 2019**

	Accumulated surplus HK\$
Balance at 1 April 2017	306,425
Total comprehensive surplus for the year	<u>1,946</u>
Balance at 31 March 2018	308,371
Total comprehensive surplus for the year	<u>194,581</u>
Balance at 31 March 2019	<u>502,952</u>

The notes on pages 10 to 14 form an integral part of these financial statements.

## JOINT MEDIATION HELPLINE OFFICE

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

	Note	2019 HK\$	2018 HK\$
<b>Cash flows from operating activities</b>			
Surplus before tax		194,581	1,946
Adjustments for:-			
Bank interest income	4	-	(2)
Depreciation	5	5,204	-
<b>Operating surplus before changes in working capital</b>		199,785	1,944
(Increase) in accounts receivables		(75,609)	-
(Increase) in grants receivables		(158,328)	-
(Increase) / decrease in other receivables		(372,676)	1,221,091
(Increase) in deposits paid		(51,480)	-
Increase in accounts payables		121,529	-
(Decrease) / increase in grants payables		(420,993)	951,644
Increase / (decrease) in other payables and accrued expenses		311,926	(53,123)
Decrease in amount due to a director		-	(50,000)
<b>Net cash (used in) / generated from operating activities</b>		(445,846)	2,071,556
<b>Cash flows from investing activities</b>			
Purchase of plant and equipment	8	(35,491)	-
Bank interest received		-	2
<b>Net cash (used in) / generated from investing activities</b>		(35,491)	2
<b>Net (decrease) / increase in cash and cash equivalents</b>		(481,337)	2,071,558
<b>Cash and cash equivalents at beginning of the year</b>		2,326,071	254,513
<b>Cash and cash equivalents at end of the year</b>		1,844,734	2,326,071
<b>Analysis of the balances of cash and cash equivalents</b>			
Cash and bank balances		1,844,734	2,326,071

The notes on pages 10 to 14 form an integral part of these financial statements.

## JOINT MEDIATION HELPLINE OFFICE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 1 GENERAL

The Company was incorporated in Hong Kong as a company with liability limited by guarantee. The principal activities of the company are providing and promoting mediation services. The Company's registered office is located at Room 322, 3/F, Wanchai Tower, 12 Harbour Road, Wan Chai, Hong Kong.

#### 2 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Hong Kong Financial Reporting Standards for Private Entities ("HKFRS for Private Entities") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and the requirements of the Hong Kong Companies Ordinance. The financial statements have been prepared under the historical cost convention.

#### 3 SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in accordance with generally accepted accounting principles in Hong Kong and with accounting standards issued by the HKICPA.

##### (a) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation is charged so as to allocate the cost of assets less their residual values over their estimated useful lives, using the straight-line method. The following annual rates are used for the depreciation of property, plant and equipment:-

Leasehold improvement	- Over the term of related lease
Office equipment	- 20%

If there is an indication that there has been a significant change in the depreciation rate, useful life or residual value of an asset, the depreciation of that asset is revised prospectively to reflect the new expectations.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

##### (b) Other receivables

Other receivables are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for impairment of other receivables is established when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables.



## JOINT MEDIATION HELPLINE OFFICE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

#### 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(c) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less. Bank overdraft is shown within borrowings in current liabilities on the statement of financial position.

(d) Other payables

Other payables are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

(e) Revenue recognition

Revenue is measured at the fair value of the consideration received or receivable. Provided it is probable that the economic benefits will flow to the company and the revenue and costs, if applicable, can be measured reliably, revenue is recognised in profit or loss as follows:-

- (i) Donation income is recognised when the donation is received.
- (ii) Bank interest income is recognised on a time-proportion basis using the effective interest method.
- (iii) Mediation services, seminar income and grant income are recognised when the relevant services are rendered.
- (iv) Other income is recognised on an actual receipt basis.

(f) Government grants

Government grants are not recognised until there is reasonable assurance that the company will comply with the conditions attaching to them and that the grants will be received.

Government grants are recognised in profit or loss on a systematic basis over the periods in which the company recognises as expenditure or the related costs for the grants are intended to compensate. Specifically, government grants whose primary condition is that the company should purchase, construct or otherwise acquire non-current assets are recognised as deferred revenue in the balance sheet and transferred to profit or loss over the useful lives of the related assets. Government grants that are receivable as compensation for costs and expenditure already incurred or for the purpose of giving immediate financial support to the company with no future related costs are recognised in profit or loss in the period in which they become receivable.

## JOINT MEDIATION HELPLINE OFFICE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

#### 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(g) Employee benefits

Salaries, annual bonuses, paid annual leave, contributions to defined contribution retirement plans and the cost of non-monetary benefits are accrued in the year in which the associated services are rendered by employees. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

The company operates a Mandatory Provident Fund Scheme (the MPF scheme) under the Hong Kong Mandatory Provident Fund Schemes Ordinance for employees employed under the jurisdiction of the Hong Kong Employment Ordinance. The MPF scheme is a defined contribution retirement plan administered by independent trustees. Under the MPF scheme, the employer and its employees are each required to make contributions to the plan at 5% of the employees' relevant income, subject to a cap of monthly relevant income of HK\$30,000. Contributions to the plan vest immediately.

(h) Related parties

- i) a person or a close member of that person's family is related to the company if that person is a member of the key management personnel of the company.
- ii) a person or a close member of that person's family is related to the company if that person has control over the company or has joint control or significant influence over the company or has significant voting power in it.
- iii) the entity is a post-employment benefit plan for the benefit of employees of either the company or an entity related to the company. If the reporting entity is itself such a plan, the sponsoring employers are also related to the plan.
- iv) the entity is controlled or jointly controlled by a person identified in (i) and (ii).
- v) a person identified in (i) has significant voting power in the entity.



## JOINT MEDIATION HELPLINE OFFICE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 4 REVENUE

	2019 HK\$	2018 HK\$
<b>Revenue</b>		
Bank interest income	-	2
Contribution from Joint Mediation Helpline Office		
- cash contribution	-	28,895
- in-kind contribution – legal consultation fee	112,500	84,375
Donation income		
- Hong Kong Jockey Club Charities Trust	-	451,567
- others	27,800	1,500
Funded services	428,260	-
Government grant	2,050,371	626,050
MDMPS application fee income	200	3,800
Mediation service income	50,500	3,500
Panel fee	34,300	-
Seminar fee income	60,200	274,285
Service income	226,744	24,435
Sponsorship income	413,258	41,000
Other income	9,006	-
<b>Total revenue</b>	<b>3,413,139</b>	<b>1,539,409</b>

#### 5 SURPLUS BEFORE TAX

Surplus before tax is stated after charging the following:-

	2019 HK\$	2018 HK\$
Advertising and promotion	314,999	180,542
Depreciation	5,204	-
Seminar and workshop	8,918	28,554
Staff costs:-		
- salaries and wages	1,557,795	866,216
- contributions to retirement scheme	57,911	71,036
Venue expenses	43,567	68,354

#### 6 DIRECTORS' REMUNERATION

In accordance with Article 39 of Mandatory Articles of the Entity's Articles of Association, every member of the Entity shall not be appointed to any salaried office of the Entity, or any office of the Entity paid by fees and no remuneration or other benefit in money or money's worth.

## JOINT MEDIATION HELPLINE OFFICE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 7 TAXATION

No provision for Hong Kong profits tax has been made in the financial statements as the company is exempt from Hong Kong Profits tax under section 88 of the Inland Revenue Ordinance (2018: HK\$Nil).

No deferred tax has been provided in the financial statements because there were no temporary differences at the reporting date.

#### 8 PROPERTY, PLANT AND EQUIPMENT

	Leasehold Improvement HK\$	Office equipment HK\$	Total HK\$
<b>Cost</b>			
At 1 April 2018	62,403	57,706	120,109
Additions	-	35,491	35,491
At 31 March 2019	62,403	93,197	155,600
<b>Accumulated depreciation</b>			
At 1 April 2018	62,403	57,706	120,109
Charge for the year	-	5,204	5,204
At 31 March 2019	62,403	62,910	125,313
<b>Net book value</b>			
At 31 March 2019	-	30,287	30,287
At 31 March 2018	-	-	-

#### 9 AMOUNT DUE TO A DIRECTOR

Amount due to a director is interest-free, unsecured and has no fixed terms of repayment.

#### 10 COMPANY LIMITED BY GUARANTEE

The company was registered as a company with liability limited by guarantee. In accordance with Article 7 of the Company's Memorandum of Association, the company was incorporated by member's guarantee with every member's liability not exceeding HK\$100.

(FOR MANAGEMENT PURPOSES ONLY)

**JOINT MEDIATION HELPLINE OFFICE  
DETAILED INCOME STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2019**

	2019 HK\$	2018 HK\$
<b>Revenue</b>		
Bank interest income	-	2
Contribution from Joint Mediation Helpline Office		
- cash contribution	-	28,895
- in-kind contribution - legal consultation service	112,500	84,375
Donation income	27,800	453,067
Funded services	428,260	-
Government grant	2,050,371	626,050
MDMPS application fee income	200	3,800
Mediation service income	50,500	3,500
Panel fee	34,300	-
Seminar and workshop income	60,200	274,285
Service income	226,744	24,435
Sponsorship income	413,258	41,000
Other income	9,006	-
	<u>3,413,139</u>	<u>1,539,409</u>
<b>Expenditure</b>		
Advertising and promotion	314,999	180,542
Auditor's remuneration	10,900	-
Bank charges	8,401	412
Cash contribution - for project	-	28,895
Depreciation	5,204	-
Electricity	20,558	-
Information technology and website	21,990	25,760
Insurance	27,577	36,044
Interest paid to government	431	-
Legal and professional fee	140,100	15,500
Legal consultation service	112,500	84,375
Management service	428,260	-
Mandatory provident fund expenses	57,911	71,036
Meal	1,523	2,179
Mediator fee	185,000	15,000
Photography expenses	14,380	1,500
Postage and courier	8,791	2,171
Printing and stationery	44,422	24,694
Recruitment expenses	5,700	3,720
Renovation and reallocation	5,600	-

Salaries and allowances		
- Administrative staff's salaries	324,750	81,591
- Consultants' salaries	538,600	409,140
- Project officers' salaries	694,445	375,485
Seminar and workshop	8,918	28,554
Speakers' honorarium expenses	42,000	4,270
Sundry expenses	58,358	55,393
Telecommunication charges	22,081	17,395
Travel and accommodation	67,197	1,062
Utilities expenses	4,395	4,391
Venue expenses	43,567	68,354
	<u>3,218,558</u>	<u>1,537,463</u>
<b>Surplus before tax</b>	<u>194,581</u>	<u>1,946</u>



# Acknowledgement 鳴謝

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(In alphabetical order 按英文字母順序)

The Chartered Institute of Arbitrators (East Asia Branch)	特許仲裁學會(東亞分會)
The Hong Kong Bar Association	香港大律師公會
The Hong Kong Institute of Arbitrators	香港仲裁司學會
The Hong Kong Institute of Architects	香港建築師學會
The Hong Kong Institute of Surveyors	香港測量師學會
The Hong Kong Institution of Engineers	香港工程師學會
The Hong Kong Mediation Centre	香港和解中心
The Hong Kong Mediation Council	香港調解會
The Law Society of Hong Kong	香港律師會

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(In alphabetical order 按英文字母順序)

Organisations	機構
Business-School Partnership Programme of Education Bureau	教育局商校合作計劃
Clyde & Co	其禮律師行
Commercial and Economic Development Bureau	商務及經濟發展局
Department of Justice	香港律政司
High Technology Printing Group Limited	高科技印刷集團有限公司
Hong Kong Family Welfare Society	香港家庭福利會
Hong Kong Trade and Industry Department	香港工業貿易署
Jiangsu Province Bar Association	江蘇省律師協會
Nanjing Arbitration Committee	南京仲裁委員會
Nanjing Bar Association	南京市律師協會
Nanjing Municipal Bureau of Justice	南京市司法局
Rotary International District 3450	國際扶輪 3450 地區
School of Law, City University of Hong Kong	香港城市大學法律學院
The Judiciary of Hong Kong	香港司法機構
Urban Renewal Authority	市區重建局
Youth Development Commission	青年發展委員會
Zonk Ltd	Zonk Ltd
	江蘇省仲裁發展促進會
	江蘇省法學會港澳臺法律研究會

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