



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

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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
Sylvia SIU Wing Yee, JP ⁽¹⁾	Hong Kong Institute of Arbitrators
蕭詠儀，太平紳士 ⁽¹⁾	香港仲裁司學會

(1) Date of Appointment: 6 April 2020 委任日期：2020年4月6日

Vice-Chairman 副主席	Member Organisation 成員機構
Elaine LIU Yuk Ling, JP ⁽²⁾	Hong Kong Bar Association
廖玉玲，太平紳士 ⁽²⁾	香港大律師公會

(2) Date of Appointment: 6 April 2020 委任日期：2020年4月6日

Immediate Past Chairman 前任主席	Member Organisation 成員機構
Antony MAN Chi Chuen ⁽³⁾	Hong Kong Institute of Surveyors
文志泉 ⁽³⁾	香港測量師學會

(3) Date of Cessation: 20 January 2020 離任日期：2020年1月20日

Directors 董事 (In Alphabetical Order of Surname 以英文姓氏排列)	Member Organisations 成員機構
Raymond KONG Chau Ming ⁽⁴⁾	Hong Kong Institute of Surveyors
江就明 ⁽⁴⁾	香港測量師學會
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）
Jody SIN Kar Yu	Hong Kong Mediation Council
冼迦妤	香港調解會
Sidney TONG Pui Keung	Hong Kong Institution of Engineers
唐培強	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

(4) Date of Appointment: 20 March 2020 委任日期：2020年3月20日

The Board of Directors (Con't)

董事局（續）

<u>Alternate Directors 候補董事</u> (In Alphabetical Order of Surname 以英文姓氏排列)	<u>Member Organisations 成員機構</u>
Vod CHAN Ka Sing 陳家成	Hong Kong Bar Association 香港大律師公會
Sarah GRIMMER	Hong Kong Mediation Council 香港調解會
Wilson LAM Wai Pan 林煒彬	Hong Kong Institute of Arbitrators and Hong Kong Institute of Architects 香港仲裁司學會 及 香港建築師學會
Joseph LEUNG Wai Fung 梁偉峯	Chartered Institute of Arbitrators (East Asia Branch) 特許仲裁學會（東亞分會）
Melissa Kaye PANG, BBS, JP 彭韻僊，銅紫荊星章，太平紳士	The Law Society of Hong Kong 香港律師會
TANG Chi Wang (5) 鄧智宏 (5)	Hong Kong Institute of Surveyors 香港測量師學會
Christopher TO Wing 陶榮	Hong Kong Institution of Engineers 香港工程師學會
Amy WONG Yan 黃欣	Hong Kong Mediation Centre 香港和解中心

(5) Date of Appointment: 6 April 2020 委任日期：2020 年 4 月 6 日

<u>Immediate Past Alternate Director 前任候補董事</u>	<u>Member Organisation 成員機構</u>
Kenny TSE Chi Kin (6) 謝志堅 (6)	Hong Kong Institute of Surveyors 香港測量師學會

(6) Date of Cessation: 6 April 2020 離任日期：2020 年 4 月 6 日

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

<u>Honorary Secretary</u>	<u>義務秘書</u>
Wilson LAM Wai Pan (7)	林煒彬 (7)

(7) Date of Appointment: 6 April 2020 委任日期：2020 年 4 月 6 日

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

The Board of Directors (Con't)

董事局（續）

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

<u>Immediate Past Honorary Secretary</u>	<u>前任義務秘書</u>
Gary SOO Kwok Leung (8)	蘇國良 ⁽⁸⁾

(8) Date of Cessation: 6 April 2020 離任日期：2020 年 4 月 6 日

West Kowloon Mediation Centre Management Committee

西九龍調解中心管理委員會

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

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

<u>Member</u> (In Alphabetical Order of Surname)	<u>成員</u> (以英文姓氏排列)
Wilson LAM Wai Pan ⁽¹⁾	林煒彬 ⁽¹⁾
Elaine LIU Yuk Ling, JP	廖玉玲，太平紳士
Sylvia SIU Wing Yee, JP ⁽²⁾	蕭詠儀，太平紳士 ⁽²⁾
Cecilia WONG NG Kit Wah	黃吳潔華

(1) Date of Appointment: 6 April 2020 委任日期：2020 年 4 月 6 日

(2) Date of Appointment: 6 April 2020 委任日期：2020 年 4 月 6 日

<u>Immediate Past Members</u> (In Alphabetical Order of Surname)	<u>前任成員</u> (以英文姓氏排列)
Antony MAN Chi Chuen ⁽³⁾	文志泉 ⁽³⁾
Gary SOO Kwok Leung ⁽⁴⁾	蘇國良 ⁽⁴⁾

(3) Date of Cessation: 20 January 2020 離任日期：2020 年 1 月 20 日

(4) Date of Cessation: 6 April 2020 離任日期：2020 年 4 月 6 日

Organisation Chart 組織架構圖



Chairman's Report 主席報告



Ms. Sylvia SIU Wing Yee, JP 蕭詠儀女士, 太平紳士

The past year was a fruitful year for the Joint Mediation Helpline Office ("JMHO"). In addition to providing mediation referral services, promoting the use of mediation among the general public in Hong Kong and implementing different projects to further our objectives, JMHO has also continued to operate the Small Claims Mediation Pilot Scheme ("SCMPS") at the West Kowloon Mediation Centre. I am truly honoured about the continuous support of the Government of the Hong Kong Special Administrative Region ("HKSAR") and the JMHO shall use its best endeavor to carry out the SCMPS to further promote mediation and enhance public awareness of its benefits. I deeply believe mediation can take roots in Hong Kong.

In the past year, the JMHO continued to serve the mediation industry and the public. We actively sought new opportunities to strengthen our services and promote wider knowledge of mediation and the use of mediation services by Hong Kong citizens. There was a significant increase in the number of applications for mediation in the JMHO in the past year, reflecting that the public has become more aware of the use of mediation as a dispute resolution method as well as the services provided by the JMHO.

對於聯合調解專線辦事處（「調解專線」）而言，2020 年是取得豐碩成果的一年。除提供調解轉介服務、向公眾推廣使用調解及推行其他項目以實踐調解專線的使命外，調解專線繼續於西九龍調解中心推行小額個案調解先導計劃（「先導計劃」）。我對香港特別行政區（「香港」）政府的持續支持感到非常榮幸，調解專線會致力推廣此先導計劃，加強公眾對調解的認識及明瞭它的好處，我相信調解能堅穩地植根於香港。

調解專線在過去一年繼續致力為調解行業及公眾服務。我們積極尋求新機遇作自我提升，並讓普羅大眾更深入認識及採用調解服務。去年，調解專線的調解申請數目大幅上升，反映公眾對使用調解作為爭議解決方法之意識及調解專線調解服務的認識日漸提高。

In addition, funding was granted by the Professional Services Advancement Support Scheme for implementing the Mediator Mentorship Scheme (“MMS”) for enhancing the overall professional standards of the Hong Kong mediators, especially the newly-accredited ones, by offering them opportunities to learn from the senior mediators in conducting and handling real mediation cases. At the completion of the project on 14 February 2020, 235 local mediators were benefited. In order to continuously improve the professional standards of Hong Kong mediators, the Government of the HKSAR has granted a funding for the operation of SCMPs until 2 January 2022.

To carry on with the past success in the promotion of mediation, the JMHO organized Flag Design Competition from May to June 2020. 26 schools participated in the competition and over 200 entries were received. The event enhanced public awareness on the use of mediation as a means of dispute resolution. Thanks to the enthusiastic response and full support from the public, donations and sponsorships were received to further the operation of JMHO by supporting its non-profit-making mediation services and promotion of mediation to the general public.

Without a doubt, 2020 has been a very difficult and challenging year for every one, the COVID-19 pandemic has led to the implementation of various temporary laws and regulations for social distancing in Hong Kong. Due to safety concerns posed by the coronavirus, most of the scheduled events have been cancelled or postponed. However, JMHO has made an all-out effort to provide advanced training and support to mediators.

此外，調解專線獲得專業服務協進支援計劃撥款以推行調解員師友計劃，以提升香港調解員的整體專業水平，特別是為新晉調解員提供機會，向資深調解員學習如何進行和處理真正的調解個案。截至 2020 年 2 月 14 日計劃完成，共 235 名參與的調解員受惠。為持續提升香港調解員的專業水平，香港政府撥款支持調解專線繼續營運此計劃至 2022 年 1 月 2 日。

為延續過往推廣調解的斐然成績，調解專線在 2020 年 5 月至 6 月期間舉辦賣旗日旗紙設計比賽，是次比賽共有 26 間學校參與其中，而參賽作品更多達 200 多份，提高了公眾對使用調解作為解決爭端方法的認識。全賴各界的踴躍參與及大力支持，調解專線獲得了一些捐款和贊助，籌募的款項將用作調解專線的營運開支，以支援非牟利調解服務及相關推廣活動。

毫無疑問，2020 年對所有人而言，是非常艱苦和充滿挑戰的一年，席捲全球的新冠肺炎令香港實施了各種限制社交距離的措施。基於病毒帶來的各種安全考慮，很多預定的活動在不得已的情況下需要取消或延遲。然而，調解專線依然竭盡所能為調解員提供培訓和支持。

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 supporting organisations for their valuable contributions and supports. The continued operation of SCMPs shows the support towards mediation and trust in the JMHO from the HKSAR Government. 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 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，我謹向成員機構及支持機構對調解專線作出的貢獻及支持致以衷心謝意。持續委任調解專線營運先導計劃，顯示香港政府對調解的支持及對調解專線的信任。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 804 applications in total. The rate of making successful referral is 35%, with 283 cases successfully referred to Participating Service Providers. 238 mediations were conducted, 96 of which had been settled, exclusive of 33 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/ Partnership (14.4%), Debt (8.8%), Personal Injury (8.7%) and Finance (8.2%) 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 804 項申請，其中 283 項成功轉介給調解服務機構，轉介比率為 35%。至今，共 238 宗案件進行了調解，當中 96 宗已成功和解，不包括 33 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 / 合作 (14.4%) 、 錢債 (8.8%) 、 人身傷亡 (8.7%) 和金融 (8.2%) 為最常見的 4 種爭議性質。

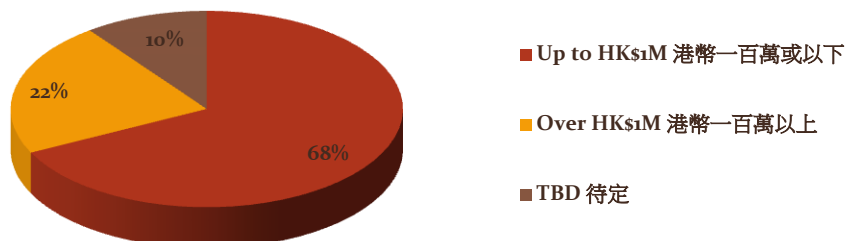


Amount of Dispute

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。

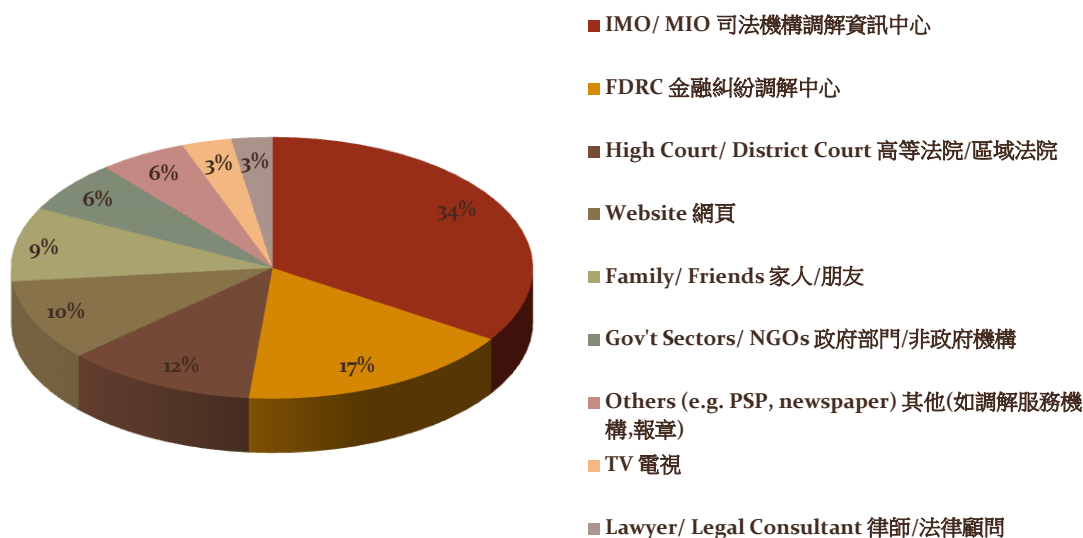


Source of Applications/ Enquiries

Integrated Mediation Office (“IMO”)/ Mediation Information Office (“MIO”) of the Judiciary is the major source of the JMHO’s enquiries and applications (34%), 17% of the enquiries and applications were from Financial Dispute Resolution Centre (“FDRC”) and 12% of them got JMHO information from Court.

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 34%，17%來自金融糾紛調解中心及 12%經法院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 2020, there were 740 cases referred by SCT, 2407 enquiries, 664 consultations and 514 applications. Amongst the 514 applications, 302 mediation cases have been completed and 55 cases are in progress towards mediation.

截至 2020 年 12 月 31 日，審裁處共轉介了 740 宗個案至調解專線，調解專線處理了 2407 宗查詢、664 宗調解諮詢及 514 宗調解申請。在 514 宗調解申請中，302 宗個案已完成調解以及 55 宗個案正準備調解。

Amongst 302 completed mediation cases, 181 of them were settled in the mediation session. In addition, 21 applications were settled by direct negotiation between the parties after they filed the application for mediation and 2 case was settled after an unsuccessful mediation. The settlement rate of mediation under SCMPs is 60%¹ while the overall success rate is 63%².

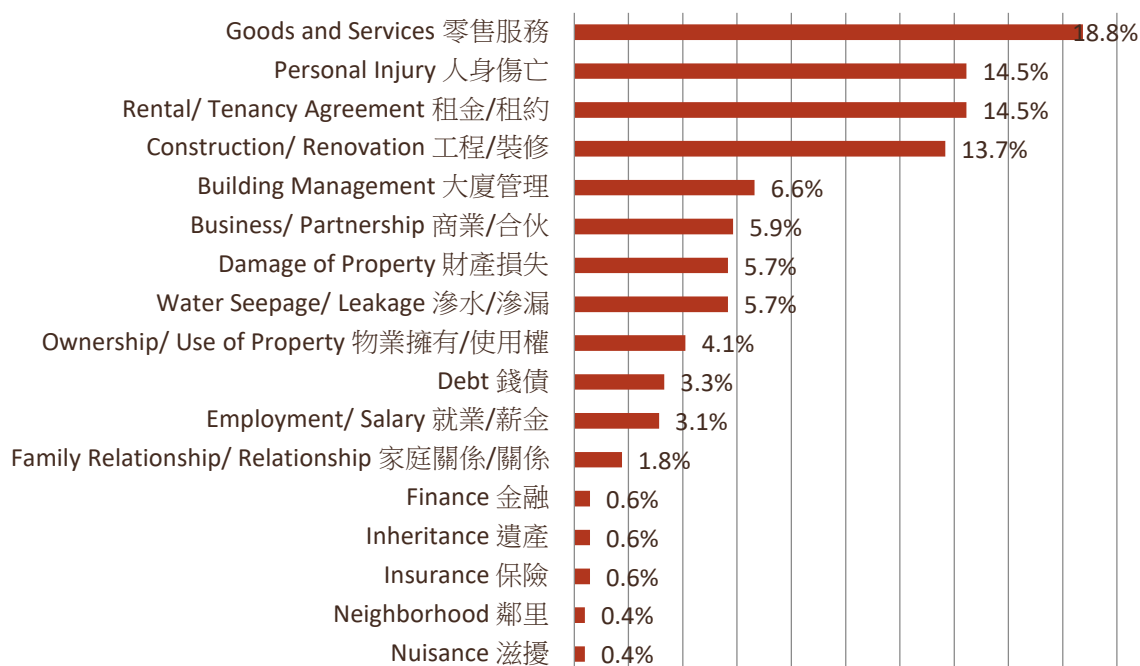
而在 302 宗已完成調解的個案中，其中 181 宗個案於調解過程中達成和解協議。另外，21 宗個案於提出調解申請後自行和解及 2 宗個案於不成功的調解後自行和解。先導計劃的調解成功率為 60%¹ 及計劃整體成功率為 63%²。

Nature of Dispute

Amongst the applications received, Goods and Services (18.8%), Personal Injury (14.5%), Rental/Tenancy Agreement (14.5%) and Construction/Renovation (13.7%) are the 4 most common types of disputes.

爭議性質

於所有申請當中，最常見的 4 種爭議類別為零售服務（18.8%）、人身傷亡（14.5%）、租金/租約（14.5%）和工程/裝修（13.7%）。



¹ 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。

² 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

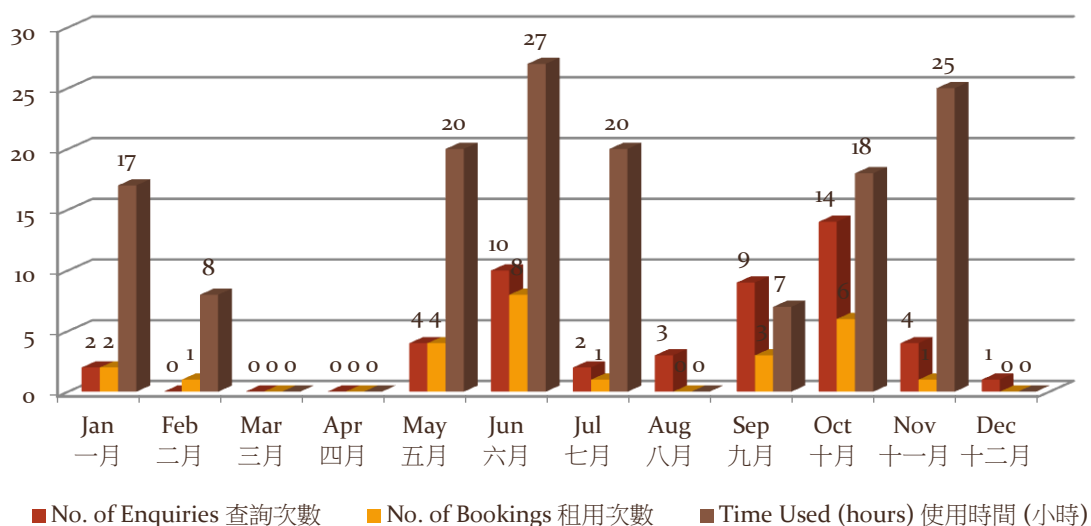
The Urban Renewal Authority, in support of the Government's policy to promote the wider use of mediation to resolve disputes in Hong Kong, extended the use of its mediation rooms at the URRC for the URRC Pilot Scheme for Community Venue for Mediation introduced by the Working Group on Mediation chaired 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 2020 are as follows:-

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在香港推廣更廣泛使用調解服務解決糾紛的政策，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 2020 年 12 月 31 日，調解場地的查詢、租用次數和使用時間如下：



West Kowloon Mediation Centre (“WKMC”) 西九龍調解中心

WKMC, which is independently coordinated and operated by the JMHO, was officially launched on 8 November 2018. WKMC - the first mediation centre earmarked for serving mediation needs in Hong Kong - is established with the support from the Department of Justice and the Judiciary with a view to promoting more extensive use of mediation to resolve disputes and enhancing public awareness of mediation as a means of dispute resolution.

由調解專線獨立統籌和營運的西九龍調解中心於 2018 年 11 月 8 日正式開幕。作為香港首座專為調解需要而興建的調解中心，其為了促進在香港更廣泛地使用調解解決糾紛，以及提升公眾對使用調解作為解決爭議方法的意識，在律政司及司法機構的支持下成立。

To promote the services of WKMC, 2 visits on 26 August 2020 and 3 September 2020 were arranged for the Adjudicators of SCT to introduce the operation of WKMC and its scheme and explain the nature, functions and procedure of mediation. Due to the outbreak of COVID-19, promotion events were restricted. The JMHO would continue to organise events to promote the WKMC and its services in the future.

為推廣西九龍調解中心的服務，調解專線於2020年8月26日及9月3日舉行了兩次參觀，以向小額錢債審裁處的審裁官介紹西九龍調解中心的運作及其服務，並介紹調解的性質、功能和流程。由於新冠肺炎的爆發，推廣活動受到限制。調解專線日後將繼續舉辦活動以推廣西九龍調解中心及其服務。

Other Mediation Promotion Activities

其他調解推廣活動

Mediation Workshops/ Webinars 調解工作坊/網路研討會

In order to enhance the knowledge and uphold the standards of Hong Kong mediators, the JMHO organised 3 webinars on the topics of “Facilitative Versus Evaluative Mediation”, “Dos and Don’ts for Mediation Practice” and “Mediation on Labour Disputes & Discrimination Cases” on 24 August 2020, 4 September 2020 and 23 October 2020 respectively. There were, in total, 310 participants attended the webinars.

為提升香港調解員的知識及維持其水平，調解專線分別於2020年8月24日、9月4日及10月23日舉辦了三場以「促進式與評估式調解」、「調解實踐的可為與不可為」及「調解勞資糾紛及歧視糾紛」為題的調解網路研討會，共吸引310位調解員參加。

Mediation and Conflict Resolution Online Training 調解與衝突處理在線培訓

Invited by Kai Shing Management Services Limited, the JMHO organised a half-day online training in relation to mediation, conflict resolution, handling building management disputes and the application of mediation skills, etc. on 5 June 2020. 獲啟勝管理服務有限公司邀請，調解專線於2020年6月5日舉辦了為期半天的在線培訓，內容涉及調解、衝突處理、處理樓宇管理糾紛和調解技巧的應用等。

Talk on Public Liability and General Mediation 公共責任與調解講座

The JMHO was invited by the Food and Environmental Hygiene Department (FEHD) to deliver a one-day talk to around 100 employees of the FEHD.

調解專線應食物環境衛生署（食環署）的邀請，與約100名食環署員工進行了為期一天的講座。

JMHO Flag Day 2020 調解專線 2020 賣旗日

In order to promote “JMHO Flag Day 2020” and the concept of mediation, the JMHO organised Flag Design Competition from May to June 2020. Over 200 entries from 26 schools were received. Though the JMHO Flag Day 2020 was cancelled due to the outbreak of COVID-19, a total of HKD171,188 donation and sponsorship in connection with the Flag Day were received to further the operation of JMHO.

為宣傳「調解專線 2020 年賣旗日」和調解理念，調解專線於 2020 年 5 月至 6 月舉辦了旗紙設計比賽，共收到來自 26 所學校的 200 多個參賽作品。儘管調解專線 2020 年賣旗日因新冠肺炎的爆發而取消，但調解專線透過賣旗日贊助籌得 171,188 港元的捐款和贊助，以支持調解專線的運作。

Winning Entries 得獎作品



Financial Report 財務報告

(in English only 只提供英文版本)

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

REPORTS AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

 **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 2020.

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 2020 and the state of the company's affairs at that date are set out in the financial statements on pages 6 to 16.

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
SIN Kar Yu Jody
SIU Wing Yee Sylvia
TSE Hau Ming Terence
WONG NG Kit Wah Cecilia
TONG Pui Keung Sidney
KONG Chau Ming
MAN Chi Chuen

(appointed on 15 November 2019)
(appointed on 20 March 2020)
(resigned on 20 January 2020)

Alternate directors

WONG Yan Amy
LEUNG Wai Fung Joseph
CHAN Ka Sing
Melissa Kaye PANG
Sarah GRIMMER
LAM Wai Pan
TO Wing Christopher
TSE Chi Kin

Alternate to KWAN Wai King Frankie
Alternate to LEE Tsz Hang
Alternate to LIU Yuk Ling Elaine
Alternate to WONG NG Kit Wah Cecilia
Alternate to SIN Ka Yu Jody
Alternate to SIU Wing Yee Sylvia
Alternate to TSE Hau Ming Terence
Alternate to TONG Pui Keung Sidney
Alternate to KONG Chau Ming

TANG Chi Wang
CHEE Wai Hung Simon
TSE Chi Kin

Alternate to KONG Chau Ming
Alternate to TSE Hau Ming Terence
Alternate to MAN Chi Chuen

(appointed on 24 May 2019)
(appointed on 15 November 2019)
(appointed on 20 March 2020 and
resigned on 6 April 2020)
(appointed on 6 April 2020)
(resigned on 24 May 2019)
(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, to 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



SIU Wing Yee Sylvia
Director
Date, 4 February 2021

**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 16, which comprise the statement of financial position as at 31 March 2020, 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 2020, 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, 4 February 2021

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	Note	2020 HK\$	2019 HK\$
Revenue	4	3,782,759	3,413,139
Expenditure		<u>(4,003,420)</u>	<u>(3,218,558)</u>
(Deficit) / surplus before tax	5	(220,661)	194,581
Taxation	7	<u>-</u>	<u>-</u>
(Deficit) / surplus and total comprehensive (deficit) / surplus for the year		<u>(220,661)</u>	<u>194,581</u>

The notes on pages 10 to 16 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2020

	Note	2020 HK\$	2019 HK\$
Non-current assets			
Property, plant and equipment	8	42,615	30,287
Current assets			
Accounts receivables		21,827	75,609
Grants receivables		-	158,328
Other receivables		271,904	372,676
Deposits paid		51,480	51,480
Cash and bank balances		2,678,074	1,890,001
		3,023,285	2,548,094
Current liabilities			
Bank overdraft		592,015	45,267
Accounts payables		134,149	121,529
Grants payables		1,871,329	1,596,707
Other payables and accrued expenses		186,116	311,926
		2,783,609	2,075,429
Net current assets		239,676	472,665
NET ASSETS		282,291	502,952
GENERAL FUND			
Accumulated surplus		282,291	502,952

Approved and authorised for issue by the Board of Directors on 4 February 2021


 SIU Wing Yee Sylvia
 Director


 LIU Yuk Ling Elaine
 Director

The notes on pages 10 to 16 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF CHANGES IN GENERAL FUNDS FOR THE YEAR ENDED 31 MARCH 2020

	Accumulated surplus HK\$
Balance at 1 April 2018	308,371
Total comprehensive surplus for the year	<u>194,581</u>
Balance at 31 March 2019	502,952
Total comprehensive deficit for the year	<u>(220,661)</u>
Balance at 31 March 2020	<u>282,291</u>

The notes on pages 10 to 16 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2020

	Note	2020 HK\$	2019 HK\$
Cash flows from operating activities			
(Deficit) / surplus before tax		(220,661)	194,581
Adjustments for: -			
Bad debt written off	5	2,000	-
Bank interest income	4	(3)	-
Depreciation	5	10,369	5,204
Operating (deficit) / surplus before changes in working capital		(208,295)	199,785
Decrease / (increase) in accounts receivables		51,782	(75,609)
Decrease / (increase) in grants receivables		158,328	(158,328)
Decrease / (increase) in other receivables		100,772	(372,676)
Increase in deposits paid		-	(51,480)
Increase in accounts payables		12,620	121,529
Increase / (decrease) in grants payables		274,622	(420,993)
(Decrease) / increase in other payables and accrued expenses		(125,810)	311,926
Net cash generated from / (used in) operating activities		264,019	(445,846)
Cash flows from investing activities			
Bank interest received		3	-
Purchases of plant and equipment	8	(22,697)	(35,491)
Net cash used in investing activities		(22,694)	(35,491)
Net increase / (decrease) in cash and cash equivalents		241,325	(481,337)
Cash and cash equivalents at beginning of the year		1,844,734	2,326,071
Cash and cash equivalents at end of the year		2,086,059	1,844,734
Analysis of the balances of cash and cash equivalents			
Cash and bank balances		2,678,074	1,890,001
Bank overdraft		(592,015)	(45,267)
		2,086,059	1,844,734

The notes on pages 10 to 16 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

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.

JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(b) Impairment of non-financial assets

At each reporting date, property, plant and equipment are reviewed to determine whether there is any indication that those assets have suffered an impairment loss. If there is an indication of possible impairment, the recoverable amount of any affected asset (or group of related assets) is estimated and compared with its carrying amount. If an estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognised immediately in profit or loss.

If an impairment loss subsequently reverses, the carrying amount of the asset (or group of related assets) is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset (group of related assets) in prior years. A reversal of an impairment loss is recognised immediately in profit or loss.

(c) 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.

(d) 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.

(e) Other payables

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

JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(f) 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 and sponsorship income is recognised when the donation / sponsorship is received.
- (ii) Bank interest income is recognised on a time-proportion basis using the effective interest method.
- (iii) Mediation services, seminar and workshop income and service income are recognised when the relevant services are rendered.
- (iv) Rental income is recognised over the lease term.
- (v) Other income is recognised on an actual receipt basis.

(g) 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 statement of financial position 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 2020

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(h) 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.

(i) 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 2020

4 REVENUE

	2020 HK\$	2019 HK\$
Revenue		
Bank interest income	3	-
Contribution from Joint Mediation Helpline Office		
- in-kind contribution – legal consultation fee	140,625	112,500
Donation income	32,646	27,800
Funded services	956,533	428,260
Government grant	2,315,315	2,050,371
MDMPS application fee income	-	200
Mediation service income	43,700	50,500
Panel fee	48,350	34,300
Rental income	40,800	-
Seminar fee income	29,600	60,200
Service income	50,700	226,744
Sponsorship income	15,000	413,258
Other income	109,487	9,006
Total revenue	3,782,759	3,413,139

5 (DEFICIT) / SURPLUS BEFORE TAX

(Deficit) / surplus before tax is stated after charging the following:-

	2020 HK\$	2019 HK\$
Bad debt written off	2,000	-
Depreciation	10,369	5,204
Exchange loss	176	-
Staff costs:-		
- salaries and wages	2,124,302	1,557,795
- contributions to retirement scheme	81,393	57,911

6 DIRECTORS' REMUNERATION

In accordance with Article 39 of Mandatory Articles of the Entity's Articles of Association, every member of the company shall not be appointed to any salaried office of the Entity, or any office of the company 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 2020

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 (2019: HK\$Nil).

No deferred tax has been provided in the financial statements because there were no temporary differences at the reporting date (2019: HK\$Nil).

8 PROPERTY, PLANT AND EQUIPMENT

	Leasehold Improvement HK\$	Office equipment HK\$	Total HK\$
Cost			
At 1 April 2019	62,403	93,197	155,600
Additions	-	22,697	22,697
At 31 March 2020	62,403	115,894	178,297
Accumulated depreciation			
At 1 April 2019	62,403	62,910	125,313
Charge for the year	-	10,369	10,369
At 31 March 2020	62,403	73,279	135,682
Net book value			
At 31 March 2020	-	42,615	42,615
At 31 March 2019	-	30,287	30,287

9 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.



JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

10 EVENTS AFTER REPORTING PERIOD

Since January 2020, the outbreak of Novel Coronavirus (“COVID-19”) has impact on the global and Hong Kong business environment. Up to the date of approval for issuance of the financial statements for the year ended 31 March 2020, COVID-19 has caused material impact to the company. Pending on the development and spread of COVID-19 subsequent to the issuance of the financial statement for the year ended 31 March 2020, further changes in economic conditions for the company arising thereof may have further impact on the financial results of the company, the extent of which could not be estimated as at the date of issuance of the financial statement for the year ended 31 March 2020. The company will closely monitor the situation of the COVID-19 and react actively to its impact on the financial position and operating results of the company.

(FOR MANAGEMENT PURPOSES ONLY)

**JOINT MEDIATION HELPLINE OFFICE
DETAILED INCOME STATEMENT
FOR THE YEAR ENDED 31 MARCH 2020**

	2020 HK\$	2019 HK\$
Revenue		
Bank interest income	3	-
Contribution from Joint Mediation Helpline Office		
- in-kind contribution - legal consultation service	140,625	112,500
Donation income	32,646	27,800
Funded services	956,533	428,260
Government grant	2,315,315	2,050,371
MDMPS application fee income	-	200
Mediation service income	43,700	50,500
Panel fee	48,350	34,300
Rental income	40,800	-
Seminar and workshop income	29,600	60,200
Service income	50,700	226,744
Sponsorship income	15,000	413,258
Other income	109,487	9,006
	<u>3,782,759</u>	<u>3,413,139</u>
Expenditure		
Advertising and promotion	49,716	314,999
Bad debt written off	2,000	-
Bank charges	1,193	8,401
Depreciation	10,369	5,204
Electricity	66,802	20,558
Exchange loss	176	-
Information technology and website	12,160	21,990
Insurance	62,853	27,577
Interest paid to government	-	431
Legal and professional fee	75,800	151,000
Legal consultation service	140,625	112,500
Management services	956,533	428,260
Mandatory provident fund expenses	81,393	57,911
Meal	722	1,523
Mediator fee	215,000	185,000
Photography expenses	18,796	14,380
Postage and courier	7,017	8,791
Printing and stationery	19,566	44,422
Recruitment expenses	1,548	5,700
Renovation and reallocation	-	5,600
Salaries and allowances		
- Administrative staff's salaries	355,000	324,750
- Consultants' salaries	744,630	538,600
- Project officers' salaries	1,024,672	694,445

Seminar and workshop	2,069	8,918
Speakers' honorarium expenses	12,011	42,000
Sundry expenses	3,487	58,358
Telecommunication charges	25,039	22,081
Travel and accommodation	76,873	67,197
Utilities expenses	12,602	4,395
Venue expenses	24,768	43,567
	<u>4,003,420</u>	<u>3,218,558</u>
(Deficit) / surplus before tax	<u><u>(220,661)</u></u>	<u><u>194,581</u></u>

Acknowledgement 鳴謝

The JMHO would like to extend its heartfelt gratefulness towards the following member organisations of the JMHO:-

調解專線衷心感謝以下成員機構：

(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

The JMHO would also like to express its most sincere thanks to the following patrons, partners and friends for the invaluable support in the past year.

調解專線誠摯感激以下贊助者、合作機構及各位朋友在過去一年的寶貴支持！

(In alphabetical order 按英文字母順序)

Organisations	機構
Angela Ho & Associates	何文琪律師事務所
Baker Tilly Hong Kong Limited	天職香港會計師事務所有限公司
Centre for Innovation in Construction & Infrastructure Development	香港大學建造及基建創新研究中心
Department of Justice	律政司
Evercare Health Limited	
Hong Kong Federation of Women Lawyers' Charitable Foundation Trust	香港女律師協會慈善基金
Hong Kong Judiciary	香港司法機構
Hong Kong Legal Training Institute	香港法律培訓學院
Kenny Tam & Co.	譚競正會計師事務所
Kylin Trust	凱銀信託
L.O.A.F.	
Messrs. Robin Bridge & John Liu, Solicitors	喬立本廖依敏律師行
Pang & Associates	彭耀樟律師事務所
SkillsPlus Limited	
Urban Renewal Authority	市區重建局

(In alphabetical order of Surname 按英文姓氏順序)

Individuals	個人
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