

ANNUAL REPORT 2021



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 蕭詠儀，太平紳士	Hong Kong Institute of Arbitrators 香港仲裁司學會

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Elaine LIU Yuk Ling, JP 廖玉玲，太平紳士	Hong Kong Bar Association 香港大律師公會

Vice-Chairman 副主席	Member Organisation 成員機構
Sidney TONG Pui Keung (1) 唐培強 (1)	Hong Kong Institution of Engineers 香港工程師學會

(1) Date of Appointment: Dec 2021 委任日期：2021 年 12 月

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 江就明	Hong Kong Institute of Surveyors 香港測量師學會
Frankie KWAN Wai King 關衛擎	Hong Kong Mediation Centre 香港和解中心
Lawrence LEE Tsz Hang 李子衡	Chartered Institute of Arbitrators (East Asia Branch) 特許仲裁學會（東亞分會）
Stanley LO Seung Chi (2) 盧上賜 (2)	Hong Kong Mediation Council 香港和解中心
Warren Lampson SUEN 孫瑋琳	Hong Kong Institute of Architects 香港建築師學會
Cecilia WONG NG Kit Wah 黃吳潔華	The Law Society of Hong Kong 香港律師會

(2) Date of Appointment: 24 May 2021 委任日期：2021 年 5 月 24 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>
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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
Richard LEUNG Wai Keung, JP 梁偉強，太平紳士	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
Chi Wang TANG 鄧智宏	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

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

<u>Honorary Advisor</u>	<u>榮譽顧問</u>
CHAN Bing Woon, SBS, JP	陳炳煥，銀紫荊星章，太平紳士

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Wilson LAM Wai Pan	林煒彬

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

<u>Honorary Auditor</u>	<u>義務核數師</u>
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

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

Organization 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（「聯調辦」）而言，2021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，聯調辦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」）。我深感榮幸，香港特別行政區政府（「政府」）對聯調辦持續支持，聯調辦會致力推廣此先導計劃，加強公眾對調解的認識及明瞭其好處，我相信調解能堅穩地植根於香港。

聯調辦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並自我提升，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聯調辦的調解服務認識日漸提高。

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 31 December 2021, 343 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 30 June 2022.

Without a doubt, 2021 has been a very difficult and challenging year for everyone, 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，聯調辦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，特別是為新晉的調解員提供交流機會，從資深調解員身上學習如何進行和處理真正的調解個案。截至 2021 年 12 月 31 日計劃完成，共 343 名參與的調解員受惠。為持續提升香港調解員的專業水平，香港政府撥款支持聯調辦繼續營運此計劃至 2022 年 6 月 30 日。

毫無疑問，2021 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，聯調辦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.

聯調辦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聯調辦作出的貢獻及支持致以衷心謝意。持續委任聯調辦營運小額個案調解先導計劃，顯示香港政府對調解的支持及對聯調辦的信任。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，聯調辦致力推動香港的調解發展。有賴各方鼎力相助，聯調辦自 2010 年創立以來，奠定了一個又一個里程碑。未來一年，聯調辦將會不遺餘力，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 828 applications in total. The rate of making successful referral is 36%, with 300 cases successfully referred to Participating Service Providers. 245 mediations were conducted, 99 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 (14.1%), Personal Injury (9.0%), Debt (8.8%) and Finance (8.0%) are the 4 most common types of disputes.

1. 一般調解服務概況

今年，聯調辦一如以往，向普羅大眾提供調解轉介服務。自 2010 年成立至今，聯調辦總共收到 828 項申請，其中 300 項成功轉介給調解服務機構，轉介比率為 36%。至今，共 245 宗案件進行了調解，當中 99 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（14.1%）、人身傷亡（9.0%）、錢債（8.8%）和金融（8.0%）為最常見的 4 種爭議性質。

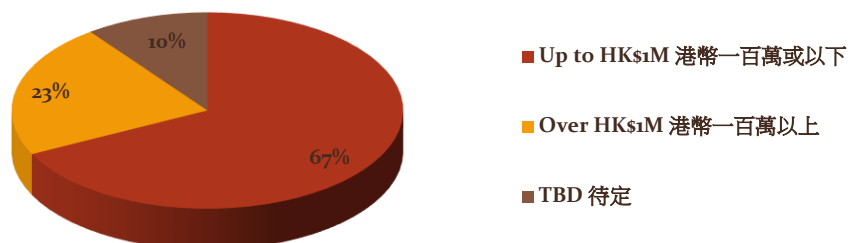


Amount of Dispute

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。

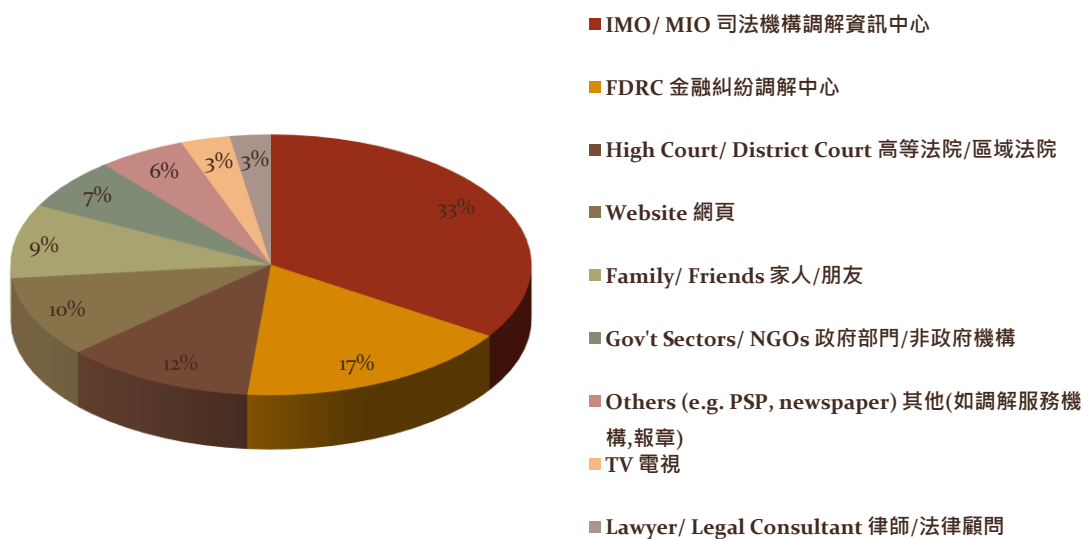


Source of Applications/ Enquiries

Integrated Mediation Office (“IMO”)/ Mediation Information Office (“MIO”) of the Judiciary is the major source of the JMHO’s enquiries and applications (33%), where 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 33%，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 2021, there were 1281 cases referred by SCT, 6240 enquiries, 1124 consultations and 871 applications. Amongst the 871 applications, 633 mediation cases have been completed.

截至 2021 年 12 月 31 日，審裁處共轉介了 1281 宗個案至聯調辦，聯調辦處理了 6240 宗查詢、1124 宗調解諮詢及 871 宗調解申請。在 871 宗調解申請中，633 宗個案已完成調解。

Amongst 633 completed mediation cases, 322 of them were settled in the mediation session. In addition, 40 applications were settled by direct negotiation between the parties after they filed the application for mediation and 6 case was settled after an unsuccessful mediation. The settlement rate of mediation under SCMPS is 51%¹ while the overall success rate is 55%².

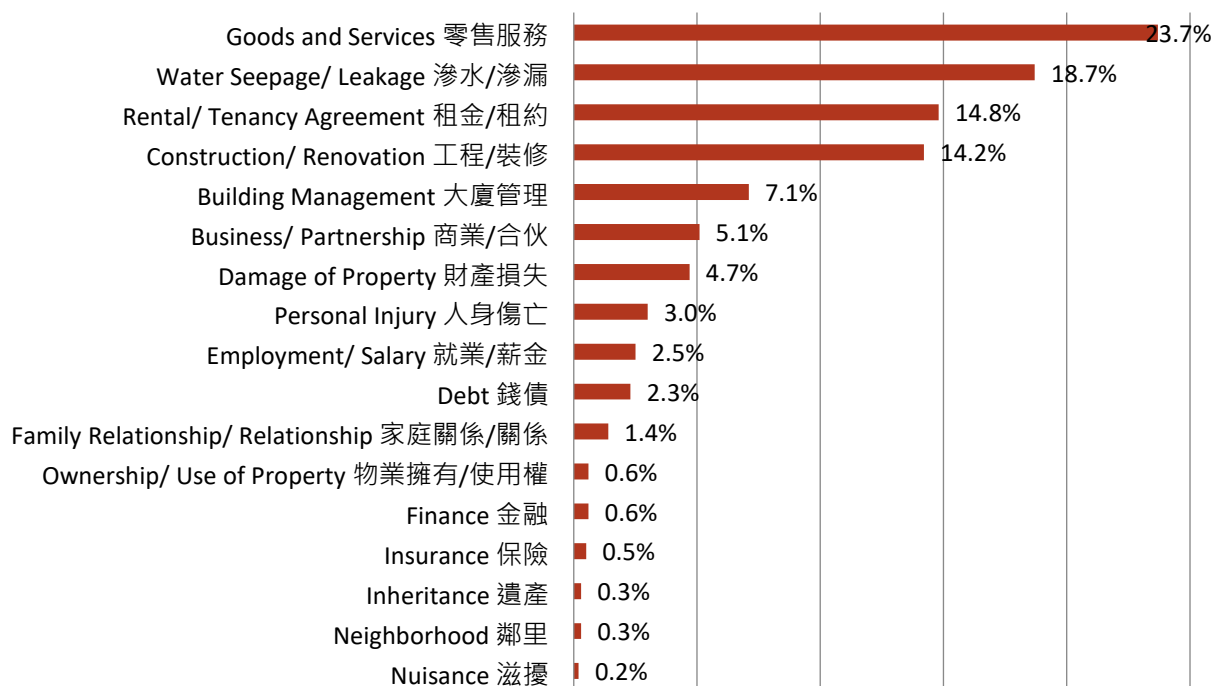
而在 633 宗已完成調解的個案中，其中 322 宗個案於調解過程中達成和解協議。另外，40 宗個案於提出調解申請後自行和解及 6 宗個案於不成功的調解後自行和解。先導計劃的調解成功率為 51%¹ 及計劃整體成功率為 55%²。

Nature of Dispute

Amongst the applications received, Goods and Services (23.7%), Water Seepage/ Leakage (18.7%), Rental/ Tenancy Agreement (14.8%) and Construction/ Renovation (14.2%) 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 (23.7%)、滲水/滲漏 (18.7%)、租金/租約 (14.8%) 和工程/裝修 (14.2%)。



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

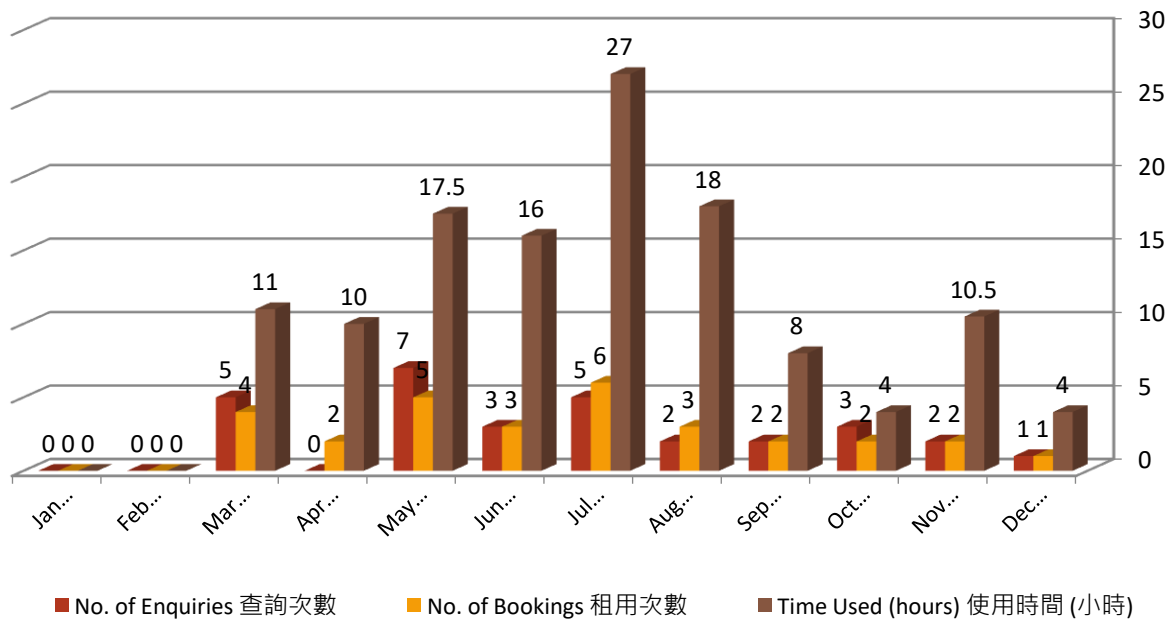
The Urban Renewal Authority, in support of the Government's policy to promote the wider use of mediation to resolve disputes in Hong Kong, extended the use of its mediation rooms at the URRC for the URRC Pilot Scheme for Community Venue for Mediation introduced by the Working Group on Mediation chaired 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，並由聯調辦執行的《「市建一站通」社區調解場地先導計劃》。

截至 2021 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.

由聯調辦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。

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, a number of webinars were organized by JMHO. Below is the list of workshop and webinars organized in 2021.

為提升香港調解員的知識及維持其水平，聯調辦舉行了一系列的網絡研討會，以下為 2021 年度之活動。

Date 日期	Name of Workshop/ Webinar 調解工作坊/網路研討會名稱	Speaker 講者
5 Feb 2021	BUD Fund webinar – Essential knowledge of business culture in China for cross-border disputes	Mr. Thomas So
25 Feb 2021	BUD Fund webinar – 多元化爭議解決機制工作坊 Collaboration with Macau Arbitration Centre	Ms. Sylvia Siu, JP Ms. Cindy Fong Mr. Peter Ma 郭穎玫大律師 潘愛儀大律師 華詩韻大律師 區小平大律師
2 Mar 2021	BUD Fund webinar – Handling business disputes with cross-cultural elements	Mr. Samuel Wong
3 Mar 2021	BUD Fund webinar – 多元化爭議解決機制工作坊 Collaboration with 廣州仲裁委員會中山分會	Ms. Cindy Fong Mr. Peter Ma 温观生律師 周一余律師
29 Apr 2021	MMS Online Sharing Webinar	Ms. Cindy Fong
14 May 2021	CPD webinar – Trust repair between disputing parties: can a mediator help?	Ms. Sin Kar Yu Jody

8 Jun 2021	CPD webinar – Conflict to Resolution Inside Tips from Experienced Mediators	Mr. Danny McFadden Ms. Sylvia Siu, JP
18 Jun 2021	MMS Online Sharing Webinar	Ms. Cindy Fong
28 Jul 2021	MMS Online Sharing Webinar	Ms. Cindy Fong
27 Aug 2021	CPD webinar – The Practice and Effectiveness of Mediation in the Construction Industry	Mr. Stanley LO
12 Oct 2021	MMS Online Sharing Webinar	Mr. Chan Bing Woon JP
3 Nov 2021	MMS Online Sharing Webinar	Ms. Stephanie SY Cheung
9 Nov 2021	MMS Skill Enhancement Webinar - Effective Use of Intake Session and Emotions Handling to Facilitate Mediation Success	Mr. Patrick Chung Kwok Shing
26 Nov 2021	MMS Skill Enhancement Webinar - Commercial Mediation in Free Trade Zones In China - A Hainan Perspective	Mr. Alex Fan
8 Dec 2021	MMS Online Sharing Webinar	Ms. Diane Kum
10 Dec 2021	MMS Skill Enhancement Webinar - Experiences Sharing In Building Management Dispute Mediations	Ir. Dr. Lawrence T.H. Lee Mr. Richard W.K. Leung, JP
16 Dec 2021	MMS Skill Enhancement Webinar - Introduction to Drafting Settlement Agreement	Ms. Yuen Sze Sze

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 10 Dec 2021.

獲啟勝管理服務有限公司邀請，聯調辦於2021年12月10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.

聯調辦應食物環境衛生署（食環署）的邀請，與約60多名食環署員工進行了為期一天的講座。



Media Coverage 傳媒報導

TVB 《A Dream Home Planning》無綫財經資訊台《家居築則》(2021年5月11日)



西九龍調解中心成績理想 推進香港為亞太區爭議解決服務中心目標

香港倡議另類爭議解決方式(Alternative Dispute Resolution)多年，當中尤以調解、仲裁為甚，香港特別行政區政府更於近年在律政司及司法機構的支持下成立了西九龍調解中心，以推動調解的發展。在中央政府《十四五規劃綱要》支持下，特區政府發展香港成為亞太區爭議解決中心的決心可見一斑。

西九龍調解中心 為調解而設的專有設施

西九龍調解中心位於深水埗，毗鄰西九龍法院大樓和小額錢債審裁處，是香港首間及唯一一間專門為調解而設的專有設施。為了配合調解，中心採用庭園設計，有綠樹點綴，環境優美、氣氛融洽，有助爭議各方開放思維，思考切合各方大利益的和解方案。聯合調解專總辦事處主席蕭欽儀律師、太平紳士雙稱有賴香港特區政府、司法機構及律政司大力推廣調解，現在大家都了解到調解是一個非常好的另類爭議解決方式。她回想2000年開始教授40小時調解課程時，很多人將調解(Mediation)誤解為冥想(Meditation)或藥品(Medication)。



聯合調解專總辦事處董事黃美棠律師

聯合調解專總辦事處主席及義務顧問陳炳煥律師、太平紳士

(左起)聯合調解專總辦事處主席蕭欽儀律師、太平紳士、聯合調解專總辦事處資深日語設計師比翼得與黃維儀律師小影友(已獲家長授權發給照片)、西九龍調解中心管理委員會主席陳家成律師

蕭主席表示，調解有助締造和諧社會及使當事人達到法院不能賦予的雙贏結果；因訴訟一般受限於申索書的內容，而調解可跳出傳統思維框架，創新解決問題，更能助當事人達到雙贏局面。

她說：「民事爭議要打官司，耗費昂貴又歷時漫長。根據司法機構的統計，單單小額錢債審裁處，每年就有過5萬宗申索，案件由入案至首次聆訊已經要候候半年，後續程序更長。而透過西九龍調解中心的小額個案調解先導計劃安排調解，由申請到完成整個調解，只需要33個工作天，即可以安排到4小時調解。」

聯合調解專總辦事處是西九龍調解中心的獨立統籌機構，一所有9間專業團體聯合組成，包括香港調解會、香港大律師公會、香港律師會、特許仲裁學會(東亞分會)、香港仲裁司學會、香港建築師學會、香港測量師學會、香港和中心及香港工程師學會，專門推廣使用調解處理紛爭的非牟利機構，其設有董事局，由9間機構共18個代表組成，義務管理。

蕭主席又說：「透過訴訟處理問題，不但花費大量金錢及時間，法官的判決亦只有輸贏之分；不像調解，經培訓的調解員協助下，當事人可以互相協商，作出讓步，而得到對當事人都可接受的解決方案；西九龍調解中心的個案主要來自小額錢債審裁處的轉介，每方當事人自需要支付二百元申請費，即可申請調解。」

據講，西九龍調解中心自2018年11月開辦至今，已收到小額錢債審裁處超過1280宗個案轉介，超過860宗調解申請，當中超過600宗個案已經完成調解，調解成功率高達超過50%，更有部份個案在與聯合調解專總辦事處進行諮詢及申請後雙方自行達成和解，計劃整體成功率大約為55%，比原訟庭達成全面/局部協議的案件比率(亦即47%)為高。蕭主席特別感謝特區政府撥款支持西九龍調解中心的營運，讓此計劃得以取得佳績。

獨有師徒計劃 有助培訓調解專才

聯合調解專總辦事處創會主席及義務顧問陳炳煥律師、太平紳士表示，聯合調解專總辦事處為配合政府推動調解的發展，在培訓人才方面亦十分重視。借助西九龍調解中心，聯合調解專總辦事處推出調解師及計劃，讓新晉調解員有機會向資深調解員學習，對提升行業發展大有裨益。

陳炳煥律師說：「調解當中最常見的兩個當事人就是『你(你)講先』及『與(唔)講得』，法庭個案猶其如此，當事人互相糾纏成一個死結，即使透過法庭，也只是解決到表面的問題——錢，而無法處理事情的根本。作為調解員，僅僅學會了程序及一些技巧，其實不足以處理個案。因此，在師徒制下，一個師傅帶一兩個新手，新人可從中累積經驗，掌握及學習活用程序及技巧，將死結打開。」

聯合調解專總辦事處董事黃美棠律師表示，「響應國家的政策及發展，大灣區也好，一帶一路也好，對香港的律師、調解員等專才皆足求賢若渴。而作為調解推廣機構及人才培訓機構，聯合調



▲ 西九龍調解中心

解專總辦事處借助西九龍調解中心，發展出這一個獨有的培訓平台。對於深化本港的調解發展實在是不可多得，亦難以取代。」

資源不足下創造可期未來

蕭主席認為西九龍調解中心是一個大有可為的項目，對於推動香港成為亞太區另類爭議解決中心亦有一個里程碑的作用。然而她亦感嘆中心的資源長期處於不足，因此無法將這個重要試驗的作用發揮到最佳。

蕭主席表示：「辦事處可以取得如此佳績，實在萬分感謝律政司及司法機構的支持，特別是律政司於2020年9月批出600多萬款項支持西九龍調解中心的運作，否則中心可能早已停運。我要感謝其他董事的投入及支持，義務管理辦事處及中心的運作；亦要感謝各同事，在人手短缺、資源不足的情況下，依然堅守崗位。」

陳炳煥律師說：「聯合調解專總辦事處由創立至今逾11年，一直努力響應政府的政策，以推廣調解服務。無奈營運西九龍調解中心的花費高昂且營運合約僅餘一個月，前途未明。」

蕭主席亦補充：「聯合調解專總辦事處可以為社會大眾提供優質的調解服務，鄰近西九龍法院大樓的西九龍調解中心地處至關重要的。因此董事局希望政府會盡快與聯合調解專總辦事處續約！」

蕭主席相信中央及特區政府皆有決心發展香港成為亞太區爭議解決中心及認同調解在締造社會和諧方面的成效。在將來，無論是資源或者政策方面，一定會更加支持西九龍調解中心的工作。她與一眾董事、同事及調解界的同行者都會繼續默默努力，向這個目標前進。

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 2021

 **ROGER KAM & Co.**
Certified Public Accountants (Practising)
甘志成會計師事務所

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 2021.

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 2021 and the state of the company's affairs at that date are set out in the financial statements on pages 6 to 15.

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:-

KONG Chau Ming
KWAN Wai King Frankie
LEE Tsz Hang
LIU Yuk Ling Elaine
SIU Wing Yee Sylvia
TONG Sidney Pui Keung
WONG NG Kit Wah Cecilia
LO Seung Chi Stanley (appointed on 24 May 2021)
SIN Kar Yu Jody (resigned on 24 May 2021)
TSE Hau Ming Terence (resigned on 12 August 2021)

Alternate directors

CHAN Ka Sing	Alternate to LIU Yuk Ling Elaine	
LAM Wai Pan	Alternate to SIU Wing Yee Sylvia	
PANG Melissa Kaye	Alternate to WONG NG Kit Wah Cecilia	
TO Wing Christopher	Alternate to TONG Sidney Pui Keung	
WONG Yan Amy	Alternate to KWAN Wai King Frankie	
Sarah GRIMMER	Alternate to LO Seung Chi Stanley	(appointed on 24 May 2021)
LEUNG Wai Keung	Alternate to LEE Tsz Hang	(appointed on 13 August 2021)
TANG Chi Wang	Alternate to KONG Chau Ming	(appointed on 6 April 2020)
Sarah GRIMMER	Alternate to SIN Ka Yu Jody	(resigned on 24 May 2021)
LAM Wai Pan	Alternate to TSE Hau Ming Terence	(resigned on 12 August 2021)
LEUNG Wai Fung Joseph	Alternate to LEE Tsz Hang	(resigned on 13 August 2021)
TSE Chi Kin	Alternate to KONG Chau Ming	(resigned on 6 April 2020)

JOINT MEDIATION HELPLINE OFFICE

REPORT OF THE DIRECTORS (CONTINUED)

DIRECTORS' 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, 1 December 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 15, which comprise the statement of financial position as at 31 March 2021, 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 2021, 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, 1 December 2021

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 HK\$	2020 HK\$
Revenue	4	4,367,419	3,782,759
Expenditure		<u>(4,364,918)</u>	<u>(4,003,420)</u>
Surplus / (deficit) before tax	5	2,501	(220,661)
Taxation	7	<u>-</u>	<u>-</u>
Surplus / (deficit) and total comprehensive surplus / (deficit) for the year		<u>2,501</u>	<u>(220,661)</u>

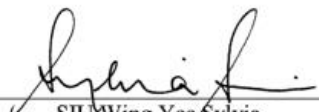
The notes on pages 10 to 15 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2021

	Note	2021 HK\$	2020 HK\$
Non-current assets			
Property, plant and equipment	8	44,178	42,615
Current assets			
Accounts receivables		24,129	21,827
Other receivables		338,205	271,904
Deposits paid		54,680	51,480
Cash and bank balances		2,373,261	2,678,074
		<u>2,790,275</u>	<u>3,023,285</u>
Current liabilities			
Bank overdraft		-	592,015
Accounts payables		196,735	134,149
Grants payables		2,194,613	1,871,329
Other payables and accrued expenses		158,313	186,116
		<u>2,549,661</u>	<u>2,783,609</u>
Net current assets		<u>240,614</u>	<u>239,676</u>
NET ASSETS		<u>284,792</u>	<u>282,291</u>
GENERAL FUND			
Accumulated surplus		<u>284,792</u>	<u>282,291</u>

Approved and authorised for issue by the Board of Directors on 1 December 2021


 SIU Wing Yee Sylvia
 Director


 LIU Yuk Ling Elaine
 Director

The notes on pages 10 to 15 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF CHANGES IN GENERAL FUNDS FOR THE YEAR ENDED 31 MARCH 2021

	Accumulated surplus HK\$
Balance at 1 April 2019	502,952
Total comprehensive deficit for the year	<u>(220,661)</u>
Balance at 31 March 2020	282,291
Total comprehensive surplus for the year	<u>2,501</u>
Balance at 31 March 2021	<u>284,792</u>

The notes on pages 10 to 15 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 HK\$	2020 HK\$
Cash flows from operating activities			
Surplus / (deficit) before tax		2,501	(220,661)
Adjustments for: -			
Bad debt written off	5	8,041	2,000
Bank interest income	4	-	(3)
Depreciation	5	12,354	10,369
Operating surplus / (deficit) before changes in working capital		22,896	(208,295)
(Increase) / decrease in accounts receivables		(10,343)	51,782
Decrease in grants receivables		-	158,328
(Increase) / decrease in other receivables		(66,301)	100,772
Increase in deposits paid		(3,200)	-
Increase in accounts payables		62,586	12,620
Increase in grants payables		323,284	274,622
Decrease in other payables and accrued expenses		(27,803)	(125,810)
Net cash generated from operating activities		301,119	264,019
Cash flows from investing activities			
Bank interest received		-	3
Purchases of property, plant and equipment	8	(13,917)	(22,697)
Net cash used in investing activities		(13,917)	(22,694)
Net increase in cash and cash equivalents		287,202	241,325
Cash and cash equivalents at beginning of the year		2,086,059	1,844,734
Cash and cash equivalents at end of the year		2,373,261	2,086,059
Analysis of the balances of cash and cash equivalents			
Cash and bank balances		2,373,261	2,678,074
Bank overdraft		-	(592,015)
		2,373,261	2,086,059

The notes on pages 10 to 15 form an integral part of these financial statements.

JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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 2021

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) Trade and other receivables

Trade and 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 trade and 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 2021

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) Mediator fee, mediation services, panel fee, 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.

(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.

JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(h) Employee benefits (continued)

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:-

- a) has control or joint control over the company;
- b) has significant influence over the company; or
- c) is a member of the key management personnel of the company or the company's parent.

(ii) An entity is related to the company if any of the following conditions applies:-

- a) the entity and the company are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others);
- b) one entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a company of which the other entity is a member);
- c) both entities are joint ventures of the same third party;
- d) one entity is a joint venture of a third entity and the other entity is an associate of the third entity;
- e) the entity is a post-employment benefit plan for the benefit of employees of either the company or an entity related to the company;
- f) the entity is controlled or jointly controlled by a person identified in (i);
- g) the entity, or any member of a group of which it is a part, provides key management personnel services to the reporting entity or to the parent of the company; or
- h) a person identified in (i)(a) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

JOINT MEDIATION HELPLINE OFFICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

4 REVENUE

	2021 HK\$	2020 HK\$
Revenue		
Bank interest income	-	3
Contribution from Joint Mediation Helpline Office		
- in-kind contribution - legal consultation fee	-	140,625
Donation income	20,471	32,646
Funded services	1,081,500	956,533
Government grant	2,677,905	2,315,315
Mediation service income	33,000	43,700
Mediator fee	36,900	-
Panel fee	3,700	48,350
Rental income	69,000	40,800
Seminar fee income	59,250	29,600
Service income	160,700	50,700
Sponsorship income	171,888	15,000
Other income	53,105	109,487
Total revenue	4,367,419	3,782,759

5 SURPLUS / (DEFICIT) BEFORE TAX

Surplus / (deficit) before tax is stated after charging the following:-

	2021 HK\$	2020 HK\$
Bad debt written off	8,041	2,000
Depreciation	12,354	10,369
Exchange loss	-	176
Staff costs:-		
- salaries and wages	1,772,360	2,124,302
- contributions to retirement scheme	81,861	81,393

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 2021

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 (2020: HK\$Nil).

No deferred tax has been provided in the financial statements because there were no temporary differences at the reporting date (2020: HK\$Nil).

8 PROPERTY, PLANT AND EQUIPMENT

	Leasehold improvement HK\$	Office equipment HK\$	Total HK\$
Cost			
At 1 April 2020	62,403	115,894	178,297
Additions	-	13,917	13,917
At 31 March 2021	62,403	129,811	192,214
Accumulated depreciation			
At 1 April 2020	62,403	73,279	135,682
Charge for the year	-	12,354	12,354
At 31 March 2021	62,403	85,633	148,036
Net book value			
At 31 March 2021	-	44,178	44,178
At 31 March 2020	-	42,615	42,615

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.

(FOR MANAGEMENT PURPOSES ONLY)

**JOINT MEDIATION HELPLINE OFFICE
DETAILED INCOME STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

	2021 HK\$	2020 HK\$
Revenue		
Bank interest income	-	3
Contribution from Joint Mediation Helpline Office - in-kind contribution - legal consultation service	-	140,625
Donation income	20,471	32,646
Funded services	1,081,500	956,533
Government grants	2,677,905	2,315,315
Mediation service income	33,000	43,700
Mediator fee	36,900	-
Panel fee	3,700	48,350
Rental income	69,000	40,800
Seminar and workshop income	59,250	29,600
Service income	160,700	50,700
Sponsorship income	171,888	15,000
Other income	53,105	109,487
	<u>4,367,419</u>	<u>3,782,759</u>
Expenditure		
Advertising and promotion	23,254	49,716
Bad debt written off	8,041	2,000
Bank charges	840	1,193
Depreciation	12,354	10,369
Electricity	39,483	66,802
Exchange loss	-	176
Information technology and website	11,383	12,160
Insurance	31,588	62,853
Legal and professional fee	73,375	75,800
Legal consultation service	-	140,625
Management services	1,081,500	956,533
Mandatory provident fund expenses	81,861	81,393
Meal	-	722
Mediator fee	977,000	215,000
Photography expenses	-	18,796
Postage and courier	6,976	7,017
Printing and stationery	33,898	19,566
Recruitment expenses	3,992	1,548
Renovation and reallocation	4,221	-
Rental expenses	14,344	-
Salaries and allowances		
- Administrative staffs' salaries	240,410	355,000
- Consultants' salaries	535,200	744,630

- Project officers' salaries	996,750	1,024,672
Seminar and workshop	-	2,069
Speakers' honorarium expenses	54,000	12,011
Sundry expenses	16,501	3,487
Telecommunication charges	21,322	25,039
Travel and accommodation	-	76,873
Utilities expenses	96,625	12,602
Venue expenses	-	24,768
	<u>4,364,918</u>	<u>4,003,420</u>
Surplus / (deficit) before tax	<u>2,501</u>	<u>(220,661)</u>

Acknowledgement 鳴謝

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

聯調辦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.

聯調辦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)

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