

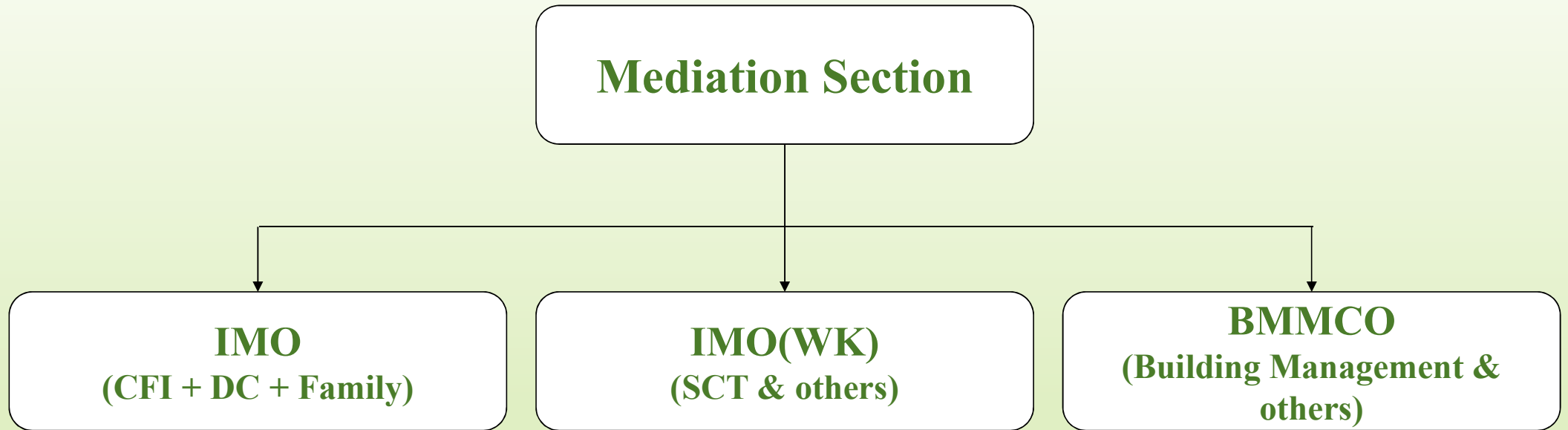


**MEDIATION IN ACTION: HARMONY AND PEACE FOR ALL
THE INTEGRATED MEDIATION OFFICE (WEST KOWLOON)
OF THE JUDICIARY - ROLES AND FUNCTIONS**

**Mimi Ho
Mediation Co-ordinator
The Judiciary**

6th November 2024

Organisation Chart of Mediation Section



Court-Annexed Mediation

Integrated Mediation Office (West Kowloon)

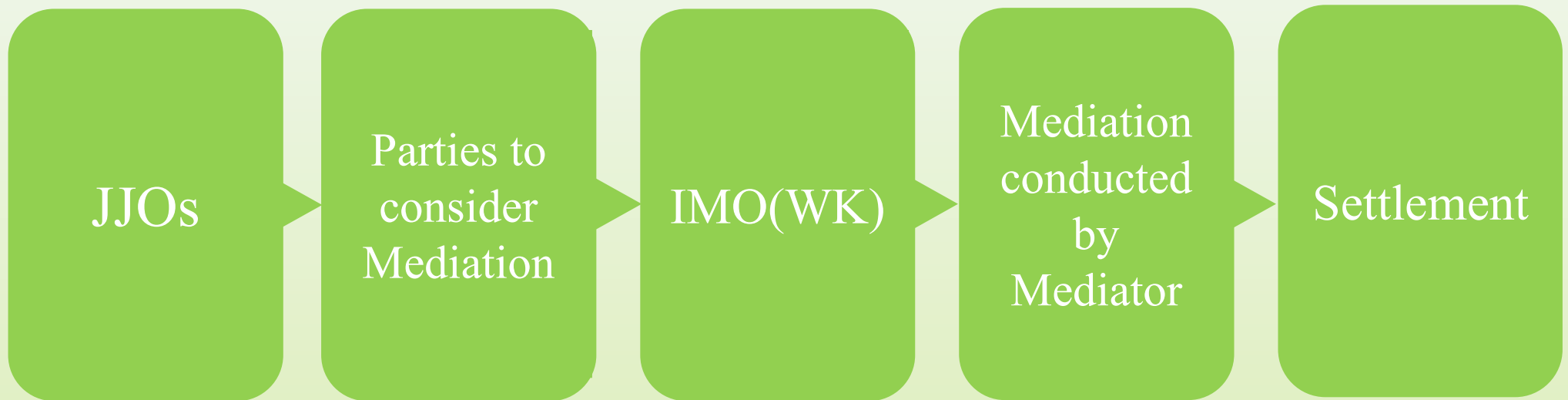


2 Ying Wa Street, Sham Shui Po, Kowloon

What work does the Small Claims Tribunal do

- Monetary claims not exceeding HK\$ 75,000

SCT to Invite Parties to Consider Mediation



The Launch of Integrated Mediation Office (West Kowloon)

- Commenced operation : 5 July 2022
- Targets users: Parties who have commenced proceedings in the Small Claims Tribunal



Roles of the Mediation Offices in the Judiciary **(Information Provider & Educator)**

- Conduct information sessions
- Alert the parties the impact of persistent disputes
- Achieve win-win situation
- Explain the advantages of mediation
- Introduce the role of the mediator

Roles of the Mediation Offices in Judiciary (Educator)

- General Education to the public
- Deliver educational talks to professional bodies, education institutions and government departments

Information Session for the Public and the Litigants

- Briefing on mediation services
- Q&A session



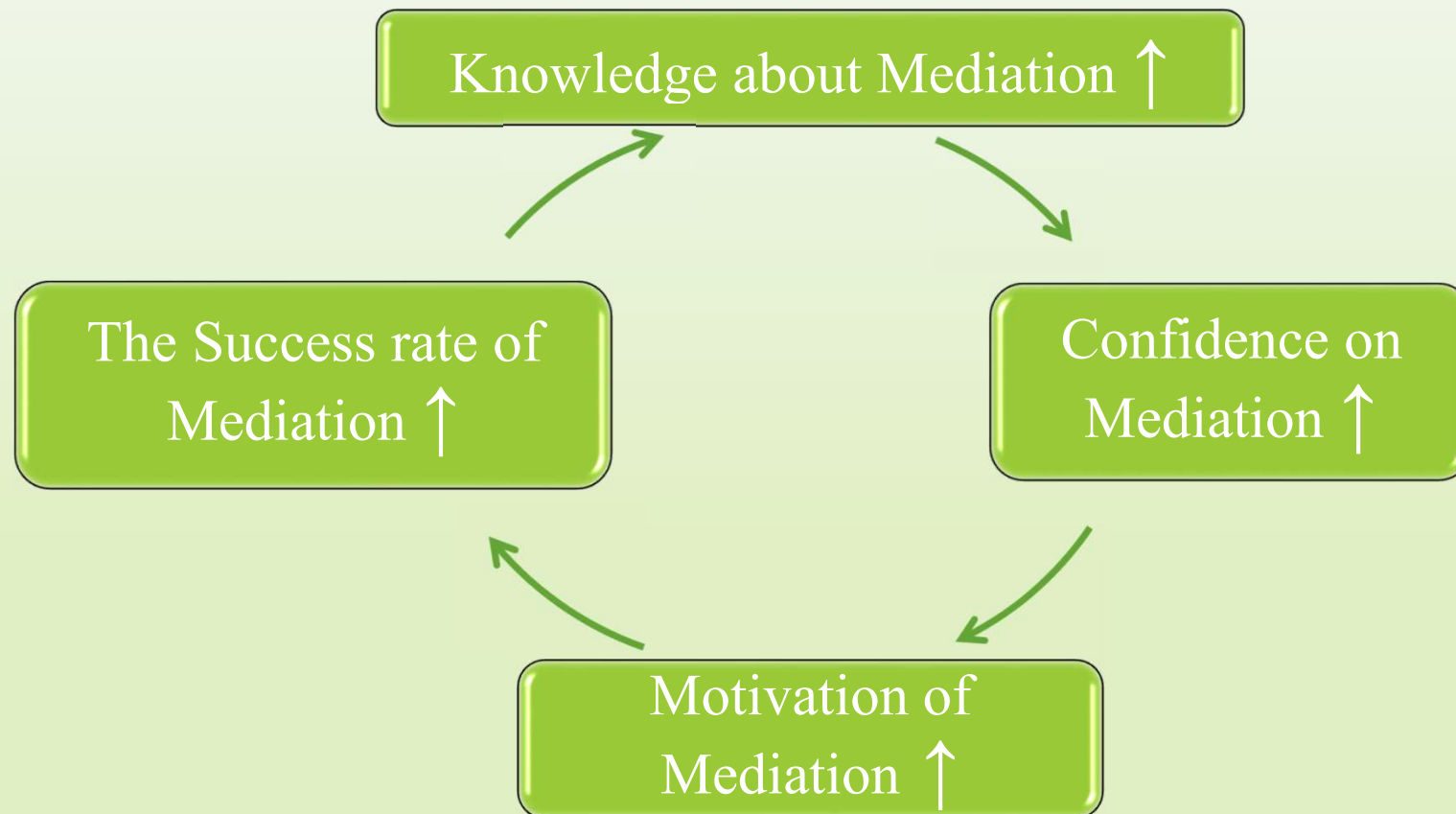
Local Institution representatives visited the IMO(WK) to learn more about the services



Overseas guests visited the IMO(WK) and attended presentation on mediation landscape in Hong Kong



The Positive Cycle of Mediation Information Session



Roles of the Mediation Offices in Judiciary (Educator)

- Leaflets & materials on mediation
- Resource Corner
- Videos on Mediation
- Computer terminals for court users
- Dedicated webpage on Mediation

Publications on Mediation



Services and Facilities of Integrated Mediation Office (West Kowloon)

- Reception and general enquiries counter



Services and Facilities of Integrated Mediation Office (West Kowloon)

➤ Resource corner



Services and Facilities of Integrated Mediation Office (West Kowloon)

➤ Computer facilities



Services and Facilities

➤ Mediation Webpage (<https://mediation.judiciary.hk>)

The screenshot displays the homepage of the Mediation Webpage. At the top, there is a banner with the text "Mediation An alternative means to resolve disputes" and a logo for "Hong Kong Judiciary". Below the banner is a navigation menu with the following items: Welcome Message, About Mediation, Integrated Mediation Office, Integrated Mediation Office (West Kowloon), Building Management Mediation Co-ordinator's Office, Mediation Videos, Practice Directions, Working Party on Mediation, Mediation Figures and Statistics, Judgments related to Mediation, Publications, Press Releases, Speeches, Related Links, and Relevant Papers and Forms. The main content area features a "Welcome Message" section with a paragraph explaining the new Practice Direction on mediation (PD 31*) and its effective date (1 January 2010). Below this, there are three columns of content: "Services and Facilities" with a list of links including Integrated Mediation Office, Integrated Mediation Office (West Kowloon), Building Management Mediation Co-ordinator's Office, and Making an E-Appointment of Information session on Mediation; "Mediation Videos" with a list of links including General Mediation, Building Management Mediation, and Family Mediation; and "FAQs" with a list of links including What is Mediation? and How can I appoint a Mediator?.

Pre-mediation Consultation

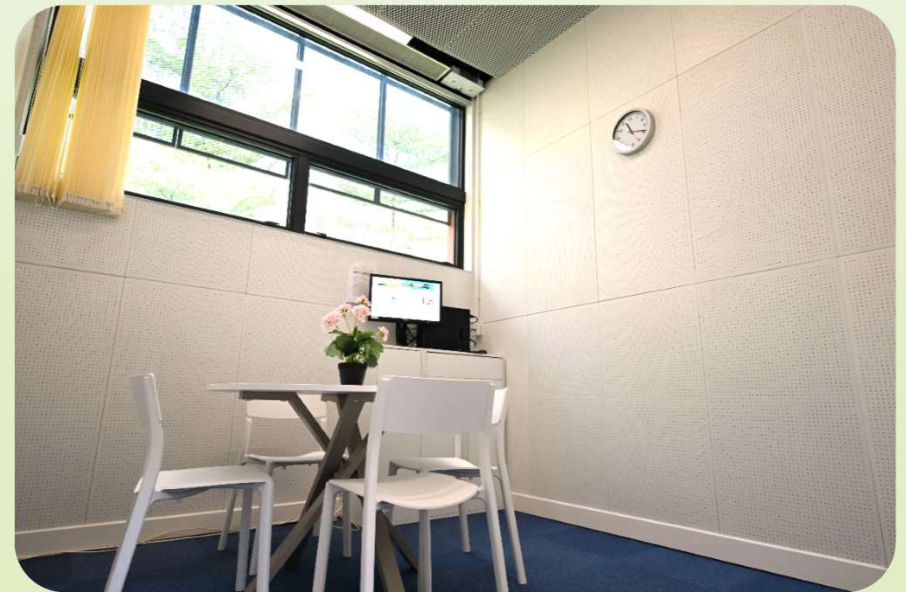
調解前諮詢

- Separate preliminary meetings
- Afford the parties with opportunities to sort out matters which require mediation beforehand
- Each party will have the chance to state concerns/clarify queries



Services and Facilities of Integrated Mediation Office (West Kowloon)

- Pre-mediation consultations



Services and Facilities of Integrated Mediation Office (West Kowloon)

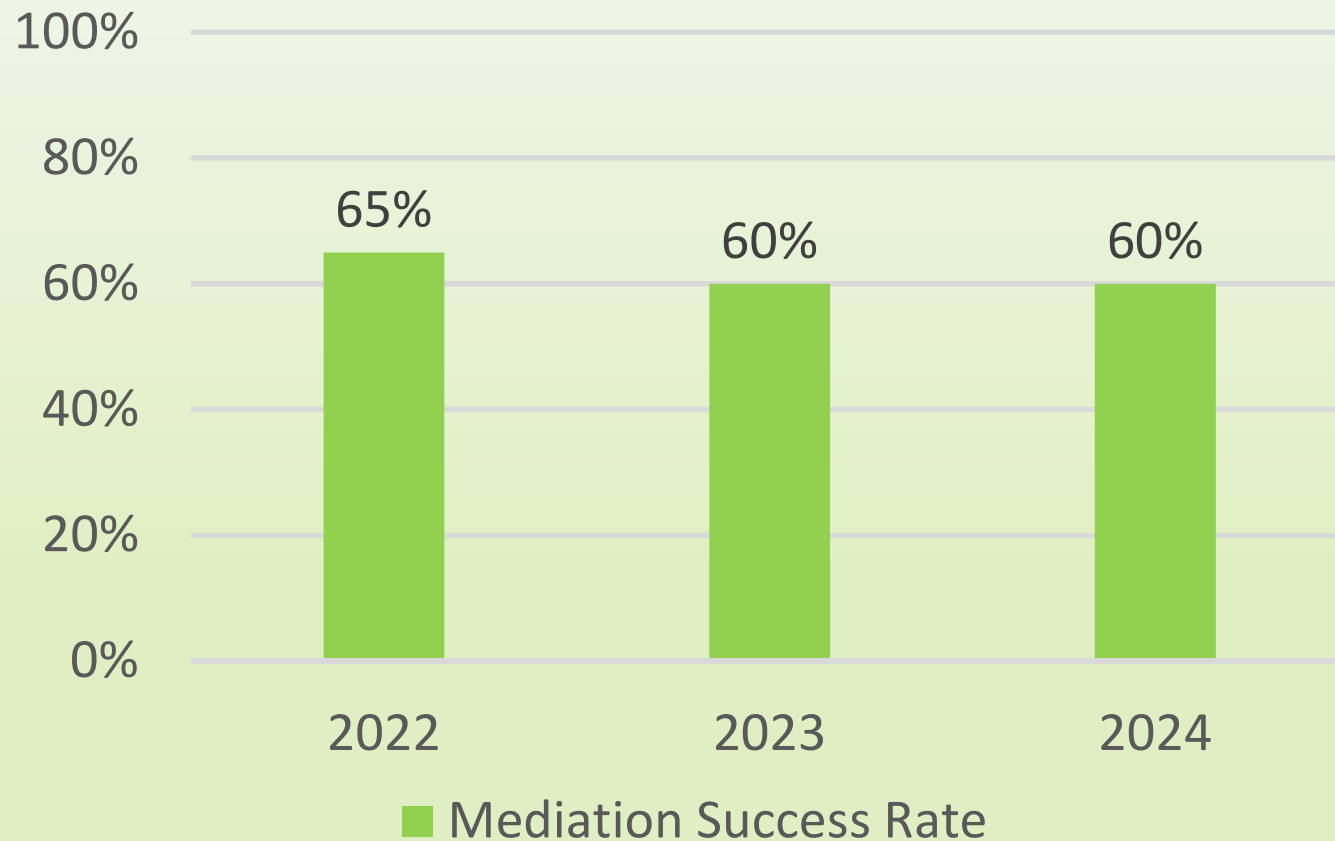
- Arranging pro bono mediation service from IMO(WK) Panel Mediators
- Offering support to Mediators, as and when required



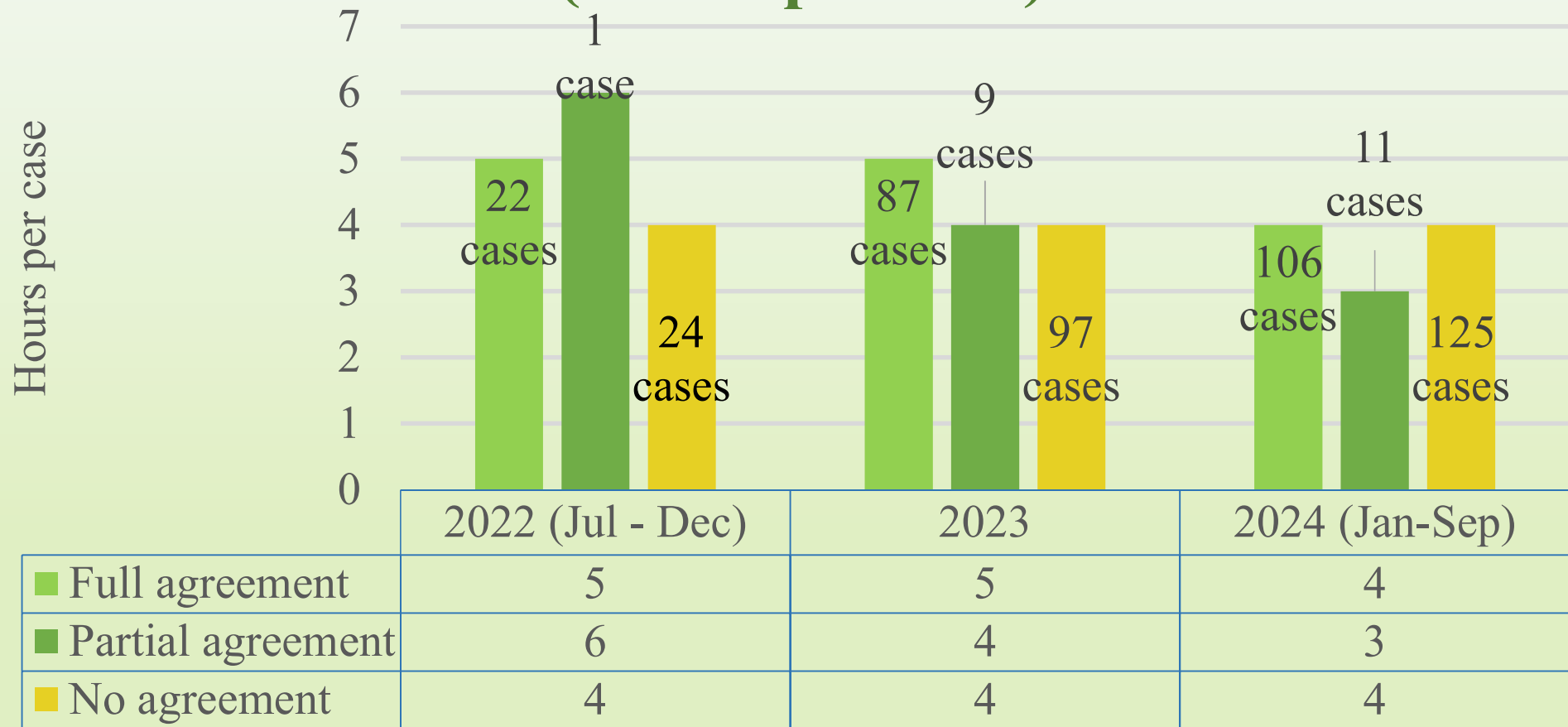
Major types of disputes of the mediated cases

- Building Management (including water seepage)
- Rental/ Tenancy Agreement
- Home Decoration Disputes
- Consumer Disputes
- Commercial

Cases referred to Independent Mediators through Integrated Mediation Office (West Kowloon) (6.7.2022 to 30.09.2024)



Integrated Mediation Office (West Kowloon) Average Time Spent on Mediated Cases (Hours per case)



- The mediators enlisted onto the panel of IMO(WK) provided mediation services for the case parties on a pro-bono basis.

Statistical findings (Jul 2022 - Sep 2024)

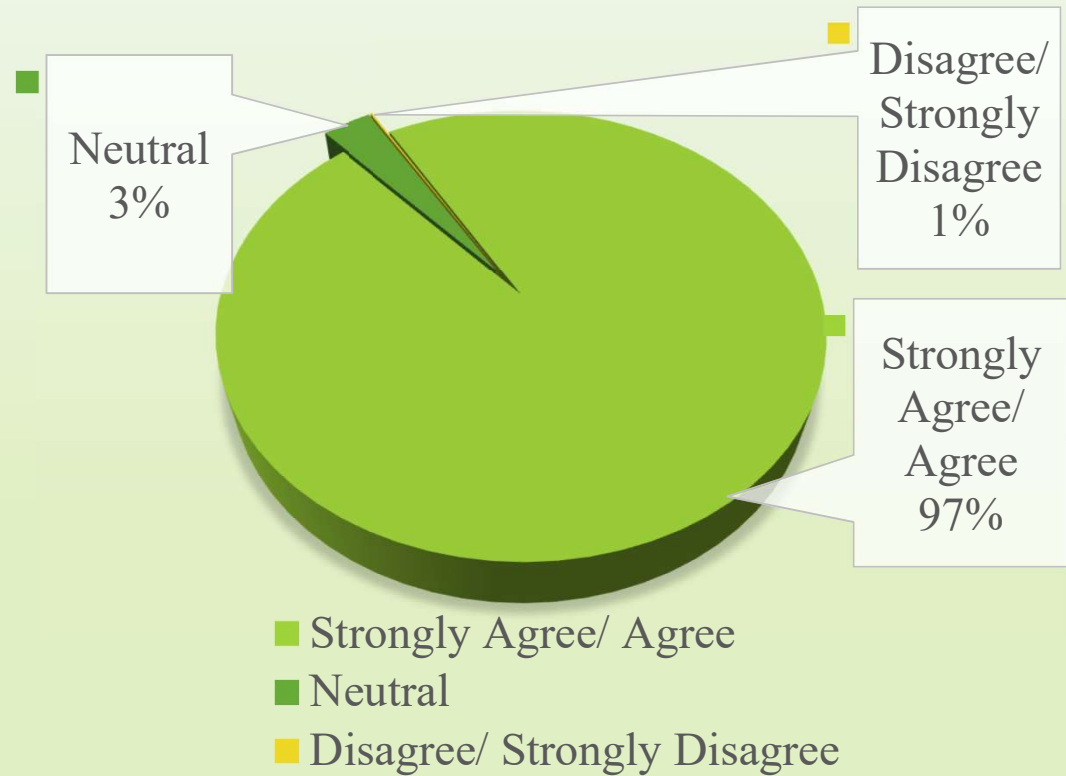
Major reasons for participating in mediation (Users may choose more than one item)

	No.	%
To save litigation cost and time	602	30%
To avoid tension and conflict in litigation	346	17%
To maintain harmonious relationship with the other party	350	17%
To promote communication with the other party	248	12%
Able to make our own decisions on settlement terms	193	9%
Others	306	15%
Total	2045	100%

Statistical findings (Jul 2022 - Sep 2024)

Parties considered the Information Session on Mediation has helped better their understanding of mediation

	No.	%
Strongly Agree/ Agree	1260	96%
Neutral	39	3%
Disagree/ Strongly Disagree	2	1%
Total	1301	100%



Statistical findings (Jul 2022 - Sep 2024)

Parties considered the Information Session on Mediation has helped better their understanding of mediation

講解十分清晰，能掌握
調解的認識，亦能更
有心理準備進行日後的
調解工作

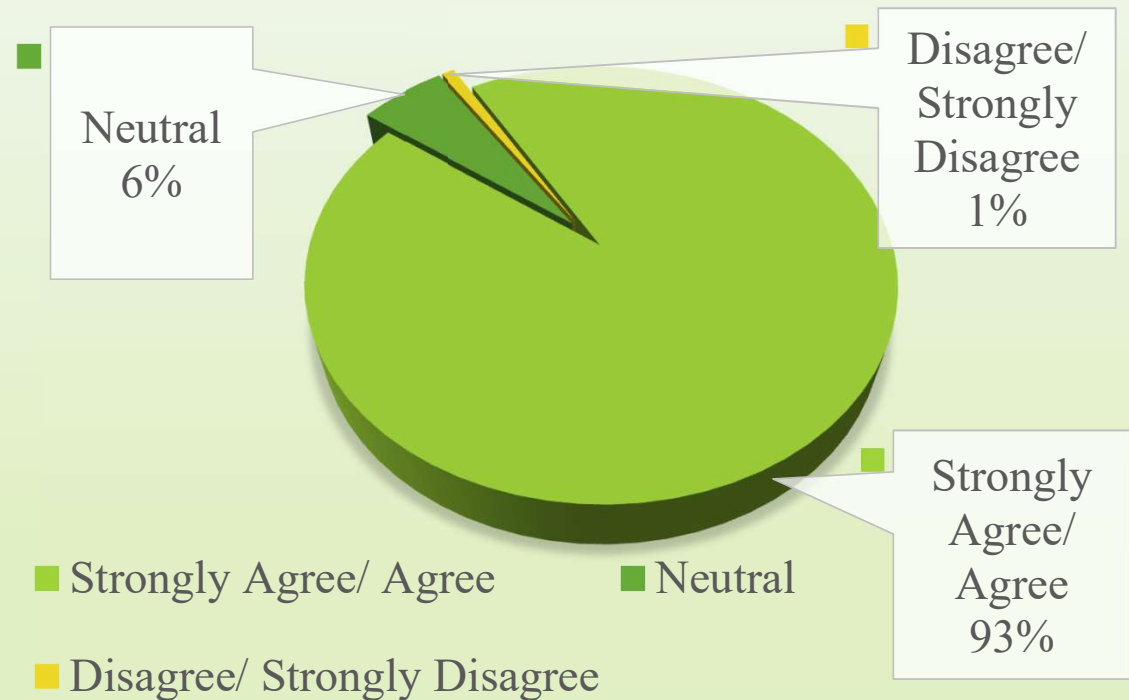
講解清晰詳盡，讓訴訟雙方有
多些迴轉空間以尋求解決方
案，多謝法庭提供這渠道！

*Quite useful and
easy to understand,
introduced in
layman('s) terms;
very patient with
questions*

Statistical findings (Jul 2022 - Sep 2024)

Parties considered the mediator had helped create a positive atmosphere to enable parties to reach agreements

	No.	%
Strongly Agree/ Agree	837	93%
Neutral	51	6%
Disagree/ Strongly Disagree	8	1%
Total	896	100%



Statistical findings (Jul 2022 - Sep 2024)

Parties considered the mediator had helped create a positive atmosphere to enable parties to reach agreements

能令雙方以輕鬆形式表達立場
讓事件能以緩和方式解決。

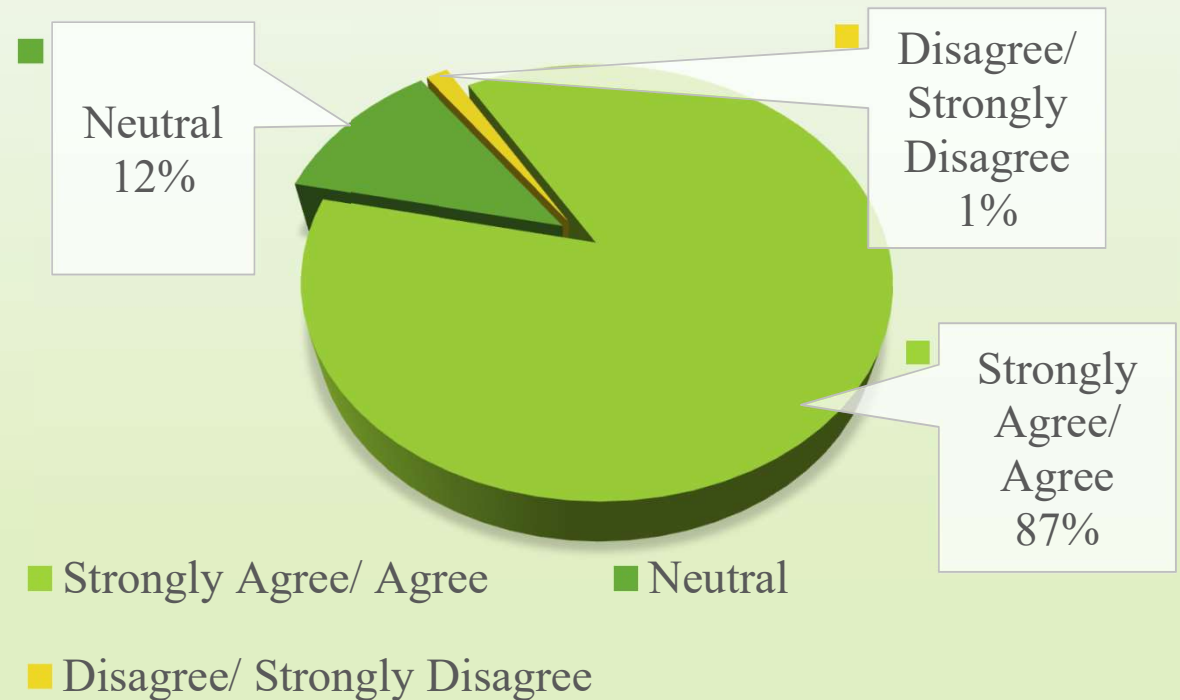
氣氛良好
有利協調各方

Throughout the mediation process, [the mediator] demonstrated [the] abilities and provided an open environment for the involved parties for better communication

Statistical findings (Jul 2022 - Sep 2024)

Parties considered Mediation service had helped save time

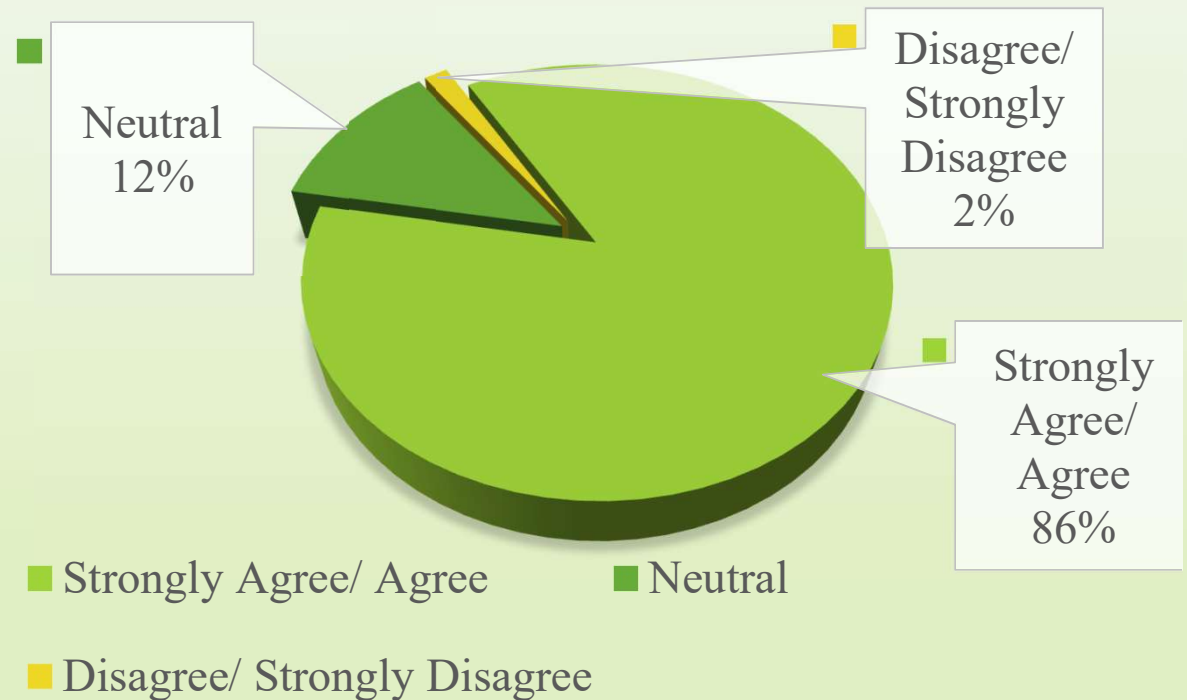
	No.	%
Strongly Agree/ Agree	762	87%
Neutral	103	12%
Disagree/ Strongly Disagree	13	1%
Total	878	100%



Statistical findings (Jul 2022 - Sep 2024)

Parties considered Mediation service had helped save / reduce litigation cost

	No.	%
Strongly Agree/ Agree	749	86%
Neutral	106	12%
Disagree/ Strongly Disagree	14	2%
Total	869	100%



Statistical findings (Jul 2022 - Sep 2024)

Parties considered Mediation service had helped save / reduce litigation cost

可以減少了不必要的訴訟費，
與對方和諧地解決問題。

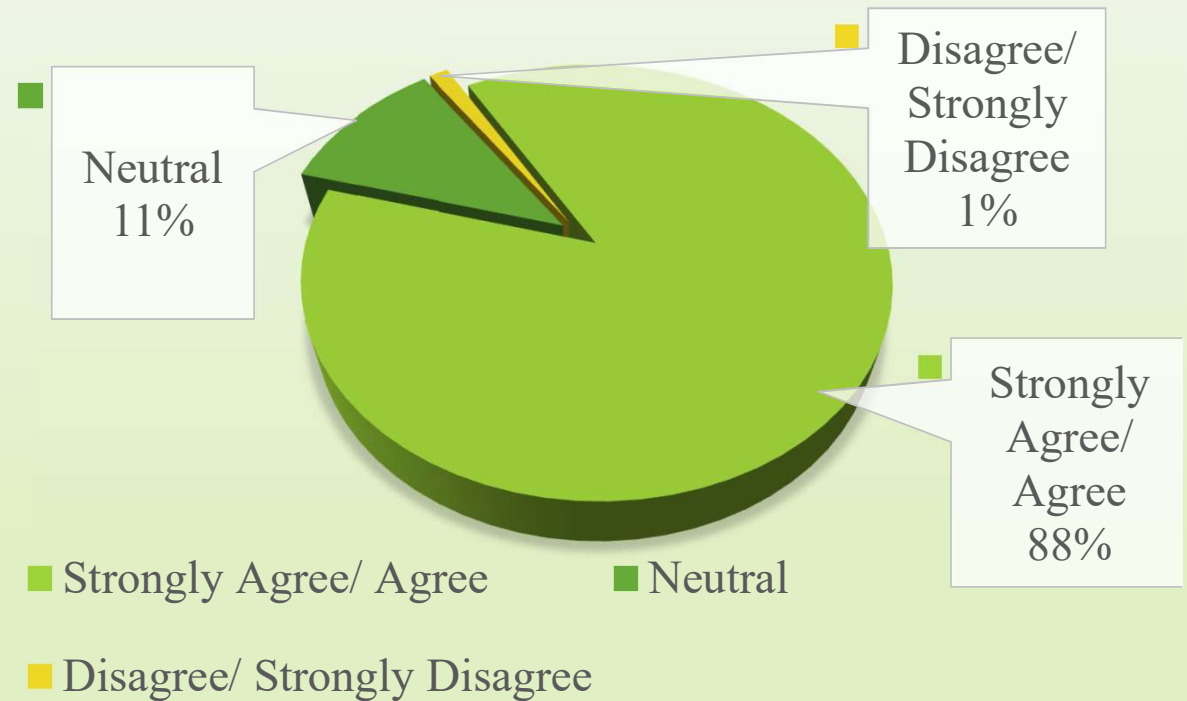
非常滿意調解安排，能把對方之
訴訟順利解決，節省費用。

可以節省金錢
及時間

Statistical findings (Jul 2022 - Sep 2024)

Parties considered Mediation service had helped avoid tension and conflict in litigation

	No.	%
Strongly Agree/ Agree	762	88%
Neutral	97	11%
Disagree/ Strongly Disagree	11	1%
Total	870	100%



Statistical findings (Jul 2022 - Sep 2024)

Parties considered Mediation service had helped avoid tension and conflict in litigation

整體覺得很良好, 比上法庭好
好多

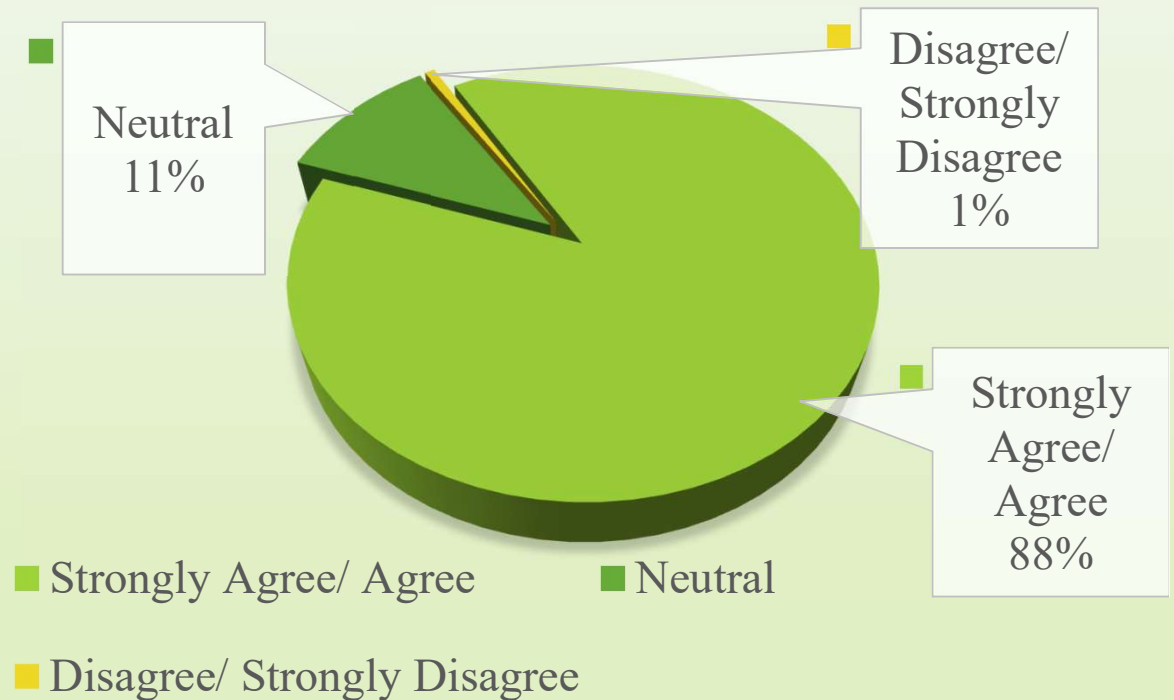
Good, 幫助解決問題,
避免事件上法庭,
浪費人力物力

值得推薦在訴訟外的
另一個解決方法

Statistical findings (Jul 2022 - Sep 2024)

Parties considered mediation is an effective alternative in resolving disputes

	No.	%
Strongly Agree/ Agree	771	88%
Neutral	93	11%
Disagree/ Strongly Disagree	6	1%
Total	870	100%



Statistical findings (Jul 2022 - Sep 2024)

Overall Comments on Mediation Services

About Mediation

調解是妥善美好的，因為

1. 會更了解對方為什麼不合作，為人操守等；
2. 令訴訟人短暫放下煩擾；
3. 令不想調解或當無事發生的一方進行調解及
4. 對紛爭多點了解。

Very good and useful service for both parties to understand the situation instead of focusing the amount if claimed.

Statistical findings (Jul 2022 - Sep 2024)

Overall Comments on Mediation Services

About Mediator

感謝調解員的耐心分析。經了解事情後，專業積極用心地講解事件利弊。加上生動有趣切身的比喻。使我得到鼓勵後，更有信心傾向以今次服務，完滿解決此事件。但最終因對方種種要求令事件未能有完滿解決的結局。雖然如此，但此服務確實專業及有成效的。

The Mediator is a knowledgeable guide and facilitated discussion with pertinent questions. [He/She] was a peaceful negotiator. Thank you

Statistical findings (Jul 2022 - Sep 2024)

Overall Comments on Mediation Services

About the understanding of the subject matter

調解過程能將整個案情充分了解，能令大家對自己
和對方的觀點，以第三者角度實現之後再反思。

對於今次的調解安排，個人認為非常有幫助的協調
雙方的申訴，並且得以解決，透過今次的調解服務
，我們雙方都得到一個合理的解決方案，如身邊有
朋友需要亦會推薦他們。Thank you ^^

Case Sharing

Feedback Received

... 能夠為長時間以來的紛爭
畫上句號; 給予一個機會
去處理雙方之間的紛爭...

Integrated Mediation Office

- Co-ordination 統籌
- Connection 聯繫
- Collaboration 協作
- Cooperation 合作

Thank You!