







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



年報  
Annual Report  
**2018**

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# Corporate Information 公司資料

## The Board of Directors 董事局

<b>Chairman 主席</b>	<b>Member Organisation 成員機構</b>
Mr. Antony MAN Chi Chuen 文志泉先生	Hong Kong Institute of Surveyors 香港測量師學會

(In Alphabetical Order of Surname) (以英文姓氏排列)

<b>Directors 董事</b>	<b>Member Organisations 成員機構</b>
Mr. Frankie KWAN Wai King 關衛擎先生	Hong Kong Mediation Centre 香港和解中心
Dr. Lawrence LEE Tsz Hang 李子衡博士	Chartered Institute of Arbitrators (East Asia Branch) 特許仲裁學會（東亞分會）
Ms. Elaine LIU Yuk Ling, JP 廖玉玲女士，太平紳士	Hong Kong Bar Association 香港大律師公會
Ms. Jody SIN Kar Yu (1) 冼迦好女士	Hong Kong Mediation Council 香港調解會
Ms. Sylvia SIU Wing Yee, JP 蕭詠儀女士，太平紳士	Hong Kong Institute of Arbitrators 香港仲裁司學會
Mr. Terence TSE Hau Ming 謝厚明先生	Hong Kong Institute of Architects 香港建築師學會
Ms. Cecilia WONG NG Kit Wah 黃吳潔華女士	The Law Society of Hong Kong 香港律師會

(1) Date of Appointment: 5 November 2018 委任日期：2018 年 11 月 5 日

<b>Immediate Past Director 前任董事</b>	<b>Member Organisation 成員機構</b>
Mr. Vod CHAN Ka Sing 陳家成先生	Hong Kong Mediation Council 香港調解會

(In Alphabetical Order of Surname) (以英文姓氏排列)

<b><u>Alternate Directors 候補董事</u></b>	<b><u>Member Organisations 成員機構</u></b>
Mr. Vod CHAN Ka Sing 陳家成先生	Hong Kong Bar Association 香港大律師公會
Dr. Simon CHEE Wai Hung 池偉雄博士	Hong Kong Institute of Architects 香港建築師學會
Ms. Sarah GRIMMER	Hong Kong Mediation Council 香港調解會
Mr. Wilson LAM (2) 林煒彬先生	Hong Kong Institute of Arbitrators 香港仲裁司學會
Dr. Joseph LEUNG Wai Fung 梁偉峯博士	Chartered Institute of Arbitrators (East Asia Branch) 特許仲裁學會（東亞分會）
Ms. Melissa Kaye PANG 彭韻僖女士	The Law Society of Hong Kong 香港律師會
Mr. Kenny TSE Chi Kin 謝志堅先生	Hong Kong Institute of Surveyors 香港測量師學會
Ms. Amy WONG Yan 黃欣女士	Hong Kong Mediation Centre 香港和解中心

(2) Date of Appointment: 13 November 2018 委任日期：2018 年 11 月 13 日

<b><u>Immediate Past Alternate Director 前任 候補董事</u></b>	<b><u>Member Organisation 成員機構</u></b>
Mr. CHAN Maurice Joseph 陳聰枋先生	Hong Kong Institute of Arbitrators 香港仲裁司學會

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

<b><u>Honorary Secretary</u></b>	<b><u>義務秘書</u></b>
Mr. Gary SOO Kwok Leung	蘇國良先生

<b><u>Assistant Honorary Secretary</u></b>	<b><u>義務助理秘書</u></b>
Mr. Oscar TAN Khain Sein	陳慶生先生

<b><u>Honorary Treasurer</u></b>	<b><u>義務司庫</u></b>
Mr. David FONG Shiu Man	方兆文先生

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

## Secretariat 秘書處

<b>Ms. Inti TUNG Kit Ching 董潔情女士 (3)</b>	<b>Administrative Manager 行政經理</b>
<b>Ms. Vanessa LI Ka Ying 李嘉螢女士</b>	<b>Senior Project Officer 高級項目主任</b>
<b>Ms. Jill CHIU Pui Chi 招珮芝女士 (4)</b>	<b>Senior Project Officer 高級項目主任</b>
<b>Ms. Louise AU Wai Ngo 歐偉娥女士</b>	<b>Project Officer 項目主任</b>
<b>Ms. Sue LAU Mei Ching 劉美靜女士 (5)</b>	<b>Project Officer 項目主任</b>
<b>Mr. Daniel SZE Ho Fai 施浩揮先生 (6)</b>	<b>Project Officer 項目主任</b>

(3) Date of Cessation: 20 April 2018 離任日期：2018 年 4 月 20 日

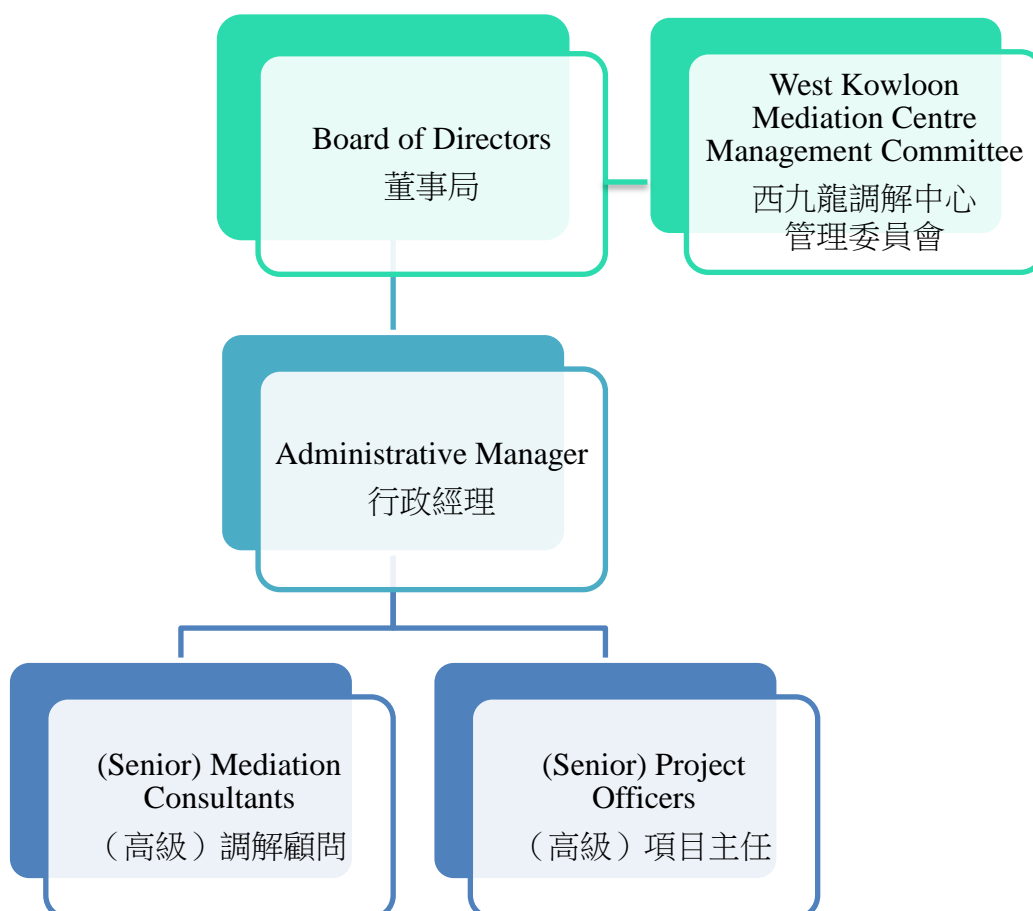
(4) Date of Appointment: 29 October 2018 委任日期：2018 年 10 月 29 日

(5) Date of Appointment: 22 October 2018 委任日期：2018 年 10 月 22 日

(6) Date of Appointment: 3 April 2018 委任日期：2018 年 4 月 3 日

<b>Ms. Cindy FONG Yan Yan 方欣欣女士</b>	<b>Senior Mediation Consultant 高級調解顧問</b>
<b>Mr. Peter MA Siu Lam 馬兆林先生</b>	<b>Mediation Consultant 調解顧問</b>
<b>Ms. Gigi PANG Chiu Chi 彭俏姿女士</b>	<b>Mediation Consultant 調解顧問</b>
<b>Ms. Cecilia TAM Kit Wa 譚潔華女士</b>	<b>Mediation Consultant 調解顧問</b>

## Organisation Chart 組織架構圖



# Chairman's Report 主席報告



**Mr. Antony MAN Chi Chuen 文志泉先生**

The past year was a special 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, the JMHO has been appointed by the Government of the Hong Kong Special Administrative Region (“HKSAR”) as an independent coordinator to operate the newly built West Kowloon Mediation Centre (“WKMC”) and to implement a mediation pilot scheme for resolving suitable Small Claims Tribunal (“SCT”) cases and other cases with an amount in dispute not exceeding the jurisdictional limit of the SCT. I am truly honoured about this appointment and the JMHO shall use its best endeavor to carry out the pilot scheme to further promote mediation.

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 a wider knowledge and the use of mediation services for 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.

In addition, I am very pleased to report that, the JMHO has been granted funding from the Dedicated Fund on Branding, Upgrading and Domestic Sales

對於聯合調解專線辦事處（「調解專線」）而言，2018 年是特別的一年。調解專線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，更獲香港特別行政區（「香港」）政府委任為新建成的西九龍調解中心（「調解中心」）之獨立統籌機構，負責營運一個調解先導計劃，為合適的小額錢債審裁處（「審裁處」）個案及其他爭議金額不多於審裁處最高司法管轄權限的個案提供調解服務。我對此次任命感到非常榮幸，調解專線將盡最大努力推行此先導計劃，以進一步推廣調解。

過去一年裡，調解專線繼續為調解行業和公眾服務。我們積極尋求新機會自我提升及促進香港市民更廣泛地認識及採用調解服務。去年，調解專線的調解申請數字大幅增加，反映公眾對使用調解作為爭議解決方法及使用調解專線所提供的服務之意識已日漸提高。

此外，我很高興地報告，調解專線已獲得由香港政府工業貿易署（「工貿署」）營運的「發展品牌、

(“BUD Fund”) operated by the Trade and Industry Department (“TID”) of the Government of the HKSAR to implement a new project. This project aims at promoting the brand of “Hong Kong Mediation” in Mainland China, further expanding the brand in terms of geographical coverage and applicability to users, and enhancing mediation skills for Hong Kong and Mainland professionals and business entities, for enabling more mediation business opportunities.

Also, funding has been granted from the Professional Services Advancement Support Scheme (“PASS”) for implementing the “Mediator Mentorship Scheme” (“MMS”). MMS aims at 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.

In 2018, the JMHO co-organised the second Hong Kong Secondary School Peer Mediation Competition with the Rotary International District 3450 (“Rotary”) with a view to equipping students with essential communication skills, fostering a more harmonious community and schooling environment. The competition benefited over 60 students from 17 schools.

Besides, with the support from the Rotary, a teaching pack named “Communication, Negotiation & Conflict Resolution” (“CNCR”) has been published. It is believed that, by promoting and teaching CNCR in schools in Hong Kong, a peaceable learning environment and culture for students and teachers will be established.

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 opening of the WKMC and the appointment to the JMHO as the

升級轉型及拓展內銷市場的專項基金」(「BUD 專項基金」)撥款，實施一個新項目。此項目旨在於中國內地推廣「香港調解」的品牌，進一步擴大此品牌的地域覆蓋範圍、迎合用戶需要，並加強香港及內地專業人士以及商家的調解技巧，以促成更多調解商機。

此外，調解專線亦獲得專業服務協進支援計劃(「支援計劃」)撥款以推行「調解員師友計劃」(「師友計劃」)。此計劃旨在提高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。

2018 年，調解專線與國際扶輪 3450 地區(「扶輪社」)共同舉辦了第二屆香港中學朋輩調解比賽，旨在讓學生掌握溝通技巧的要領及營造更和諧的社區和學校環境。是屆比賽共有 17 所學校、超過 60 名學生參與及受惠。

此外，在扶輪社支持下，《凝聚共識·化解分歧》教材套經已出版。我們認為，透過在香港學校推廣及教授《凝聚共識·化解分歧》的知識，可以為學生和教師建立和平的學習環境和文化。

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。調解中心的落成，以及調解專線作為獨立統籌之委任，顯示香港

independent co-ordinator show the support towards mediation and trust in the JMHO from the 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 Assistant Honorary Secretary, the Honorary Treasurer, the Honorary Auditor and the staff at the Secretariat for their hard work, dedication, devotion and professionalism.

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

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、義務助理秘書、義務司庫及秘書處各同事的專業及勤奮工作。

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



# Work Review 工作回顧

## 1. General Mediation Services Overview

This year, the JMHO continued to provide mediation referral services to the general public. Since its operation in 2010, the JMHO received 720 applications in total. The rate of making successful referral is 35%, with 252 cases successfully referred to Participating Service Providers. 193 mediations were conducted, 80 of which had been settled, exclusive of 28 cases settled after a written request for mediation had been made and 1 case settled after mediation was completed. The overall success rate is 49%.

### **Nature of Dispute**

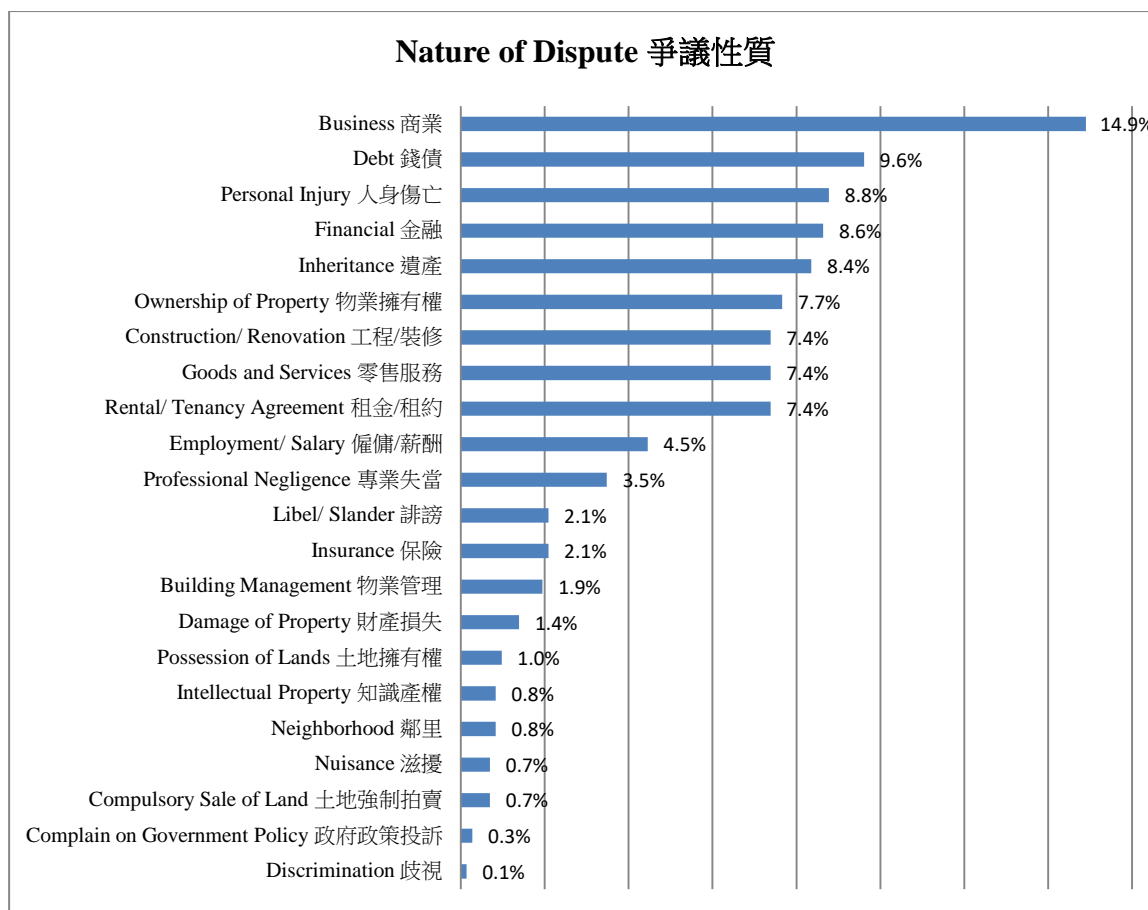
Business (14.9%), Debt (9.6%), Personal Injury (8.8%) and Finance (8.6%) are the 4 most common types of disputes.

## 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 720 項申請，其中 252 項成功轉介給調解服務機構，轉介比率為 35%。至今，共 193 宗案件進行了調解，當中 80 宗已成功和解，不包括 28 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 49%。

### **爭議性質**

商業（14.9%）、錢債（9.6%）、人身傷亡（8.8%）和金融（8.6%）為最常見的 4 種爭議性質。

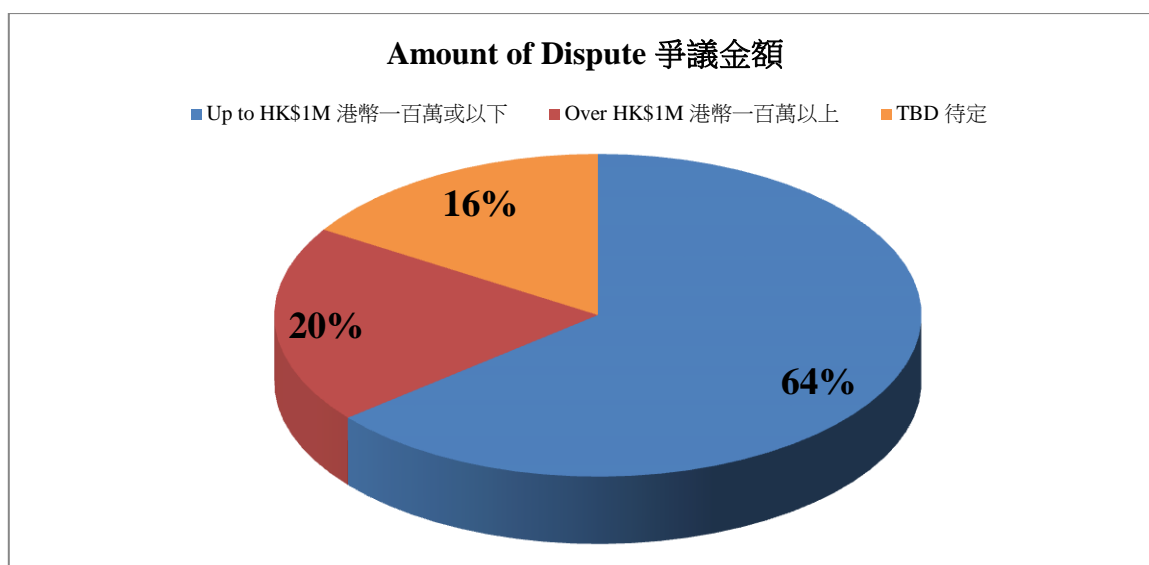


### Amount of Dispute

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

### 爭議金額

申請個案的爭議金額涵蓋港幣一萬元到超過港幣五百萬元。

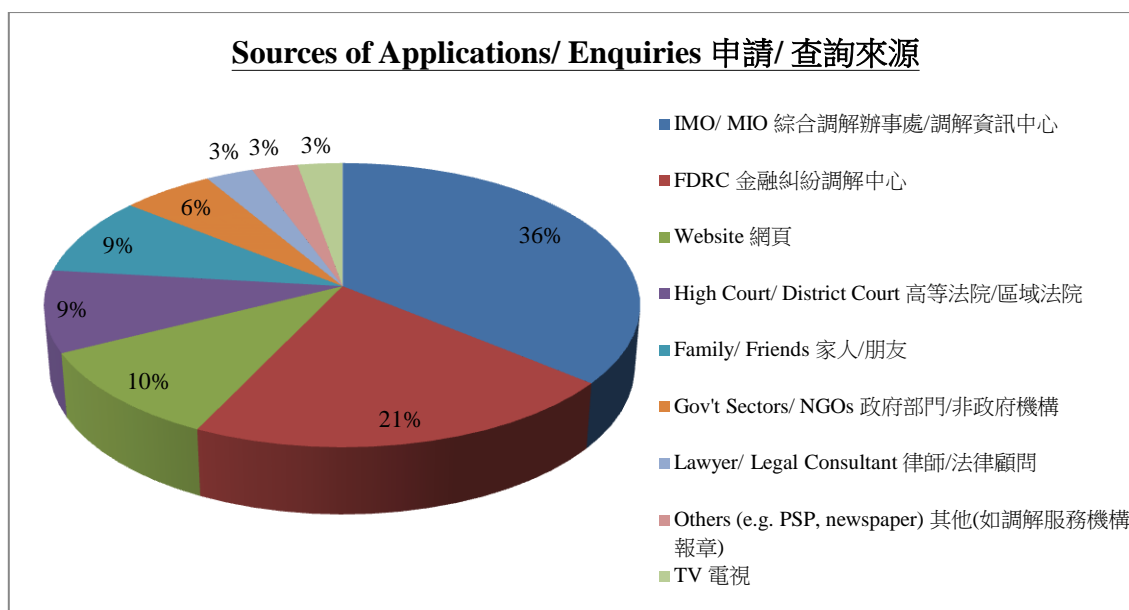


## Source of Applications/ Enquiries

Integrated Mediation Office (“IMO”)/ Mediation Information Office (“MIO”) of the Judiciary is the major source of the JMHO’s enquiries and applications (36%), where 21% of the enquiries and applications were from Financial Dispute Resolution Centre (“FDRC”) and 10% of them got JMHO information from Website.

## 申請/ 查詢來源

司法機構綜合調解辦事處/調解資訊中心是調解專線的調解申請及查詢之主要來源佔 36%，21%來自金融糾紛調解中心及10%經網頁得到調解專線的資訊。



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

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

As at 31 December 2018, there were 60 cases referred by SCT, 140 enquiries, 21 consultations and 40 applications. Amongst the 40 applications, 11 mediation cases have been completed and 12 cases are in progress towards mediation.

Amongst 11 completed mediation cases, 4 of them were settled in the mediation session. In addition, 1 application was settled by direct negotiation between the parties after they filed the application for mediation and 1 case was

## 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。

截至 2018 年 12 月 31 日，審裁處共轉介了 60 宗個案至調解專線，調解專線處理了 140 宗查詢、21 宗調解諮詢及 40 宗調解申請。在 40 宗調解申請中，11 宗個案已完成調解以及 12 宗個案正準備調解。

而在 11 宗已完成調解的個案中，其中 4 宗個案於調解過程中達成和解協議。另外，1 宗個案於提出調解申請後自行和解及 1 宗個案於不成功的調

settled after an unsuccessful mediation. The settlement rate of mediation under SCMPs is 36%<sup>1</sup> while the overall success rate is 50%<sup>2</sup>.

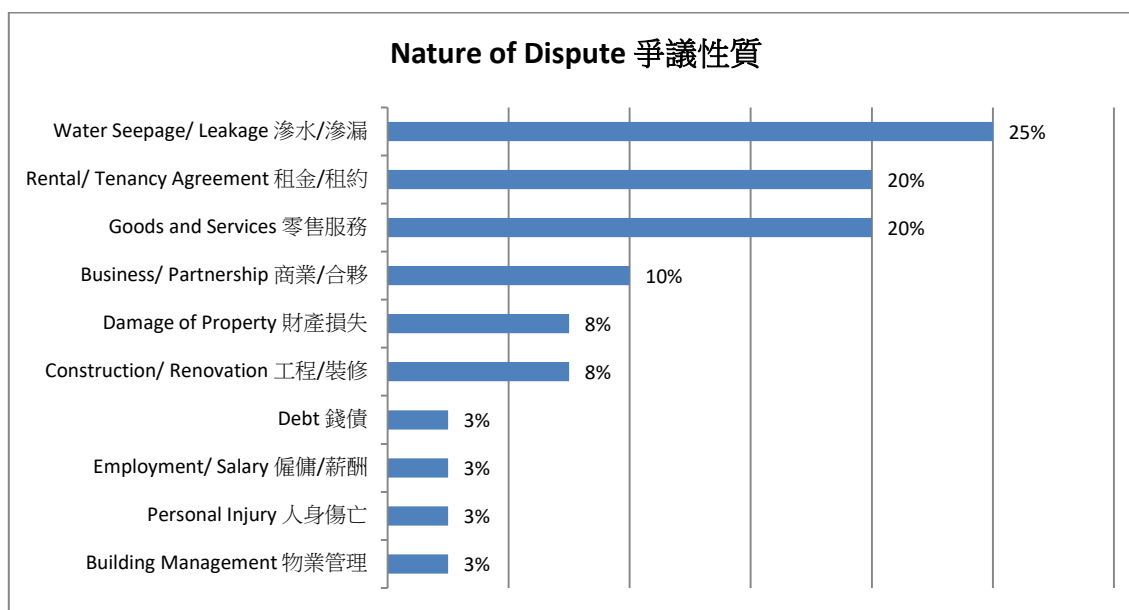
### Nature of Dispute

Amongst the applications received, Water Seepage/ Leakage (25%), Rental/ Tenancy Agreement (20%), Goods and Services (20%) and Business/ Partnership (10%) are the 4 most common types of disputes.

解後自行和解。先導計劃的調解成功率為 36%<sup>1</sup> 及計劃整體成功率為 50%<sup>2</sup>。

### 爭議性質

於所有申請當中，最常見的 4 種爭議類別為滲水/滲漏（25%）、租金/租約（20%）、零售服務（20%）和商業/合夥（10%）。



### 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.

### 3. 「市建一站通」社區調解場地先導計劃

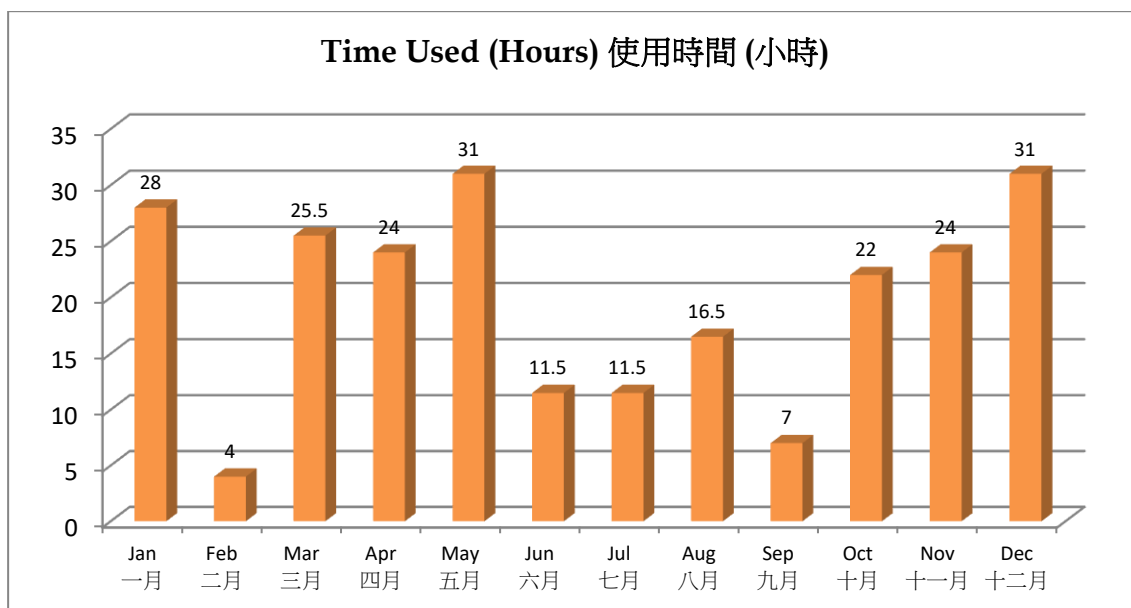
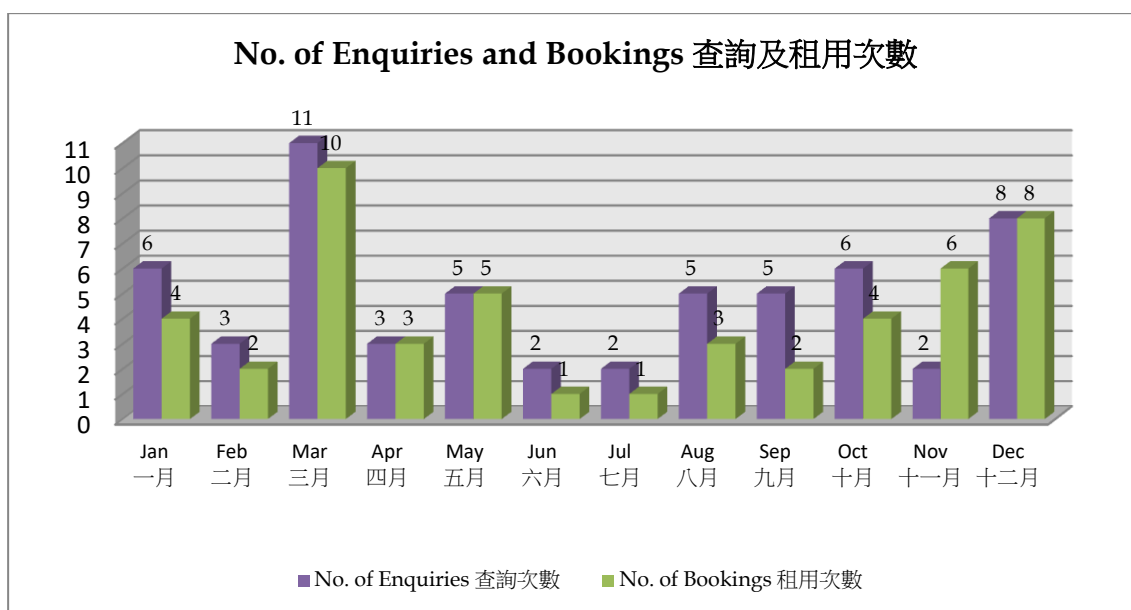
市區重建局為支持政府推廣更廣泛使用調解服務解決香港糾紛的政策，因此擴大「市建一站通」資源中心會議室的使用範圍，以支持由律政司司長轄下的調解工作小組所推行，並由調解專線執行的《「市建一站通」社區調解場地先導計劃》。

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

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

The number of enquiries and bookings and time used for these rooms for the year ended 31 December 2018 are as follow:-

截至 2018 年 12 月 31 日，調解場地的查詢、租用次數和使用時間如下：





## **Grand Opening Ceremony of the West Kowloon Mediation Centre (“WKMC”)** **西九龍調解中心開幕典禮**

WKMC, which is independently coordinated and operated by the JMHO, was officially launched on 8 November 2018. WKMC is the first mediation centre earmarked for serving mediation needs in Hong Kong. Its launch symbolised an increased accessibility of mediation service and a wider use of mediation as a preferred dispute resolution method in Hong Kong.

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，其成立標誌著廣大市民將可更方便及廣泛地選擇使用調解作為解決爭議方法。



**Dedicated Fund on Branding, Upgrading and Domestic Sales (“BUD Fund”)**  
**發展品牌、升級轉型及拓展內銷市場的專項基金（「BUD 專項基金」）**

The JMHO, the Hong Kong Mediation Council and the Shanghai Commercial Mediation Center jointly organised a full-day conference entitled “Development, Opportunities and Future of Mediation in Hong Kong, Mainland and the Belt and Road Regions cum the 4th Shanghai-Hong Kong Commercial Mediation Forum” on 19 May 2018 at Justice Place of the Department of Justice (“DoJ”) in Hong Kong.

2018 年 5 月 19 日，調解專線、香港調解會及上海經貿商事調解中心於香港律師司律政中心聯合舉辦了「調解於一帶一路、內地及香港的發展、機遇與未來暨第四屆滬港商事調解論壇」。



The JMHO also organised a cross-border commercial dispute and cross-culture related mediation workshop on 3 October 2018 and 22 November 2018 respectively.

調解專線亦分別於 2018 年 10 月 3 日及 2018 年 11 月 22 日舉辦了跨境商業糾紛與跨文化相關的調解工作坊。





## SME Development Fund (“SDF”)

### 中小企業發展支援基金

Exhibition booth has been set up at HKTDC Hong Kong Houseware Fair on 20 to 23 April 2018, Eco Expo Asia on 25 to 28 October 2018, and HKTDC SmartBiz Expo on 5 to 7 December 2018 to promote mediation to other exhibitors and visitors.

於 2018 年 4 月 20 日至 23 日香港貿發局香港家庭用品展、2018 年 10 月 25 日至 28 日國際環保博覽及 2018 年 12 月 5 日至 7 日香港貿發局創智營商博覽設置展覽攤位，向其他參展機構和訪客宣傳調解。



2 seminars and 2 workshops were delivered in 2018 in order to equip participants from SMEs with mediation knowledge and skills.

調解專線於 2018 年舉辦了兩個講座和兩個工作坊，旨在讓來自中小企業的參加者掌握調解知識和技巧。





## **Professional Services Advancement Support Scheme (“PASS”)** **專業服務協進支援計劃**

The JMHO set up exhibition booth at the Belt and Road Summit 2018 on 28 June 2018 in Hong Kong and the Franchising & Licensing Asia 2018 on 18 to 20 October 2018 in Singapore to promote Hong Kong mediation service to people from different countries.

調解專線於2018年6月28日在香港一帶一路高峰論壇及於2018年10月18至20日在新加坡國際特許經營暨授權展設置展覽攤位，向來自世界各地的人士推廣香港調解服務。



## **Communication, Negotiation and Conflict Resolution (“CNCR”)** **《凝聚共識·化解分歧》**

The CNCR Teaching Pack was launched on 12 May 2018 at the “Mediation Education and Career Life Planning Forum” organised by the Department of Justice.

2018年5月12日，《凝聚共識·化解分歧》教材套於律政司「調解的教育與職業生涯規劃」活動中正式發佈。



In order to promote CNCR in Hong Kong, JMHO and the Rotary have organised 5 CNCR workshops on 11 April 2018, 22 June 2018, 31 August 2018, 24 September 2018 and 6 December 2018 for teachers from secondary schools in Hong Kong.

為推廣此教材套，調解專線與扶輪社於 2018 年 4 月 11 日、2018 年 6 月 22 日、2018 年 8 月 31 日、2018 年 9 月 24 日和 2018 年 12 月 6 日年舉辦了共五場工作坊，讓全港不同中學的老師參與。



### **Other Mediation Promotion Activities**

#### **其他調解推廣活動**

#### ***Mediation Workshops 調解工作坊***



The JMHO organised an Advanced Mediation Workshop on 19 March 2018 in order to enhance the knowledge and upgrade the skills of mediators in Hong Kong.

調解專線於 2018 年 3 月 19 日舉辦了 1 場進階程度的調解工作坊，以加強及提升香港調解員的知識及技能。

#### ***Public Talks on the Land (Compulsory Sale for Redevelopment) Ordinance (Cap 545)***

#### ***《土地（為重新發展而強制售賣）條例》（第 545 章）公開講座***

The JMHO co-organised two public talks on 3 March 2018 and 30 November 2018 for the general public with the Senior Citizen Home Safety Association.

調解專線與長者安居協會於 2018 年 3 月 23 日和 2018 年 11 月 30 日為公眾合辦了兩場公開講座。



***The 2<sup>nd</sup> Hong Kong Secondary School Peer Mediation Competition***  
**第二屆香港中學朋輩調解比賽**



The JMHO co-organised the 2<sup>nd</sup> Hong Kong Secondary School Peer Mediation Competition with the Rotary during February and March 2018.

調解專線與扶輪社於 2018 年 2 至 3 月期間合辦了第二屆香港中學朋輩調解比賽。

***The Hong Kong Legal Services Forum 2018*** 香港法律服務論壇 2018

The JMHO, as a supporting organisation of the Hong Kong Legal Services Forum 2018, set up exhibition booth at the event in Guangzhou on 5 September 2018.

調解專線作為香港法律服務論壇 2018 的支持機構，於 2018 年 9 月 5 日在廣州設置展覽攤位。





# Financial Report 財務報告

(本中文譯本僅供參考之用。如中文譯本之文義與英文原文有歧義，概以英文原文為準。)

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

### REPORT OF THE DIRECTORS 董事會報告

The directors submit their report together with the audited financial statements for the year ended 31 March 2018.

董事提呈截至2018年3月31日止年度的董事會報告及經審計財務報表。

### PRINCIPAL ACTIVITIES 主要業務

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

本公司的主要業務為提供及推廣調解服務。

### RESULTS 業績

The results of the company for the year ended 31 March 2018 and the state of the company's affairs at that date are set out in the financial statements on pages 25 to 35.

本公司截至2018年3月31日止年度的業績及於該日之本公司業務狀況列示於財務報表第25至35頁。

### REPORTING EXEMPTION AND BUSINESS REVIEW

#### 在提交報告方面獲豁免及業務回顧

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.

本公司於本財政年度符合「在提交報告方面獲豁免」的條件。因此，本公司獲豁免遵循某些報告規定，包括編製業務回顧。

### DIRECTORS 董事

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

本公司本年度以及截至此報告日止的董事為:

MAN Chi Chuen (Chairman) 文志泉 (主席)

KWAN Wai King Frankie 關衛擎

LEE Tsz Hang 李子衡

LIU Yuk Ling Elaine 廖玉玲

SIU Wing Yee Sylvia 蕭詠儀

TSE Hau Ming Terence 謝厚明

WONG NG Kit Wah Cecilia 黃吳潔華

SIN Kar Yu Jody 冼珈好

CHAN Ka Sing 陳家成

YEUNG Man Sing

楊文聲

(appointed on 5/11/2018)(於2018年11月5日獲委任)

(appointed on 28/7/2017 and resigned on 5/11/2018)

(於2017年7月28日獲委任及於2018年11月5日辭任)

(resigned on 28/7/2017)(於2017年7月28日辭任)

## DIRECTORS (CONTINUED) 董事(續)

### Alternate directors 候補董事 Alternate to 代替

TSE Chi Kin 謝志堅	MAN Chi Chuen 文志泉	
WONG Yan Amy 黃欣	KWAN Wai King Frankie 關衛擎	
LEUNG Wing Fung Joseph 梁偉峯	LEE Tsz Hang 李子衡	
CHAN Ka Sing 陳家成	LIU Yuk Ling Elaine 廖玉玲	
LAM Wai Pan 林煒彬	SIU Wing Yee Sylvia 蕭詠儀	(appointed on 13/11/2018) (於 2018 年 11 月 13 日獲委任)
CHAN Maurice Joseph 陳聰枋	SIU Wing Yee Sylvia 蕭詠儀	(resigned on 13/11/2018) (於 2018 年 11 月 13 日辭任)
CHEE Wai Hung Simon 池偉雄	TSE Hau Ming Terence 謝厚明	
Melissa Kaye PANG 彭韻僊	WONG NG Kit Wah Cecilia 黃吳潔華	
Sarah GRIMMER	SIN Kar Yu Jody 冼珈妤	(appointed on 5/11/2018) (於 2018 年 11 月 5 日獲委任)
Sarah GRIMMER	CHAN Ka Sing 陳家成	(appointed on 28/7/2017 and resigned on 5/11/2018) (於 2017 年 7 月 28 日獲委任和 於 2018 年 11 月 5 日辭任)
Sarah GRIMMER	YEUNG Man Sing 楊文聲	(resigned on 28/7/2017) (於 2017 年 7 月 28 日辭任)

## MANAGEMENT CONTRACTS 管理層合約

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.

除董事或任何本公司從事全職工作的人士之外，本公司沒有與任何人士簽訂關於承擔本公司全部或任何重要部分業務之管理和行政合約。

## **AUDITOR 核數師**

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.

甘志成會計師事務所已審計本公司本年度之財務報表。甘志成會計師事務所將於應屆成員週年大會上退任，且符合資格並願意膺選連任。

On behalf of the board

代表董事會

MAN Chi Chuen 文志泉

Chairman 主席

Date: 18 March 2019 日期：2019年3月18日

**INDEPENDENT AUDITOR'S REPORT 獨立核數師報告**  
**TO THE MEMBERS OF JOINT MEDIATION HELPLINE OFFICE**  
**致聯合調解專線辦事處成員**  
**(incorporated in Hong Kong with liability limited by guarantee)**  
**(於香港註冊成立的擔保有限公司)**

**Opinion 意見**

We have audited the financial statements of JOINT MEDIATION HELPLINE OFFICE ("the company") set out on pages 25 to 35, which comprise the statement of financial position as at 31 March 2018, 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.

本核數師（以下簡稱「我們」）已審計列載於第25至35頁的聯合調解專線辦事處（以下簡稱「貴公司」）的財務報表，此財務報表包括於2018年3月31日的財務狀況表，與截至該日止年度的全面收益表、基金變動表和現金流量表，以及財務報表附註，包括主要會計政策概要。

In our opinion, the financial statements give a true and fair view of the financial position of the company as at 31 March 2018, 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.

我們認為，該等財務報表已根據香港會計師公會頒布的《私營企業香港財務報告準則》真實而公平地反映了貴公司於2018年3月31日的財務狀況，及截至該日止年度的財務表現及現金流量，並已遵照香港《公司條例》妥為編製。

**Basis for opinion 意見基準**

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.

我們已根據香港會計師公會頒布的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔的責任」部分中作進一步闡述。根據香港會計師公會頒布的《專業會計師道德守則》（以下簡稱「守則」），我們獨立於貴公司，並已履行守則中的其他專業道德責任。我們相信，我們所獲得的審計憑證能充足及適當地為我們的審計意見提供基礎。

**Information other than the financial statements and auditor's report thereon**  
**財務報表及其核數師報告以外的資料**

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.

貴公司董事需對其他資料負責。其他資料包括刊載於董事會報告內的資料，但不包括財務報表及我們就此發出的核數師報告。

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

我們對財務報表的意見並不涵蓋其他資料，我們亦不對該等其他資料發表任何形式的核證結論。

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.

就審計財務報表而言，我們的責任是閱讀其他資料，在此過程中，考慮其他資料是否與財務報表或我們在審計過程中所瞭解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。基於我們已執行的工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

### **Responsibilities of directors and those charged with governance for the financial statements** **董事及治理層就財務報表須承擔的責任**

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.

貴公司董事須負責根據香港會計師公會頒布的《私營企業香港財務報告準則》及香港《公司條例》編製真實而公平的財務報表，並對其認為為使財務報表的編製不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

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.

在編製財務報表時，董事負責評估貴公司持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非董事有意將貴公司清盤或停止經營，或別無其他實際的替代方案。

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

治理層須負責監督貴公司的財務報告過程。

### **Auditor's responsibilities for the audit of the financial statements** **核數師就審計財務報表承擔的責任**

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.

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並作出包括我們意見的核數師報告。我們按照《香港公司條例》第 405 條而謹向成員報告我們的意見，並不作其他用途。我們概不就本報告的內容，對任何其他人士負責或承擔法律責任。

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's 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.

合理保證是高層次的保證，但不能擔保根據《香港審計準則》進行的審計工作總能發現存在的重大錯誤陳述。錯誤陳述可源於欺詐或錯誤，如果合理預期它們單獨或滙總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。



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

在根據《香港審計準則》進行審計的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

- 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.

識別和評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述的風險高於未能發現因錯誤而導致的重大錯誤陳述的風險。

- 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.

瞭解與審計相關的內部控制，以設計適當的審計程序，但目的並非對貴公司內部控制的有效性發表意見。

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

評價董事所採用會計政策的恰當性及作出會計估計和相關披露的合理性。

- 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.

對董事採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對貴公司的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論是基於核數師報告日止所取得的審計憑證。然而，未來事項或情況可能導致貴公司不能持續經營。

- 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.

評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否公平反映交易和事項。

- 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.

除其他事項外，我們與治理層溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制的任何重大缺陷。

**Roger Kam & Co.**  
甘志成會計師事務所  
Certified Public Accountants (Practising)  
執業會計師  
Hong Kong, 18 March 2019  
香港，2019年3月18日

**JOINT MEDIATION HELPLINE OFFICE 聯合調解專線辦事處****STATEMENT OF COMPREHENSIVE INCOME 全面收益表**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至2018年3月31日止年度**

		Note 附註	2018 HK\$	2017 HK\$
<b>Revenue</b>	收入	4	1,539,409	2,702,267
Expenditure	費用		<u>(1,537,463)</u>	<u>(2,650,247)</u>
<b>Surplus before tax</b>	稅前盈餘	5	1,946	52,020
Taxation	稅項	7	<u>-</u>	<u>-</u>
<b>Surplus and total comprehensive surplus for the year</b>	本年度盈餘 及綜合盈餘		<u>1,946</u>	<u>52,020</u>

The notes on pages 29 to 35 form an integral part of these financial statements.

第29至35頁的註釋為此財務報表一部份。

**STATEMENT OF FINANCIAL POSITION 財務狀況表**  
**AT 31 MARCH 2018 於 2018 年3月31日**

		Note 附註	2018 HK\$	2017 HK\$
<b>Non-current assets</b>	<b>非流動資產</b>			
Property, plant and equipment	物業、廠房及設備	8	-	-
<b>Current assets</b>	<b>流動資產</b>			
Other receivables	其他應收款		-	1,221,091
Cash and bank balances	現金及銀行結餘		2,326,071	254,513
			2,326,071	1,475,604
<b>Current liabilities</b>	<b>流動負債</b>			
Grants payable	應付資助款		2,017,700	1,066,056
Other payable and accrued expenses	其他應付款及應付費用		-	53,123
Amount due to a director	應付一名董事款項	9	-	50,000
			2,017,700	1,169,179
<b>Net current assets</b>	<b>流動資產淨值</b>		308,371	306,425
<b>NET ASSETS</b>	<b>資產淨值</b>		308,371	306,425
<b>GENERAL FUND</b>	<b>一般基金</b>			
Accumulated surplus	累計盈餘		308,371	306,425

Approved and authorised for issue by the Board of Directors on 18 March 2019.  
董事會於2019年3月18日核准及授權發佈。

MAN Chi Chuen 文志泉  
Director 董事

WONG NG Kit Wah Cecilia 黃吳潔華  
Director 董事

The notes on pages 29 to 35 form an integral part of these financial statements.  
第29至35頁的註釋為此財務報表一部份。

**STATEMENT OF CHANGES IN GENERAL FUNDS 基金變動表**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至2018年3月31日止年度**

		Accumulated surplus 累計盈餘 HK\$
Balance at 1 April 2016	於2016年4月1日之結餘	254,405
Total comprehensive surplus for the year	本年度綜合盈餘	<u>52,020</u>
Balance at 31 March 2017	於2017年3月31日之結餘	306,425
Total comprehensive surplus for the year	本年度綜合盈餘	<u>1,946</u>
Balance at 31 March 2018	於2018年3月31日之結餘	<u>308,371</u>

The notes on pages 29 to 35 form an integral part of these financial statements.  
 第29至35頁的註釋為此財務報表一部份。

**STATEMENT OF CASH FLOWS 現金流量表**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至 2018 年 3 月 31 日止年度**

		Note 附註	2018 HK\$	2017 HK\$
<b>Cash flows from operating activities 經營活動的現金流量</b>				
Surplus before tax 稅前盈餘			1,946	52,020
Adjustments for:- 項目調整:				
Bank interest income 銀行利息收入		4	(2)	(6)
Depreciation 折舊		5	-	1,897
			<u>1,944</u>	<u>53,911</u>
<b>Operating surplus before changes in working capital 營運資金變動前之經營盈餘</b>			1,944	53,911
Decrease / (increase) in other receivables 其他應收款減少 / (增加)			1,221,091	(956,193)
Increase / (decrease) in grants payable 應付資助款增加 / (減少)			951,644	(69,058)
(Decrease) / increase in other payable and accrued expenses 其他應付款及應付費用 (減少) / 增加			(53,123)	37,123
(Decrease) / increase in amount due to a director 應付一名董事款項(減少) / 增加			<u>(50,000)</u>	<u>50,000</u>
<b>Net cash generated from / (used in) operating activities 經營活動所產生 / (所耗用)的現金流量淨額</b>			<u>2,071,556</u>	<u>(884,217)</u>
<b>Cash flows from investing activities 投資活動的現金流量</b>				
Bank interest received 已收銀行利息			<u>2</u>	<u>6</u>
<b>Net cash generated from investing activities 投資活動所產生的現金流量淨額</b>			<u>2</u>	<u>6</u>
<b>Net increase / (decrease) in cash and cash equivalents 現金及現金等價物之淨增加 / (減少)</b>			2,071,558	(884,211)
<b>Cash and cash equivalents at beginning of the year 於年初的現金及現金等價物</b>			<u>254,513</u>	<u>1,138,724</u>
<b>Cash and cash equivalents at end of the year 於年末的現金及現金等價物</b>			<u>2,326,071</u>	<u>254,513</u>
<b>Analysis of the balances of cash and cash equivalents 現金及現金等價物的餘額分析</b>				
Cash and bank balances 現金及銀行結餘			<u>2,326,071</u>	<u>254,513</u>

The notes on pages 29 to 35 form an integral part of these financial statements.

第 29 至 35 頁的註釋為此財務報表一部份。

**NOTES TO THE FINANCIAL STATEMENTS 財務報表附註**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至2018年3月31日止年度**

**1 GENERAL**  
**一般資料**

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 Room 322, 3/F, Wanchai Tower, 12 Harbour Road, Wan Chai, Hong Kong.

本公司為一家在香港註冊成立的擔保有限公司，主要業務為提供及推廣調解服務。本公司的註冊地址為香港灣仔港灣道12號灣仔政府大樓3樓322室。

**2 BASIS OF PREPARATION OF FINANCIAL STATEMENTS**  
**編製財務報表之基準**

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.

本公司之財務報表乃按照香港會計師公會頒佈之《私營企業香港財務報告準則》及香港《公司條例》的要求而編製。本財務報表根據歷史成本慣例編製。

**3 SIGNIFICANT ACCOUNTING POLICIES**  
**主要會計政策**

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

本財務報表乃按照香港普遍採納之會計原則及香港會計師公會頒佈的會計準則編製。

(a) Property, plant and equipment 物業、廠房及設備

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

物業、廠房及設備按成本減累積折舊及累積減值虧損(如有)列賬。

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:-

物業、廠房及設備以直線法根據其預計可用年期計算折舊。主要折舊年率如下：

Leasehold improvement	Over the term of related lease
裝修及改善工程	按租賃限期
Office equipment	- 20%
辦公室設備	- 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.

如資產的折舊率、使用年限或殘值顯示有重大改變，則該資產的折舊須要以前瞻的方式修正，以反映新的預計。

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.

如資產的賬面價值大於其預計可收回金額，則資產的賬面價值要立即減至其可收回金額。

(b) Other receivables 其他應收款

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.

其他應收款項最初按交易金額確認，其後則以實際利率法按攤銷成本計算及扣除減值準備。當有客觀證據顯示公司未能按照應收款項原本的條款收回款項時，須要作出減值準備。

(c) Cash and cash equivalents 現金及現金等價物

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.

現金及現金等價物包括手上現金、銀行存款，及於購入後三個月或三個月內期滿的短期高流動投資。銀行透支在財務狀況表上的流動負債中的借款列示。

(d) Other payables 其他應付款

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

其他應付款最初按交易金額確認，其後以實際利率法按攤餘成本計量。

(e) Revenue recognition 收入確認

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:-

收入按照已收或應收的代價之公允值計量。倘經濟利益流入本公司，且收入及成本能可靠計量，收入按以下基準於損益中確認：

- (i) Donation income is recognised when the donation is received.  
捐款收入是在收到現金時予以確認。
- (ii) Bank interest income is recognised on a time-proportion basis using the effective interest method.  
銀行利息收入是依據時間比例按實際利率法確認。
- (iii) Mediation services, seminar income and grant income are recognised when the relevant services are rendered.  
調解服務、研討會收入和資助收入在提供相關服務時確認。
- (iv) Other income is recognised on an actual receipt basis.  
其他收入於實際收到款項時確認。



**3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED) 主要會計政策(續)**

**(f) Government grants 政府資助**

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.

當能夠合理保證本公司符合資助的附帶條件，且會獲授政府資助時，方會確認政府資助。

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.

政府資助於各期間有系統地在損益中確認時，本公司將政府資助擬補償的相關成本確認為開支。特定要求公司購買、建造或收購非流動資產為主要條件的政府資助乃於財務狀況報表確認為遞延收益，並為相關資產的可使用年期轉撥至損益。作為補償費用或損失而已產生的應收取或為了給予本公司即時財務支援而無日後相關成本的政府資助，於其應收取的期間於損益中確認。

**(g) Employee benefits 員工福利**

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.

薪酬、年度獎金、已支付年假、界定退休計劃的供款及非貨幣福利成本於員工提供相關服務的年度應計。當款項的支付延遞且效果重大時，這些金額要以現值呈列。

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.

本公司根據香港《強制性公積金計劃條例》為在香港《僱傭條例》管轄下受僱的僱員設有強制性公積金計劃（「強積金計劃」）。強積金計劃是由獨立受託人管理的固定供款退休計劃。根據強積金計劃，僱主及僱員均須按僱員有關入息的5%供款，但每月有關入息上限為港幣三萬元。計劃的供款立刻歸屬於該僱員。



**NOTES TO THE FINANCIAL STATEMENTS 財務報表附註**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至2018年3月31日止年度**

**3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED) 主要會計政策 (續)**

(h) Related parties 關聯方

- 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.  
如果該人士是本公司的主要管理層成員，該人士或其近親成員則與公司有關。
- 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.  
如果該人士對公司有控制權或對公司有共同控制權或重大影響力或對公司有重大投票權，該人士或其近親成員則與公司有關。
- 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.  
實體為本公司或與本公司有關聯之實體就僱員利益設立的離職福利計劃。倘本公司本身為該計劃，則提供資助的僱主亦與本公司有關聯。
- iv) the entity is controlled or jointly controlled by a person identified in (i) and (ii).  
實體受(i)及(ii)所識別人土控制或受共同控制。
- v) a person identified in (i) has significant voting power in the entity.  
(i)所識別人土對實體有重大投票權。

**NOTES TO THE FINANCIAL STATEMENTS 財務報表附註**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至 2018 年 3 月 31 日止年度**

**4 REVENUE 收入**

		2018 HK\$	2017 HK\$
<b>Revenue</b>	<b>收入</b>		
Bank interest income	銀行利息收入	2	6
Contribution from Joint Mediation Helpline Office	由聯合調解專線辦事處提供		
- cash contribution	- 現金捐助	28,895	5,000
- in-kind contribution – legal consultation fee	- 法律諮詢服務捐助	84,375	-
- in-kind contribution – manpower	- 人力資源捐助	-	820,000
Donation income	捐款收入		
- Hong Kong Jockey Club Charities Trust	- 香港賽馬會慈善信託基金	451,567	702,932
- Others	- 其他	1,500	58,280
Government grant	政府資助	626,050	766,486
MDMPS application fee income	《小型糾紛調解先導計劃》申請費	3,800	5,800
Mediation appointment income	調解會面收入	-	484
Mediation service income	調解服務收入	3,500	4,500
Seminar and workshop fee income	研討會及工作坊收入	274,285	295,979
Service income	服務收入	24,435	12,800
Sponsorship income	贊助收入	41,000	30,000
<b>Total revenue</b>	<b>總收入</b>	<b>1,539,409</b>	<b>2,702,267</b>

**5 SURPLUS BEFORE TAX 稅前盈餘**

Surplus before tax is stated after charging the following:-  
 稅前盈餘已扣除以下項目:-

		2018 HK\$	2017 HK\$
Advertising and promotion	廣告及宣傳費用	180,542	251,990
Auditor's remuneration	審計費	-	17,540
Depreciation	折舊	-	1,897
Seminar workshop	研討會工作坊	28,554	283,526
Staff costs:-	員工成本:-		
- salaries and wages	- 薪金及工資	866,216	1,746,651
- contributions to retirement scheme	- 退休計劃供款	71,036	36,084
Venue expenses	場地費用	68,354	30,341

**NOTES TO THE FINANCIAL STATEMENTS 財務報表附註**  
**FOR THE YEAR ENDED 31 MARCH 2017 截至2017年3月31日止年度**

**6 DIRECTORS' REMUNERATION 董事酬金**

Directors' remuneration disclosed pursuant to section 383(1) of the Hong Kong Companies Ordinance is as follows:-

根據香港《公司條例》第383(1)條規定披露的董事酬金詳情如下：

	2018 HK\$	2017 HK\$
As directors 作為董事	-	-
For management 作為管理層	-	-
	<u>-</u>	<u>-</u>

**7 TAXATION 稅項**

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 (2017: HK\$Nil).

本公司根據《稅務條例》第88條獲豁免繳付香港利得稅，因此並無為香港利得稅作出撥備 (2017年: 無)。

No deferred tax has been provided in the financial statements because there were no temporary differences at the reporting date (2017: HK\$Nil).

由於在報告日沒有暫時性差異，因此並無在財務報表中為遞延稅項作出撥備 (2017年: 無)。

**NOTES TO THE FINANCIAL STATEMENTS 財務報表附註**  
**FOR THE YEAR ENDED 31 MARCH 2018 截至2018年3月31日止年度**

**8 PROPERTY, PLANT AND EQUIPMENT 物業、廠房及設備**

		Leasehold improvement 裝修及 改善工程 HK\$	Office equipment 辦公室設備 HK\$	Total 合計 HK\$
<b>Cost</b>	<b>成本</b>			
At 1 April 2017 and 31 March 2018	於 2017 年 4 月 1 日 2018 年 3 月 31 日	62,403	57,706	120,109
<b>Accumulated depreciation</b>	<b>累計折舊</b>			
At 1 April 2017 and 31 March 2018	於 2017 年 4 月 1 日 2018 年 3 月 31 日	62,403	57,706	120,109
<b>Net book value</b>	<b>賬面淨值</b>			
At 31 March 2017 31 March 2018	於 2017 年 3 月 31 2018 年 3 月 31 日	-	-	-

**9 AMOUNT DUE TO A DIRECTOR 應付一名董事款項**

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

應付一名董事款項是免利息，無抵押及沒有固定還款條款。

**10 COMPANY LIMITED BY GUARANTEE 擔保有限公司**

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.

本公司是香港註冊成立擔保有限公司。根據公司《組織章程》第7條，本公司是由各會員擔保成立，每名會員擔保承擔的責任不超過港幣100元。

# 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：

The Hong Kong Mediation Council	香港調解會
The Hong Kong Bar Association	香港大律師公會
The Law Society of Hong Kong	香港律師會
The Chartered Institute of Arbitrators (East Asia Branch)	特許仲裁學會(東亞分會)
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 Mediation Centre	香港和解中心

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
Architectural Services Department	建築署
Business-School Partnership Programme of Education Bureau	教育局商校合作計劃
Centre for Restoration of Human Relationships	復和綜合服務中心
Commercial and Economic Development Bureau	商務及經濟發展局
Consumer Council	消費者委員會
Clyde & Co	其禮律師行
Department of Justice	香港律政司
Fangda Partners	方達律師事務所
Financial Dispute Resolution Centre	金融糾紛調解中心
Hong Kong Catholic Marriage Advisory Council	香港公教婚姻輔導會
Hong Kong Family Welfare Society	香港家庭福利會
Hong Kong Institute of Certified Public Accountants	香港會計師公會
Hong Kong Institution of Engineers	香港工程師學會
Hong Kong Legal Training Institute	香港法律培訓學院
Hong Kong Mediation Accreditation Association Limited	香港調解資歷評審協會有限公司
Hong Kong Trade and Industry Department	香港工業貿易署
Hong Kong Trade Development Council	香港貿易發展局
JAMS	JAMS
Legal Aid Department	法律援助署
Rotary International District 3450	國際扶輪 3450 地區
School of Law, City University of Hong Kong	香港城市大學法律學院
Senior Citizen Home Safety Association	長者安居協會
Shanghai Bar Association	上海市律師協會
Shanghai Commercial Mediation Center	上海經貿商事調解中心
Shanghai Jiao Tong University	上海交通大學
Shanghai Kai Sheng Mediator Academy	上海凱聲商事專業調解資格培訓中心

Shanghai Municipal Bureau of Justice	上海市司法局
Shanghai Municipal Commission of Commerce	上海市商務委員會
Shanghai No.1 Intermediate People's Court	上海市第一中級人民法院
Support and Consultation Centre for SMEs	中小企業支援與諮詢中心
Supreme People's Court of the People's Republic of China	中華人民共和國最高人民法院
The Judiciary of Hong Kong	香港司法機構
Urban Renewal Authority	市區重建局
Zonk Ltd	Zonk Ltd

*(In Alphabetical Order of Surname) (以英文姓氏排列)*

Individuals	個人
Mr. Lung Gwun Ting, Bryan	龍軍庭先生
Mr. Lee Pak Sing Simon, BBS	李伯誠先生，BBS
Ms. Eliza Ning	寧秀萍女士
Dr. Peter Pang	彭志宏醫生
Mr. Wong Wai Tung	王煒東先生



# Contact 聯絡方法

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## WEBSITE 網頁

[www.jointmediationhelpline.org.hk](http://www.jointmediationhelpline.org.hk)

## FACEBOOK 面書

[www.facebook.com/JointMediationHelpline](https://www.facebook.com/JointMediationHelpline)