



COULD YOU BENEFIT FROM ELDER MEDIATION SERVICES?

您是否可以從長者調解服務中受益？

Use this decision tree to determine if you or someone you care about could benefit from elder mediation services. Elder mediation can help resolve conflicts and address concerns related to the well-being of older adults.

透過這決策樹來確定您或您關心的人是否可以從長者調解服務中受益。長者調解可以幫助解決衝突，並處理與長者福祉相關的問題。

Step 1: Identify the Main Issues

步驟1: 找出主要的事項

Start by identifying the main issues that might require mediation, such as family disputes, health care arrangements, financial disagreements, or housing decisions.

首先，確定可能需要調解的主要事項，例如家庭糾紛、醫療護理安排、財務分歧或居住安排。

Follow the questions to determine if elder mediation can assist in resolving these challenges.

根據問題進一步回答問題，以確定長者調解是否能幫助解決這些挑戰



Step 2: Consider Involvement

步驟2: 考慮參與者

Next, consider who should be involved in the mediation process. Depending on the situation, this could include family members, friends, caregivers, or professionals.

接下來，考慮應該參與調解過程的人士。根據情況，這可能包括家庭成員、朋友、照顧者或專業人士。

Step 3: Practical Considerations

步驟3: 實際考量

Consider practical aspects, such as the older adult's ability to participate and whether mediation should be conducted in person or virtually.

考慮實際方面，例如長者的參與能力，以及調解應該以面對面或虛擬方式進行。

Step 4: Expected Outcomes

步驟4: 期望的結果

Clarify what you hope to achieve through mediation, whether it is a binding agreement, a written plan, or improved communication.

明確您希望通過調解達成的目標，例如具約束力的協議、書面計劃或改善的溝通。

Step 5: Next Steps

步驟5: 下一步

If you think elder mediation might be beneficial, contact HKMS for a free consultation to discuss your needs and start the mediation process.

如果您認為長者調解可能有幫助，請聯絡香港調解學會進行免費諮詢，以討論您的需要並開始調解過程。

If mediation is not necessary, you can explore other support options.

如果調解沒有必要，您還可以探索其他支援選擇。



Are you or someone you care about
facing challenges related to the
well-being of an older adult?

您或您關心的人是否正面對與
長者福祉相關的挑戰？

Yes → Proceed to the next question. ↓

是 → 前往下一個問題。↓

No → Elder mediation may not be needed at this time.

否 → 目前可能不需要長者調解。



Step 1: Identify the Main Issues

步驟1: 確定主要問題

Family Disputes: Are there disagreements between family members affecting the well-being of an older adult?

家庭糾紛: 家庭成員之間是否有影響長者福祉的分歧?

Yes → Elder mediation can help resolve conflicts and promote family unity.

是 → 長者調解可以幫助解決衝突, 促進家庭團結。

No → Go to the next issue. ↓

否 → 前往下一個問題。↓

Health and Medical Care Arrangements: Are there challenges in making or following medical care plans, including dealing with conditions like dementia?

健康和醫療護理安排: 在制定或執行醫療護理計劃方面, 是否存在挑戰, 包括處理認知障礙症等情況?

Yes → Elder mediation can assist in coordinating care plans and decision-making.

是 → 長者調解可以協助協調護理計劃和決策。

No → Go to the next issue. ↓

否 → 前往下一個問題。↓



Financial Arrangements: Are there disagreements about how to finance the older adult's care, including managing assets or selling property?

財務安排：是否對如何為長者的護理籌措資金（包括管理資產或出售物業）存在分歧？

Yes ➡ Elder mediation can help create a financial plan that meets the needs of the older adult and the family.

是 ➡ 長者調解可以幫助制定符合長者和家庭需求的財務計劃。

No ➡ Go to the next issue. ↓

否 ➡ 前往下一個問題。↓

Housing and Living Arrangements: Are there difficulties deciding where the older adult should live (e.g., with family, in a care home)?

住房和生活安排：是否在決定長者應居住地點（例如與家人同住或入住護老院）方面遇到困難？

Yes ➡ Elder mediation can help explore all options and come to an agreement.

是 ➡ 長者調解可以幫助探索所有選擇並達成共識。

No ➡ Go to the next issue. ↓

否 ➡ 前往下一個問題。↓

Intergenerational Relationships: Are there conflicts arising from differences in values or expectations between generations?

跨代關係：是否因代際間的價值觀或期望不同而產生衝突？

Yes ➡ Elder mediation can help bridge the gap and create a care plan that respects everyone's views.

是 ➡ 長者調解可以幫助彌合差距，制定尊重所有人觀點的護理計劃。



No ➡ Go to the next issue. ↓

否 ➡ 前往下一個問題。↓

Step-relatives, Divorced Spouses, and In-laws: Is there tension between step-relatives, ex-spouses, or in-laws affecting the care of the older adult?

繼親、離異配偶和姻親：是否有繼親、前配偶或姻親之間的緊張關係影響到長者的照顧？

Yes ➡ Elder mediation can help manage these relationships and resolve conflicts.

是 ➡ 長者調解可以幫助管理這些關係並解決衝突。

No ➡ Go to the next issue. ↓

否 ➡ 前往下一個問題。↓

Legal and Financial Planning: Is it necessary to discuss legal matters such as estate planning, inheritance, or power of attorney?

法律和財務規劃：是否需要討論如遺產規劃、繼承或授權書等法律事宜？

Yes ➡ Elder mediation can provide a platform for discussing and resolving these issues.

是 ➡ 長者調解可以提供平台討論和解決這些問題。

No ➡ Go to the next issue. ↓

否 ➡ 前往下一個問題。↓



Abuse, Safety, and Self-neglect: Are there concerns about elder abuse, safety, or self-neglect?

虐待、安全和自我疏忽：是否有關於長者虐待、安全或自我疏忽的擔憂？

Yes → Elder mediation can help address these concerns, though serious cases may require professional intervention outside of mediation.

是 → 長者調解可以幫助解決這些問題，但嚴重個案可能需要調解以外的專業介入。

No → Elder mediation might not be necessary.

否 → 可能不需要長者調解。



Step 2: Consider Involvement

步驟2: 考慮參與者

Who should be involved in the mediation?

誰應該參與調解？

? Immediate family members

直系家庭成員

? Extended family, ex-spouses, stepchildren, in-laws

擴展家庭成員、前配偶、繼子女、姻親

? Friends or carers

朋友或照顧者

? Medical, legal, or financial professionals, if necessary

醫療、法律或財務專業人士（如有需要）



Step 3: Practical Considerations

步驟3: 實際考量

Does the older adult have mild dementia?

長者是否有輕度認知障礙症？

Yes ➡ The person can still participate in mediation if they understand the issues and can express their wishes.

是 ➡ 如果該人能理解問題並表達其意願，仍可參與調解。

No ➡ Consider appointing a representative if the older adult cannot participate.

否 ➡ 如果長者無法參與，考慮委任代表。

Do you want the mediation to be in person or virtual?

您希望調解是面對面還是虛擬進行？

In-person ➡ Mediation can be arranged face-to-face.

面對面 ➡ 調解可安排面對面進行。

Virtual ➡ Mediation can be conducted online if participants are comfortable with technology.

虛擬 ➡ 如參與者對使用科技感到舒適，調解可在線進行。



Step 4: Expected Outcomes

步驟4: 期望的結果

What do you hope to achieve?

您希望達成甚麼？

- A **binding legal agreement** regarding property or financial arrangements.
有關財產或財務安排的具約束力的法律協議。
- A **written memorandum** outlining agreed-upon actions.
載明各方同意行動的書面備忘錄。
- Improved **communication and understanding** among family members.
改善家庭成員之間的溝通和理解。



Step 5: Next Steps

步驟5: 下一步

Do you need further assistance?

您是否需要進一步的協助？

Yes ➡ Contact HKMS for a free initial consultation to discuss your needs and start the mediation process.

是 ➡ 聯絡香港調解學會，進行免費的初步諮詢，以討論您的需要並開始調解過程。

No ➡ Elder mediation may not be required at this time.

否 ➡ 目前可能不需要長者調解。

How can I contact you?

如何聯絡我們？

- Email: ask@hkms.org
電郵: ask@hkms.org
- Phone/WhatsApp/WeChat: +852 9485 1278
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About Us | 關於我們

What is HKMS?

The Hong Kong Mediation Society is dedicated to resolving conflicts and promoting community harmony through mediation. We empower individuals, families, organisations, and neighbourhoods with mediation skills through educational workshops, training programmes, and community outreach.

Our mission focuses on social harmony, fostering empathy, active listening, and collaborative problem-solving to build stronger, more resilient communities. We strive to transform communication and find mutually beneficial solutions for family disputes, neighbourhood conflicts, and business negotiations.

HKMS is an incorporated company limited by guarantee.

甚麼是香港調解學會？

香港調解學會致力於通過調解解決衝突，促進社區和諧。我們透過教育工作坊、培訓計劃和社區外展活動，為個人、家庭、機構和社區提供調解技巧。

我們的使命專注於促進社會和諧，培養同理心、積極聆聽及協作解決問題的能力，以建立更強大、更具韌性的社區。我們致力於改變溝通方式，為家庭糾紛、鄰里衝突和商務談判找到互惠互利的解決方案。

香港調解學會是一間擔保有限公司。