



Hong Kong Mediation Society

香港調解學會

ELDER MEDIATION

長者調解

FREQUENTLY ASKED QUESTIONS

常見問題解答





Introduction | 介紹

This booklet provides a comprehensive list of FAQs about the Hong Kong Mediation Society's elder mediation services.

本冊子提供了有關香港調解學會長者調解服務常見問題的解答。

It covers a wide range of topics to help you understand the process, benefits, and practical aspects of elder mediation.

內容涵蓋多個範疇，幫助你了解長者調解的過程、好處及實際運作過程。

Inside, you will find information on:

- Understanding what elder mediation is and its primary areas of concern
- The process of elder mediation, including the roles and responsibilities of mediators
- The expected outcomes and effectiveness of elder mediation
- Legal and ethical considerations
- How to prepare for and participate in mediation sessions
- Personal and family considerations, including how to involve and communicate with family members

本冊子包含以下資訊：

- 了解甚麼是長者調解及其主要關注範疇
- 長者調解的過程，包括調解員的角色和責任
- 預期長者調解的結果和效用
- 法律和道德的考慮
- 如何準備及參予調解會議
- 個人及家庭考量，包括如何讓家人一起參予和溝通

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We offer a free initial 30-minute online or phone consultation with one of our team members.

我們的團隊成員提供免費的初步30分鐘網上或電話諮詢。



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Understanding Elder Mediation | 了解長者調解

What is elder mediation?

Elder mediation is a structured process aimed at resolving disputes and addressing differences related to the well-being of older adults. This process can involve various parties, including the older adult, their family members, and care providers. The issues typically mediated encompass a wide range of topics related to health, finances, living arrangements, and relationships.

甚麼是長者調解？

長者調解是一個有結構性的程序，旨在解決與長者福祉相關的糾紛及分歧。這個程序可涉及多方人士，包括長者本人、其家人及照顧者。調解的議題通常涵蓋廣泛範疇，如健康、財務、居住安排及人際關係等。

What are the primary areas of concern in elder mediation?

長者調解主要關注範疇是甚麼？

In elder mediation, the goal is to mobilise all available resources and supports, whether from within or outside the family, to effectively resolve issues concerning the older adult's well-being.

在長者調解中，目標是運用家庭內外的所有可用資源和支援，以有效解決與長者福祉有關的問題。

Primary areas of concern addressed in elder mediation include the following.

長者調解所關注的主要範疇包括以下各項：

Family Disputes | 家庭糾紛

- Addressing differences directly involving the older adult and their family members.
- Mediating conflicts within the family that affect the older adult's well-being.



- Resolving disputes between the older adult or their family and care providers.
- 處理涉及長者及其家人之間的分歧。
- 調解家中有關長者福祉的衝突。
- 調解長者或其家人與照顧者之間的糾紛。

Health and Medical Care Arrangements | 健康和醫療護理安排

- Ensuring medication regimens and dietary controls are followed.
- Making decisions on significant medical procedures and care plans for complex conditions like dementia.
- 確保遵守藥物療程和飲食控制。
- 在面對複雜的情況(如認知障礙症)時，揀選合適的醫療程序和護理計劃。

Support for Home Carers | 支援家居照顧者

- Providing temporary care relief, and garnering support from other family members for primary home carers.
- 協助主要家庭照顧者獲得其他家庭成員的支援，令主要照顧者得到短暫休息的機會。

Financial Arrangements | 財務安排

- Strategies for financing care, such as selling properties, downsizing, or generating rental income.
- 制定財務計劃，例如出售物業、縮減居住空間或創造租金收入。

Appointment of Guardians | 委任監護人

- Legal procedures for appointing guardians when an older person becomes incapacitated, including resolving disputes over who



should be appointed and whether the guardians are performing their duties properly after appointment.

- 在長者精神上不能自決時，啟動委任監護人的法律程序，包括解決應委任誰為監護人的糾紛，以及監護人在委任後是否有正確履行職責的爭議。

Housing and Living Arrangements | 住房及生活安排

- Deciding whether the older adult should live with family, have a family member move in, hire domestic helpers, or move to a care home.
- 協助決定長者是否應與家人同住、讓家人搬入、僱用家庭傭工或搬到護老院。

Intergenerational Relationships | 跨代關係

- Navigating different generational values and emotional bonds to create agreed-upon care plans.
- 探索不同世代的價值觀和情感聯繫中，尋找共識，制定護理計劃。

Step-relatives, Divorced Spouses, and In-laws |

繼親、離異配偶及姻親

- Managing the interplay of negative sentiments, moral obligations, and social judgment within these relationships.
- 處理在這些關係中交織的負面情緒、道德責任和社會評價。

Religious Issues | 宗教問題

- Addressing conflicts arising from differing religious beliefs regarding care and end-of-life plans.
- 處理因宗教信仰不同而引起有關護理計劃及臨終計劃的衝突。



Family Business Issues | 家族企業問題

- Handling disagreements related to an older member's changing role in a family business.
- 處理有關長者在家族企業角色變化的分歧。

Lifestyle Issues | 生活方式問題

- Balancing safety concerns with the older person's desire to continue activities such as shopping, driving, and hobbies.
- 在安全和長者的意願之間取得平衡，例如長者希望繼續參與購物、駕駛和嗜好等活動。

Abuse, Safety, and Self-neglect | 虐待、安全和自我疏忽

- Focusing on preventing elder abuse at an early stage by mediation or, if the situation is serious enough, identifying and reporting abuse for professional follow-up rather than directly mediating these issues.
- 在調解初期注意是否有虐待長者。若發覺情況嚴重，須停止調解並向有關機構報告以便專業人員跟進。

Legal and Financial Planning | 法律和財務規劃

- Discussing estate planning, inheritance, living wills, powers of attorney, and end-of-life decisions.
- 討論遺產規劃、繼承、遺囑、授權書及臨終決策。

What are the salient features of elder mediation?

長者調解的主要特點是甚麼？



Protection of Older Adults 守護長者

Elder mediation prioritises the interests of older adults. Whenever possible, the older adult is included in the process. If they are mentally incapacitated, a representative is appointed to ensure their voice is heard. Substitute decision-making by trusted family members, friends, carers, or appointed guardians is used when absolutely necessary.

長者調解以長者的利益為優先。在可能的情況下，長者本人會參與調解過程。如果長者喪失精神能力，則會委任代表以確保其意願能夠表達。在絕對必要的情況下，由信任的家庭成員、朋友、照顧者或委任的監護人代為決策。

Multi-party Involvement 多方參與

Elder mediation is an inclusive process that invites participation from not only the older person but also their immediate family, extended family, ex-spouses, stepchildren, in-laws, friends, carers, and anyone else who may have a role in the older adult's plans. The mediator ensures that each participant's voice is heard and considered equally, fostering a collaborative environment.

長者調解是一個包容性的過程，不僅邀請長者本人參與，還包括其直系親屬、延展家庭成員、離異配偶、繼子女、姻親、朋友、照顧者，以及任何在長者生活規劃中扮演角色的人士。調解員確保每位參與者的聲音都能被聽取和考慮，營造出協作的環境。

Information Support 信息支援

Mediators have a basic understanding of elder law, mental capacity issues, dementia, available care facilities, and the roles of guardians and powers of attorney. Participants are encouraged to seek additional information from professionals such as lawyers, doctors, asset managers, and health carers to ensure well-informed and practical decisions.



調解員具備基本的長者法律、精神能力問題、認知障礙症、現有護理設施，以及監護人和授權書角色的知識。鼓勵參與者向律師、醫生、資產管理人和健康護理人員等專業人士尋求更多資訊，以確保作出明智和務實的決定。

Legal Effect of Mediated Agreement 調解協議的法律效力

The mediation process adheres to the Mediation Ordinance, Cap 620, guiding parties towards a legally enforceable agreement. Participants in this voluntary process have shown a willingness to commit to and follow the agreed action plan, ensuring its effectiveness.

調解過程遵循《調解條例》(第620章)，指導各方達成具有法律約束力的協議。協議的執行性在於，參與者自願的情況下，作出承諾及願意遵循所達成的行動計劃。

Identifying Elder Abuse 識別虐待長者

Elder mediation can prevent elder abuse at its early stage. In more serious cases of elder abuse, elder mediators are trained to them. While such cases are rarely suitable for mediation due to their complexity, mediators are vigilant during the intake stage and throughout the mediation process to spot signs of abuse and exclude them from mediation. Identified cases are referred to appropriate professionals for follow-up.

長者調解可以在早期階段預防長者受到虐待。在更嚴重的長者虐待個案中，長者調解員受訓以識別這些情況。由於這類個案較複雜性，通常不適合進行調解。調解員會在預備調解時和調解過程中保持警覺，當發現有虐待長者的情況會立即中止調解，並將識別的個案會轉介給合適的專業人員進行跟進。

Code of Ethics for Elder Mediators 長者調解員的道德規範

Our mediators adhere to the Elder Mediation International Network's Code of Ethics, available at <https://elder-mediation-international.net/code-professional-conduct>. International standards guide elder mediation services, ensuring



participants know what to expect and helping build trust in the process.

我們的調解員遵循長者調解國際聯網的道德規範，詳情見 <https://elder-mediation-international.net/code-professional-conduct>。國際標準指導長者調解服務，確保參與者明白期望，並有助於建立對調解過程的信任。

Speedy and Cost-effective Process 快捷和具成本效益的過程

Elder mediation is valued for its speed and cost-effectiveness. It provides a swift and affordable alternative to lengthy court or bureaucratic procedures, allowing parties to quickly meet, share information, and formulate an action plan to address the older adult's needs.

長者調解受到重視的原因在於其快捷和具成本效益。它提供了快速且實惠的替代方案，比冗長的法庭或官僚程序更有效率，讓各方能迅速會面、分享資訊，並制定符合長者需要的計劃。

Repairing Relationships and Unifying Families 修復關係和促進家庭團結

Elder mediation helps repair relationships and unify families. Mediators mend strained relationships and foster family unity by guiding participants to work together to meet the older adult's needs. This collaboration addresses immediate concerns and strengthens family bonds for the future.

長者調解有助於修復關係和促進家庭團結。透過指導參與者共同努力滿足長者的需要，調解員修復緊張的關係，促進家庭的團結。這種協作滿足即時的需要，亦鞏固了家庭的關係。

Why is elder mediation relevant to Hong Kong?

為何長者調解與香港有關？

Elder mediation is very relevant to Hong Kong for several reasons. It helps organise the lives of older adults by coordinating medical care, asset management, and living arrangements through cooperation



between family members and care providers. This is important for both immediate needs and future planning.

長者調解對香港有多個重要意義。它通過家庭成員與照顧者之間的合作，協調醫療護理、資產管理及居住安排，幫助長者安排生活。這對解決當前需要及未來規劃都十分重要。

Hong Kong has a growing ageing population, many of whom have their own assets to manage. Elder mediation helps these individuals use their resources effectively to ensure their well-being. Additionally, older adults living alone or with limited finances can benefit from elder mediation by reconnecting with family, community care providers, and other professionals.

香港的老齡人口不斷增長，其中許多人需要管理自己的資產。長者調解有助這些人士有效運用資源，保障他們的福祉。此外，獨居或經濟有限的長者也可透過長者調解，重新聯繫家人、社區護理提供者及其他專業人士，從中受益。

There is strong support from various sectors in Hong Kong for better government policies on advance care planning. Recent legislation, effective on June 3, 2024, simplifies procedures for dying at home and in residential care homes, making it crucial to plan and give timely directives. Elder mediation is essential in helping older adults and their families navigate these important decisions.

香港各界大力支持政府改善預設照顧計劃的政策。最新法例於2024年6月3日生效，簡化了在家中及護老院內去世的程序，使得提前規劃和及時指示變得尤為重要。長者調解在幫助長者及其家庭處理這些重要決策時發揮關鍵作用。

How is elder mediation relevant to me?

長者調解怎樣與我有關？

Elder mediation can be relevant to you in several ways:

長者調解在多方面與你有關：



If you are an older adult, you may need to make immediate or future arrangements about your life, such as medical care, living arrangements, or asset management. These arrangements often require the support and cooperation of your family or community to be effective.

如果你是一位長者，你可能需要為自己的生活作出即時或未來的安排，例如醫療護理、居住安排或資產管理。這些安排往往需要家庭或社區的支持和合作才能有效進行。

If you are responsible for addressing the needs of an older adult, elder mediation can help you develop a plan that suits the older adult's needs while being manageable in terms of space, time, and finances. This collaborative process ensures that the older adult's well-being and your capabilities as a caregiver are considered.

如果你需要負責尋找長者的需要，長者調解可以幫助你制定一個符合長者需要的計劃，同時在空間、時間和財務上都能得到妥善管理。這個協作過程確保了長者的福祉和你作為照顧者的能力都得到充分考慮。



Process of Elder Mediation | 長者調解過程

How does elder mediation work?

Elder mediation provides a structured opportunity for all parties to discuss issues concerning older adults. Here's how it works:

- **Structured Framework:** Meetings are conducted by a trained elder mediator.
- **Information Availability:** All necessary information is made available to participants.
- **Open Dialogue:** Each participant can voice their interests and concerns.
- **Priority to Older Adults:** The older adult's wishes, desires, preferences and benefits are given top priority.
- **Agreed Decisions:** The goal is to reach decisions that are agreeable to everyone involved.
- **Commitment:** Ensuring that all parties commit to following through with the agreed-upon decisions.

長者調解如何運作？

長者調解提供一個機會，讓所有相關人士能有條理地討論與長者有關的問題。具體運作方式如下：

- 有條理的框架：會議由受訓的長者調解員主持。
- 信息提供：向參與者提供所有必要的資訊。
- 開放對話：每位參與者均可表達其利益和關注。
- 優先考慮長者：長者的意願、期望、偏好及利益被視為首要考慮。
- 達成共識：目標是達致所有參與者都認同的決定。
- 承諾執行：確保所有各方承諾履行所達成的決定。

What is the role of an elder mediator?

An elder mediator plays a crucial role in facilitating discussions and decisions concerning older adults. Their responsibilities include:



- **Focus on Solutions:** Guiding discussions to be specific and solution-focused.
- **Emotion Management:** Managing the emotions of participants to pave the way for a logical approach to issues.
- **Facilitate Communication:** Promoting open communication and a collaborative approach to meet the needs of the older adult.
- **Information Gathering:** Ensuring all relevant information is available, including professional input, to generate a wide range of options for informed decision-making.
- **Voluntary Participation:** Ensuring participation is voluntary, discussions are confidential, and all participants are treated without bias and make independent decisions.
- **Prioritise Older Adult's Interests:** Upholding the interests and benefits of the older adult in all matters.
- **Adherence to Ethics:** Following the Code of Ethics of Elder Mediators as outlined by the Elder Mediation International Connection.

長者調解員的角色是甚麼？

長者調解員在促進有關長者的討論和決策中發揮著關鍵作用。他們的職責包括：

- 專注於解決方案：引導針對性討論並以解決問題為目標。
- 情緒管理：管理參與者的情緒，以便更理性地處理問題。
- 促進溝通：推動開放的溝通和協作方式，以滿足長者的需要。
- 信息搜集：確保參考所有相關資訊(包括專業意見)，以產生多個不同的方案，並能作出明知的決策。
- 自願參與：確保參與是自願的，討論內容保密，所有參與者都受到公平對待並作出獨立決定。
- 優先考慮長者的利益：在所有事務中維護長者的利益和福祉。
- 遵守道德標準：遵循長者調解國際聯網制定的長者調解員道德規範。



What will an elder mediator do?

An elder mediator will:

- Act impartially and independently
- Disclose any conflicts of interest or biases
- Enhance participants' ability to engage in the process
- Facilitate effective communication
- Ensure the process is fair and safe for all participants

長者調解員會做些甚麼？

長者調解員會：

- 公正獨立地行事
- 披露任何利益衝突或偏見
- 增強參與者的參與能力
- 促進有效溝通
- 確保整個過程對所有參與者公平和安全

What will an elder mediator not do?

An elder mediator will not:

- Provide legal or other advice
- Impose an outcome
- Advocate on behalf of any participant, except in extreme cases to protect the older adult's welfare

長者調解員不會做甚麼？

長者調解員不會：

- 提供法律或其他建議
- 強加任何結果
- 代表任何參與者辯護，除非在極端情況下以保護長者的福祉為目的



Who will be my mediator?

Your mediator will be:

- Trained and skilled in elder mediation
- Committed to the Code of Ethics of Elder Mediators by the Elder Mediation International Network
- Empathetic to older adults and their families and carers
- Knowledgeable about the legal, medical, and community support available to older adults and their families

誰會成為我的調解員？

您的調解員將會是：

- 受過長者調解培訓並具備相關技能
- 遵守長者調解國際網絡制定的長者調解員道德規範
- 對長者及其家人和照顧者有著同理心
- 了解老年人及其家人可以獲得的法律、醫療和社區支援

Who can be involved in elder mediation?

- Any family member, ex-family member, relative, friend, or carer concerned about the well-being of the older adult can initiate and participate in elder mediation.
- Those who can contribute to financial, care, or accommodation arrangements for the older adult will be invited to join the process.
- Professionals in fields such as medical, legal, and asset management may be included if necessary.

誰可以參與長者調解？

- 任何關心長者福祉的家庭成員、前家庭成員、親戚、朋友或照顧者都可以發起和參與長者調解。
- 能夠為長者的財務、護理或居住安排作出貢獻的人士將被邀請參與調解過程。
- 如有需要，醫療、法律和資產管理等領域的專業人士亦可參與。



What if an important person refuses to participate?

Mediation is entirely voluntary. If an important person refuses to participate, elder mediators will use their skills and experience to try to address and overcome the resistance. However, if these efforts are unsuccessful, other options will need to be explored to resolve the situation.

如果一位重要人士拒絕參與怎麼辦？

調解是完全自願的。如果一位重要人士拒絕參與，長者調解員會運用其技能和經驗嘗試化解障礙。不過，如果經過努力仍無法成功，則需要探索其他選項來解決問題。

How long does elder mediation take?

The duration of elder mediation varies, but with a structured approach guided by elder mediators, it is typically much shorter than self-organised discussions. This focused process avoids the pitfalls of unfocused, emotional, or unresponsive behaviours, leading to more timely and fruitful results for making arrangements for the older adult.

長者調解需要多長時間？

長者調解的時間長短不一，但在長者調解員的帶領下，過程通常更有條理，時間亦比自行組織的討論短。透過聚焦討論避免過程失焦、情緒化或缺乏回應的行為，從而更快速和有效地為長者作出安排。

Does elder mediation have to be in person?

Elder mediation can be conducted in person, virtually, or through a hybrid of both. The key factor is whether participants are comfortable with technology or have the necessary IT support for virtual meetings.

長者調解是否一定要面對面進行？

長者調解可以面對面進行、以虛擬方式進行，或兩者結合進行。關鍵在於參與者是否對使用科技感到舒適，或是否具備進行虛擬會議的技術支援。



What if a participant or I have dementia?

A mild dementia diagnosis does not necessarily prevent participation in elder mediation. The key is whether the person can understand the issues and respond in a way that reflects their true wishes and preferences. The mediation can be scheduled to accommodate the participant's best times for engagement. If dementia is severe, a representative, such as a legally qualified attorney, family member, friend, or carer who knows the person well, can participate instead. For written settlement agreements, mental capacity must be confirmed by qualified medical professionals before signing.

如果我或參與者有認知障礙症怎麼辦？

輕度認知障礙症的診斷並不一定會妨礙參與長者調解。關鍵在於該人能否理解問題，並作出反映其真實意願和偏好的回應。調解可以安排在參與者最佳的時段進行。如果認知障礙症情況較嚴重，可以由代表參與調解，例如具法律資格的授權人、家庭成員、朋友或熟悉該人的照顧者。在簽署書面和解協議之前，必須由合資格的醫療專業人士確認簽署人的精神能力。



Outcomes and Effectiveness | 結果與成效

Does elder mediation lead to a binding result?

Elder mediation can lead to a binding result if the decisions involve property rights or ownership. In other situations, where agreements involve commitments of time or actions for the older adult, the process may end with a written memorandum. Since decisions are made voluntarily and are reality-tested by mediators, past cases have proven that participants are willing to adhere to the agreements reached.

長者調解的結果是否具約束力？

如果決定涉及財產權或擁有權，長者調解的結果將具有約束力。在其他情況下，如果協議涉及時間承諾或為長者採取的行動，調解過程可能會以書面備忘錄形式紀錄。由於這些決定是自願作出的，並由調解員進行現實測試，過往案例顯示，參與者通常願意遵守所達成的協議。

What happens if the mediation fails?

Even if no agreement is reached, mediation is rarely a failure. Participants gain a better understanding of each other's perspectives, especially the needs of the older adult. They also experience improved communication skills and recognise the importance of collaborative effort.

如果調解不成功會怎樣？

即使未能達成協議，調解也很少被視為失敗。參與者會更了解彼此的觀點，特別是長者的需求。他們還會提升溝通技巧，並明白到協作的重要性。

How successful is elder mediation in resolving conflicts?

長者調解在解決衝突方面有多成功？

Elder mediation has shown promise in resolving conflicts, particularly in the context of elder care and preventing elder abuse, though research in this area remains limited. Existing studies, though few, highlight positive



outcomes that suggest elder mediation can be a valuable tool for families and communities.

長者調解在解決衝突方面表現出良好效果，特別是在長者護理和防止虐待長者的情況下，儘管這方面的研究仍然有限。現有的研究雖然不多，但均顯示出正面的結果，證明長者調解對家庭和社區可能是一個有價值的工具。

For instance, the Alaska Court System's Adult Guardianship/Conservatorship Mediation Programme found that 87% of subject cases reached an agreement through mediation, avoiding costly court hearings. Participants were "highly satisfied", with 91% expressing satisfaction with the mediation process as a whole.

例如，阿拉斯加法院系統的成人監護/監管調解計劃發現，87%的案件通過調解達成協議，避免了昂貴的法庭聆訊。參與者對調解過程「非常滿意」，其中91%表示對整體調解過程感到滿意。

For more information, see "Exploring the Role of Elder Mediation in the Prevention of Elder Abuse: Final Report", prepared by Judy McCann-Beranger, and presented to the Family, Children and Youth Section, Department of Justice Canada, 30 November 2010. It is available at www.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/mp-pm/mp-pm.pdf.

如需更多資訊，請參閱由Judy McCann-Beranger撰寫的《探索長者調解在防止長者虐待中的角色：最終報告》，該報告於2010年11月30日提交給加拿大司法部家庭、兒童和青年事務部門。報告可於以下網址查閱：www.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/mp-pm/mp-pm.pdf。



Legal and Ethical Considerations | 法律及道德考量

What are the legal implications of elder mediation agreements?

Elder mediation agreements are confidential and can be enforced in court if properly conducted under the Mediation Ordinance, Cap. 620. With all parties' consent, a written memorandum of agreement can be used as evidence in court to demonstrate the older adult's desires, wishes, and preferences.

長者調解的和解協議在法律層面如何解讀？

長者調解協議是保密的，並且按照《調解條例》(第620章)正當進行的情況下，可在法院執行。經所有各方同意，書面的協議備忘錄可用作法庭證據，展示長者的意願、期望和偏好。

How confidential is the mediation process?

Elder mediation is as confidential as any other mediation process. Since family collaboration is often needed to implement decisions, consultations with extended family may be necessary. The mediation process concludes by determining the exact scope of confidentiality and specifying who outside the process can be informed about the decisions or discussions.

調解過程的保密程度如何？

長者調解的保密程度與其他調解過程相同。由於通常需要家庭合作來執行決定，因此可能需要與延伸家庭成員進行協商。調解過程結束時會確定保密的具體範圍，並明確指出在過程之外的哪些人士可以被告知決定或討論內容。



How are the rights of older adults protected during mediation?

在調解過程中如何保障長者的權益？

Elder mediation prioritises the interests and benefits of older adults. The mediator can advocate for the older adult if their welfare is threatened. The older adult decides who participates in the mediation, ensuring confidentiality by keeping discussions and decisions private from those not involved.

長者調解以長者的利益和福祉為優先。如果長者的福祉受到威脅，調解員可以為長者發聲。長者可自行決定誰參與調解，並確保對討論內容和決定並不會透露給非參與者。

Whenever possible, the older adult is included in the mediation. If they are mentally incapacitated, a representative is appointed to ensure their voice is heard. Decisions may be made by trusted family, friends, carers, or appointed guardians if necessary.

在可能的情況下，長者會參與調解。如果長者喪失精神能力，則會委任代表以確保其意見能夠表達。在必要時，決定可以由信任的家庭成員、朋友、照顧者或委任的監護人作出。

In cases of significant elder abuse disclosed during mediation, the mediator must report or refer the case to the relevant authority. Early signs of elder abuse can also be addressed through mediation to promote proper behaviour towards the older adult.

如在調解過程中得悉嚴重的長者虐待個案，調解員必須將個案報告或轉介至相關機構。長者調解亦可能察覺到早期的長者虐待跡象，以推廣對長者正確的行為。



Preparation and Participation | 準備與參與

How should I prepare for an elder mediation session?

HKMS or your chosen mediator will provide guidance on how to prepare for the elder mediation session.

我應該如何為長者調解會議作準備？

香港調解學會或您選擇的調解員將會提供有關如何準備長者調解會議的指引。

What should I bring to an elder mediation session?

Your chosen elder mediator will guide you on which documents are relevant to bring to the mediation session.

我應該攜帶甚麼文件參加長者調解會議？

您選擇的長者調解員將指導您帶哪些相關文件到調解會議。

What are the ground rules for participation in elder mediation?

Participants in elder mediation must agree to:

- Cooperate with the mediator throughout the process.
- Treat each other with respect, avoiding interruptions and hurtful words.
- Focus on meeting the older adult's wishes, desires, and best interests.

參與長者調解的基本規則是甚麼？

參與長者調解的各方必須同意：

- 在整個過程中與調解員合作。
- 互相尊重，避免打斷對方或使用攻擊別人的語言。
- 專注於達成長者的意願和期，望並以長者最大利益為依歸。



Personal and Family Considerations | 個人及家庭考量

How can I involve my family in the elder mediation process?

To involve your family in elder mediation, explain the need for the process and its benefits for addressing concerns and making informed decisions.

我如何讓家人參與長者調解過程？

要讓家人參與長者調解，應解釋調解的必要性及其在解決問題和能協助作出明智決定的好處。

What should I discuss with my family about elder mediation?

Discuss the need for making a decision and the time it will take with the assistance of the elder mediation service.

我應該與家人討論那些有關長者調解的事項？

討論需要作出決定的事項，以及長者調解服務所需的時間。

How can I balance my own preferences and my family's concerns during mediation?

An elder mediator will help balance your preferences with your family's concerns during mediation.

在調解過程中，我如何平衡自己的偏好與家人的關注？

長者調解員將協助在調解過程中平衡您的偏好和家人的關注。

What are the emotional impacts of elder mediation on participants?

An elder mediator uses trained skills to manage emotions, helping participants adopt a sensible and collaborative approach to the issues.



長者調解對參與者的情緒有甚麼影響？

長者調解員運用專業技巧管理情緒，幫助參與者以理性和合作的方式處理問題。

How can we ensure a supportive environment during and after mediation?

An elder mediator will guide participants to explore and establish a supportive environment using reality testing and other skills.

我們如何確保調解能在過程中及結束後獲得支持？

長者調解員透過現實測試等方法引導參與者願意支持調解。



Financial Considerations and Costs | 財務考量與費用

How much does elder mediation cost?

The cost of elder mediation can vary depending on the specifics of the case and the services required.

However, an initial consultation with a team member from HKMS is free of charge. During this consultation, a team member will assess the situation and provide their thoughts on appropriate next steps you may consider.

Additionally, pro bono support may be available for those who qualify, ensuring that financial constraints do not prevent access to mediation services.

長者調解的費用是多少？

長者調解的費用會因應個案的具體情況和所需服務而有所不同。

然而，香港調解學會的團隊成員會提供一次免費初步諮詢。在諮詢期間，團隊成員會評估您的情況，並就您可考慮的適當後續步驟提供意見。

此外，符合資格的人士或可獲得免費支援，以確保財務限制不會阻礙獲取調解服務。



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。

我們的使命是促進社會和諧，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。