



Hong Kong Mediation Society

香港調解學會

OLDER ADULTS ADVANCE PLANNING SUPPORT SERVICES 長者預設規劃服務

FREQUENTLY ASKED QUESTIONS 常見問題解答





Introduction | 介紹

This booklet explains the Hong Kong Mediation Society's Older Adults Advance Planning Support Services.

本冊子簡介香港調解學會的長者預設規劃服務。

We aim to support older adults and their families by providing information and assistance on aged rights.

我們提供有關長者權益的資訊和相關支援，以協助長者及其家人。

In this booklet, we answer frequently asked questions about aged rights, including access to healthcare, financial security, protection against abuse, and support for independent living.

在本冊子中，我們將會解答有關長者權益的常見問題，包括醫療服務、財務保障、防預虐待，以及支援獨立生活等方面。

Whether planning for your future or assisting a loved one, this guide offers detailed answers and practical advice to help you navigate the complexities of ageing with dignity and respect.

無論是為自己未來作規劃，還是協助親人，本指南提供詳細解答和實用建議，幫助您以尊嚴及被受尊重的方式應對衰老。



Contact us | 聯絡我們

If you are interested in accessing our services, contact us:

如有興趣使用我們的服務，請聯絡我們：

- By email: ask@hkms.org
電郵：ask@hkms.org
- By calling or messaging us on WhatsApp or WeChat: +852 9485 1278
致電或透過 WhatsApp 或微信發訊息至：+852 9485 1278

An initial 30-minute online or phone consultation with one of our team members is free.

我們的團隊成員提供30分鐘免費初步網上或電話諮詢服務。



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Understanding Aged Rights | 了解長者權益

What are aged rights?

Aged rights encompass the essential needs of older adults, including:

- Access to healthcare
- Financial security
- Freedom from age-related discrimination
- Protection against abuse and exploitation
- Support for independent living and community integration

甚麼是長者權益？

長者權益涵蓋了長者的基本需要，包括：

- 獲得醫療服務的權利
- 財務保障
- 免受年齡歧視
- 免受虐待，忽略和剝削的保護
- 支援獨立生活及融入社區

Who do aged rights apply to?

Generally, aged rights apply to adults aged 60 and above. However, planning can and should start earlier. Additionally, certain community groups, such as individuals with disabilities, chronic illnesses, or those facing early onset of age-related conditions, may also need similar protection and support.

長者權益適用於哪些人？

一般來說，長者權益適用於60歲或以上的成年人。不過，相關的規劃應該及早開始。此外，社群中有殘疾、長期病患或早發性老年症狀等等的人士，也可能需要相等的保護和支援。



Why are aged rights important?

Aged rights are crucial due to the growing older population in Hong Kong and globally. As people age, they often face increasing medical conditions that affect their mobility, cognitive function, and daily living. Financially, older adults may exhaust their assets without adequate means for replenishment.

Respecting their desire for independence, dignity, and control over their lives enhances their happiness and health, reduces dependency, and encourages active community participation. Aged rights also protect vulnerable older adults from abuse, neglect, and exploitation by providing early intervention to prevent these issues.

長者權益有何重要性？

長者權益非常重要，因為香港和全球的老年人口正在不斷增加。隨著年齡增長，長者往往面對更多的健康問題，影響他們的行動能力、認知功能和日常生活。財務上，長者的資產逐漸耗盡卻沒有足夠的途徑填補。

尊重長者對獨立、尊嚴和自我掌控生活的渴望，有助於提升他們的幸福感和健康狀況，減少依賴性，並鼓勵他們積極參與社區活動。長者權益還透過提供早期介入措施來保護弱勢長者，防預虐待、忽視和剝削問題的發生

How are aged rights relevant to Hong Kong?

Aged rights advocacy is essential in Hong Kong due to many factors, including as follows.

- Individuals' high life expectancy
- Large population competing for limited resources
- Cramped living spaces, making aged care challenging
- High living costs, limited employment opportunities for older adults, and insufficient retirement savings
- High medical and healthcare costs
- Long working hours for family members necessitating external support for older family members



Ensuring older adults' interests, well-being and dignity is a priority in decision-making.

長者權益與香港有何關係？

在香港，倡導長者權益是至關重要的，原因包括以下幾點：

- 人均壽命較長
- 人口眾多，互相競爭有限的資源
- 居住空間狹窄，令長者護理環境變得困難
- 生活成本高昂，長者的就業機會有限，退休儲蓄不足
- 醫療和醫護費用高昂
- 家庭成員工作時間長，需依賴外援照顧家中長者

為彰顯長者權益，在有關決策過程中，必須優先考慮長者的利益、福祉和尊嚴。

How are aged rights relevant to me?

Aged rights involve understanding your needs and planning for your future while you can still make decisions. They are relevant to older adults and those with ageing family members.

長者權益與我有何關係？

長者權益關乎了解自己的需要，在仍有決策能力的現在，為將來作出規劃。這不僅與長者有關，也與有年長親屬的人士息息相關。



Legal and Care Planning | 法律及護理規劃

What is advance care planning?

Advance care planning involves expressing your values, beliefs, and preferences for end-of-life care while you can still make decisions. This ensures that your wishes are respected when you can no longer make decisions for yourself. It includes:

- Documenting your values, desires, and preferences for end-of-life care
- Executing an enduring power of attorney to manage your assets
- Creating financial arrangements for asset management
- Writing a will for asset distribution after death
- Making an advance directive for medical treatment decisions
- Regularly updating your care plans as situations change

甚麼是預設照顧計劃？

預設照顧計劃是在你仍有能力作出決定時，表達你對臨終護理的價值觀、信念和取向。這樣可以確保當你無法再自行作出決定時，你的意願能夠得到尊重和實踐。預設護理規劃包括：

- 記錄你對臨終護理的價值觀、願望和取向
- 設立持久授權書來管理你的資產
- 制定財務安排以管理資產
- 撰寫遺囑以便在身後分配資產
- 制定預設指示，以安排預設醫療指示的決策
- 隨著情況轉變，定期更新你的護理計劃

Why does advance care planning matter?

Advance care planning is vital to ensure that end-of-life arrangements reflect your wishes and preferences, maintaining your dignity even when you can no longer manage or make decisions yourself.



為何預設照顧計劃如此重要？

預設照顧計劃非常重要，即使在你無法再自行管理或作出決定時，仍能確保你的晚程安排符合你的意願和取向，讓你尊嚴備受尊重。

What is the capacity to make decisions?

Decision-making capacity is the ability to understand and process information to make informed choices about your care and affairs. Age-related conditions like dementia or Alzheimer's can impair this capacity.

甚麼是決策能力？

決策能力是指有能力理解和處理資訊，對你的護理和其他事務作出明智選擇。而這方面能力，可能因年齡相關的疾病，如腦遲緩症或阿爾茨海默症等，而被削弱。

What can impact my capacity to make decisions?

Factors other than medical condition, such as emotional ties and incomplete information, can influence your decisions. Our advocacy services ensure you explore all options and understand the outcomes before making decisions.

甚麼因素會影響我的決策能力？

除了醫療狀況外，情緒誘迫和資訊不足等因素也會影響正常決策。我們的倡導服務會確保你在作出決定前，充分了解所有選擇及其結果。



Accessing Older Adults Advance Planning Support Services | 使用長者預設規劃服務

What are Older Adults Advance Planning Support Services?

Older Adults Advance Planning Support Services provides:

- comprehensive information on advance care planning (financial, medical, and accommodation aspects)
- exploration of available options and understanding their outcomes
- discussion of necessary professional assistance (medical, financial, legal)

甚麼是長者預設規劃服務？

長者預設規劃服務提供以下支援：

- 全面預設照顧規劃的資訊(包括財務、醫療和居住安排)
- 探討可行選項並了解其結果
- 探討所需的專業意見(例如醫療、財務和法律方面)

How can Older Adults Advance Planning Support Services help me?

Support services offer a clear picture of your needs and the steps to meet them, ensuring well-considered planning with your interests, desires, and dignity in mind.

長者預設規劃服務如何幫助我？

長者預設規劃服務清楚地找出您的需求以及滿足這些需求的步驟，確保根據您的權益、願望和尊嚴進行深思熟慮的規劃。



What specific issues can Older Adults Advance Planning Support Services address?

- Current or future healthcare planning
- Current or future accommodation arrangements
- Financial arrangements to support healthcare and accommodation
- Appointment of a trusted person to implement your plans
- End-of-life planning
- Arrangements for after-life wishes (funerals, legacy planning, etc.)

長者預設規劃服務可以解決哪些具體問題？

- 當前或未來的醫療護理規劃
- 當前或未來的居住安排
- 支援醫療護理和居住安排及所需財務安排
- 指定可信賴的人士執行你的計劃
- 臨終規劃
- 身後事的安排(如葬禮、遺產計劃等)

How do I access Older Adults Advance Planning Support Services?

Contact us by phone or message to get started.

如何使用長者預設規劃服務？

歡迎致電或發送信息給我們。

What should I expect when working with your team?

You will receive guidance on various aspects of advance care planning, necessary information, professional assistance, and support in exploring and weighing options to make informed decisions.

運用你們的團隊服務時，我應該期待甚麼？

您將獲得有關預設照顧計劃指導的支援、必要的資訊、專業協助以及探索和衡量各種選項以做出明智決定。



How are Older Adults Advance Planning Support Services different from legal services?

Older Adults Advance Planning Support Services provide information, discuss options, and support decision-making in advance care planning. They do not replace legal services.

長者預設規劃服務與法律服務有何不同？

長者預設規劃服務提供資訊、討論不同的方案，並在預設照顧計劃的決策過程中提供協助，但並不取代法律服務。



Financial and Cost Considerations | 財務及費用考慮

How much will Older Adults Advance Planning Support Services cost?

An initial 30-minute discussion with one of our team members is free of charge. During this consultation, we will help you determine which services you need and refer you to the relevant service providers. After this initial consultation, we can discuss any further costs. We aim to be affordable and accessible, as we offer this service to support the community.

長者預設規劃服務的費用是多少？

我們提供30分鐘免費的初步諮詢，與我們的團隊成員進行討論。在這次諮詢期間，我們會協助你確定所需的服務，並推薦合適的服務提供者。在初次諮詢後，我們可以進一步討論有關的費用。我們致力於提供可負擔以致盡量普及的服務，以支持社區的需要。



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 programs, 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支援。

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。