



## Mediation Offices in Judiciary Roles and Functions

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## The Pilot Scheme of Family Mediation in Hong Kong

- In May 2000, the Judiciary formally launched a three year Pilot Scheme on Family Mediation to make mediation an optional service in family law litigation. To tie in with this development, the Chief Justice appointed a Steering Committee to oversee the scheme
- A Mediation Co-ordinator's Office was set up and monitored by Judiciary in the Family Court's building to implement the Pilot Scheme and co-ordinate the provision of the service in 2000.



## Result of the Pilot Scheme of Family Mediation

Period from 2.5.2000 to 14.5.2003

Success Rate: **79.2%**

Total Cases completed Mediation: 933

Mediated cases: 807      Not mediated cases: 126

- ❖ Full agreement reached: 561 (69.5%)
- ❖ Partial agreement reached: 78 ( 9.7%)
- ❖ No agreement reached: 168 (20.8%)
- ❖ Total: (100%)



## Result of the Pilot Scheme of Family Mediation

Users' Satisfaction Results:

- ✓ Respondents were 'satisfied' or 'very much satisfied' : **80.5%**
- ✓ Respondents considered mediators had been neutral and impartial : **80%**
- ✓ Respondents considered mediators had never made decision for them: **95.1%**





## Users' views on Family Mediation

- Avoid tension and conflict in litigation
- Save litigation cost and time
- Provide good educational experience on how to proceed constructively with their divorce
- Improve communication skills
- Enhance co-parenting
- More satisfying process to resolve disputes



## Pilot Scheme for Building Management Cases in the Lands Tribunal

- Initial phase: 1 Jan 2008 to 31 Dec 2008
- Facilitate parties to attempt mediation –  
Building Management Mediation Co-ordinator's  
Office (“BMMCO”)
- Review after one year



## Pilot Scheme for Building Management Cases in the Lands Tribunal

Period from 1.1.2008 to 31.12.2008

Success Rate: **41.2%**

Total Cases completed Mediation: 70

Mediated cases: 63      Not mediated cases: 7

- ❖ Full agreement reached: 19 (30.2%)
- ❖ Partial agreement reached: 7 (11.1%)
- ❖ No agreement reached: 37 (58.7%)
- ❖ Total: (100%)



## Result of the Pilot Scheme for Building Management Cases

- ✓ Respondents were 'satisfied' or 'very much' satisfied with mediation service : 74%
- ✓ Respondents agreed that the mediation service had helped to avoid tension and conflict in litigation and was an effective alternative in resolving disputes in building management : 82%





## Users' Satisfaction Results:

### Users' Satisfaction Results:

- ✓ Respondents considered that mediation service had helped to save time and litigation cost : 77%
- ✓ Respondents were satisfied with the mediators' overall performance : 82%



## Users' Satisfaction Results:

- ✓ Respondents considered mediators had been fair and impartial : 77%
- ✓ Respondents considered mediators had given full opportunities and ample time for the parties to express their views and to discuss the matters in disputes : 84%



## Case Management and Mediation

- Practice Direction issued by the President of the Lands Tribunal on 21.5.2009
- In view of its positive outcome and after evaluation and consultation, the measures under the pilot scheme are adopted as standard practices from 1 July 2009.



## Mediation Information Office

- Commence operation : 4 January, 2010 to tie in with the implementation of Practice Direction 31 on Mediation
- A focal point of court-related mediation enquiries





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

- Conduct information sessions
- The impact of persistent disputes on both parties
- Win-win situation
- Explain the advantages of mediation
- Introduce the role of the mediator



## Content of an Information Session

- Mediation Video
- Mini lecture delivered by Mediation Affairs Officers / Mediation Coordinators
- Q & A



## The positive cycle of Mediation Information Session



## Roles of the Mediation Offices in Judiciary (Educator)

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



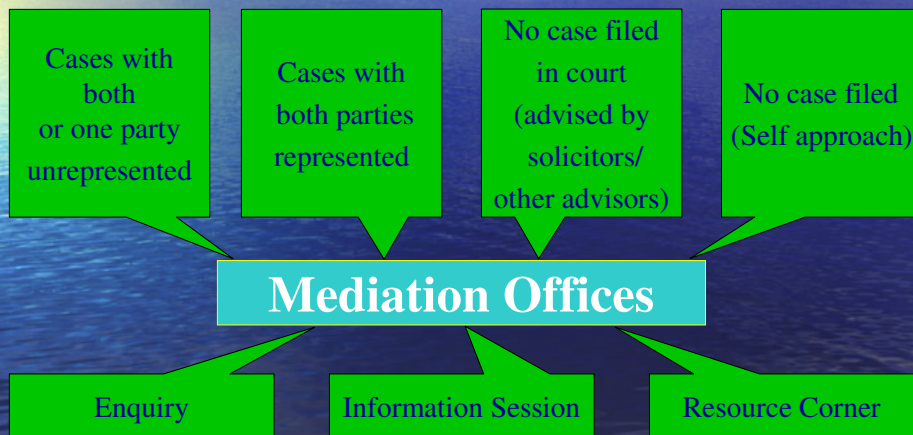


## Roles of the Mediation Offices in Judiciary (Resource Person)

- Leaflets & materials on mediation
- Resource Corner
- Videos on Mediation
- Webpage of Mediation in Judiciary website
- Built-in computer terminals for court users

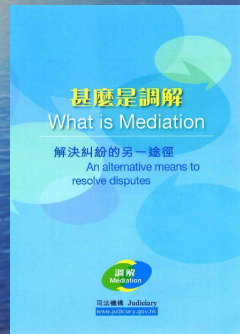


## Target Users of Mediation Office





## Poster & Leaflets Cover



## Mediation Webpage

- Website: [mediation.judiciary.gov.hk](http://mediation.judiciary.gov.hk)
- Email: [mediation@judiciary.gov.hk](mailto:mediation@judiciary.gov.hk)







## Family Mediation Coordinator's Office



Location: 1st Floor, Wanchai Tower,  
12 Harbour Road, Hong Kong



## Building Management Mediation Coordinator's Office



Location: 2nd Floor, Lands Tribunal Building,  
No. 38 Gascoigne Road, Kowloon



## Mediation Information Office



Location: Room LG104, LG1 High Court Building,  
38 Queensway, Hong Kong



## Enquiry Counter & Computer terminals at MIO







## Resource Corner at MIO



## Multi-function area at MIO





Thank You