

**For discussion on
2 June 2025**

**Legislative Council Panel on
Administration of Justice and Legal Services**

Pilot Scheme on Community Mediation

Purpose

This paper briefs Members on the latest progress of the Department of Justice's (DoJ) policy initiative under the 2024 Policy Address on the Pilot Scheme on Community Mediation (the "Pilot Scheme").

Background

2. The Government is committed to promoting the development of mediation in Hong Kong, encouraging the wider use of mediation by the public as a flexible, constructive, time and costs effective approach in resolving disputes. It is believed that better understanding in mediation can help build a harmonious society as it fosters a culture that embraces mutual support, respect, harmony and inclusiveness.

3. To tackle the problem of water seepage, Food and Environmental Hygiene Department (FEHD) has introduced the Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building ("PMA Scheme") in private estates, inviting property management staff to participate in handling water seepage cases. From July 2022 to December 2024, more than 5 500 water seepage cases were reported under the PMA Scheme, with about 4 000 cases (approximately 70%) successfully resolved. In light of these encouraging results, we consider it beneficial to further equip property management staff with mediation skills to handle water seepage cases more effectively. DoJ will coordinate the training course under the Pilot Scheme ("Training") with funding to be provided by the Environment and Ecology Bureau (EEB), while FEHD will incorporate these efforts into their broader strategies for community engagement and environmental hygiene management, and encourage suitable candidates to attend the courses.

Objectives

4. The Pilot Scheme aims to provide mediation skills training to property management staff from around 90 housing estates and those under the Joint Property Management (JPM) model. By establishing a comprehensive training

network, it seeks to enhance the mediation skills of property management personnel in their daily work, enabling them to intervene early in community disputes (such as water seepage issues or neighbor conflicts). This will allow them to effectively serve as the first point of contact for residents facing disputes and strengthen community cohesion.

Details of the Pilot Scheme

Structure of Training

5. A mediation institution is being engaged through a quotation exercise to provide the Training. It will be a full-day training consisting of two parts. The first part will be in lecture format, focusing on laying the foundation of mediation; the second part will address common community disputes, such as water seepage and neighbor conflicts, emphasizing how mediation skills can be used to facilitate resolution through communication.

6. The lecture in the first part of the training aims to provide the participants an introduction to mediation and essential mediation skills with topics such as mediation process, techniques, effective communication strategies. The lecture will also discuss how the effective use of mediation and mediation skills can positively impact the cohesion of society. Participants will also be given information on various mediation schemes available to the public, for instance: Mediation Service Scheme for Building Management; free Building Management Dispute Resolution Service; Pro-bono Online Mediation Scheme for Water Seepage Disputes launched by eBRAM. Through this, property management staff will be made aware of existing resources and be able to make referrals as they see fit.

7. The second part of the Training involves role-playing sessions, allowing participants to practice mediation skills by simulating real-life scenarios. This interactive approach allows participants to practice techniques for resolving common community disputes, such as water seepage and neighbor conflicts. By simulating real-life situations, participants can build confidence, enhance their problem-solving abilities, and better understand the mediation process, ultimately preparing them to effectively facilitate resolutions in their communities.

8. The comprehensive approach of combining lectures with role play would help to equip property management staff the basics of mediation with a view to promoting the effective use of mediation and mediation skills when they are confronted with a dispute, and also developing the practical mediation skills necessary for them to act as a facilitator in real-life situations.

Timeline

9. The Pilot Scheme is scheduled to conduct six Trainings from July 2025 to Q3 2026. Each Training will be limited to around 20 participants to ensure ample interaction and foster a collaborative learning environment. DoJ, EEB and FEHD will review the effectiveness of the Training and consider any refinement in the course content and/or arrangement as required for further procurement of services for more classes to be delivered in FY 2026-27. We believe that this phased approach will allow for adequate time to review the training content based on feedback from earlier sessions, ensuring a high-quality experience for all participants.

Conclusion

10. It is envisaged that the Pilot Scheme can empower property management staff with the essential mediation knowledge and skills and promote the use of alternative dispute resolution within the community, thereby improving communication and community cohesion. We anticipate that this initiative can significantly contribute to the development of mediation culture in Hong Kong, leading to a more harmonious society.

Department of Justice
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