



# 部門策略計劃



Departmental Strategic Plan



# 第一章 部門策略計劃

## Chapter 1 Departmental Strategic Plan

本署的策略計劃在於為部門訂定目標，並且說明達致各項目標的方法。本署在制訂策略計劃時，首先訂立合理的原則，作為決定資源運用先後次序的根據，並且因應不斷轉變的社會需求定期作出調整，確保資源調配得宜，用得其所。

部門策略計劃載於本署網頁。

### 二〇〇七年策略計劃的推行情況

#### 審批法援申請和監察外判制度

就法援婚姻訴訟個案家事調解試驗計劃完結個案進行的評估已完成。當局根據評估結果，建議把試驗計劃改為一項常設措施，使以公帑資助的婚姻調解服務得以納入法律援助計劃內。

The Department's strategic plan sets out our objectives and describes how the objectives can be achieved. The strategic plan provides a rational basis upon which priorities are determined and is regularly updated to ensure that resources are well targeted and used effectively having regard to the changing needs of society.

The Department's strategic plan can be viewed at the Department's website.

### Implementation of the Strategic Plan in 2007

#### Processing of Legal Aid Applications and Monitoring of Assigned-out Cases

The evaluation on concluded cases under the Pilot Scheme on Legal Aid for Mediation in Matrimonial Cases has been completed. Based on the outcome of the evaluation a recommendation has been made to turn the pilot scheme into a permanent arrangement so that public funding for mediation in legally aided matrimonial cases will become a part of the legal aid scheme.

為改善對外判制度的監察，本署成立工作小組，全面檢討《法律援助律師手冊》。修訂建議包括向外委律師發出備忘通知，提醒他們在署長未正式指派大律師前，不得指示大律師進行法律援助工作，以及澄清外委律師申領訟費的某些程序。

本署已提升個案管理系統，改善按時呈閱檔案的功能，以便要求外委律師提交進度報告，以及就涉及待決訴訟的法援申請向法院發出通知。另外，本署已更新法援申請表格，使表格更易填寫，方便申請人填報資料。

### 署內律師辦理的訴訟

年內，本署民事訴訟第一組（人身傷害訴訟組）引入一項新程序，向受助人發出“首次會面信”。法律援助律師首次會晤受助人時，會給予受助人一封信，解釋有關申索的訴訟程序和預計所需的時間。發信給受助人，旨在加深受助人對所涉法律程序的認識，從而為他們提供更妥善的服務。

To facilitate improvements in monitoring of assigned-out cases, a working group was set up to undertake a complete review of the Manual for Legal Aid Practitioners. Some proposed changes to the Manual include reminders to assigned lawyers not to instruct counsel to undertake legal aid work without formal assignment by the Director and the clarification of certain procedures for the claiming of costs by assigned lawyers.

The Case Management System has been enhanced to improve the bring-ups of files for progress report by assigned solicitors and the issue of notifications to court in applications with pending court actions. The application forms for legal aid have also been revised to make them more user friendly.

### In-house Litigation

The in-house Civil Litigation Section 1 (the personal injuries litigation unit) introduced the “1st meeting letter” in 2007. At the first meeting between a Legal Aid Counsel and an aided client, a letter would be given to the aided client explaining the procedures and estimated time required to litigate the claim. The letter is aimed at improving client care by strengthening the understanding of the aided client towards the legal procedures involved.

## 顧客服務

本署安排前線員工與督導人員會面，研究如何改善為市民提供的服務。此外，本署更致力維持有效率的投訴處理服務。

本署其中一項目標是把投訴減至最少，以及令員工更積極回應市民的需要。年內，本署一名員工在處理投訴人時，充分表現出他的顧客服務技巧，因而獲頒申訴專員嘉許獎，這項殊榮實在令人鼓舞。

本署已精簡交互式話音回應系統內有關法律援助的一些預錄信息，以縮短來電者收聽信息的時間。經修訂的信息已上載本署網頁，方便市民在網上收聽。

## Customer Services

In addition to meetings between front line staff and their supervisors to identify initiatives to improve our service to the public, the Department also strives to maintain an effective complaint handling service.

One of the Department's goals is to minimise complaints and to make our staff more responsive to the needs of the public. It was therefore of great encouragement that one of our staff members received The Ombudsman's Award in recognition of his customer care skills in dealing with complainants.

Some of the pre-recorded messages on legal aid services on the Department's Interactive Voice Response ("IVR") system have been refined to shorten the listening time of enquirers. The revised messages have been uploaded onto the Department's website to enable members of the public to listen to them online.



(後排左起) 莊因東先生、陳榮操先生、張淑凝女士、陳琮華女士、黃倩瑩女士、張英敏女士、毛家碧女士、毛旭華女士、王耀輝先生

(前排左起) 鍾綺玲女士、鄭寶昌先生、麥輝文先生、張景文先生、許麗容女士、陳香屏先生、衛關家詵女士

(Rear row from left) Mr Chris Chong Yan-tung, Mr Allan Chan Wing-cho, Ms Sherman Cheung Suk-ying, Miss Betty Chan King-wah, Miss Jenie Wong Sin-ying, Mrs Christina Hadiwibawa Cheung Ying-man, Miss Angela Mo Ka-pik, Ms Mo Yuk-wah, Mr Steve Wong Yiu-fai

(Front row from left) Ms Alice Chung Yee-ling, Mr Thomas Edward Kwong, Mr Harry Mak Fai-man, Mr Benjamin Cheung King-man, Ms Jennie Hui Lai-yung, Mr William Chan Heung-ping, Mrs Annie Williams Ka-ding

## 資訊系統

本署繼續進行“法律援助電子服務入門網站”(“入門網站”)的籌備工作。入門網站的技術設計已於二〇〇七年九月完成，系統發展工作仍在進行。該網站可望於二〇〇八年推出。

鑑於本署利用電子文件管理系統處理刑事法律援助案件取得成功，本署現正計劃就把這項系統推廣至申請及審查科進行可行性研究。

## 宣傳

本署人員繼續到非政府機構和學術機構探訪，以促進公眾對法律援助服務的認識。本署亦繼續參與律師會於二〇〇七年十月舉辦的“法律週”。

為使來電者在使用本署的交互式語音回應系統時更感快捷方便，本署縮短了該系統的一些預錄信息，使來電者盡快取得精簡易明的法援服務資訊。

## Information System

Work continues on the implementation of the Legal Aid Electronic Services Portal (“LAESP”). The technical design stage of LAESP was completed in September 2007 and the system development work was progressing. Roll out was expected in 2008.

A feasibility study was conducted into the use of the electronic Document Management System in the Applications and Processing Division following the successful implementation of this system in the handling of criminal legal aid cases.

## Publicity

The Department continues to promote public understanding of legal aid services by visiting non-government organisations and academic institutions and giving support to the Law Week organised by the Law Society in October 2007.

In order to improve customer experience of the Department’s IVR system, some pre-recorded messages have been shortened. This was to address the callers’ need for concise and easily understood information on legal aid services.



一月十二日

助理首席法律援助律師(民事訴訟2)莊因東先生(左)及署理助理首席法律援助律師(法律及管理支援)王耀輝先生(右)向廣州市一批司法考察交流人員講解本港的法律援助服務。

12 January

Assistant Principal Legal Aid Counsel (Civil Litigation 2), Mr Chris Chong (left) and Acting Assistant Principal Legal Aid Counsel (Legal and Management Support), Mr Steve Wong (right) briefed a delegation of senior Judicial Officials from Guangzhou on the legal aid services in Hong Kong.

## 員工

要提供優質的法援服務，員工的表現至為重要。為配合本署的提升員工效率策略，本署安排員工接受有關領導才能和管理的訓練，以培養他們的晉升潛能。

## Staff

The successful delivery of quality legal aid services is dependent upon our staff. As part of the Department's effective people strategy, leadership and management training was arranged for members of staff to nurture their potential for further advancement.

一月二十六日

助理首席法律援助律師(民事訴訟1)黃倩瑩女士(左一)、高級法律援助律師梁潔芬女士及署理助理首席法律援助律師(刑事)郭家聲先生接待廣州市一批司法考察交流人員。

26 January

Assistant Principal Legal Aid Counsel (Civil Litigation 1), Miss Jenie Wong (first from left); Senior Legal Aid Counsel, Ms Margaret Leung and Acting Assistant Principal Legal Aid Counsel (Crime), Mr Nelson Kwok received a delegation of senior Judicial Officials from Guangzhou.

