

A hand is shown holding a glowing, networked globe. The globe is composed of a complex web of lines and nodes, with a faint world map overlay. The background is a warm, orange-brown gradient with bokeh light effects.

Chapter 1 Departmental Strategic Plan

Departmental Strategic Plan

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 also be viewed at the Department's website.

Implementation of the Strategic Plan in 2018

Information System

After obtaining the approval of the funding application, the Department in 2018 commenced a consultancy study on the Departmental Information Technology Plan, which included a feasibility study on the way forward on revamping the computer system, to develop and formulate strategic information technology plans for supporting our business objectives and effective delivery of legal aid services and to plan new IT projects.

To get ready for the Judiciary's e-filing arrangement, the Department had developed a scanning solution for e-filing of documents to the Judiciary's Portal and auto uploading of the e-filed documents to the Department's Case Management & Case Accounting System. Tentatively, the pilot run with the Judiciary was scheduled to commence in 2019/2020.

Customer Services

With a view to providing members of the public with an alternative means to obtain the most updated legal aid information, in 2018, the means test calculation examples in the legal aid leaflet entitled "How Your Financial Resources and Contribution are Calculated" were replaced by QR codes, through which members of the public can download the most updated examples to their mobile devices quickly.

The e-booking function in the Legal Aid Electronic Services Portal was enhanced to provide a mobile version for use on common mobile devices by prospective legal aid applicants to make appointment for obtaining pre-application forms.



(From left)

*Ms Juliana Chan Oi-yung, Ms Mo Yuk-wah, Mr Thomas Edward Kwong, Mr Chris Chong Yan-tung



(Rear row from left)

*Miss Ada Wong Yiu-ming, Ms Amy Lee Ngar-ling

(Front row from left)

Ms Tse Sze-fong, Ms Mo Yuk-wah, Mr Jason Chan Mau-kwan)



(From left)

*Mr Ben Li Chi-keung, Mr Thomas Edward Kwong, Mr Chris Chong Yan-tung

Publicity

The Department continued to organise various activities to promote public awareness and understanding of legal aid services. In December 2018, the Director of Legal Aid, Mr Thomas Kwong, gave an interview to Hong Kong Lawyer about the works of the Department and talked about the major achievements made on legal aid services during his five-year tenure as the Director and the challenges ahead. The interview was published in Hong Kong Lawyer's January 2019 issue.

To encourage the application of information technology in legal business, six professional officers of the Department participated as mentors and panel judge in the "Access to Justice InnoTech Law Hackathon" organised by The Law Society of Hong Kong in April 2018.

In July 2018, the Department also gave a radio interview to RTHK5's 「奮發時刻DSE」 programme on the work of Legal Aid Counsel and Law Clerk to educate students on legal aid services and provide information on legal career paths.



(From left)
*Mr Chris Chong Yan-tung, Ms Doris Lui Wai-lan, Mrs Christina Hadiwibawa Cheung Ying-man



(From Left)
*Miss Doreen Chan Dao-kit, Ms Juliana Chan Miu-kuen, Ms Juliana Chan Oi-yung, Ms Nancy Keung Mei-chuen, Mr Steve Wong Yiu-fai