

A hand is shown holding a glowing, spherical globe. The globe is composed of a network of white lines connecting small, glowing yellow nodes. The background of the globe is a faint, grey world map. The entire scene is set against a dark brown background with a subtle pattern of horizontal lines and scattered glowing particles. The word "Appendices" is written in a teal, sans-serif font across the center of the globe.

# Appendices

## Revenue and Expenditure

## Revenue

		2017-18 (\$M)	2018-19 (\$M)
1	Criminal cases	2.1	2.7
2	Civil cases In-house Assigned-out	16.5 297.2	12.3 335.1
3	Official Solicitor	2.3	3.2
4	Supplementary Legal Aid Scheme Legal costs Administration fee	0.6 5.3	0.2 4.0
<b>Total</b>		<b>324.0</b>	<b>357.5</b>

## Expenditure by Items

		2017-18 (\$M)	2018-19 (\$M)
1	Personal Emoluments	284.8	291.7
2	Personnel Related Expenses	12.2	14.3
3	Departmental Expenses	16.4	19.8
4	Legal Aid Costs (for both in-house and assigned-out cases) Civil Criminal	517.8 174.6	567.0 239.5
5	Plant, Equipment and Works	-	0.3
<b>Total</b>		<b>1,005.8</b>	<b>1,132.6</b>

## Expenditure by Programmes

		2017-18 (\$M)	2018-19 (\$M)
1	Processing of Legal Aid Applications	108.6	113.5
2	Litigation Services	836.7	958.1
3	Support Services	44.6	44.5
4	Official Solicitor's Office	15.9	16.5
<b>Total</b>		<b>1,005.8</b>	<b>1,132.6</b>



### Analysis of Expenditure for Civil Cases by Types of Cases

Types of Cases	2017-18	2018-19
Matrimonial Cases	14.5%	14.9%
Misc. Personal Injuries	39.1%	40.4%
Employees' Compensations	11.9%	11.0%
Running Down	7.6%	7.5%
Immigration Matters	1.7%	1.4%
Land & Tenancy Disputes	5.1%	7.1%
Wage Claims	0.1%	0.1%
Miscellaneous	20.0%	17.6%
<b>Total</b>	<b>100%</b>	<b>100%</b>

### Analysis of Expenditure for Criminal Cases by Types of Cases

Types of Cases	2017-18	2018-19
Hearings in District Court	49.6%	47.5%
Hearings in Court of First Instance	42.5%	45.7%
Appeals from Magistrates' Courts	1.7%	0.8%
Appeals from District Court	1.5%	1.5%
Appeals from Court of First Instance	2.4%	2.2%
Appeals in Court of Final Appeal	2.3%	2.3%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## Legal Aid Budget

Financial Year*			2017-18	2016-17	2015-16
Total Approved Estimate(\$'000)		A	1,006,228	1,024,138	861,101
Index A (2014-15=100)			118.5	120.6	101.4
Actual Operating Expenses (\$'000) (Note <sup>1</sup> )		B	313,483	301,583	291,902
Index B (2014-15=100)			111.1	106.9	103.5
Actual Legal Aid Costs (\$'000)	Civil	C	517,797	582,975	452,800
	Criminal	D	174,561	138,850	115,373
Index C+D (2014-15=100)			122.1	127.3	100.2
Capital Expenditure (\$'000)		E	0	225	461
(Over-spending) / Underspending (\$'000) (Note <sup>2</sup> )		F=A-B-C-D-E	387	505	565
% of (Over-spending) / Underspending		F/A	0%	0%	0.1%

Note 1: Operating Expenses cover expenditure for personal emoluments, personnel related expenses and departmental expenses.

Note 2: Underspending will not be accumulated to carry forward to the next financial year.

\*In Hong Kong, the government's financial year runs from 1 April to 31 March.



## Supplementary Legal Aid Fund - Income and Expenditure Account

Note 1 Note 2

	For the year ended 30 September 2017 (\$)	For the year ended 30 September 2018 (\$)
<b>Income</b>		
Application fees	92,340	124,580
Percentage contributions	4,728,482	3,966,135
Interest income	3,736,764	5,010,242
	8,557,586	9,100,957
<b>Less : Expenditure</b>		
Administration fee	5,247,941	3,980,137
Bank charges	310	345
Cash transportation services charges	33,150	34,190
Electronic payment services charges	86	103
Expenses for interpretation services	1,291	0
Legal costs and expenses for finalised cases		
Successful litigation		
- costs to opposite parties	538,547	0
- other disbursements	693,773	0
	1,232,320	0
Unsuccessful applications	143,653	120,307
Unsuccessful litigation		
- costs to opposite parties	1,319,963	0
- other disbursements	1,169,223	11,250
	2,489,186	11,250
	9,147,937	4,146,332
(Deficit)/ Surplus for the year	(590,351)	4,954,625

Notes : 1. The financial year of the Supplementary Legal Aid Fund runs from 1 October of one year to 30 September of the following year. As at 30 September 2018, the net assets of the Supplementary Legal Aid Fund were increased by \$4,954,625 to \$197,327,258.

2. Auditors' Report for the statement of account for the year ended 30 September 2018 has not yet been issued.

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# Findings of the Survey on Customer Feedback

## Overall Satisfaction Rate

	2017	2018
<b>Application Services</b>		
Application and Processing / Headquarters	99%	99%
Kowloon Branch Office	98%	98%
Insolvency Unit	97%	97%
Crime Section	100%	100%
<b>Litigation – Mid-Litigation Stage</b>		
In-house Litigation of Family / Matrimonial Cases	98%	99%
In-house Litigation of Personal Injuries Cases	98%	96%
Cases handled by Assigned Solicitors	96%	96%
<b>Litigation – Conclusion Stage</b>		
In-house Litigation of Family / Matrimonial Cases	97%	99%
In-house Litigation of Personal Injuries Cases	98%	100%
Cases handled by Assigned Solicitors	88%	88%

## (A) Application Service (Means Test and Merits Test)

	Application and Processing / Headquarters		Kowloon Branch Office		Insolvency Unit		Crime Section	
	2017	2018	2017	2018	2017	2018	2017	2018
Response Rate	99%	100%	93%	84%	100%	100%	100%	100%
Overall Satisfaction	4.54	4.41	4.52	4.45	4.51	4.45	4.46	4.49
Convenience (e.g. LAD hotline or pamphlet is easily accessible, user-friendly, etc.)	4.40	4.21	4.20	4.18	4.16	4.26	4.29	4.31
Service Manner (Staff manner)	4.63	4.56	4.61	4.61	4.57	4.50	4.55	4.54
Service Efficiency (e.g. in means / merits testing, etc.)	4.49	4.33	4.44	4.43	4.31	4.48	4.58	4.58
Clear Information (Whether information given is clear)	4.45	4.27	4.30	4.30	4.50	4.40	4.36	4.44
Procedure (Date of interview fixed)	4.47	4.30	4.31	4.31	4.54	4.52	4.58	4.56

Satisfaction level ranges from the min. 1 to max. 5 (Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)



# Findings of the Survey on Customer Feedback



## (B) Litigation – Mid-Litigation Stage

	In-house Litigation of Family / Matrimonial Cases		In-house Litigation of Personal Injuries Cases		Cases handled by Assigned Solicitors	
	2017	2018	2017	2018	2017	2018
Response Rate	100%	100%	100%	100%	28%	23%
Overall Satisfaction	4.72	4.79	4.53	4.47	4.61	4.57
Convenience (Easy to contact lawyer / staff)	4.77	4.83	4.47	4.57	4.66	4.63
Service Manner (Staff manner)	4.79	4.87	4.66	4.65	4.70	4.68
Clear Information (Whether information given is clear)	4.67	4.74	4.43	4.44	4.53	4.55
Procedure (Client informed of progress / procedure of the case)	4.69	4.83	4.51	4.49	4.54	4.58

Satisfaction level ranges from the min. 1 to max. 5 (Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

## (C) Litigation – Conclusion Stage

	In-house Litigation of Family / Matrimonial Cases		In-house Litigation of Personal Injuries Cases		Cases handled by Assigned Solicitors	
	2017	2018	2017	2018	2017	2018
Response Rate	100%	100%	82%	81%	21%	20%
Overall Satisfaction	4.51	4.60	4.76	4.66	4.46	4.33
Convenience (Easy to contact lawyer / staff)	4.50	4.54	4.73	4.66	4.43	4.44
Service Manner (Staff manner)	4.60	4.63	4.84	4.79	4.53	4.47
Clear Information (Whether information given is clear)	4.44	4.46	4.67	4.59	4.31	4.30
Result (Outcome)	4.49	4.46	4.63	4.65	4.32	4.35
Procedure (Client informed of progress / procedure of the case)	4.49	4.54	4.75	4.63	4.30	4.30

Satisfaction level ranges from the min. 1 to max. 5 (Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

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# Director of Legal Aid and Section Heads (as at 31 December 2018)

Director of Legal Aid	Mr Thomas Edward Kwong
Deputy Director of Legal Aid (Policy and Administration)	Mr Chris Chong Yan-tung
Deputy Director of Legal Aid (Application and Processing)	Ms Mo Yuk-wah
Deputy Director of Legal Aid (Litigation)	Ms Juliana Chan Oi-yung
Assistant Director of Legal Aid (Application and Processing)	Ms Tse Sze-fong
Assistant Director of Legal Aid (Litigation) (Acting)	Mr Steve Wong Yiu-fai
Assistant Director of Legal Aid (Policy & Development)	Ms Doris Lui Wai-lan
Assistant Principal Legal Aid Counsel / Application and Processing (1)	Miss Ada Wong Yiu-ming
Assistant Principal Legal Aid Counsel / Application and Processing (2)	Ms Amy Lee Ngar-ling
Assistant Principal Legal Aid Counsel (Kowloon Branch Office)	Mr Jason Chan Mau-kwan
Assistant Principal Legal Aid Counsel (Civil Litigation 1)	Ms Juliana Chan Miu-kuen
Assistant Principal Legal Aid Counsel (Civil Litigation 2) (Acting)	Miss Doreen Chan Dao-kit
Assistant Principal Legal Aid Counsel (Crime)	Ms Nancy Keung Mei-chuen
Assistant Principal Legal Aid Counsel (Legal and Management Support) (Acting)	Ms Jenny Leung Ping-ching
Assistant Principal Legal Aid Counsel (Feasibility Study)	Mrs Christina Hadiwibawa Cheung Ying-man
Departmental Secretary	Ms Eileen Fan Wai-ling
Departmental Accountant	Ms Eliza Tang Ling





<b>Headquarters</b>	
<p>24/F to 27/F Queensway Government Offices 66 Queensway Hong Kong</p> <p>Tel : 2537 7652 (Civil Litigation) 2867 3067 (Criminal Litigation) Fax : 2537 5948</p>	<ul style="list-style-type: none"> <li>• Application and processing of civil and criminal cases</li> <li>• Criminal litigation</li> <li>• Civil litigation               <ul style="list-style-type: none"> <li>- Personal injury litigation</li> <li>- Enforcement of court orders</li> </ul> </li> <li>• Legal and management support</li> <li>• Policy and administrative support</li> </ul>
<b>Hong Kong Sub-office</b>	
<p>30/F Revenue Tower 5 Gloucester Road Wanchai, Hong Kong</p> <p>Tel : 2537 7677 Fax : 2537 5960</p>	<ul style="list-style-type: none"> <li>• Family and insolvency litigation</li> </ul>
<b>Kowloon Branch Office</b>	
<p>G/F, 3/F &amp; 4/F Mongkok Government Offices 30 Luen Wan Street Mongkok, Kowloon</p> <p>Tel : 2399 2544 Fax : 2397 7475</p>	<ul style="list-style-type: none"> <li>• Application and processing of civil cases</li> </ul>
<p>24-hour Telephone Enquiry Service: 2537 7677 Email: <a href="mailto:ladinfo@lad.gov.hk">ladinfo@lad.gov.hk</a> Website: <a href="http://www.lad.gov.hk">http://www.lad.gov.hk</a></p>	

# Appendix 5

## List of Publications

1.	香港法律援助服務指南 Guide to Legal Aid Services in Hong Kong	繁/簡/English
2.	顧客服務標準 Customer Service Standards	繁/簡/English
3.	怎樣申請－尋求法律服務 How to Apply Legal Services	繁/簡/English
4.	怎樣申請民事訴訟的法律援助 How to Apply Legal Aid in Civil Cases	繁/簡/English
5.	怎樣申請刑事訴訟的法律援助 How to Apply Legal Aid in Criminal Cases	繁/簡/English
6.	怎樣申請法律援助輔助計劃 How to Apply Supplementary Legal Aid Scheme	繁/簡/English
7.	怎樣計算你的財務資源及分擔費 How Your Financial Resources and Contribution are Calculated	繁/簡/English
8.	財務資料一覽表 Financial Information Sheet	繁/簡/English
9.	法律援助訴訟的分擔訟費及法律援助署署長的第一押記 Contribution towards Costs of Legal Aid Case and Director of Legal Aid's First Charge	繁/簡/English
10.	法援通訊 LAD News	繁/English
11.	受助人須知（申請及審查科） Important Notice for Legally-Aided Persons (Application & Processing Division)	繁/簡/English
12.	受助人須知（人身傷害訴訟） Important Notice for Legally-Aided Persons (Personal Injuries Litigation)	繁/簡/English
13.	受助人須知（家事訴訟） Important Notice for Legally-Aided Persons (Family Litigation)	繁/English
14.	受助人須知（清盤破產訴訟） Important Notice for Legally-Aided Persons (Insolvency Litigation)	繁/English
15.	受助人須知（刑事組） Important Notice for Legally-Aided Persons (Crime Section)	繁/簡/English
16.	法援婚姻訴訟個案家事調解計劃 Mediation in Legally Aided Matrimonial Cases	
17.	民事法援案件（非婚姻訴訟）調解計劃 Mediation in Legally Aided Non-Matrimonial Civil Cases	
18.	關於離婚法律程序的資料 Information on Divorce Proceedings	
19.	離婚法律程序流程表 Flowchart for Divorce Proceedings	



20.	緊急申請須知 Urgent Applications – What You Need to Know	
21.	有關管養權聆訊的資料 Information on Custody Hearing	
22.	離婚後應注意事項 Post Divorce Matters which Warrant Attention	
23.	僱員補償申索 Employees' Compensation Claim	
24.	僱員補償個案的主要程序流程表 Flowchart of Major Steps in a Typical Employees' Compensation Claim	
25.	人身傷亡申索 Personal Injury Claim	
26.	人身傷亡個案的主要程序流程表 Flowchart of Major Steps in a Typical Personal Injury Claim	
27.	海員欠薪申索 Seamen's Wages Claim	
28.	海員欠薪個案的主要程序流程表 Flowchart of Major Steps in a Typical Seamen's Wages Claim	
29.	醫療疏忽申索 Medical Negligence Claim	
30.	醫療疏忽個案的主要程序流程表 Flowchart of Major Steps in a Typical Medical Negligence Claim	
31.	香港法律援助服務小冊子（孟加拉語、印尼語、尼泊爾語、印度語、旁遮普語、菲律賓語、泰米爾語、泰語、巴基斯坦語、越南語） Information Leaflet on Legal Aid Services in Hong Kong (Bengali, Indonesian, Nepali, Hindi, Punjabi, Tagalog, Tamil, Thai, Urdu, Vietnamese)	繁/簡/English
32.	不滿某人獲批法援 – 可怎麼辦？ Not Happy that Someone is Given Legal Aid - Can Anything be Done?	繁/簡/English

## Other Publications

1.	法律援助署年報 LAD Departmental Report	繁/簡/English
2.	環保報告（只提供網上版本） Environmental Report (web version only)	繁/English
3.	法律援助輔助計劃基金年報（只提供網上版本） Supplementary Legal Aid Fund Annual Report (web version only)	繁/English

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