

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 2019

Information System

In 2019, the consultant of the Department Information Technology Plan (DITP) carried out an in-depth study of the Department's operating system with a view to exploring the application of information technology in supporting the business objective and needs of the Department. An important aspect of the consultant's works was to undertake a feasibility study with a view to mapping out the way forward in revamping the existing Case Management and Case Accounting System (CM&CAS). The CM&CAS, which was developed in August 2003, is a core operating system on which the Department relies heavily on its day to day operation. With the advance of IT technology in the past 16 years, there is an urgent and crucial need to revamp CM&CAS so as to bring it in pace with new business requirements. The consultancy study was targeted to complete in the 1st quarter of 2020 and the Department will thereafter proceed to assess the technical and operational feasibility of solutions, quantify the requirements, costs, benefits and determine the implantation schedule of the recommendations. This is a major IT project of the Department and is expected to take about 4 years from development to implementation.

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 CM&CAS. Tentatively, the pilot run with the Judiciary was scheduled to commence in 2020/21.

Customer Services

To help us quickly identify the nature of application from applicants of diverse race, the Department is developing an instant translation system which will be installed in the desktop of our front-line staff. Through the instant translation system, applicants who do not understand English or Chinese can communicate directly with our front-line staff so as to enable us to identify the nature of the intended application and to deliver the appropriate application form to them. This will enhance the quality of our service by shortening the time currently required for booking an interpreter for the specific language spoken by an applicant, and is particularly important for application of an urgent nature.



(From left) Ms Mo Yuk-wah, Ms Juliana Chan Oi-yung, Mr Thomas Edward Kwong, Mr Chris Chong Yan-tung



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



(From left) Ms Amy Lee Ngar-ling, Mr Jason Chan Mau-kwan, Miss Ada Wong Yiu-ming



(From left) Ms Juliana Chan Miu-ken, Miss Doreen Chan Dao-kit, Ms Nancy Keung Mei-chuen



(From left) Mr Ben Li Chi-keung, Mr Thomas Edward Kwong, Mr Chris Chong Yan-tung



*(From Left) Ms Juliana Chan Oi-yung,
Mr Steve Wong Yiu-fai*



(From left) Ms Tse Sze-fong, Ms Mo Yuk-wah

Publicity

To promote public awareness and understanding of legal aid services, the Department had received delegates and delivered talks to outside organizations in 2019.

In February, March, July and December, we received 4 groups of about 100 students from secondary schools under the School Promotion Programme, co-organised by the Civil Service Bureau and the Education Bureau. In May, a group of 14 non-Chinese speaking secondary school students under the Caritas Youth & Community Service's programme "Providing Life Planning Education Activities for NCS Students in Secondary Schools" visited the Department. These visits comprised a case hearing at the High Court and an introduction on the Department's services and daily works of Legal Aid Counsel and Law Clerk, which aimed to help the secondary students to know more about the operation of the Department and provide them career-related information and advice.

This year, we had also met with Mr Robert M. Carlson, the President of the American Bar Association, USA, Mr Liu Daqun, Judge of International Residual Mechanism for Criminal Tribunals, United Nations and Dr Huang Jiefang, Director of Legal Affairs and External Relations Bureau of the International Civil Aviation Organisation, Canada, and exchanged views on legal aid services in Hong Kong.

In order to promote public understanding of legal aid services, the Department had delivered talks to social workers and frontline staff of Mother's Choice and members of CBMP Student Association in June, and to law students from the University of Hong Kong in September.

In November, two staff members of the Department received Individual Awards of the Ombudsman's Awards 2019 in recognition of their courage in accepting responsibility and diligence in handling complaints.

In December, the Department was awarded the Bronze Prize of the Departmental Service Enhance Award (Small Department Category) for the Department's **"Enhancement of Legal Aid Services through Innovative Use of Information Technology"** under the Civil Service Outstanding Service Award Scheme 2019.

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