

Chapter 1

Departmental Strategic Plan



Chapter 1 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 2020

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 17 years, there is an urgent and crucial need to revamp the CM&CAS so as to bring it in pace with new business requirements. After completion of the consultancy study in October 2020, the Department has proceeded to assess the technical and operational feasibility of solutions, quantify the requirements, costs, benefits and determine the implementation schedule of the recommendations. This is a major IT project of the Department and the new system is expected to be rolled out by mid-2025.

Under the Judiciary's Information Technology Strategy Plan (ITSP), an integrated court case management system (iCMS) will be implemented in phases to streamline and standardize the electronic court processes across different levels of courts. The Department, being an important stakeholder of the Judiciary's ITSP, has been invited to participate in a pilot run in 2021 before the implementation of the iCMS.

Customer Services

The Department planned to acquire necessary hardware and software to allow interview with applicants and aided persons to be conducted on-line. Tentatively, various sections would be allocated with iPads in the first quarter of 2021 with which they could use to conduct

on-line interview as required. Before the start of the interview, applicants or aided persons would be sent a link through which they could get connected with our staff in a secured environment. As on-line interview would save time and traveling expenses for applicants and aided persons, it would be welcomed by them, especially during worsened epidemic condition.



*(Rear row from left) Ms Juliana Chan Oi-yung, Mr Chris Chong Yan-tung
(Front row from left) Mr Thomas Edward Kwong, Ms Mo Yuk-wah*



*(Rear row) Ms Christina Hadiwibawa Cheung Ying-man
(Front row from left) Mr Chris Chong Yan-tung, Mr Steve Wong Yiu-fai*



*(From left) Ms Jenny Leung Ping-ching, Ms Amy Lee Ngar-ling,
Miss Ada Wong Yiu-ming*



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



*(Rear row) Mr Jason Chan Mau-kwan
(Front row from left) Mr Chris Chong Yan-tung, Mr Thomas Edward Kwong*



(From left) Ms Mo Yuk-wah, Mr Ben Li Chi-keung



(From left) Ms Juliana Chan Oi-yung, Ms Doris Lui Wai-lan

Publicity

This year, the Department launched a Television Announcement in the Public Interest (TV API) on legal aid services and its corresponding radio API. The APIs were broadcast on local TV and radio channels. In addition, the TV API was also uploaded to the Department's website and the Information Services Department. Members of the public can click the hyperlink of ["All are equal before the law"](#) and watch the video.

Due to the onset of COVID-19, the Department had suspended receiving delegates from outside bodies in 2020. However, we continued to deliver a number of talks to promote public understanding of legal aid services. In January, we hosted a talk for about 20 social workers and frontline staff of Po Leung Kuk Tsui Lam Centre to introduce them the work and services of the Department in respect of family matters such as divorce, maintenance, custody and guardianship. Another talk was delivered for the Hong Kong Federation of Trade Unions in July with particular focus on employees' compensation and personal injuries claims. In October, we hosted another talk for the Social Welfare Department introducing legal aid services on family matters. All these talks were well received and feedback from the audience was very positive.

The Department also actively engaged with our stakeholders to promote public understanding of legal aid services. A number of professional officers participated in the Free Legal Advice Programme organized by the Law Society of Hong Kong as one of the events for the Law Week 2020. Our professional officers manned the Department's booth at the venue and answered questions and enquiries on issues relating to legal aid. In addition, a professional officer had also taken part in the production of a short legal tips video which aimed to promote legal aid services and works of the Department. The video was broadcast on the Law Society's website and its YouTube channel.

[Back to top](#)