

# 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 2021

### Information System

The feasibility study completed in October 2020 has identified various design, operational and technical limitations of the existing Case Management and Case Accounting System (CM&CAS) and the related query system, Knowledge Support System (KSS), for example, the cessation of support for the programming language of the existing systems, slow processing time and security vulnerabilities due to outdated hardware and software, etc. A major revamp, building on new system framework and custom-built design is necessary. The Department has accepted the consultant's recommendations to revamp the two systems. The revamped CM&CAS and KSS will bring about improvement in processing of legal aid applications, assignment of cases, monitoring of assigned-out cases, costs assessment, payments by the Department and automatic alerts / validation, data search, retrieval and analysis, and system security. In 2021, with the endorsement of the Panel on Administration of Justice and Legal Services, we successfully obtained funding support from the Finance Committee. The project will be kicked off at the third quarter of 2022 and the revamped systems are expected to be fully implemented by the end of 2025.

The Department was actively involved in the Judiciary's Information Strategy Plan (ITSP). This year, we were one of the key participants in the pilot run of the Judiciary's integrated case management system (iCMS), which will be launched by stages starting from the second quarter of 2022.

## Customer Services

The Department has procured 13 units of iPads with Zoom Meeting software installed to facilitate different sections to hold on-line meetings with applicants or aided persons. To cope with operation efficacy during pandemic, we have also procured 22 additional VPN notebooks for directorate officers and Senior Law Clerks I for them to have remote access to the Department servers.



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





(From left) Mr Steve Wong Yiu-fai,  
Ms Christina Hadiwibawa Cheung Ying-man,  
Mr Chris Chong Yan-tung



(From left) Ms Jenny Leung Ping-ching,  
Ms Juliana Chan Oi-yung,  
Ms Amy Lee Ngar-ling



(From left) Miss Doreen Chan Dao-kit,  
Mr Ben Li Chi-keung, Ms Mo Yuk-wah,  
Ms Nancy Keung Mei-chuen



(From left) Mr Chris Chong Yan-tung,  
Mr Thomas Edward Kwong,  
Mr Jason Chan Mau-kwan



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



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

## Publicity

2021 marked the 50th Anniversary of Legal Aid Department. Apart from publishing our 50th Anniversary commemorative publication, we successfully held the launching ceremony for "Legal Aid Department 50th Anniversary Roving Exhibition". The launching ceremony was officiated by the Chief Executive, Mrs Carrie Lam; the Chief Justice of the Court of Final Appeal, Mr Andrew Cheung Kui-nung; the Chief Secretary for Administration, Mr Matthew Cheung Kin-chung; the Chairman of the Legal Aid Services Council, Professor William Leung; and the Director of Legal Aid, Mr Thomas Kwong, at the Hong Kong City Hall. Further, to commemorate this milestone event, three roving exhibitions were organized in different districts of the territory to promote public understanding of our services and achievements over the past half century. Co-produced by the Department and the Radio Television Hong Kong (RTHK), a 6-episode documentary series "Legal Aid – a Gateway to Justice" was broadcast on TV from June to August 2021. The TV series covered a wide range of topics from matrimonial dispute, personal injuries claim, to murder trial, etc. The event of each episode was based on real-life legal aid case and in some episodes, the aided persons did appear on live to tell their own story.

Due to the onset of COVID-19, while the Department had suspended receiving delegates from outside bodies in 2021, we did not stop reaching out during this difficult time and hosted a number of talks to other Government departments and organizations. For example, our professional officers delivered several talks to social workers and frontline staff of Po Leung Kuk Tsui Lam Centre, Hong Kong Single Parents Association, Hospital Authority and Social Welfare Department on family matters such as divorce, maintenance, custody and guardianship. In March and December respectively, we delivered two talks to the Hong Kong Federation

of Trade Unions with particular focus on employees' compensation and personal injuries claims. In September, on the invitation of the Hong Kong Academy of Law, one of our directorate officers conducted a webinar to legal practitioners on "Update on Legal Aid Schemes". This was followed by a classroom lecture by another directorate officer in November for the law students studying at the Chinese University of Hong Kong. All these talks were well received and feedback from the audience was very positive.

To disseminate information to the public and make timely response to concerns relating to the Department, we set up a Facebook account in September for uploading useful information and relevant statistics to dispel public misconception of our services. Members of the public may visit the following link for more details:

<https://www.facebook.com/profile.php?id=100076152664548>