



法律援助署
Legal Aid Department

2022

法律援助署 年報

LEGAL AID DEPARTMENT
ANNUAL REPORT





Our Vision

- *To be a cornerstone of the rule of law in Hong Kong by delivering quality legal aid services.*



Our Mission

- *To ensure that no one who qualifies for legal aid is denied access to justice because of lack of means.*
- *To maintain the highest standards of professional excellence and ethics.*
- *To develop and maintain a highly-motivated, dynamic, well-trained and committed workforce.*
- *To work in partnership with the legal profession to reach our vision.*
- *To anticipate and meet the ever-changing needs of society.*



Our Values

- *Independence*
- *Commitment*
- *Efficiency and effectiveness*
- *Professionalism*
- *Teamwork*
- *Caring and responsive*

Foreword

It is my pleasure to present to you this Annual Report which summarises the major tasks performed and events organised by my colleagues in 2022. I hope you would enjoy reading this Report.

This was another challenging year for everyone when the COVID-19 pandemic took a turn for the worst in Hong Kong as the fifth wave of infections struck with deadly force in the first few months of 2022. The record-high daily infection rate shot into tens of thousands and COVID-19 related deaths mounted unceasingly in early 2022. This bleak condition had adversely affected the livelihood of various sectors, and the Department was no exception. During this time, some of our offices were temporarily closed for thorough disinfection. In view of the severity of the pandemic, the Government implemented new special work arrangements since late January with a view to reducing the number of staff in the office at the same time, while generally maintaining certain extent of public services. Despite the unprecedented impact of the pandemic, we continued to provide essential and urgent legal aid service to members of the public. I would like to take this opportunity to thank our clients for their patience and understanding of our special measures adopted to combat the pandemic and to extend my gratitude to all of my diligent colleagues for their dedication and perseverance.



Chris Y.T. Chong
Director of Legal Aid

Serving the Community

The fifth wave of the epidemic is more severe than the past few waves. Regardless of their departments and grades, civil servants, be they civilian or disciplined services staff, were mobilised to take up various roles in the anti-epidemic work at full stretch under the leadership of Permanent Secretaries and Heads of Departments. As with other government departments, some of our colleagues were assigned to carry out essential anti-epidemic duties on various fronts from February to April 2022 and to provide general support to the Government in the fight against the pandemic.

Amidst all this turmoil, we continued to reach out to the community via various publicity channels. With the gradual easing of the social distancing measures starting from the second half of 2022, our professional officers (including our senior directorate officers) resumed hosting face-to-face seminars/ talks for social workers and frontline staff of the Social Welfare Department, Hospital Authority and other non-governmental organisations, etc. These promotional events covered different topics ranging from the work and services of the Department to various family issues such as divorce, maintenance, child custody and guardianship of minor, family mediation, etc. In November 2022, our professional colleagues participated in the “Free Legal Advice Programme” under the “Law Week 2022” organised by the Law Society of Hong Kong. They manned a booth in Wan Chai to answer public enquiries on legal aid services. Besides, one of our professional officers also took part in the production of a short video on legal tips for the “Law Week 2022” to introduce the means and merits tests conducted when we process legal aid applications.

To maintain good relationship with our stakeholders and to promote the various services of the Department, two directorate officers hosted a workshop on civil legal aid schemes and measures to prevent abuse of legal aid for members of a trade union in July 2022. Another directorate officer conducted a webinar on “Update on Legal Aid Schemes” organised by the Hong Kong Academy of Law for legal practitioners in October 2022. All these events were well received by the participants and were no doubt conducive to promoting our services.

Apart from our stakeholders and working partners, our publicity programmes also placed importance on engaging youth groups and students. This year, we have re-activated our collaboration with a non-governmental organisation in a Job Shadow Day for students of two secondary schools in July 2022. Apart from being briefed of our services, the participating students were also given the opportunity to work with our Legal Aid Counsel (“LAC”) to acquire hands-on understanding of our work. In addition, we also participated in a mentorship scheme for a group of 12 students from another secondary school under the “Life Buddies” Mentoring Scheme in the same month. The students visited our offices and attended hearings at the High Court. The visits were followed by debriefing and discussion sessions with our LAC who served as mentors of the students. Law school students are also our major target group. This year, one of our professional officers delivered a career talk on legal aid services to introduce the work of LAC to a group of law students at the University of Hong Kong in September 2022.

Over the years, our colleagues are passionate about serving the community not only through their work, but also through voluntary service. Being members of the community, they care about the well-being of the public, especially individuals and families in need. The Government has all along been encouraging colleagues to volunteer for community service and I am glad to see that our colleagues have been participating in various community services in their spare time. In addition to manifesting concern for those in need, volunteerism will no doubt enhance solidarity and bolster staff morale. With the establishment of the Legal Aid Department Volunteer Team in November 2022, like-minded colleagues with strong passion for volunteering to serve the community as a team were bonded to achieve synergy and



Chris Y.T. Chong
Director of Legal Aid

impact. In December 2022, I, together with my colleagues and volunteers from other bureaux/ departments and the Law Society of Hong Kong took part in the Carol Singing Festival organised by the Child Development Matching Fund at Lee Tung Avenue, Wan Chai to raise funds for the next generation in the festive season. We will continue to serve our community through volunteering in the years ahead and encourage you to join hands in building a team culture of caring for the community, endeavouring to promote and participate in volunteer programmes in loving care for those in need.

Quality Service to the Public

The Department strives to deliver efficient and quality legal aid service to members of the public. In May 2022, we revised Chapters 6 to 9 of the Manual for Legal Aid Practitioners to provide up-to-date guidance notes to counsel and solicitors handling civil cases and criminal cases. In September 2022, our Application and Processing Division launched the SMS messaging service by which legal aid applicants would receive notification that their pre-application forms sent by post had been received. The new messaging service would also allow us to request applicants to contact the Department by phone as well as to inform them of the application results. We will continue to explore other means to enhance the efficiency of our services in the years to come.

Enhancement of Information Systems

The Department has attached great importance on the use of information technology with a view to digitalising our services and providing e-service options to members of the public. With the kicking-off of the revamp of the Case Management and Case Accounting System and the Knowledge Support System in September 2022, staff from various sections of the Department were deployed to form a Project Team to maintain an effective high-level project management structure and to facilitate timely decision-making and implementation of the project. The project team is also responsible for internal communication between the management and users of various working levels and across sections during development

of the project. I am glad to share with you that Phase I of the project has been successfully launched in Q4 2022. The development and implementation of the project is expected to last for about 3 years and to be completed by the third quarter of 2025. With the revamped systems, we could enhance efficiency in the provision of legal aid services to the public on various fronts including processing of applications, monitoring of cases, assignment of cases to panel lawyers, sharing of information with other parties, costs assessment, data retrieval as well as system security etc.

Apart from revamping our business systems, the launching of e-submission of Legal Aid Panel Entry Forms through the “iAM Smart +” mobile app, a one-stop personalised digital services platform, is also in the pipeline. Panel lawyers could make use of this mobile application to submit e-reports and e-forms to the Department when this e-application is launched in early 2023.

The Department would explore more possibilities to further streamline our workflow with the help of information technology in order to raise our operational efficiency.

Awards on our Professional Service

Despite various challenges in 2022, our colleagues have spared no effort in delivering high quality services to the public and pursuing excellence. Their hard work was duly recognised. This year, two meritorious colleagues were awarded The Ombudsman’s Awards for Officers of Public Organisations (“Ombudsman Award”) in recognition of their exemplary performance in customer service and complaints handling. Another experienced officer with consistently impressive performance was also awarded the Secretary for the Civil Service’s Commendation Award 2022 (“SCS’ Commendation”) for his commitment and dedication in the provision of quality legal aid services to the public in the past years. These award schemes are highly selective. The fact that our colleagues have been awarded the Ombudsman Award and SCS’ Commendation since 2017 and 2021 respectively best demonstrates the excellent and professional service they rendered to the members of the public over the past years. I believe my colleagues will continue, as they have been doing, to deliver their best in the provision of services to the public.

Looking Ahead

Despite the unprecedented threats and challenges arising from the fifth wave of the COVID-19 pandemic at the beginning of 2022, it has been the Government's overriding mission to fight the virus on the one hand and to maintain the orderly functioning of society on the other. Being the team that serves the people of Hong Kong, my colleagues have been remaining steadfast on duty and continuing to play an important role in anti-epidemic work so as to align with the Government's anti-epidemic goals at different stages and to meet the service needs of the public. After months of hard work, Hong Kong gradually resumed to normal in the latter part of the year. As far as our Department is concerned, I wish to express my sincere gratitude to all my colleagues who have provided professional and quality legal aid services to the public this year as we did in the past 50 years. As always, we will continue to be a cornerstone in upholding the rule of law in Hong Kong in the years to come.

On behalf of the Department, I would like to take this opportunity to extend my heartfelt thanks to the Legal Aid Services Council, the Chief Secretary for Administration's Office, the two legal professional bodies, and our stakeholders for their invaluable advice and unfailing support for the work of the Department.

Chris Y.T. Chong
Director of Legal Aid



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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 2022

Information System

Revamp of CM&CAS

The Case Management and Case Accounting System (CM&CAS), which was developed in August 2003, is a core information system heavily relied upon by the Department in its daily operation. A major revamp was considered necessary in the feasibility study completed in October 2020 whereby limitations of the existing CM&CAS and the related query system, Knowledge Support System (KSS) were identified in the design, operational and technical aspects. 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.

Following the endorsement of the Panel on Administration of Justice and Legal Services and the funding support from the Finance Committee of the Legislative Council in 2021, the revamp project of the CM&CAS was kicked off in the third quarter of 2022. The project contractor has been collecting user requirements in the system analysis and design stage since September 2022. System development and user acceptance tests will follow before live run by phases. The revamped systems are expected to be fully implemented by the third quarter of 2025.

Participation in the Judiciary's iCMS

The Department has been actively involved in the Judiciary's Information Strategy Plan (ITSP) as an important stakeholder. We were one of the key participants in the pilot run of the Judiciary's integrated case management system (iCMS), which had been launched by stages since May 2022. At present, the iCMS covers Personal Injuries Actions in the District Court

and the Department has in suitable cases utilised the system by e-filing court documents and linking up some existing cases with the Court.

Enhancement of LAESP enabling use of iAM Smart

The government-wide “iAM Smart” Platform is a one-stop personalised digital services platform, launched in December 2020, which enables users to log in and use online services by their personal mobile phones in a smart and convenient way. By early 2023, the Legal Aid Electronic Services Portal (LAESP) was enhanced enabling legal practitioners to submit Legal Aid Panel Entry Forms electronically by using “iAM Smart+” account. Panel lawyers can submit prescribed e-reports and e-forms through LAESP by using User ID and password or “iAM Smart”.

Customer Services

SMS service

To enhance communication with legal aid applicants and aided persons, the Department has rolled out SMS service since September 2022. Civil legal aid applicants and aided persons would receive notification by SMS (a) acknowledging receipt of their pre-application forms and documents received by post; (b) requesting them to contact our staff by phone; and (c) informing them of the result of their legal aid applications.



(From left)
Ms Juliana Chan Oi-yung, Mr Chris Chong Yan-tung, Mr Steve Wong Yiu-fai



(From left)
**Mr Steve Wong Yiu-fai,
Mr Chris Chong Yan-tung,
Mr Jason Chan Mau-kwan**



(Front row from left)
**Mr Steve Wong Yiu-fai,
Mr Ben Li Chi-keung**
(Rear row)
Ms Christina Cheung Ying-man



(From left)
**Ms Jenny Leung Ping-ching,
Ms Amy Lee Ngar-ling,
Ms Juliana Chan Oi-yung,
Ms Doris Lui Wai-lan,
Miss Ada Wong Yiu-ming**



(From left)
**Ms Nancy Keung Mei-chuen,
Miss Emily Ho Wai-han**

Publicity

In January, a talk was hosted online for the Po Leung Kuk Tsui Lam Centre to introduce our services especially in the context of divorce, maintenance and custody and other ancillary family matters. Since then, the epidemic situation of Hong Kong had undergone drastic changes and the Government tightened social distancing measures to the most stringent level. With the social distancing measures in place, the Department had suspended all visits, talks or seminars with other bodies or organisations. Starting from the second quarter of 2022, the epidemic situation had substantially alleviated in a continuous manner and the Department gradually resumed reaching out to host talks to other organisations to introduce our services to the public. In July, we delivered a talk hosted by the Hong Kong Federation of Insurers to their members on legal aid services related to employees' compensation and personal injuries. In September, our colleague gave a career talk to a group of law students in the University of Hong Kong. In October, a talk was delivered for the Social Welfare Department and the Hospital Authority and another was delivered to the frontline staff and social security officers of the Social Welfare Department and NGOs. In the same month, at the invitation of the Hong Kong Academy of Law, a talk was delivered via webinar to legal practitioners on the legal aid schemes of Hong Kong. We received very positive feedback and all these talks were very well received.

The Department also engaged with stakeholders to promote public understanding of legal aid services. Our colleagues participated in the Free Legal Advice Programme in the Law Week organised by the Law Society of Hong Kong in November 2022. Professional officers manned booths and answered queries from the public on issues related to legal aid. Another professional officer also took part in the production of a one-minute video clip on means and merits tests to facilitate a better understanding of our services.

The Department worked closely with the Legal Aid Services Council in the promotion of our services. In the 2022, information charts designed in collaboration with the Council on legal aid services were posted on our Facebook. Updated information, feeds and other materials were uploaded from time to time, with a view to engaging the public and promoting the services of the Department.



Chapter 2

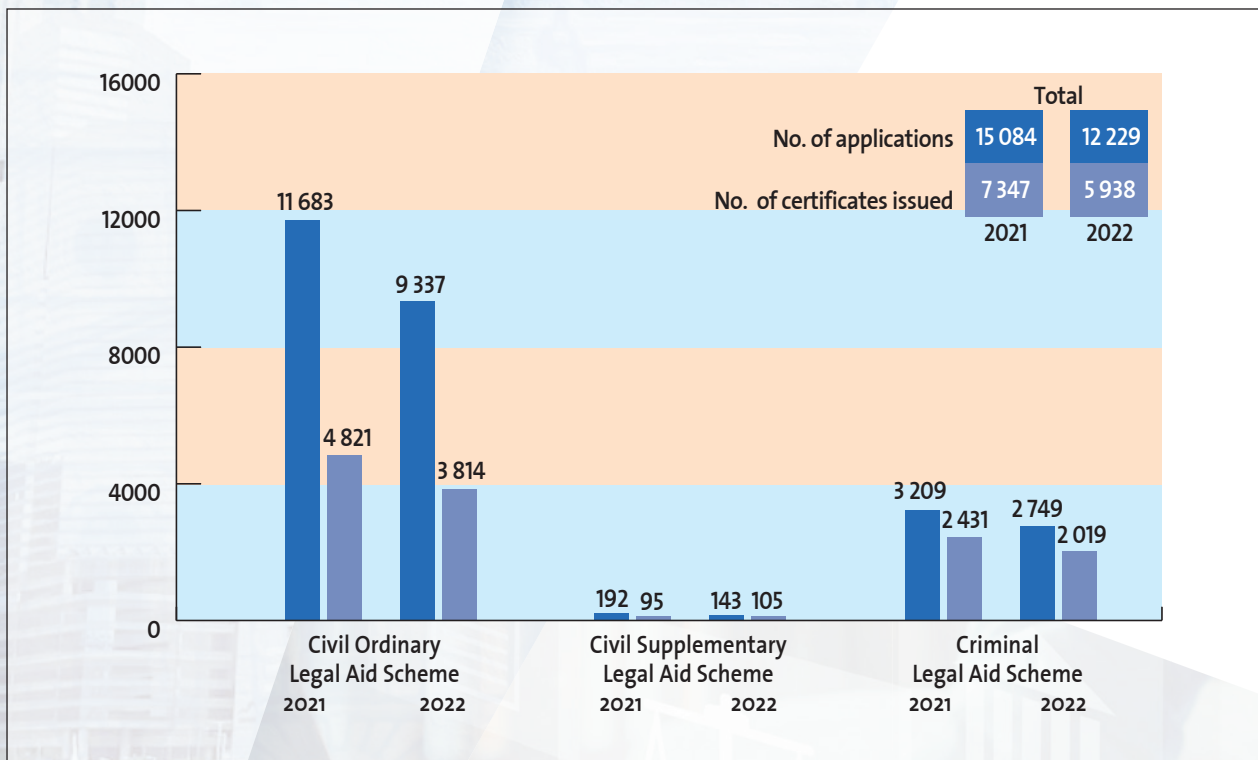
Legal Aid Services

Legal aid business is conducted in the following service areas:

- Receiving and processing of legal aid applications;
- Assignments and monitoring of legal aid cases;
- Litigation services; and
- Related supporting legal services.

Application and Processing Services

In 2022, a total of 12 229 applications for legal aid were received and 5 938 legal aid certificates were issued:





Ms Juliana Chan Oi-yung
*Deputy Director of Legal Aid
(Application and Processing)*

Legal Aid in Civil Cases

Civil legal aid applications, apart from applications relating to wages claims which are processed by the Insolvency Unit of the Litigation Division, are handled by the Application and Processing Division.

Ordinary Legal Aid Scheme

Applicants whose financial resources are within the statutory limit of \$420,400 may apply for the legal aid under the Ordinary Legal Aid Scheme (OLAS). OLAS covers many different types of civil cases which are closely related to the public's daily lives. Types of cases covered include family disputes, employees' compensation claims, personal injuries claims, immigration matters and other miscellaneous proceedings in the District Court, the Court of First Instance, the Court of Appeal and the Court of Final Appeal. It also covers applications to the Mental Health Review Tribunal and death inquests if the Director is of the opinion that the interests of public justice require legal aid be given.

In 2022, there were 9 337 OLAS applications and 3 814 legal aid certificates were issued under OLAS.

Supplementary Legal Aid Scheme

Applicants whose financial resources exceed the statutory limit of OLAS of \$420,400 but are below \$2,102,000 may apply for legal aid under the Supplementary Legal Aid Scheme (SLAS). The scope of SLAS covers employees' compensation claims and representation for employees in appeals against awards made by the Labour Tribunal irrespective of the amount of the claim. It also covers the following types of cases where the claim is likely to exceed \$75,000:

- personal injuries or death, medical, dental or legal professional negligence;
- professional negligence claims against certified public accountants (practising), registered architects, registered professional engineers, registered professional surveyors, registered professional planners, authorised land surveyors, registered landscape architects and estate agents;
- negligence claims against insurers or their intermediaries in respect of the taking out of personal insurance products;
- monetary claims against vendors in the sale of completed or uncompleted first-hand residential properties;
- professional negligence claims against financial intermediaries licensed or registered for Type 1 (dealing in securities), Type 2 (dealing in futures contracts) or Type 8 (securities margin financing) regulated activities within the meaning of the Securities and Futures Ordinance (Cap.571); and
- monetary claims in respect of derivatives of securities, currency futures or other futures contracts on the basis that the person was induced to deal in those derivatives, futures or contracts by fraud, deception or misrepresentation.

In 2022, there were 143 SLAS applications and 105 legal aid certificates were issued under SLAS.

SLAS is a self-financing scheme and is funded by contributions paid by the applicants upon acceptance of legal aid and contributions from monies recovered in the aided proceedings. The rates of contribution for personal injuries and employees' compensation claims and the provision of legal representation to employees for appeals against awards made by the Labour Tribunal range from 6% to 10%. For the remaining types of proceedings, the contribution rates range from 15% to 20%.

For the year ended 30 September 2022, a deficit of \$1.2 million was recorded as compared with a surplus of \$3.3 million in the year ended 30 September 2021 in the Supplementary Legal Aid Fund. As at 30 September 2022, the Fund had a balance of \$215.1 million. For details, please refer to [Appendix 1](#).

Distribution of Civil Legal Aid Applications Received in 2021-2022

Case Types	No. of Applications for Civil Legal Aid		
	2021	2022	% Change
Personal Injuries Claims	4 929	4 188	-15%
Matrimonial Cases	4 570	3 236	-29%
Land and Tenancy Disputes	465	370	-20%
Employment Disputes	57	36	-37%
Immigration Matters	112	44	-61%
Wage Claims	45	34	-24%
Others	1 697	1 572	-7%
Total	11 875	9 480	-20%

Distribution of Civil Legal Aid Certificates Issued in 2021-2022

Case Types	No. of Certificates for Civil Legal Aid		
	2021	2022	% Change
Personal Injuries Claims	2 430	2 002	-18%
Matrimonial Cases	2 079	1 551	-25%
Land and Tenancy Disputes	85	66	-22%
Employment Disputes	5	15	200%
Immigration Matters	0	1	-
Wage Claims	30	21	-30%
Others	287	263	-8%
Total	4 916	3 919	-20%



Ms Doris Lui Wai-lan
Assistant Director of Legal Aid
(Application and Processing)

To facilitate the public to apply for legal aid, the Application and Processing Division provides an information and enquiry service through the Information and Application Services Unit. The Unit deals with enquiries from the public on matters such as the scope of legal aid, financial eligibility limits and application procedures. In 2022, the Unit received a total of 26 880 enquiries.

Eligibility for Legal Aid

Regardless of their nationality or residence, applicants who pass both the means and merits tests will be granted legal aid. They are given the services of solicitors and, if necessary, counsel to represent them in legal proceedings conducted in Hong Kong courts.

Take-up Rate for Civil Legal Aid in 2021-2022

Certificates
4 916

Take-up Rate
(as a % of offers)
94%



Certificates
3 919

Take-up Rate
(as a % of offers)
92%



Legal Aid Applications for Judicial Review Received and Certificates Granted by Categories

Calendar Year	Government policies and related matters		Immigration matters including non-refoulement claims		Others			
					Government and related organisation decisions		Non-government related organisation decisions	
	Applications received	Certificates granted	Applications received	Certificates granted	Applications received	Certificates granted	Applications received	Certificates granted
2021	71	11	334	70	37	3	8	0
2022	29	8	409	83	47	2	2	0

Refusal of Legal Aid

An applicant who is refused legal aid in civil matters on either means or merits may appeal to the Registrar of the High Court. In respect of the Court of Final Appeal cases, the applicant may appeal to a Review Committee comprising the Registrar of the High Court, a barrister and a solicitor appointed by the Chairman of the Hong Kong Bar Association and the President of the Law Society of Hong Kong respectively. The decision of the Registrar or the Review Committee is final.



Ms Jenny Leung Ping-ching
Assistant Principal Legal Aid Counsel /
Application and Processing (1)

Refusal Rate of Civil Legal Aid Applications in 2021-2022

Refusals

(a) on merits

4 790

Refusal Rate

(as a % of applications)

40%



Refusals

(a) on merits

3 851

Refusal Rate

(as a % of applications)

41%



(b) on means

819

Refusal Rate

(as a % of applications)

7%

(b) on means

660

Refusal Rate

(as a % of applications)

7%

Outcome of Civil Legal Aid Appeals in 2021-2022

Appeals Allowed

25

Success Rate

(as a % of appeals)

3%



Appeals Allowed

41

Success Rate

(as a % of appeals)

6%



Note: *The figures do not include appeals withdrawn.



Ms Amy Lee Ngar-ling
Assistant Principal Legal Aid Counsel /
Application and Processing (2)

Civil Legal Aid Applications by Refusals and Outcomes of Legal Aid Appeals

Calendar Year	Civil Legal Aid Applications	Refusal		Legal Aid Appeals	
		on Merits*	on Means*	Heard	Allowed
2020	11 286	4 289	780	778	35
2021	11 875	4 790	819	839	25
2022	9 480	3 851	660	701	41

* Refusal on both Merits and Means is included in Refusal "on Means" as well as Refusal "on Merits".

Legal Aid Applications for Judicial Review by Refusals and Outcomes of Legal Aid Appeals

Calendar Year	Applications	Refusal		Legal Aid Appeals	
		on Merits*	on Means*	Heard	Allowed
2020	359	252	8	91	5
2021	450	313	6	64	1
2022	487	367	6	115	3

* Refusal on both Merits and Means is included in Refusal "on Means" as well as Refusal "on Merits".

Note : The statistics in the above tables are year based. A refusal or legal aid appeal may be related to a civil legal aid application made in the previous year. According to section 10(3) of the Legal Aid Ordinance, a person shall not be granted legal aid in connection with any proceedings unless he shows that he has reasonable grounds for taking, defending, opposing or continuing such proceedings or being a party thereto and may also refused legal aid where it appears to the Director of Legal Aid that it is unreasonable to grant legal aid. Regarding the legal merits test, the court does not have to be satisfied that it is more probable than not that the issue of fact will be decided in the legal aid applicant's favour. But it has to be satisfied that the applicant has shown that there is a reasonable, as opposed to a fanciful, chance of the court at the trial deciding that issue of fact in his favour.



Miss Ada Wong Yiu-ming
Assistant Principal Legal Aid Counsel
(Kowloon Branch Office)

Outcome of Civil Cases Closed in 2022

Case Type	Settlement before Issuing Petition	Order for Winding-up/ Bankruptcy	Petition Dismissed upon Settlement	Petition Stayed	Petition Dismissed	Referral to PWIFB*	Others	Total
Wage Claims (Winding-up / Bankruptcy)	0% (3%)	45% (50%)	0% (0%)	0% (15%)	14% (6%)	5% (0%)	36% (26%)	100%

* Protection of Wages on Insolvency Fund Board

Case Type	Relief Obtained	Relief Not Obtained	Withdrawn	Total
Matrimonial Cases	84% (84%)	5% (5%)	11% (11%)	100%

Case Type	In Favour	Not in Favour	Discharged / Revoked prior to Proceedings	Discharged at Aided Person's Request during Proceedings	Discharged / Revoked during Proceedings	Total
Personal Injuries Claims	92% (94%)	2% (1%)	1% (1%)	2% (1%)	3% (3%)	100%
<i>Employees' Compensation Claims</i>	94% (95%)	1% (1%)	1% (1%)	1% (1%)	3% (2%)	100%
<i>Personal Injuries</i>	92% (92%)	2% (1%)	1% (1%)	2% (2%)	3% (4%)	100%
<i>Running Down</i>	93% (96%)	1% (0%)	1% (1%)	1% (1%)	4% (2%)	100%
Medical / Dental / Professional Negligence	70% (61%)	7% (9%)	0% (2%)	7% (14%)	16% (14%)	100%
Miscellaneous	62% (60%)	17% (18%)	8% (7%)	1% (2%)	12% (13%)	100%
Overall	87% (89%)	4% (3%)	2% (2%)	2% (2%)	5% (4%)	100%

(2021 figures in bracket)

Legal Aid in Criminal Cases

Criminal legal aid applications are processed by the Crime Section of the Litigation Division.

Distribution of Criminal Legal Aid Applications Received in 2021-2022

Case Types	No. of Applications for Criminal Legal Aid		
	2021	2022	% Change
Committal Proceedings in the Magistrates' Court	418	409	-2%
District Court Trials	1 520	1 338	-12%
Court of First Instance Trials	317	268	-15%
Magistrates' Court Appeals to the Court of First Instance	413	237	-43%
District Court Appeals to the Court of Appeal	260	247	-5%
Court of First Instance Appeals to the Court of Appeal	131	122	-7%
Appeals in the Court of Final Appeal	83	78	-6%
Others	67	50	-25%
Total	3 209	2 749	-14%

Applicants whose means exceed the statutory limit may be granted legal aid if the Director of Legal Aid is satisfied that it is desirable in the interests of justice to grant legal aid.

Distribution of Criminal Legal Aid Certificates Issued in 2021-2022

Case Types	No. of Applications for Criminal Legal Aid		
	2021	2022	% Change
Committal Proceedings in the Magistrates' Court	412	381	-8%
District Court Trials	1 529	1 216	-20%
Court of First Instance Trials	324	264	-19%
Magistrates' Court Appeals to the Court of First Instance	37	41	11%
District Court Appeals to the Court of Appeal	45	45	0%
Court of First Instance Appeals to the Court of Appeal	41	38	-7%
Appeals in the Court of Final Appeal	12	16	33%
Others	31	18	-42%
Total	2 431	2 019	-17%

Take-up Rate for Criminal Legal Aid in 2021-2022

Certificates
2 431

Take-up Rate
(as a % of offers)
97%



Certificates
2 019

Take-up Rate
(as a % of offers)
97%





Ms Mo Yuk-wah
Deputy Director of Legal Aid (Litigation)



Ms Nancy Keung Mei-chuen
Assistant Director of Legal Aid (Litigation)

Refusal of Criminal Legal Aid

If an applicant is refused criminal legal aid on merits, he can apply to the judge who may grant legal aid on his own initiative provided the applicant is eligible on means.

In 2022, there were six refusals on means, all of which were also refusals on merits. 60 applications were refused because the applicants concerned failed to supply the Director with the necessary information to conduct the means test. The Director exercised discretion and granted legal aid in 52 cases even though the means of the applicants exceeded the financial eligibility limit.

For refusal in respect of an appeal to the Court of Final Appeal, the applicant may appeal to the Review Committee chaired by the Registrar of the High Court and comprising a barrister and a solicitor appointed by the Chairman of the Hong Kong Bar Association and by the President of the Law Society of Hong Kong respectively. The decision of the Committee is final. In 2022, no appeal was made to the Review Committee.



Miss Doreen Chan Dao-kit
Assistant Principal Legal Aid Counsel (Crime)

Refusal Rate of Criminal Legal Aid Applications in 2021-2022

Refusal on Merits

689

(Appeal cases)
(657)

(Other cases)
(32)

Refusal Rate
(as a % of applications)

21%

Legal aid granted by judges
notwithstanding the Director
of Legal Aid's refusal

11

Refusal on Means

(including refusals where applicants failed to
provide necessary information on means)

90 (75)

Refusal Rate
(as a % of applications)

3%



Refusal on Merits

527

(Appeal cases)
(497)

(Other cases)
(30)

Refusal Rate
(as a % of applications)

19%

Legal aid granted by judges
notwithstanding the Director
of Legal Aid's refusal

6

Refusal on Means

(including refusals where applicants failed to
provide necessary information on means)

66 (60)

Refusal Rate
(as a % of applications)

2%



Legal Aid Electronic Services Portal

Civil legal aid applicants of the age of 18 and over and all criminal legal aid applicants can access the Legal Aid Electronic Services Portal (LAESP) to submit pre-application information forms online for non-urgent civil or criminal cases as a first step towards making an application for legal aid.

The LAESP also has a means test calculator, which allows members of the public to conduct a preliminary assessment of their eligibility on means if they apply for legal aid. Members of the public can visit the departmental website at <https://www.lad.gov.hk> or the mobile phone version to access the means test calculator. In 2022, the means test calculator and its mobile version received 6 091 and 7 106 hits respectively.

Legal Aid Assignments and Monitoring

Assignments

When assigning legal aid cases, interest of the legally aided persons is the paramount consideration. Hence, legal aid work is not distributed to counsel or solicitors on the Legal Aid Panel equally. Counsel or solicitors are selected having regard to their level of experience and expertise, the nature and complexity of the particular case, with reference to the established guidelines and criteria, which include, amongst others, minimum experience requirements, past performance records and the limit on assignments of legal aid work.

Distribution of Civil and Criminal Assignments to Solicitors / Counsel in 2022

No. of Assignments	No. of Counsel			
	*Below 3 Years	*3-5 Years	*6-10 Years	*Over 10 Years
1-4	7	22	54	141
5-15	0	7	27	207
16-30	0	0	1	29
31-50	0	0	0	0
Over 50	0	0	0	0
Total	7	29	82	377

* Years of post-call experience

No. of Assignments	No. of Solicitors			
	*Below 3 Years	*3-5 Years	*6-10 Years	*Over 10 Years
1-4	1	17	84	509
5-15	0	12	31	249
16-30	0	2	8	81
31-50	0	0	0	3
Over 50	0	0	0	0
Total	1	31	123	842

* Years of post-admission experience

The Department set up the Departmental Committee on Monitoring Assignments to Counsel and Solicitors to ensure that cases are assigned in accordance with the established assignment criteria and guidelines. The Committee is chaired by the Director of Legal Aid and comprises directorate officers of the Department. It considers reports on the unsatisfactory performance / conduct of assigned lawyers.

In 2022, on the advice of the Committee, 1 counsel and 12 solicitors were put on the Record of Unsatisfactory Performance / Conduct and advisory letters were issued to 2 counsel.

Since the assignment of legal aid cases is based on the experience of Panel lawyers in the past three years, the Department regularly updates Panel lawyers' experience to maintain the integrity of the legal aid assignment system. Panel lawyers are reminded to submit Data Update Form before the expiry of the three-year period so that their personal particulars, experience and expertise can be updated regularly.

Mediation in Legal Aid Cases

Legal aid covers mediators' fees and related expenses incurred by aided persons undergoing mediation in the course of the aided proceedings. In 2022, funding for mediation was approved in 684 assigned out cases, out of which 127 were matrimonial cases.

Litigation Services

In-house Civil Litigation

The Civil Litigation Section (CLS) of the Litigation Division undertakes civil litigation for aided persons whose cases have been assigned in-house.



Ms Juliana Chan Miu-kuen
*Assistant Principal Legal Aid Counsel
(Civil Litigation 1)*

Personal Injury Litigation

In 2022, Civil Litigation (1) of CLS took up 147 personal injuries cases and seamen wages claims. Personal injuries cases including employees' compensation claims, traffic accident claims and negligence claims. Damages over \$1 million were recovered for aided persons in six cases. The total amount of damages and seaman wages recovered was about \$40 million and US\$1.75 million respectively.

Legal costs recovered for the professional litigation work done by Civil Litigation (1) of CLS were about \$7.4 million.

Family Litigation

In 2022, the Family Unit of the Civil Litigation (2) of CLS took up a total of 513 family cases including divorce, maintenance, custody and property disputes. It also handled enforcement proceedings for the recovery of outstanding maintenance and costs in family cases litigated in-house.



Miss Emily Ho Wai-han
*Assistant Principal Legal Aid Counsel
(Civil Litigation 2)*

Wage Claims

The Insolvency Unit of the Civil Litigation (2) of CLS assists employees referred by the Labour Relations Division of the Labour Department to recover arrears of wages and other employment-related benefits. It also handles the ensuing winding-up or bankruptcy proceedings.

Where there is sufficient evidence to support the presentation of a petition for winding-up or bankruptcy but it is uneconomical or unreasonable in the particular circumstances to institute court proceedings, the Unit will refer the case to the Protection of Wages on Insolvency Fund Board for consideration of ex-gratia payments to the employees.

In 2022, the Insolvency Unit took out 20 winding-up and one bankruptcy petitions. A total of 292 cases were referred to the Protection of Wages on Insolvency Fund Board for ex-gratia payments.

In-house Criminal Litigation

In addition to processing legal aid applications for criminal cases, in-house lawyers in the Crime Section of the Litigation Division also represent legally aided persons at committal proceedings in the Magistrates' Court, plea day hearings in the District Court, listing hearings in the Court of First Instance as well as bail applications at all levels of court. They also act as instructing solicitors in cases in the Court of First Instance, the Court of Appeal and the Court of Final Appeal.

In 2022, 80.6% of all criminal cases in the District Court in Hong Kong were legally aided, as were 95.1% of criminal cases in the Court of First Instance.

In 2022, the Crime Section handled 834 cases in-house:

Court of First Instance of High Court Trials & Appeals

31 (3.7%)

District Court-Plea Day Hearings

461 (55.3%)

Committal Proceedings & Others

342 (41.0%)

Total

834 (100.0%)

(as a % of total cases handled in-house)



Related Legal Support Services

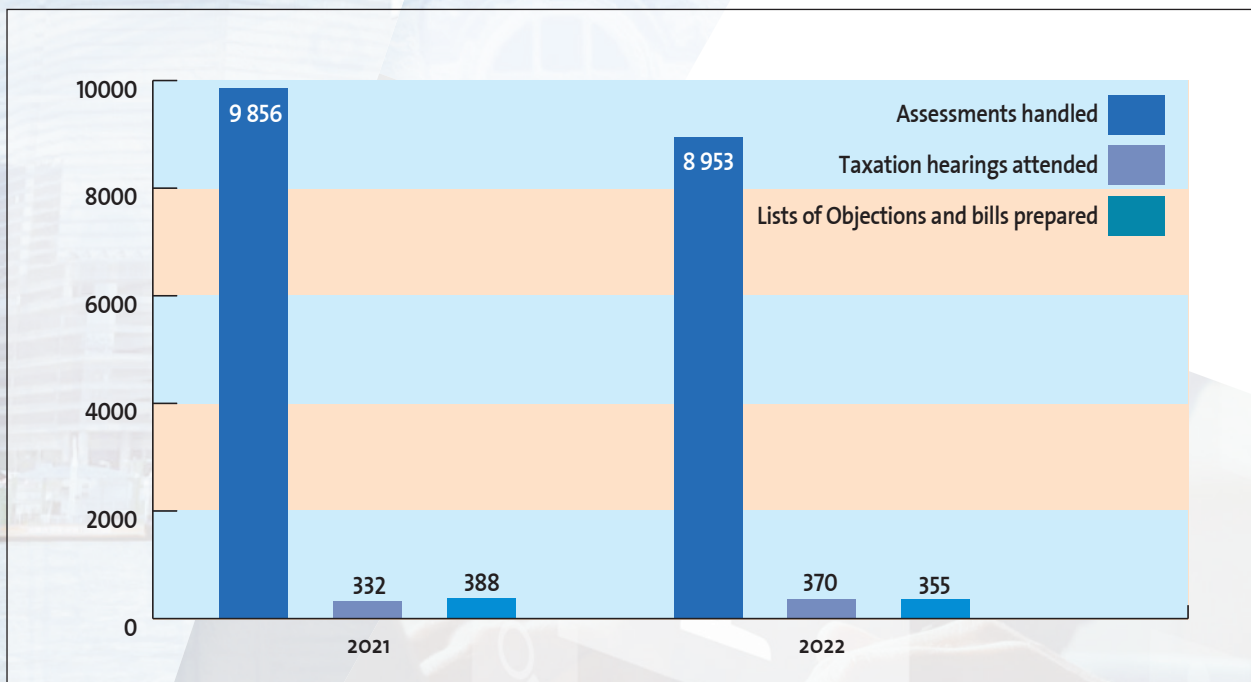
Costing

The Department's Costing Unit assesses all bills of costs submitted by assigned solicitors and opposite parties, prepares lists of objections and bills and attends taxation hearings.



Ms Christina Cheung Ying-man
Assistant Principal Legal Aid Counsel
(Legal and Management Support)

Cases Handled by the Costing Unit in 2021-2022



Enforcement

The Department's Enforcement Unit (EU) handles enforcement proceedings for the recovery of judgment debts and costs in legally aided cases. EU's work in the first half of 2022 continued to be affected by the COVID-19 pandemic and the special work arrangement for the Court and the Department. In 2022, a total of 183 cases were assigned to the EU. In 90 cases, enforcement proceedings were instituted. About 8% of the proceedings were instituted within 1 month from the date when the cases were assigned to the handling professional officers. The table below shows the time taken for enforcement proceedings to be commenced from the date of assignment:

Time Taken for the Commencement of Enforcement Proceedings in 2022:

Within 1 month	Within 2 months	Within 3 months	More than 3 months	Total no. of cases
7 (39)	33 (40)	27 (17)	23 (13)	90 (109)
8% (36%)	37% (37%)	30% (15%)	25% (12%)	100% (100%)

(2021 figures in bracket)

Some of these cases were settled prior to the commencement of or during the enforcement proceedings where the judgment debtors undertook, through negotiation and production of supporting documents, to pay the outstanding amount by instalments.

The costs and damages recovery ratio for cases with enforcement actions handled by the Department and finalised in 2022 is as shown in the chart below:

Amount recovered

31%

Amount not recovered

69%



Top 20 Solicitors in terms of Civil Case Assignments in 2022 by Case Types and Percentage Shares in the Total Number of Civil Case Assignments to Solicitors

(From 1.1.2022 to 31.12.2022)

Rank by order Share	No. of Assignments by Case Types#						% Share
	PI-related	JR	MIM	MAT	Others	Total	
1	31	0	0	0	0	31	0.9%
2	30	0	0	0	0	30	0.8%
3	29	0	0	0	0	29	0.8%
4	27	0	0	0	0	27	0.8%
5	26	0	0	1	0	27	0.8%
6	9	0	0	17	0	26	0.7%
7	25	0	0	0	0	25	0.7%
8	24	0	0	1	0	25	0.7%
9	23	0	0	1	1	25	0.7%
10	25	0	0	0	0	25	0.7%
11	25	0	0	0	0	25	0.7%
12	25	0	0	0	0	25	0.7%
13	25	0	0	0	0	25	0.7%
14	25	0	0	0	0	25	0.7%
15	21	0	0	1	2	24	0.7%
16	19	0	0	1	4	24	0.7%
17	24	0	0	0	0	24	0.7%
18	23	0	0	1	0	24	0.7%
19	23	0	0	0	0	23	0.6%
20	23	0	0	0	0	23	0.6%
Subtotal for Top 20	482	0	0	23	7	512	14.4%
Total no. of assignments to solicitors in civil cases	2137	102	3	1098	211	3551	100.0%

Note: The civil assignment limit for panel solicitor is 30 cases within the past 12 months; and for judicial review - related cases is 5 cases within the past 12 months.

Figures may not add up to total due to rounding.

Case types:

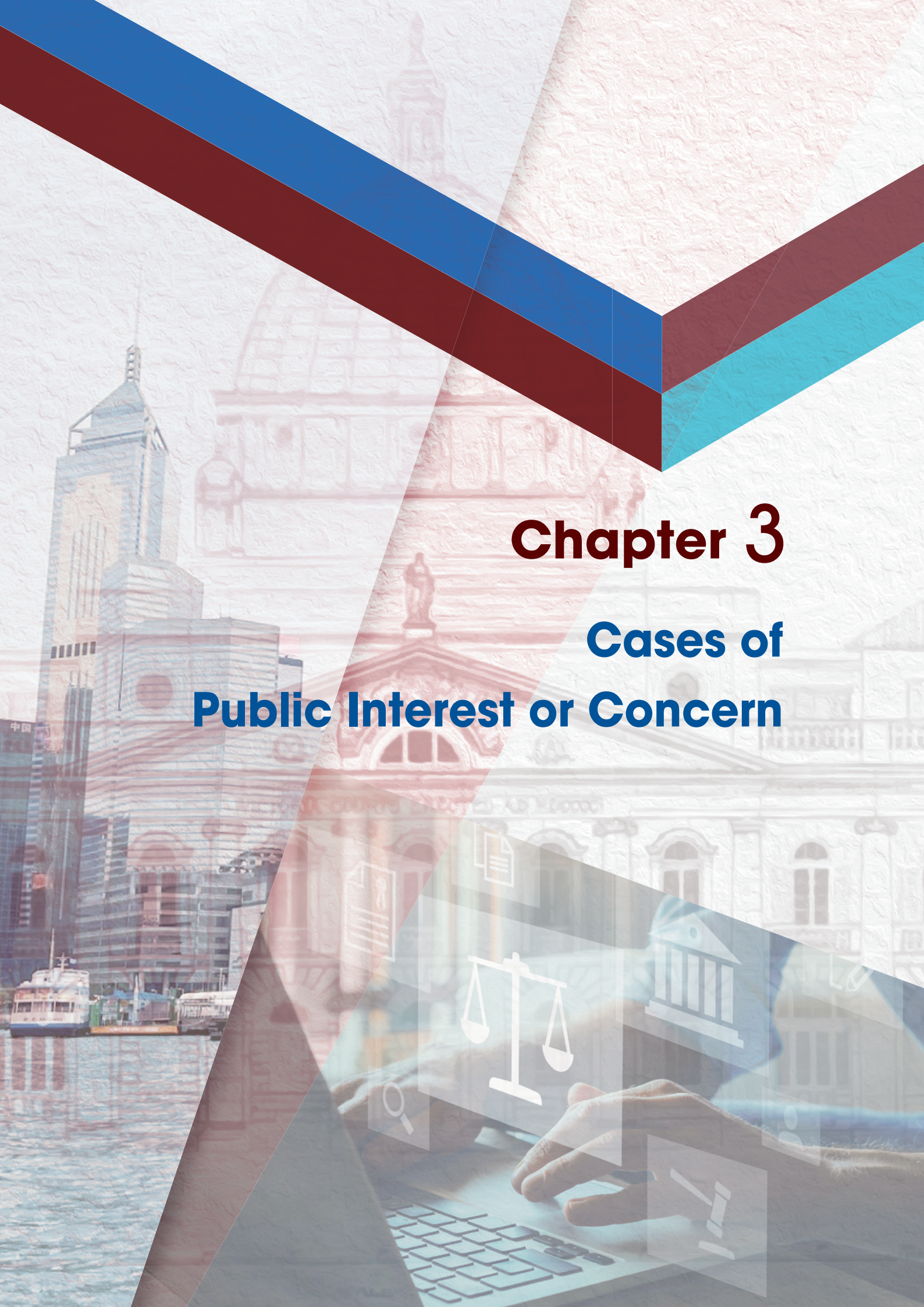
PI related – Employees' Compensation, Damages for Assault, Dental Negligence, Medical Negligence, Personal Injuries, Professional Negligence, Traffic Accident, SLAS Employees' Compensation, SLAS Medical Negligence, SLAS Personal Injuries, SLAS Professional Negligence and SLAS Running Down

JR – Judicial Review

MIM – Immigration

MAT – Matrimonial

Others – Miscellaneous



Chapter 3

Cases of Public Interest or Concern

HKSAR v. Lam See Chung Stephen

[2022] 5 HKLRD 118; CACC 225 / 2020, CACC 5 & 9 / 2021 (heard together)

In this appeal against sentence, the Court of Appeal dealt with the question whether the District Court has power, and if so, the manner to impose sentences on a convicted defendant exceeding the District Court's jurisdictional limit of 7 years, where the defendant is sentenced by the same District Court Judge in separate cases.

The appellant, whom the Court of Appeal described as "an unrepentant recidivist- with a long list of convictions for offences involving fraud and dishonesty", was brought to the District Court in three separate cases, each involving multiple counts of fraud and related offences. The three cases were heard together on plea day where the Appellant indicated a guilty plea to all charges in each of the three cases. The prosecution requested that the three cases be heard by the same judge but at different times in order to address the jurisdictional limit of the District Court of 7 years' imprisonment. The prosecution's application was granted despite objection from the defence.

At the hearing of the first case, the defence renewed its application for the three cases to be heard at the same time but it was refused. The Appellant was dealt with by the same judge in three separate hearings, where sentences were imposed on him in respect of each one, taking into account the totality principle and the sentence which had been passed in the previous case.

Eventually, on his own plea, the Appellant was convicted of a total of 47 charges by the same District Court Judge in three separate hearings. He was given a total sentence of 7 years and 3 months' imprisonment.

With the assistance of legal aid, the Appellant appealed against his sentences to the Court of Appeal. Two grounds of appeal were advanced by the Appellant. Firstly, the Appellant argued that the resultant sentence exceeded the District Court's jurisdictional limit by 3 months. It was complained that the prosecution had deliberately and unfairly broken up the case into three separate cases as a means of achieving a sentence that exceeded the jurisdictional limit of the District Court.

The second ground was in relation to the complaint that the Judge had failed to give a meaningful discount of the sentence for the Appellant's guilty pleas, bearing in mind the jurisdictional limit of the District Court, rendering the total sentence a manifestly excessive one.

The Court of Appeal noted that on a proper construction of section 82 of the District Court Ordinance (Cap.336), it was permissible for the District Court to impose and direct a sentence to commence at the expiration of a term of imprisonment that an accused was already serving, even if the aggregate period of imprisonment that was imposed on two occasions amounted to a term greater than the District Court's jurisdictional limit of 7 years.

The proviso under s.82(2)(a), as constructed by the Court of Appeal upon considering various case authorities, means that the aggregate of sentence may not exceed 7 years, if the accused is sentenced to consecutive sentences on the same occasion; and that the proviso does not however apply to consecutive sentences imposed on separate occasions.

The Court of Appeal found that in the circumstances of the present case, the Judge was dealing with three separate charge sheets and the Judge sentenced the Appellant separately on each of the charge sheets. In this sense, the sentence imposed in respect of each charge sheet was a separate occasion from the other but not on the same occasion. It follows that there was indeed no need to have the three cases separately dealt with at different times.

It was held that when an accused is dealt with by the same judge on separate charge sheets which are dealt with separately from each other, it will not be on the same occasion unless they have been consolidated or agreed to be heard together.

With respect to the Appellant's complaint that he was deprived of a meaningful discount for his guilty pleas, as the starting points and the ultimate sentences imposed in each of the three cases did not exceed the jurisdictional limit of the District Court, the Court of Appeal found that the issue did not arise and this ground was thus rejected.

The appeal was accordingly dismissed.

Employees Compensation Assistance Fund Board v. Fong Chak Kwan (FACV 5/2022)

Not only grassroots can enjoy the benefit of legal aid, assistance may also be extended to the middle-class, regardless of whether they may be working in Hong Kong or employed by a foreign company.

The Plaintiff was a Hong Kong permanent resident and a site service specialist working in a PRC sewage treatment plant. He was employed by, inter alia, the 2nd Defendant, a company incorporated in the United States (“D2”). He suffered serious personal injuries whilst working there, but returned to Hong Kong to receive extensive medical treatment. He commenced proceedings in Hong Kong against the Defendants to claim damages for negligence. Interlocutory default judgment was subsequently entered against D2. The Employees’ Compensation Assistance Fund Board (“the Fund Board”), a statutory body established to provide a last resort for the protection of the entitlements of injured workers or eligible family members of deceased employees, intervened and applied to set aside the order granting leave to the Plaintiff to serve the Writ on D2 as well as the interlocutory judgment.

Under the Employees Compensation Assistance Ordinance (Cap. 365), the Fund Board may be liable to make relief payment to an eligible applicant who is an employee injured at work and fails to receive common law damages for which the employer is liable after exhausting all legal and financially viable means of recovery from the employer or its insurer. Given the difficulty in enforcing the potential judgment overseas against a foreign defendant, the Fund Board may have a high risk to be liable for payment, hence its solicitors took measures to protect the Fund Board’s interests. The measure they took was to attempt to bar the Plaintiff’s claim by challenging the leave granted by the Court to the Plaintiff to serve the writ overseas on D2 in the United States under, *inter alia*, Order 11, rule 1(1)(f) of the Rules of the High Court (“RHC”) which establishes a jurisdictional gateway (“Gateway F”).

Gateway F allows the writ to be served on a defendant situated outside Hong Kong and the Hong Kong court to assume jurisdiction if the claim is founded on a tort and “*the damage was sustained within the jurisdiction*”. In essence, the Fund Board’s solicitors attempted to argue that the damage was not sustained in the jurisdiction.

With the assistance of legal aid, the Plaintiff successfully opposed the Fund Board's application and appeal all the way up to the Court of Final Appeal. The Court of Final Appeal was also able to utilize the case to clarify the applicability of the split decisions of the United Kingdom ("UK") Supreme Court in *Brownlie v Four Seasons Holdings Inc* ("*Brownlie I*") and *Brownlie v FS Cairo (Nile Plaza) LLC* ("*Brownlie II*") and enabled further developments in Hong Kong law as to the jurisdictional test for service-out. As a result, Plaintiffs (whether legally aided or not) in similar situations may find themselves in a better position to commence proceedings against foreign defendants in the future.

Proceedings below

The Court of First Instance held that "*the damage sustained*" under Gateway F includes indirect or consequential damage ("*wide interpretation*"), such as the medical expenditure and the pain, suffering and loss of amenities suffered by the Plaintiff in Hong Kong. In so doing, the judge preferred the majority view in *Brownlie I* over the minority view, which is that the phrase is limited to direct damage only ("*narrow interpretation*"). The Court of Appeal upheld the Court of First Instance's decision on this issue. The Fund Board obtained leave to appeal to the Court of Final Appeal.

Wide interpretation endorsed

The Court of Final Appeal endorsed the wide interpretation of the majority in both *Brownlie I* and *Brownlie II*. Drawing support from overseas and local authorities, the wide interpretation is founded on the "*natural and ordinary*" meaning of the word "*damage*" in the context of the tort gateway as viewed against its purpose, namely "*the actionable harm caused by the tortious act, including all the bodily and consequential financial effects which the claimant suffers*". That means no distinction between direct and indirect damage needs to be drawn when considering whether Gateway F has been satisfied. Hence, where the plaintiff is able to show a good arguable case that some significant "*actionable harm caused by the tortious act*" had been sustained by him in the jurisdiction (such as the incurrence of substantial medical expenditure consequent on personal injuries suffered abroad), he would be able to show that "*the damage*" had been sustained within the jurisdiction.

As to the Fund Board's argument that the wide interpretation might encourage forum-shopping or permit claims founded on only a tenuous amount of damage sustained in the jurisdiction, the Court confirmed that the discretionary *forum conveniens* factors will play a guard-dog role in mitigating any excesses that may result from the wide interpretation of Gateway F. Thus, it is now established that before the court will give permission to serve proceedings out of the jurisdiction, not only must a claim pass through one of the gateways, it must also be shown that Hong Kong is the *forum conveniens*.

Thirdly, it is also established that the claim must also fall within the "*spirit of the rule*" by virtue of Order 11, rule 4(2) of the RHC, which provides that no leave to service out shall be granted "*unless it shall be made sufficiently to appear to the Court that the case is a proper one for service out of the jurisdiction under this Order*". This principle is nowhere mentioned in both *Brownlie I* and *Brownlie II* but the Court explained it may be due to the assumption that the same have become obsolete following the replacement of Order 11, rule 4 of the UK Rules of the Supreme Court by the requirement in UK Civil Procedure Rules r. 6.37(3). However, the Court considered the same should remain part of Hong Kong law, and is irrespective of the *forum conveniens* factors.

Summary

In summary, the wide interpretation as to whether "the damage" had been sustained within the jurisdiction, as adopted by the majority of the UK Supreme Court in *Brownlie I* and *Brownlie II*, was held by the Court of Final Appeal to be good law in Hong Kong. "*The damage sustained*" under Gateway F includes indirect or consequential damage. In the event that the Court considers that Hong Kong is not the *forum conveniens* or the case is outside the *spirit of the rule* of Order 11, rule 4(2) RHC, the Court can exercise its discretion to refuse or set aside leave to serve out the jurisdiction. In this case, upon the adoption of the wide interpretation, the Plaintiff succeeded on the Gateway F issue.

Disposition

The Fund Board's appeal was thus dismissed unanimously.



Chapter 4

Customer Services

The Department is committed to developing and maintaining a highly-motivated, caring and responsive workforce and keeps finding ways to better its performance through a customer-focused approach when delivering its services.

Performance Pledges

Processing of Applications

In 2022, the Department's actual performance in meeting the various targets set for processing time is set out below:

Types of Applications	Standard Processing Time	Performance Targets	Actual Performance in 2022
Civil Legal Aid	Within 3 months from the date of application	85%	85%
Criminal Legal Aid			
- Appeal against sentence	Within 2 months from the date of application	90%	89%
- Appeal against conviction	Within 3 months from the date of application	90%	86%
Trials in the Court of First Instance of the High Court / District Court	Within 10 working days from the date of application	90%	84%
Committal proceedings	Within 8 working days from the date of application	90%	79%

Payment to Aided Persons and Service Providers

In 2022-2023, the Department paid out \$1,158.6 million to lawyers / experts / other parties and \$1,171.1 million to legally aided persons. During the year, the Department met/exceeded all performance targets on payment:

Payment Targets	Service Delivery Standard	Performance Targets	Actual Performance in 2022
Aided Persons	Interim Payment Within 1 month from receipt of monies due to the aided person and / or receipt of estimation of costs from the assigned solicitor, whichever is appropriate.	95%	95%
	Final Payment Within 6 weeks from date of agreement of all costs and disbursements related to the case, and receipt of all monies due to the aided person and the Director of Legal Aid.	95%	99%
Lawyers / Experts / Other Parties	Advance Payment Within 6 weeks from receipt of bill.	95%	99%
	Balance Payment Within 6 weeks from date of agreement of all costs and disbursements related to the case, or receipts of all monies due to the aided person and the Director of Legal Aid, whichever is later.	95%	99%

Analysis of Legal Aid Costs by Nature of Expenditure

Nature of Expenditure	2021-2022 (\$M)	2022-2023 (\$M)
Solicitors Costs	585.3	644.8
Counsel Fees	336.7	379.7
Doctors Fees	9.0	9.2
Opposite Party Costs	36.8	59.9
Others ^(Note)	67.5	65.0
Total	1,035.3	1,158.6

Note: These include expenses for land and company searches, court fees and taxing fees, law costs draftsman fees, expert fees, copying charges, bank charges and miscellaneous expenses.

Customer Feedback

With a view to enhancing our provision of services to the public, the Department regularly conducts comprehensive surveys on customer feedback on different aspects of the legal aid services. The surveys cover application and processing procedures for legal aid and the Department's in-house litigation services. Different methodologies such as on the spot collection and mail surveys have been used depending on the points of contact and on the stages and types of services rendered to customers. The overall customer satisfaction level remained high in 2022. The charts at [Appendix 2](#) illustrate the major findings of the survey on customer feedback.

Customer Service Initiatives

Enquiries, Complaints and Representations

The Department places great importance on enquiries, complaints and representations received from our customers. Customers' concerns and suggestions are viewed by the Department as a means of improving its service and ensuring the fulfilment of its statutory functions. The Departmental Customer Service Manager, who is a senior directorate, would meet with a team of Assistant Customer Service Managers and Officers regularly to review feedback on our services and recommend follow up actions where necessary.

Complaints

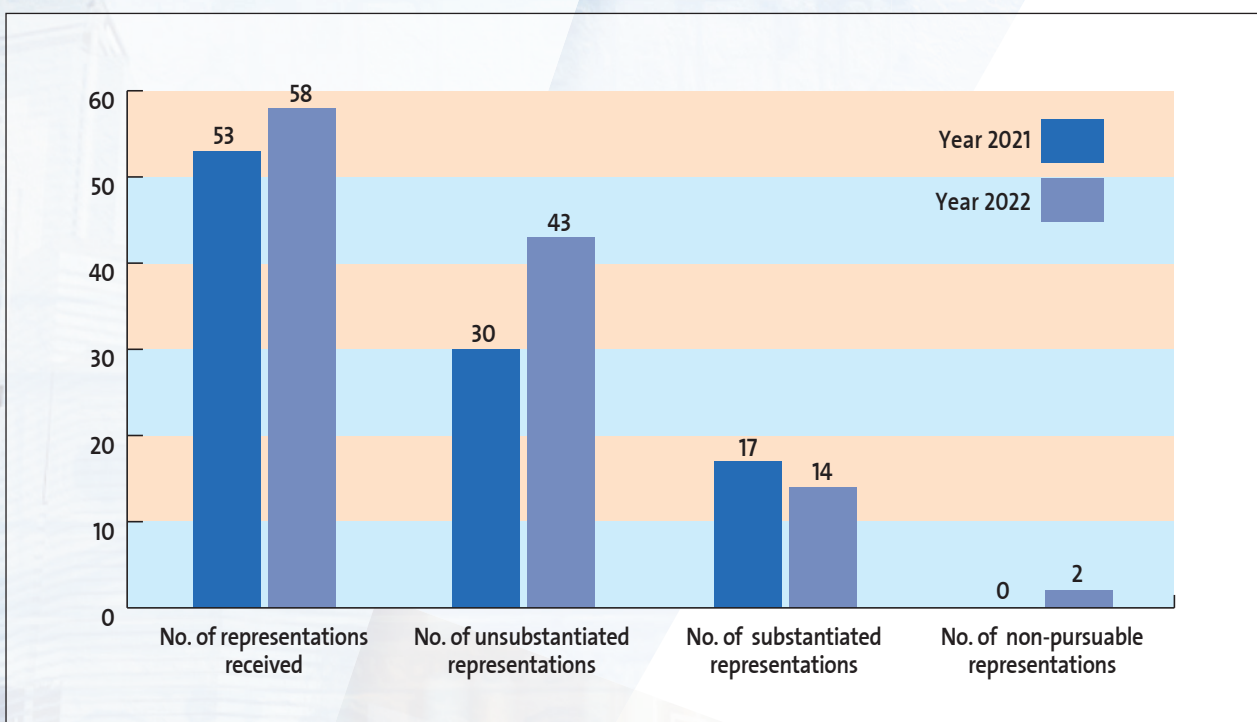
The Assistant Director of Legal Aid (Policy and Development) is the designated Complaint Liaison Officer to coordinate the handling of all the complaints received. Members of the public may lodge complaints in person with the Customer Service Officers of individual sections or by telephone or in writing to the Department by post, email or by fax. All complaints received will be handled according to the Department's complaint handling mechanism which is in compliance with the Government's general complaint handling guidelines. The Department will investigate and handle all complaints impartially and expeditiously. In general, an interim reply will be given within 10 days after the receipt of a complaint, and a substantive reply will be given within 30 days.

Representations

To qualify for legal aid, applicants must pass both the means and merits tests. If anyone believes that a person should not have been given legal aid on means and / or merits, he can write to us and let us know the reasons. The Application and Processing Division is responsible for conducting review of representations against grant of legal aid on merits. Representations against grant of legal aid on means are handled by the Special Duties and Research Unit. The Department has published a leaflet to explain the investigation system and to address frequently asked questions. Please visit https://www.lad.gov.hk/eng/documents/ppr/publication/Not_Happy_en.pdf to view the leaflet.

In 2022, the Special Duties and Research Unit received 58 representations against grants of legal aid on means and completed investigation in 59 cases. 16 cases were referred to the police for investigation as to whether any offence was committed under Section 23 of the Legal Aid Ordinance, Cap. 91, and under Section 18A of the Theft Ordinance, Cap. 210 and / or Section 36 of the Crimes Ordinance, Cap. 200.

Means Representations Received and Outcome of Investigations Concluded in 2021 and 2022:



LAD’s Hotline Service - the Interactive Voice Response System

The Department's hotline service provides a fast and convenient means for the public to learn about the legal aid services. It has pre-recorded messages in Cantonese, Putonghua and English on different aspects of legal aid services. The popular ones are application procedures, eligibility criteria for civil and criminal legal aid, the aided person's liability to contribute towards the costs of aided proceedings etc. For further information, callers can speak to a staff member of the Department who will answer their enquiries concerning legal aid during office hours.



Chapter 5

Publicity Programmes

The Department is committed to ensuring that no one who qualifies for legal aid is denied access to justice because of lack of means. Every year the Department organises or participates in various activities to enhance the public's awareness and knowledge of the legal aid services provided by the Department.

Promotional Activities

Law Week 2022

In December 2022, the Director of Legal Aid, Mr Chris Chong officiated at the opening ceremony of Teen Talk 2022 "Sports, Law & Discipline" Sports and Music Carnival cum Law Week 2022. Also officiating at the opening ceremony were the Secretary for Justice, Mr Paul Lam, SC; the Deputy Secretary for Justice, Mr Cheung Kwok-kwan; and the President of The Law Society of Hong Kong, Mr C. M. Chan.

Promotion of Legal Aid Services to Legal Practitioners

The Department places great importance on working in partnership with the legal profession to deliver quality legal aid services to the public.

In October 2022, Assistant Principal Legal Aid Counsel / Legal and Management Support, Ms Christina Cheung Ying-man, conducted a Continuing Professional Development course "Update on Legal Aid Schemes" organised by the Hong Kong Academy of Law via webinar.

Separately, Legal Aid Counsel / Legal and Management Support, Miss Shirley Lo, participated in the Law Society's production of a short legal tips video which briefly introduced the means and merits tests for legal aid application.

Promotion of Legal Aid Services to External Bodies / Organisations

We regularly met with our counterpart organisations from overseas and the Mainland to exchange views on issues of common interest in legal aid work and spoke on the latest development of legal aid in Hong Kong.

Due to the outbreak of the COVID-19 pandemic, these visits were suspended in 2022.

On 29 September 2022, Senior Legal Aid Counsel / Crime, Mr David Chow (left) delivered a career talk on legal aid services in Hong Kong and the work of Legal Aid Counsel to a group of law students of the University of Hong Kong.



Please visit https://www.lad.gov.hk/eng/wnew/event_2022.html for the details and photos of the events.

Reaching out to the Community

On 18 January 2022, Senior Legal Aid Counsel / Civil Litigation, Ms Rita Chin, hosted a talk via online platform for frontline staff and volunteers of Po Leung Kuk Tsui Lam Centre and introduced the work and services of the Department relating to family issues such as divorce, maintenance, child custody and application for restraining order.

On 18 July 2022, Deputy Director of Legal Aid / Application and Processing, Ms Juliana Chan and Assistant Principal Legal Aid Counsel / Application and Processing, Ms Amy Lee hosted a workshop for members of the Hong Kong Federation of Insurers on topics relating to civil legal aid schemes and measures to prevent abuse of legal aid.

On 12 October 2022, Senior Legal Aid Counsel / Civil Litigation, Ms Rita Chin and Legal Aid Counsel / Kowloon Branch Office, Mr Jackson Lai hosted a talk for social workers and frontline staff of the Social Welfare Department, Hospital Authority and non-governmental organisations and introduced the department's work and legal aid services relating to family issues including divorce, maintenance, child custody and family mediation.

On 27 October 2022, Legal Aid Counsel / Kowloon Branch Office, Ms Maggie Chau, and Senior Law Clerk I / Kowloon Branch Office Mr Gary Cheng hosted a talk for social security officers and frontline staff from the Social Welfare Department and non-governmental organisations and introduced the department's work and legal aid services relating to family issues including divorce, maintenance, child custody and guardianship of minors.

Furthermore, the Department provides hands-on experience for students who joined the Post-Secondary Student Summer and Winter Internship Programmes. The participants under these programmes joined the Department from two weeks to two months and learned about legal aid work. In 2022, the Department recruited 11 summer interns and 7 winter interns under the Post-Secondary Student Summer and Winter Internship Programmes respectively.

Updating of Departmental Leaflets

The Department published and regularly updated a series of leaflets including "Contribution towards Costs of Legal Aid Case and Director of Legal Aid's First Charge", "Important Notice for Legally-Aided Persons-Family Litigation" and "Important Notice for Legally-Aided Persons-Insolvency Litigation" leaflets to reflect the enhancement made to the Legal Aid Electronic Services Portal.

Other publications such as the Financial Information Sheet, which contained comprehensive information on financial eligibility, deductible personal allowances, contributions payable by an aided person towards the costs of litigation and the Director's First Charge were also revised to reflect changes implemented in 2022.

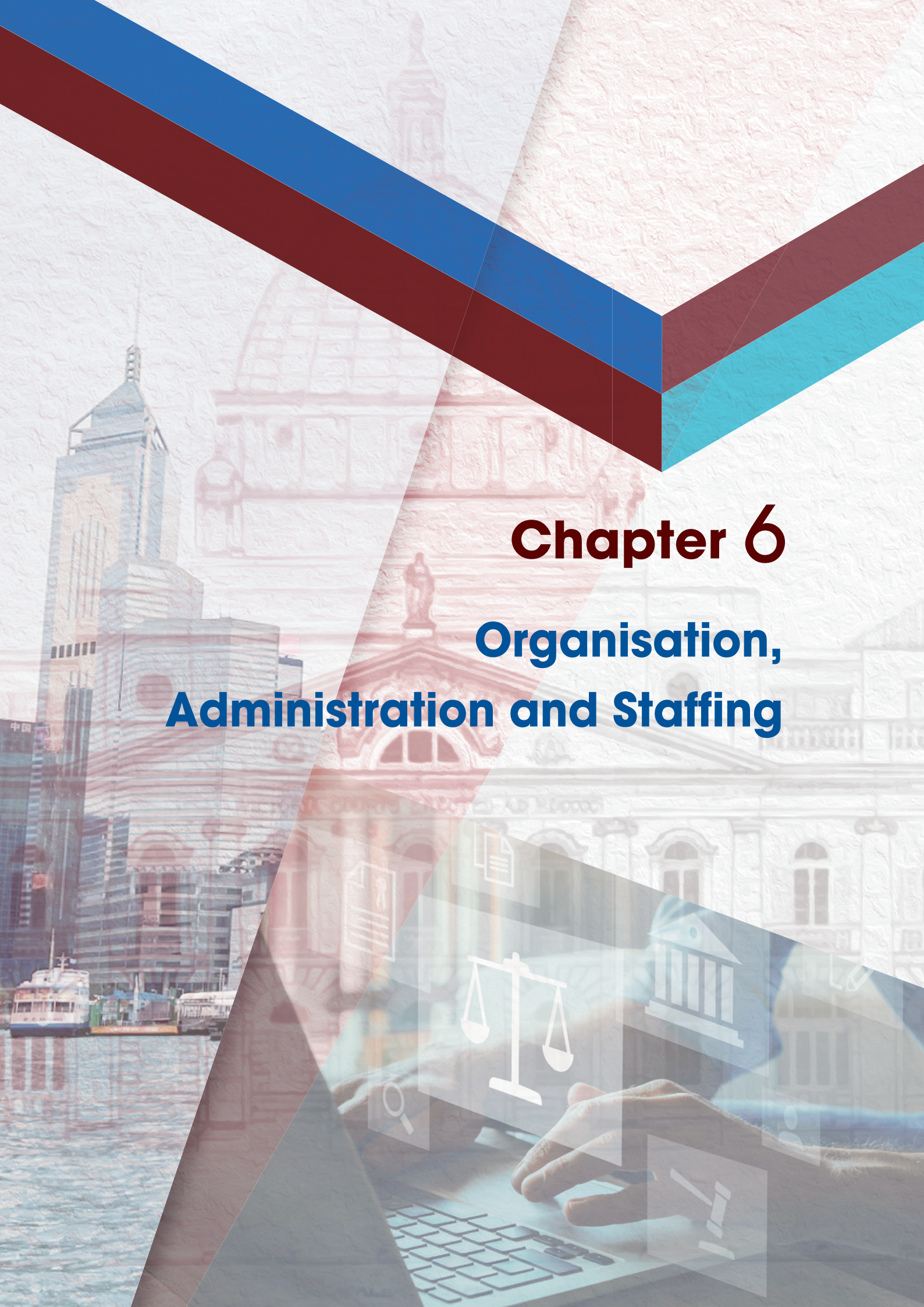
A list of publications of the Department is at [Appendix 5](#).

Measures to Combat Improper Touting Activities

As a measure to further combat improper touting activities of claims recovery agents among injured workers and accident victims, the Department continued to arrange the broadcast of the TV API “Beware of the touting activities of recovery agents” produced by the Department of Justice at public waiting areas of the Department from 1 August 2021 to 31 July 2023, including the Information & Application Services Unit (IASU) of the Application and Processing Division and Crime Section of Litigation Division on 25/F of Queensway Government Offices; as well as the IASU of Kowloon Branch Office. The Department also displayed a poster on anti-touting activities at our offices, and arranged the poster to be displayed at District Social Welfare Offices of Social Welfare Department, offices of Labour Department’s Employees’ Compensation Division, Home Affairs Enquiry Centres, community centres and community halls.

Website

The Department regularly updates the contents of its website to provide comprehensive and timely information to the public and legal aid practitioners. In 2022, the Department continued enhancing the homepage to meet with the latest requirements of the Office of the Government Chief Information Officer.



Chapter 6

Organisation, Administration and Staffing

The Department has three Divisions, namely the Application and Processing Division, the Litigation Division and the Policy and Administration Division, each headed by a Deputy Director. The organisation chart can be found at the departmental website at <https://www.lad.gov.hk/eng/ginfo/oo.html>.

Staffing

At the end of 2022, the Department had 525 staff members comprising 85 professional officers, 166 law clerks and 274 supporting staff. 4 Legal Aid Counsel and 6 Law Clerks were newly recruited.

Training and Development

The Department is committed to developing and maintaining a highly-motivated and professional work team to provide quality services to our customers. Every year the Department arranges various general and professional training courses for our staff of all levels to equip them with the latest knowledge and skills needed to face the challenges ahead. The Training Unit, which is headed by a Senior Training Officer, is responsible for formulating, implementing and reviewing the Department's training and development policies and plans to meet the operational and development needs of the staff.



Mr Steve Wong Yiu-fai
*Deputy Director of Legal Aid
(Policy and Administration)*

Professional Training

To keep our professional officers abreast of the changes and development in the relevant legislations and laws, the Department sponsored 30 professional officers to attend external webinars including Workshop on Data Protection and Data Access Request, Update on Testate Succession, Update on Intestate Succession, Property Law Cases 2022, Bilingual Legal Drafting in Plain Language - A Law Drafter's Perspective, Contentious Probate, Financial Issues in Divorce and Practical Tips on Handling Divorce and Family Trust Related Cases, Handling Cross-border Divorce, Legal Challenges in NFT, Cryptocurrency and Metaverse, Medical Expert Evidence in Personal Injury Actions, Common Mistakes in Civil Litigation, Practical Tips in Email Fraud Cases and New Solution Under S.25a, High Court Ordinance, Settlement and Strategy in PI Cases, Mental and Testamentary Capacity: The Law and Practice - An Update, Update Legal Issues Related to Building Management, Landlord and Tenant: Challenge Under Epidemic, A Technophobe's Introduction to Law and Technology: Non-fungible Tokens, Blockchain, Cryptocurrency, Smart Contracts, Artificial Intelligence and the Law.

To promote exchanges with our Mainland counterparts, two professional officers attended National Studies Programme for Government Lawyers (Module 1: The Fundamental Principles of Chinese Law) coordinated by the Department of Justice.

Management and Communication Training Courses

To strengthen staff's management and communication capability, 11 professional officers were nominated to attend management and communication training courses organised by the Civil Service College, Civil Service Bureau (CSC, CSB) including People Management in the Public Sector, Behavioural Insights - Fundamentals for Public Policy Making, Behavioural Insights - Improving Decision Making, Navigating the Media - New Rules of the Game, Navigating the Media - Crisis Management and Communication, Effective Engagement for Public Service Innovation, Global Trends and Best Practices of Digital Media, Crisis Communication for a Positive Workplace, Be a 5-Star Performance Manager, Leader as a Great Communicator and Leaders as Strategic Executors.

For leadership development, 3 professional officers were nominated to attend leadership development programmes organised by CSC, CSB, namely Advanced Leadership Enhancement Programme, Leadership in Action Programme and Innovative Leadership Programme.

Customer Service Training

The Department places great importance on nurturing a customer-focused culture. To enhance staff's skills in delivering quality service to the public, the Department organised an in-house workshop on Communicating with Empathy. A total of 16 colleagues attended the workshop.

We also nominated staff of different ranks to attend relevant courses held by CSC, CSB. In 2022, 12 staff members, including general grade staff, attended courses including Quality Customer Service, Handling Confrontational Situations in Customer Service, Effective Putonghua for Quality Service and Effective Putonghua Telephone Skills.

Staff Well-being and General Training

The Department is committed to promoting staff well-being. In 2022, 2 in-house workshops on Maintaining Well-being through Quality Sleep and Relaxation Techniques, and Stress Management Workshop - Kicking Off Work Pressure in 5 Mins were held, with an attendance of 31 staff members.

Apart from the above, 296 staff members were nominated to attend courses and seminars organised by CSC, CSB and other departments on a wide range of topics that aimed at enhancing staff's work capability and career development. Topics included Basic Law, National Security, Foreign Affairs, Big Data, Innovation and Technology Solution, Problem Solving and Decision Making, First Aid, Automated External Defibrillators, Occupational Safety and Health, GRS Records Management, Government Financial Management, Government Procurement, Induction Courses, Human Resources Management, Personnel Matters, Positive Psychology, Counselling, Chinese and English Official Writing, Putonghua and computer courses.

Promoting Self-Learning and Development: In-house Learning Resource Centre

To cultivate the culture of continuous self-learning, the Department maintains a comprehensive collection of books available to our staff. The collection covers a wide range of topics including management, communication, use of language, personal development, positive thinking, stress management and healthy lifestyles. Every year, new books are added to the Learning Resource Centre to further enrich the collection.

To facilitate easy access to self-learning materials by staff, resources on IT tips as well as reference materials on training courses are uploaded onto the departmental portal. Staff also have direct access to CLC Plus, the e-learning portal for civil servants, which contains a variety of self-learning resources, toolkits and job aids on management, language, Basic Law, communication and information technology, etc.



Mr Ben Li Chi-keung
*Assistant Director of Legal Aid
(Policy & Development)*

Information Systems

The Department's Case Management and Case Accounting System (CM&CAS) supports over 500 staff users in handling day-to-day legal aid business processes such as processing applications, monitoring assigned out cases and handling legal aid payments. The tender for the revamp project of the CM&CAS was awarded in September 2022. The revamped system will be developed and rolled out in two phases by the latter half of 2024 and the latter half of 2025 respectively. Meanwhile, the current system was enhanced so that legal aid applicants would be notified of their legal aid application status by SMS in September 2022. To facilitate payment by electronic means, it is planned to adopt the fast payment system (FPS) in the first quarter of 2024.

The Legal Aid Electronic Services Portal (LAESP) provides an online gateway through which members of the public and Panel lawyers can gain access to information and transact certain legal aid business with the Department online. Members of the public can access the LAESP to download and submit legal aid Pre-application Information Forms to the Department as a first step towards making an application for legal aid. The system was enhanced so that legal practitioners could use their own "iAM Smart+" to digitally sign and submit legal aid panel entry forms by early 2023.

Staff Relations and Communication

The Department maintains effective communication with staff through regular meetings with various staff representative bodies such as the Departmental Consultative Committees, the Law Clerks Association and the Legal Aid Counsel Association. Resulting from the discussions at these meetings, improvements have been made concerning office accommodation, streamlining of working procedures and human resources planning, etc.

The Director of Legal Aid visited each section throughout the year with a view to exchanging ideas with staff of all levels including professional officers and receiving their views on work arrangements and procedures for further review and improvement. Divisions / Sections continued to implement their respective internal communication strategies in consultation with staff. Informal meetings were also held between the Deputy Director of Legal Aid (Policy and Administration) and Senior Law Clerks I and II and general grades staff regularly to collect their view on work and to explore areas for improvement.

Staff Suggestions Scheme

Staff Suggestions Scheme was launched to encourage colleagues to make suggestions to the Department. It aims to facilitate the improvement and streamlining of the Department's operation and management, promote Department's image, arouse staff morale and occupational safety, thereby enhancing work efficiency. Our colleagues provided many useful and practical suggestions such as introducing electronic payment methods, equipping interview rooms with soundproofing facilities, and the production of a video clip to showcase acknowledgements from the public received by the Department.

Staff Welfare and Charitable Activities

The Department values the general well-being of its staff. The objective of the Staff Club is to promote staff welfare by organising a wide range of activities and to provide opportunities where staff can meet and interact whilst engaging in relaxing and enriching activities.

Affected by the COVID-19 pandemic, the Staff Club was unable to organise any activity in 2022. Upon the resumption of normality, the Staff Club will resume organising staff welfare activities.

The Department participated in various fund raising activities such as Skip Lunch Day, Love Teeth Day, Green Low Carbon Day and Dress Casual Day organised by The Community Chest, MSF Day organised by Medecins Sans Frontieres, Orbis World Sight Day organised by ORBIS Hong Kong, Flag Selling Day organised by Oxfam Hong Kong. In the Warmth Giving Project organised by St James' Settlement, winter clothing and surgical masks were donated to St James' Settlement.

On 23 December 2022, the Department joined the Carol Singing Festival organised by the Child Development Matching Fund at Lee Tung Avenue, Wanchai to raise funds for the next generation.

Environmental Initiatives

The Department is committed to ensuring its operations and activities are conducted in an environmentally responsible manner. The Department makes efforts to minimise waste, conserve energy, promote "reuse" and "recycle" of resources and enhance staff awareness and participation in protecting the environment.

The Department undertakes regular reviews to ensure that resources are used in an efficient and green manner. Details of the Department's environmental initiatives in 2022 can be found in the Department's Environmental Report at the departmental website <https://www.lad.gov.hk/eng/ppr/publication/enr.html>.

Internal Audit

The Internal Audit Section (IAS) is an independent team established to assist management to ensure that adequate control procedures and systems are in place to safeguard the Department's assets. It also carries out reviews of the various activities of the Department in order to ensure an economical, efficient and effective use of the Department's financial, human and other resources.

The major audit reviews conducting by IAS during the year were the review of payment to Aided Persons and Panel Lawyers in civil cases and the review of Supplementary Legal Aid Scheme. IAS also carried out audits on the use of the Integrated Registration Information System provided by the Land Registry for conducting land searches in legal aid cases and performed periodic checks on means investigation reports, petty cash, imprest, etc.

Support Service to the Legal Aid Services Council

Legal Aid Services Council (the Council) is a statutory body set up in September 1996 pursuant to the Legal Aid Services Council Ordinance, Cap. 489 to supervise the provision of legal aid services in Hong Kong and to advise the Government on legal aid policy. The Council comprises two barristers, two solicitors, the Director of Legal Aid, and four other lay members. The Chairman is not a public officer, and is also not connected in any other way directly with the practice of law. The Council meets regularly to oversee the administration of legal aid service, and to suggest improvement in the administration and operation transparency of the Department.

Following a review of the provision of legal aid services by the Chief Secretary for Administration's Office in 2021, proposed enhancement measures were endorsed by the Council in October 2021. The enhancement measures were fully implemented by end of 2021. Regular progress reports on implementation of the enhancement measures and on various aspects of the provision of legal aid services, in particular, on judicial review cases, were provided to the Council.



Appendices

Appendix 1 Revenue and Expenditure

Revenue

		2021-2022 (\$M)	2022-2023 (\$M)
1	Criminal Cases	7.0	8.2
2	Civil Cases		
	<i>In-house</i>	12.1	15.1
	<i>Assigned-out</i>	495.6	476.4
3	Official Solicitor	2.2	2.3
4	Supplementary Legal Aid Scheme		
	<i>Legal costs</i>	0.9	1.1
	<i>Administration fee</i>	4.0	4.1
Total		521.8	507.2

Expenditure by Items

		2021-2022 (\$M)	2022-2023 (\$M)
1	Personal Emoluments	313.8	321.5
2	Personnel Related Expenses	21.9	24.1
3	Departmental Expenses	26.1	25.0
4	Legal Aid Costs (for both in-house and assigned-out cases)		
	<i>Civil</i>	700.0	777.0
	<i>Criminal</i>	335.3	381.6
5	Plant, Equipment and Works	0.0	0.0
Total		1,397.1	1,529.2

Expenditure by Programmes

		2021-2022 (\$M)	2022-2023 (\$M)
1	Processing of Legal Aid Applications	127.5	133.3
2	Litigation Services	1,203.2	1,324.9
3	Support Services	50.3	53.9
4	Official Solicitor's Office	16.1	17.1
Total		1,397.1	1,529.2

Analysis of Expenditure for Civil Cases by Types of Cases

Types of Cases	2021-2022	2022-2023
Matrimonial Cases	20.0%	19.0%
Misc. Personal Injuries	37.8%	37.8%
Employees' Compensation	11.2%	12.0%
Running Down	8.3%	7.2%
Immigration Matters	1.1%	1.7%
Land & Tenancy Disputes	6.3%	6.3%
Wage Claims	0.1%	0.1%
Miscellaneous	15.2%	15.9%
Total	100%	100%

Analysis of Expenditure for Criminal Cases by Types of Cases

Types of Cases	2021-2022	2022-2023
Hearings in District Court	60.6%	70.5%
Hearings in Court of First Instance	33.4%	25.3%
Appeals from Magistrates' Courts	0.6%	0.7%
Appeals from District Court	1.4%	1.1%
Appeals from Court of First Instance	2.5%	1.9%
Appeals in Court of Final Appeal	1.5%	0.5%
Total	100%	100%

Legal Aid Budget

Financial Year*			2021-2022	2020-2021	2019-2020
Total Approved Estimate (\$'000)		A	1,666,251	1,721,172	1,590,214
Index A (2014-15=100)			196.2	202.6	187.2
Actual Operating Expenses (\$'000) ^(Note 1)		B	361,806	359,858	347,421
Index B (2014-15=100)			128.3	127.6	123.2
Actual Legal Aid Costs (\$'000)	Civil	C	700,032	703,338	806,462
	Criminal	D	335,254	249,755	327,288
Index C+D (2014-15=100)			182.6	168.1	200.0
Capital Expenditure (\$'000)		E	0	638	86
(Over-spending) / Underspending (\$'000) ^(Note 2)		F=A-B-C-D-E	269,159	407,583	108,957
% of (Over-spending) / Underspending		F/A	16%	24%	7%

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 2021 (\$)	For the year ended 30 September 2022 (\$)
Income		
Application fees	122,000	92,400
Percentage contributions	7,291,820	8,237,249
Interest income	4,474,917	4,474,041
	11,888,737	12,803,690
Less : Expenditure		
Administration fee	3,957,098	4,148,499
Bank charges	390	360
Cash transportation services charges	0	0
Electronic payment services charges	138	128
Expenses for interpretation services	0	1,328
Legal costs and expenses for finalised cases		
Successful litigation		
- costs to opposite parties	0	1,865,505
- other disbursements	0	267,048
	0	2,132,553
Unsuccessful applications	222,981	196,836
Unsuccessful litigation		
- costs to opposite parties	1,573,994 ^Δ	4,133,956
- other disbursements	2,838,453 ^Δ	3,392,943
	4,412,447	7,526,899
	8,592,054	14,006,603
Surplus / (Deficit) for the year	3,296,683	(1,202,913)

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 2022, the net assets of the Supplementary Legal Aid Fund were decreased by \$1,202,913 to \$215,061,351.

2. Auditors' Report for the statement of account for the year ended 30 September 2022 has not yet been issued.

Δ The figures have been updated after publication of LAD Departmental Report 2021.

Overall Satisfaction Rate

	2021	2022
Application Services		
Application and Processing / Headquarters	99%	99%
Kowloon Branch Office	98%	98%
Insolvency Unit	100%	93%
Crime Section	100%	100%
Litigation – Mid-Litigation Stage		
In-house Litigation of Family / Matrimonial Cases	99%	100%
In-house Litigation of Personal Injuries Cases	100%	100%
Cases handled by Assigned Solicitors	97%	97%
Litigation – Conclusion Stage		
In-house Litigation of Family / Matrimonial Cases	95%	97%
In-house Litigation of Personal Injuries Cases	100%	100%
Cases handled by Assigned Solicitors	91%	91%

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

	Application and Processing / Headquarters		Kowloon Branch Office		Insolvency Unit		Crime Section	
	2021	2022	2021	2022	2021	2022	2021	2022
Response Rate	100%	100%	98%	98%	100%	100%	100%	100%
Overall Satisfaction	4.50	4.46	4.49	4.53	4.54	4.83	4.41	4.59
Convenience (e.g. LAD hotline or pamphlet is easily accessible, user-friendly, etc.)	4.34	4.36	4.14	4.15	4.52	4.77	3.96	4.39
Service Manner (Staff manner)	4.60	4.62	4.63	4.65	4.69	4.85	4.56	4.70
Service Efficiency (e.g. in means / merits testing, etc.)	4.41	4.41	4.42	4.43	4.69	4.90	4.50	4.57
Clear Information (Whether information given is clear)	4.41	4.39	4.30	4.30	4.65	4.85	4.13	4.39
Procedure (Date of interview fixed)	4.44	4.45	4.33	4.35	4.67	4.87	4.56	4.63

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

Appendix 2 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	
	2021	2022	2021	2022	2021	2022
Response Rate	100%	100%	100%	100%	31%	28%
Overall Satisfaction	4.66	4.87	4.64	5.00	4.63	4.67
Convenience (Easy to contact lawyer / staff)	4.75	4.94	4.57	5.00	4.67	4.71
Service Manner (Staff manner)	4.78	4.95	4.82	5.00	4.70	4.74
Clear Information (Whether information given is clear)	4.69	4.87	4.54	4.83	4.53	4.62
Procedure (Client informed of progress / procedure of the case)	4.76	4.90	4.64	4.67	4.56	4.65

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	
	2021	2022	2021	2022	2021	2022
Response Rate	100%	100%	82%	100%	27%	25%
Overall Satisfaction	4.45	4.74	4.56	4.76	4.32	4.40
Convenience (Easy to contact lawyer / staff)	4.55	4.71	4.59	4.76	4.39	4.38
Service Manner (Staff manner)	4.55	4.81	4.75	4.88	4.45	4.47
Clear Information (Whether information given is clear)	4.55	4.69	4.43	4.73	4.27	4.29
Result (Outcome)	4.41	4.71	4.47	4.76	4.22	4.32
Procedure (Client informed of progress / procedure of the case)	4.55	4.68	4.50	4.76	4.26	4.29

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

Appendix 3 Director of Legal Aid and Section Heads

Director of Legal Aid	Mr Chris Chong Yan-tung
Deputy Director of Legal Aid (Policy and Administration)	Mr Steve Wong Yiu-fai
Deputy Director of Legal Aid (Application and Processing)	Ms Juliana Chan Oi-yung
Deputy Director of Legal Aid (Litigation)	Ms Mo Yuk-wah
Assistant Director of Legal Aid (Application and Processing)	Ms Doris Lui Wai-lan
Assistant Director of Legal Aid (Litigation)	Ms Nancy Keung Mei-chuen
Assistant Director of Legal Aid (Policy & Development)	Mr Ben Li Chi-keung
Assistant Principal Legal Aid Counsel / Application and Processing (1)	Ms Jenny Leung Ping-ching
Assistant Principal Legal Aid Counsel / Application and Processing (2)	Ms Amy Lee Ngar-ling
Assistant Principal Legal Aid Counsel (Kowloon Branch Office)	Miss Ada Wong Yiu-ming
Assistant Principal Legal Aid Counsel (Civil Litigation 1)	Ms Juliana Chan Miu-kuen
Assistant Principal Legal Aid Counsel (Civil Litigation 2)	Miss Emily Ho Wai-han
Assistant Principal Legal Aid Counsel (Crime)	Miss Doreen Chan Dao-kit
Assistant Principal Legal Aid Counsel (Legal and Management Support)	Ms Christina Cheung Ying-man
Departmental Secretary	Mr Wong Pak-ho
Departmental Accountant	Miss Joanna Leung Hoi-ki

Appendix 4 Address and Communication

Headquarters	
<p>9/F, 24/F to 27/F Queensway Government Offices 66 Queensway Hong Kong Tel : 2537 7677 Fax: 2537 5948</p>	<ul style="list-style-type: none"> • Application and processing of civil and criminal cases • Criminal litigation • Civil litigation <ul style="list-style-type: none"> - Personal injury litigation - Enforcement of court orders - Family and insolvency litigation • Legal and management support • Policy and administrative support
Kowloon Branch Office	
<p>G/F, 3/F & 4/F Mongkok Government Offices 30 Luen Wan Street Mongkok, Kowloon Tel: 2399 2544 Fax: 2397 7475</p>	<ul style="list-style-type: none"> • Application and processing of civil cases
<p>24-hour Telephone Enquiry Service: 2537 7677 Email: ladinfo@lad.gov.hk Website: https://www.lad.gov.hk</p>	

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 for 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 for Legal Aid in Criminal Cases	繁 / 簡 / English
6.	怎樣申請法律援助輔助計劃 How to Apply for Legal Aid under the 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 (只提供網上版本) LAD Departmental Report (web version only)	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