

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.

Implementation of the Strategic Plan in 2025

Information System

Revamp of CM&CAS and its related query system

Following the successful rollout of the first phase of the revamped Case Management and Case Accounting System (CM&CAS) in August 2024, the second phase of the system development commenced thereafter. With relevant user acceptance test satisfactorily completed, the second phase of the system was launched in August 2025. Meanwhile, the revamp of the related query system, known as Knowledge Support System (KSS), was also undertaken by the same contractor. The system implementation of KSS started in February 2025 and was smoothly completed in October 2025. The Department will continue to enhance the functions and efficiency of these systems to meet the changing needs in operation.

Participation in the Judiciary's iCMS

As one of the key participants in the pilot run of the Judiciary's integrated court case management system (iCMS), the Department has actively adopted iCMS in handling cases which have been covered by the system since its implementation, including personal injuries cases, civil proceedings and employees' compensation cases in the District Court. With the extension of iCMS to cover civil appeal cases, personal injuries cases and civil action cases in the High Court in 2025, 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 direct access through iAM Smart and streamlining Legal Aid Panel Data Update

As the government-wide "iAM Smart" Platform has been enhanced to enable users to log in and use online services by their personal mobile phones in a more convenient manner, enhancement was implemented to enable users to have access to the Legal Aid Electronic Services Portal (LAESP) through the in-app browser on iAM Smart. Further, to facilitate solicitors and counsel on the Legal Aid Panel to update their profile data through electronic means, the Department kick-started the streamlining enhancement work to LAESP and the new function is targeted to be available by the second quarter of 2026 after satisfactory testing.

Customer Services

Chatbot on the departmental website

To ride on the artificial intelligence technology in supporting members of the public looking for information related to legal aid services, the Department launched a Legal Aid Virtual Assistant Chatbot "Aidie" to support legal aid pre-application general enquiries in February 2025. The Chatbot is built with Artificial Intelligence and Natural Language Processing technology to handle general enquiries on legal aid services in traditional Chinese, simplified Chinese or English. Users may click on the Chatbot icon at the right bottom of every page of the Department's website to commence the dialogue.



(Front row from left)

Mr Simon Lau Ca-chun, Ms Nancy Keung Mei-chuen, Mr Ben Li Chi-keung, Mr Chris Chong Yan-tung, Ms Juliana Chan Oi-yung, Ms Amy Lee Ngai-ling, Mr Jason Chan Mau-kwan

(Rear row from left)

Ms Rita Chin Kong-kong, Mr David Chow Wai-hung, Ms Lee Kwok-ming, Miss Emily Ho Wai-han, Ms Jenny Leung Ping-ching, Miss Fanny Lo Choi-lin, Miss Ada Wong Yiu-ming, Mr Ted Lee Tak-lei

Publicity

The Department placed great emphasis on promoting legal aid services. Legal aid in relation to common legal proceedings like employees' compensation, personal injuries, matrimonial proceedings, and topics such as application for legal aid, choice of lawyers etc. are identified for promotion via different channels. Videos and media interviews are lined up, and talks and seminars are arranged for schools, NGOs and other bodies to introduce our services. Inaccurate media reports were responded to proactively and in a timely manner.

We will continue our efforts to promote and positively reinforce the image of the Department, and to correct misconception and biased opinion and to convey positive and accurate information to the public. The Department will strive to strengthen publicity and promote public confidence in our work.