



協助少數族裔人士使用法律援助服務

Enhancing Ethnic Minorities' Access to Legal Aid Services

在香港，任何人不論種族或居留身分，只要通過經濟審查及案情審查便可獲批法律援助(法援)。為確保少數族裔人士有平等機會使用法律援助署提供的法援服務，本署已制定多項有效措施，方便少數族裔人士申請法援服務。

In Hong Kong, legal aid is available to all eligible persons who satisfy the means and merits tests regardless of their race or residency. To ensure ethnic minorities to have equal access to the legal aid services provided by the Legal Aid Department, the Department has in place various effective measures to facilitate ethnic minority applicants to gain access to the legal aid services.

向少數族裔人士提供的協助

Assistance to Ethnic Minorities

1. 在申請階段提供免費傳譯服務

本署向不懂中英文的申請人提供免費傳譯服務，以協助他們辦理法援申請手續。

1. Free Interpretation Service at Application Stage

The Department provides free interpretation service for applicants who do not speak English or Chinese to help them with the legal aid application process.

2. 在法律援助上訴聆訊時提供免費傳譯服務

未能通過經濟審查及／或案情審查的申請人，有權向高等法院司法常務官上訴。如申請人表示擬提出上訴，但不懂中英文，本署除會協助申請人提交上訴通知書及定出聆訊日期外，亦會通知司法機構安排傳譯人員於法援上訴聆訊時為申請人提供免費傳譯服務。

2. Free Interpretation Service at Legal Aid Appeal Hearings

For applicants who fail to pass the means and/or merits tests, they have a right of appeal to the Registrar of the High Court. If an applicant who does not speak English or Cantonese indicates his/her intention to appeal, apart from assisting the applicant in filing a notice of appeal and fixing a hearing date, the Department will also notify the Judiciary to arrange the service of an interpreter at the legal aid appeal hearing for the applicant free of charge.

3. 法律援助證書涵蓋傳譯服務

如少數族裔人士獲批法援以提出訴訟或抗辯，外委律師為妥善進行訴訟而支付的合理傳譯及翻譯服務費用，會列入訴訟開支，由本署墊支，以令訴訟順利進行。

4. 提高少數族裔對法援服務的認識

a. 以10種少數族裔語言印製的法援服務小冊子

為提高少數族裔對可獲得的法援服務的認識，本署以10種少數族裔語言，包括孟加拉語、印度語、印尼語、尼泊爾語、菲律賓語、旁遮普語、



泰米爾語、泰語、巴基斯坦語及越南語，印製了一系列有關法援服務的小冊子。本署除在各辦事處放置上述小冊子以供取閱外，亦將小冊子上載至本署網站，讓市民可快捷容易地瀏覽。為作進一步宣傳，本署亦把有關小冊子派發予經常為少數族裔人士提供協助或服務的各個機構，包括有關領事館、司法機構無律師代表訴訟人資源中心、無律師代表訴訟人民事程序法律諮詢計劃（程序諮詢計劃）辦事處、警署、公立醫院、民政事務總署諮詢服務中心、勞工處、懲教署和社會福利署。



b. 以10種少數族裔語言印製的海報

本署已在各辦事處等候區的當眼位置張貼載有上述10種少數族裔語言的海報，以進一步提醒法援申請人，少數族裔人士在申請過程中可獲取免費傳譯服務。

c. 與非政府機構合作教育學生

本署持續透過探訪學校及非政府機構與學生接觸。二〇一五年九月，本署探訪地利亞修女紀念學校(協和)，與少數族裔學生會面，並向他們介紹本署的服務。此外，在二〇一六年六月及十二月，以及二〇一七年十一月，本署與明愛青少年及社區服務“多元文化夢飛翔計劃”的成長嚮導同盟合作，安排來自11所中學共6組非華語學生參觀本署。參觀活動包括在高等法院旁聽案件審訊，介紹法律援助律師及律政書記的日常工作，以及安排問答遊戲，讓非華語學生更深入認識本署的服務及運作。本署更獲教育局與明愛青少年及社區服務處頒發“2016/17



3. Legal Aid Certificates cover Interpretation Service

When legal aid is granted to persons of ethnic minority origins to institute or defend court proceedings, the Department will pay in advance the interpretation and translation expenses reasonably incurred by the assigned lawyers for the proper conduct of the case as litigation expenses to facilitate smooth conduct of the proceedings.

4. Raising Ethnic Minorities' Awareness of Legal Aid Services Available

a. Leaflets on Legal Aid Services in 10 Ethnic Minority Languages

To raise the awareness of legal aid services available to the ethnic minorities, the Department has published a series of leaflets on legal aid in 10 ethnic minority languages including Bengali, Hindi, Indonesian, Nepali, Tagalog, Punjabi, Tamil, Thai, Urdu and Vietnamese. In addition to making them available at all the Department's offices, these leaflets have also been uploaded to the Department's website to enable quick and easy access by the public. To further promote publicity, these leaflets were also distributed to various organizations from which the ethnic minorities frequently seek assistance or services, including relevant consulate offices, the Judiciary's Resource Centre for Unrepresented Litigants, Office of Legal Advice Scheme for Unrepresented Litigants on Civil Procedures (Procedural Advice Scheme), police stations, public hospitals, public enquiries service centres of the Home Affairs Department, premises of the Labour Department, the Correctional Services Department and the Social Welfare Department.

b. Poster in 10 Ethnic Minority Languages

A poster in the abovementioned 10 ethnic minority languages has been posted conspicuously in the waiting area of the Department's office premises to further alert legal aid applicants about the free interpretation service available to ethnic minorities during the application process.

c. Education through Collaboration with Non-Government Organisations (NGOs)

As an on-going effort, the Department reaches out to the community through visiting schools and NGOs. Following a visit to Delia Memorial School (Hip Wo) in September 2015 to meet ethnic minority students and briefed them on the Department's services, in June and December 2016 and November 2017, the Department in collaboration with the Caritas Youth & Community Service's Mentorship Alliance of "Multicultural Dream Pursuit Project", arranged a total of six groups of non-Chinese speaking (NCS) students from 11 secondary schools to visit the Department. The visits comprised a case hearing at the High Court, a briefing on the daily work of Legal Aid Counsel and Law Clerk as well as a quiz game through which NCS students would have a more in-depth understanding about the Department's services and operation. In recognition of the Department's excellent work and commitment in providing career-related talks for the NCS students, the Department was awarded the "Outstanding

及2017/18年度傑出成長嚮導同盟大獎”，以表揚本署致力為非華語學生舉辦就業講座，成績卓越。

d. 持續提升服務

為持續改善服務，本署定期收集並考慮受助人的意見，包括少數族裔人士的意見。此外，本署安排人員出席有關《種族歧視條例》的講座以及個案分享工作坊，以加深他們對少數族裔需要的認識，以及對《種族歧視條例》的了解。

Mentorship Alliance Award 2016/17 & 2017/18” by both Education Bureau and the Caritas Youth & Community Service.

d. Continuous Enhancement of Service

For continuous improvement of the services, the Department regularly collects and considers feedback from aided persons including those of ethnic minority origins. Besides, the Department has arranged staff to attend talks on the Race Discrimination Ordinance (RDO) and cases sharing workshops to increase their awareness of ethnic minorities' needs and to enhance staff's understanding of RDO.



改善申請人的財務資格準則及下調第一押記利率

Improvements to Financial Eligibility of Applicants and Reduction in First Charge Interest Rate

過去數年，本署改善了評定申請人財務資格的準則，並下調第一押記的利率。

1. 調高財務資格限額

二〇一五年七月，普通法律援助計劃(普通計劃)的財務資格限額由269,620元調高至290,380元，法律援助輔助計劃(輔助計劃)的限額則由1,348,100元增至1,451,900元。自二〇一八年二月九日起，普通計劃及輔助計劃的財務資格限額分別進一步調高至302,000元及1,509,980元。調高財務資格限額後，有更多法援申請人符合經濟審查的規定。

2. 新訂的法律援助財務資源組別及分擔費比率

普通計劃的財務資源組別及分擔費比率自二〇一五年六月起修訂。根據新訂的財務資源組別及分擔費比率，受助人經評定的財務資源因超過限額而須繳付分擔費的門檻，由20,000元提高至33,702.5元。二〇一五年七月，由於財務資格

In the past years, improvements have been made to the financial eligibility of legal aid applicants and there was a reduction in the First Charge interest rate.

1. Higher Financial Eligibility Limits (FELs)

In July 2015, the FEL for the Ordinary Legal Aid Scheme (OLAS) was adjusted upward from \$269,620 to \$290,380 and that for the Supplementary Legal Aid Scheme (SLAS) was also increased from \$1,348,100 to \$1,451,900. With effect from 9 February 2018, the FELs for OLAS and SLAS have been further adjusted upward to \$302,000 and \$1,509,980 respectively. As a result of the increases in FELs, more legal aid applicants have become eligible on means.

2. New Financial Resource Bandwidths and Contribution Rates for Legal Aid

The financial resource bandwidths and contribution rates have been revised for OLAS since June 2015. Under the new bandwidths and contribution rates, the threshold of assessed financial resources exceeding which contributions begin to be payable was raised from \$20,000 to \$33,702.5. In July 2015, resulting from the upward adjustment of FEL, the said threshold was further raised to \$36,297.5. The aforesaid improvements

限額上調，有關門檻進一步提高至36,297.5元。上述的改善措施令更多受助人受惠。二〇一七年，大約72%的受助人無須繳付任何分擔費，而80%以上的受助人只須繳付不超過1,452元的分擔費，當中包括無須繳付任何分擔費的受助人。二〇一八年二月九日，繼普通計劃的財務資格限額上調後，受助人經評定的財務資源因超逾限額而須繳付分擔費的門檻更提高至37,750元。

3. 調高個人豁免額

法定個人豁免額每年會按上一年的消費物價水平作出調整。法定個人豁免額是在計算法援申請人的財務資源時，可從收入扣除的其中一個項目。本署已因應檢討結果上調本年的申請人個人豁免額。新的豁免額由二〇一八年二月二十六日起生效。詳情如下：

住戶人數	經調整的個人豁免額 (港元) (自二〇一八年二月二十六日起)	舊個人豁免額 (港元) (截至二〇一七年二月二十七日)
申請人	6,220	6,150
申請人及 1 名受養人	10,880	10,740
申請人及 2 名受養人	15,490	15,290
申請人及 3 名受養人	20,060	19,820
申請人及 4 名受養人	26,700	26,380
申請人及 5 名受養人	25,060	24,750
申請人及 6 名或以上受養人	27,950	27,600

4. 第一押記利率下調

由二〇一八年六月一日起，署長根據《法律援助條例》(第91章)第18A(3B)條把第一押記登記在受助人的居所所收取的利率，由1.131%下調至1.101%。新利率按照《法律援助(財產的押記)(利率)規例》的規定進行調整。

benefit more aided persons. In 2017, about 72% of the aided persons did not need to pay any contribution and over 80% of aided persons only needed to pay contribution not exceeding \$1,452, including those needed not pay any contribution. On 9 February 2018, following the upward adjustment of FEL of OLAS, the threshold of assessed financial resources under which an aided person does not need to pay any contribution has further increased to \$37,750.0.

3. Upward Adjustment of Personal Allowances

Each year, the statutory personal allowance, which is given to all applicants for legal aid as a reduction against income when calculating their financial resources, is adjusted based on the consumer price level of the previous year. Adjustment this year has resulted in an upward increase in personal allowances for applicants. The new personal allowances effective as from 26 February 2018 are as follows:-

Number of person(s) in the Household	Adjusted Personal Allowance Amount (HK\$) (from 26.2.2018)	Personal Allowance Amount (HK\$) (27.2.2017)
Applicant only	6,220	6,150
Applicant and 1 dependant	10,880	10,740
Applicant and 2 dependants	15,490	15,290
Applicant and 3 dependants	20,060	19,820
Applicant and 4 dependants	26,700	26,380
Applicant and 5 dependants	25,060	24,750
Applicant and 6 or more dependants	27,950	27,600

4. Reduction of First Charge Interest Rate

From 1 June 2018, the interest rate of the Director of Legal Aid's First Charge registered on an aided person's home pursuant to Section 18A(3B) of the Legal Aid Ordinance, Cap 91 has been reduced from 1.131% to 1.101%. The adjustment is made in accordance with the provisions of the Legal Aid (Charge on Property) (Rate of Interest) Regulation.





進一步優化為市民提供的服務

Further Enhancement of Our Services to the Public

1. 透過法律援助電子服務入門網站進行預約

為方便擬申請法律援助的人提交法援申請，本署於二〇一八年一月推出電子預約系統，讓擬申請法援的人可透過本署網站的法律援助電子服務入門網站，預約索取與申請有關的各類表格及文件。

2. 透過印有二維碼的海報索取“怎樣申請”系列小冊子

為加強宣傳本署提供的服務，以及以環保的方式向市民發布資訊，本署於二〇一八年一月印製載有“怎樣申請”系列小冊子二維碼的海報，並派發予不同政府部門，包括民政事務總署、社會福利署、勞工處及醫院管理局。除了索取紙本小冊子外，市民亦可選擇掃描海報上的二維碼，將電子版的小冊子下載至流動裝置。這個索取本署小冊子的方法容易快捷，而且環保。

3. 贈送紀念品予在案件審結後完成顧客服務調查的受助人

本署十分重視受助人對本署服務的意見，認為顧客服務調查問卷所反映的意見具重要價值，為本署進一步優化服務提供有用參考。為答謝受助人提供寶貴的意見，在案件審結後交回填妥的顧客服務調查問卷的

1. Making Appointment through Legal Aid Electronic Services Portal

To facilitate intended legal aid applicants to make legal aid application, in January 2018, the Department implemented an electronic appointment system by which intended legal aid applicants may make appointment to obtain different types of application-related forms and documents from the Department through the Legal Aid Electronic Services Portal on the Department's website.

2. QR Code Poster for How to Apply Legal Aid Leaflets

In January 2018, to enhance the publicity of the services of the Department and disseminate information to the public in an environmental friendly way, a poster with the QR Codes of the Department's leaflets on "How to Apply" series was published and distributed to various government departments, including Home Affairs Department, Social Welfare Department, Labour Department and the Hospital Authority. Apart from obtaining hard copies of the leaflets, the members of the public may choose to download electronic copies of the leaflets to their mobile devices by scanning the QR Codes on the poster. This alternative means of obtaining the Department's leaflets is easy, quick and eco-friendly.



3. Souvenirs to Aided Persons Who Have Completed Customer Service Survey after the Conclusion of Cases

The Department has attached much importance to the feedback from aided persons on our services and regard comments on the customer service survey forms as of great value as they serve as a useful source to further enhance our services. To express our thanks for their valuable feedback, aided persons who



受助人，可獲贈一個由本署職員設計的環保袋，有關紀念品於二〇一八年一月開始派發，送完即止。

4. 遙距公事探訪系統

本署於二〇一六年加入懲教署的遙距公事探訪系統，在署內指定的會面室安裝視像會議設備。本署職員可透過這個系統，迅速安排遙距會見羈押於荔枝角收押所的法律援助申請人及受助人。

5. 增設銀行自動櫃員機 / 網上銀行繳付款項方法

市民現時可以現金、支票或透過繳費靈向本署繳付分擔費及 / 或判定債項及訟費。本署已加強有關服務，讓市民亦可透過銀行自動櫃員機或網上銀行繳付款項。由二〇一五年起，受助人及市民可使用自動櫃員機提款卡或信用卡在大部分貼有“繳費服務”或“繳費易”標誌的銀行自動櫃員機，向本署繳付款項，或使用大部分銀行的網上銀行服務繳款。新設的繳付款項方法更方便受助人及市民。

6. 迷你感謝卡

為方便市民給予本署職員鼓勵及表達謝意，本署設計了迷你感謝卡，並在各辦事處的接待處派發及放置，供市民使用。



have returned completed customer service survey forms upon conclusion of their cases would be given a souvenir, which is an environmental bag designed by the staff of the Department. The distribution of souvenirs started from January 2018 until the stock is exhausted.

4. Remote Official Visit System

The Department joined the Correctional Services Department's Remote Official Visit System and installed conferencing equipment in a designated interview room in the premises of the Department in 2016. Through the System, interviews with legal aid applicants and aided persons who are in custody at Lai Chi Kok Reception Centre by our staff can be arranged expeditiously.

5. Providing Additional Payment Methods via Bank Automated Teller Machines (ATMs) and Internet Banking

In addition to the existing payment methods for making payments for contributions and/or judgment debts and costs in cash, by cheque or through PPS to the Department, service for the public has been enhanced to accept payments made through ATMs or internet banking. Since 2015, aided persons and the public may make payment to the Department with their ATM cards or credit cards at most of the ATMs affixed with "Bill Payment" / "JET Payment" signage or through the internet banking with most of the banks. The new payment methods afford greater convenience to aided persons and the public.

6. Mini Thank-you Cards

To enable the public to express encouragement and appreciation to our staff in a convenient way, the Department has designed mini thank-you cards. The mini thank-you cards have been distributed and placed at the reception counters of the Department's offices for the public to use.



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