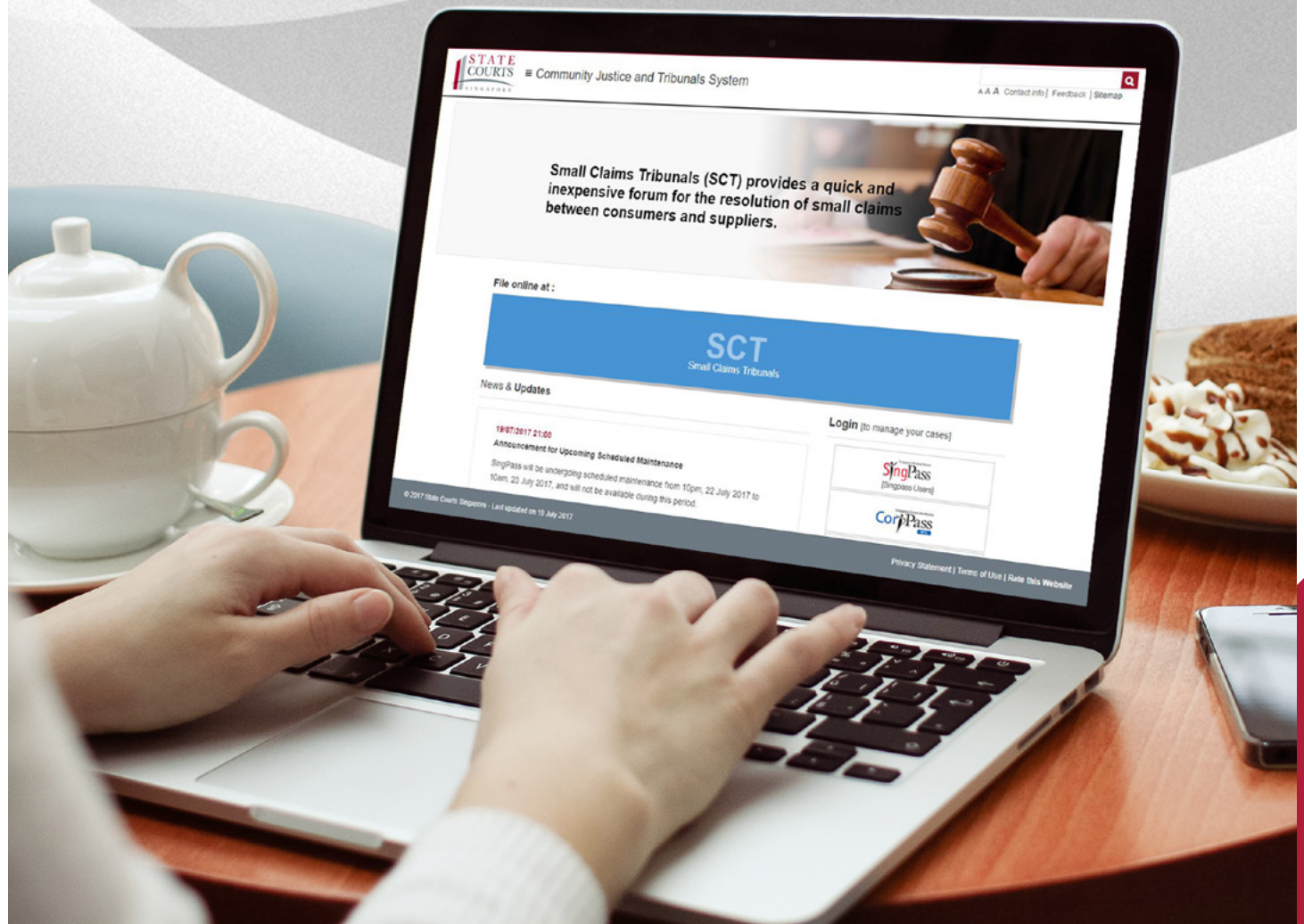


JUDICIARY TIMES

State Courts launch
Community Justice
and Tribunals
System

Family Justice 2020 –
Through the Right
Doors

Justice Prakash
appointed to the
DIFC Courts Bench



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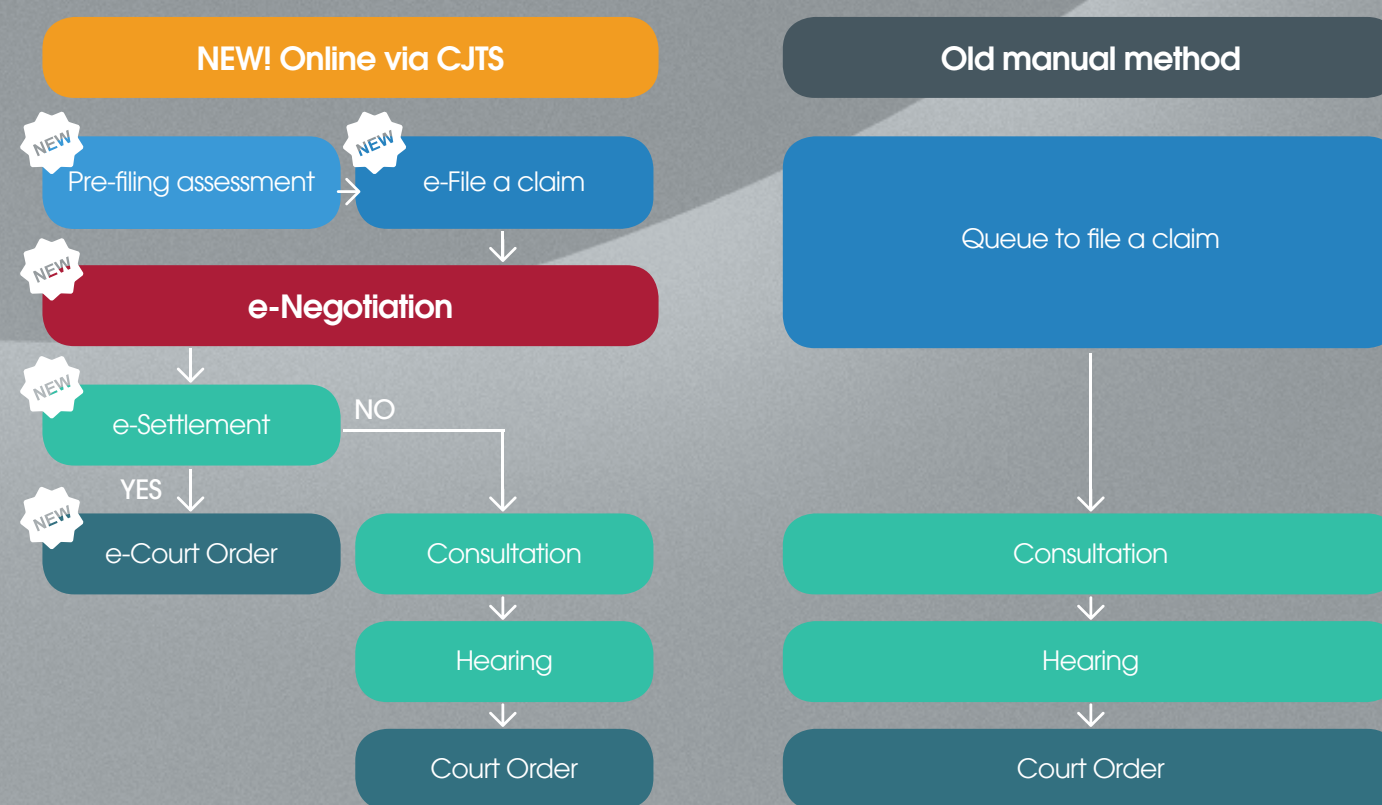
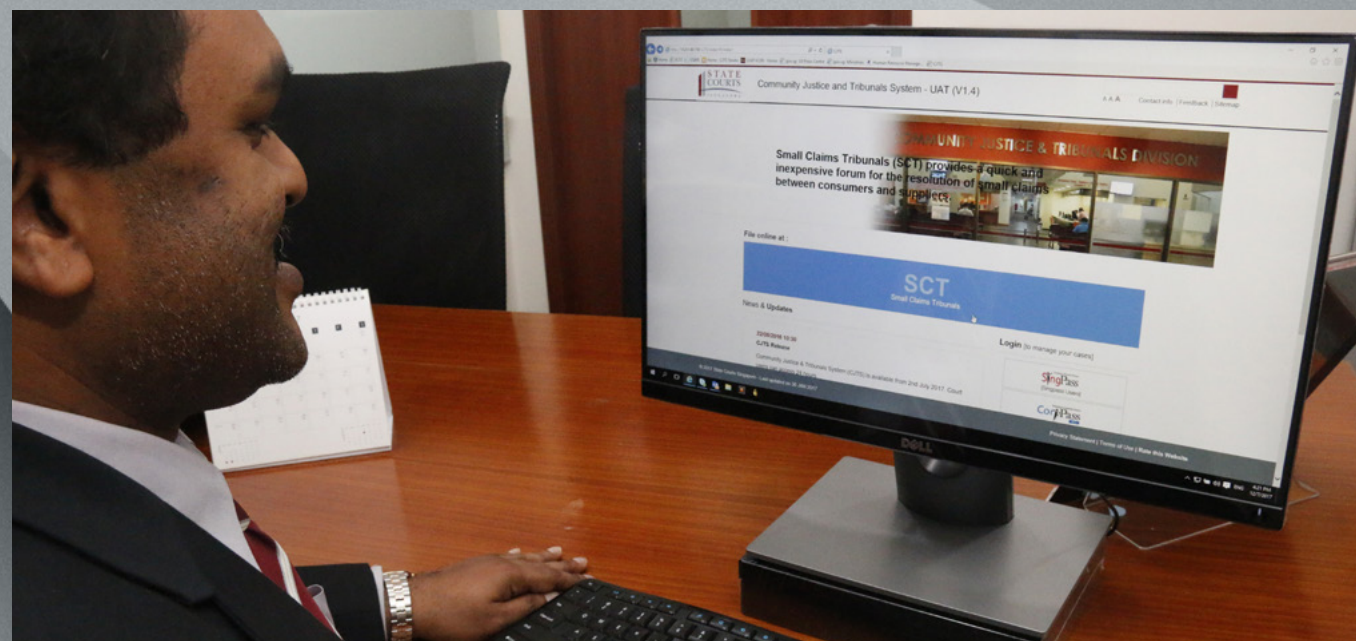
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STATE COURTS LAUNCH COMMUNITY JUSTICE AND TRIBUNALS SYSTEM



The latest e-system launched by the State Courts, the Community Justice and Tribunals System (CJTS) is an e-filing and case management system for cases dealt with by the Community Justice and Tribunals Division (CJTD), which includes claims filed with the Small Claims Tribunals (SCT). With this new system parties can file their claims, submit their documents, make payments and select their court date online 24/7. They will also be able to view documents submitted by the other party and monitor their case developments the same way. In essence, the CJTS makes the entire process paperless and more convenient for the parties involved.

The project was commissioned in May 2016 to be developed in phases. The first phase was launched on 10 July, which saw the SCT going online with e-filing and other applications. The second phase, targeted to be completed in 2018, will feature the Community Disputes and Resolution Tribunals (CDRT).

Before the introduction of the CJTS, the process under the SCT was conducted in a largely manual fashion. Parties would have to come to the SCT at the State Courts in person, to file their claim and submit the relevant hard copy documents.

Key features of the CJTS

From filing a claim, to e-negotiating for a settlement, to obtaining a Court Order, the CJTS not only makes it convenient for the users, it empowers parties by availing these built-in capabilities to them.

The CJTS takes claimants through a pre-filing assessment before a claim can be filed to ensure that they are ready to proceed. Once they are ready to file a claim, the CJTS will guide them through the filing process and in the submission of supporting documents.

Another key development under the new CJTS, is the option for parties to e-negotiate a settlement


on a secure, confidential platform after the claim is lodged and before the parties come to the SCT at the State Courts. When a settlement offer is made by the respondent, the claimant will be notified to log on to consider the offer or make a counter offer. If an amicable settlement has been reached through e-negotiation, parties have the option to apply online for a Tribunal Order directly from the system without having to come to the SCT. Otherwise, the claim will then proceed to the consultation and hearing stages of the Small Claims process.


The other useful feature is that the claimants can choose their preferred court date within a fixed given period, giving parties more flexibility in arranging their personal schedules.


With the introduction of the CJTS, claimants will be able to reduce errors in filing, increase the likelihood of settling a dispute on their own terms, and save time from attending court in order to resolve a Small Claims dispute. Most importantly, the CJTS will make the resolution of disputes of small claims more convenient and efficient.


The Community Justice and Tribunals System will help court users to:


 Save and submit docs online

 Reduce time needed to travel to Court

 Reduce errors in filings

 Make appointment for Court hearings

 e-Negotiate and settle without coming to Court

 e-Serve documents and manage their own case

"Since 1985, the Small Claims Tribunals have been in operation to provide a speedy and cost efficient means to resolve disputes between consumers and suppliers. The launch of the Community Justice and Tribunals System builds on this premise to provide court users with more convenient and efficient access to the resolution of small claims."

Presiding Judge of the State Courts, Justice See Kee Oon

IFAMS AND FPC LAUNCHED AT FAMILY JUSTICE PRACTICE FORUM



The Family Justice Courts (FJC) have been harnessing technology and design ideas to improve user experience and make family justice accessible to all.

Two initiatives were launched at the Family Justice Practice Forum 2017 on 14 July: Integrated Family Application Management System (iFAMS) and Family Protection Centre (FPC).

iFAMS is a comprehensive end-to-end system for family protection and maintenance order cases brought before the FJC. iFAMS covers electronic case filing, tracking, workflow routing, case hearing and generation of electronic letters, Court Orders, and statistical reports. This paperless system, which may include other family court-related applications in the future, will be integrated with the systems of its partners. iFAMS serves as a technological backbone to enable the family justice system's strategic growth as the FJC gets it future-ready.

The system facilitates greater access to justice as parties can now begin interacting with the Courts from within the community, and get the help they need in more familiar and convenient surroundings at designated specialist family centres. They can even prepare their applications from home before filing them

either at the Courts or at designated specialist family centres.

The new FPC set up within the FJC offers a self-contained area allowing applicants of personal protection orders (PPO) to advance seamlessly along the intake, counselling, and affirmation stages.

This is designed to offer more privacy, comfort, and a sense of certainty to applicants, and, together with newly streamlined processes and the iFAMS, enhance the applicants' user experience.

The FPC's key features are:

- One-stop centre for application for PPO – minimises movement and offers a sense of certainty to applicants
- Videolink capability – appearance before a Judge can be conducted via video instead of face-to-face for flexibility and convenience
- Additional Assistance – Courts Friends from the Community Justice Centre assist applicants if needed
- Onsite self-help kiosks – provides an option for parties to browse information and file applications
- Design features such as frosted glass entrance and enclosed counters to enhance applicants' privacy

FAMILY JUSTICE 2020: THROUGH THE RIGHT DOORS

The Family Justice Practice Forum 2017: *Family Justice 2020 – Through the Right Doors* was held on 14 July at the Supreme Court Auditorium. Jointly organised by the Family Justice Courts (FJC), the Ministry of Social and Family Development (MSF), and the Law Society of Singapore, it brought together experts from the legal, psychological, and social science sectors to discuss the family justice practice. The Honourable the Chief Justice Sundaresh Menon opened the Forum, and stressed the family lawyer's critical role within the family justice eco-system. He highlighted three key aspects in his address:

- The family lawyer's evolving role.** As first responder, the lawyer plays an influential role in enabling parties to adopt initiatives introduced to enhance the family justice system and dampening legal conflict. He explained the lawyer's evolving role in respect to the latest judicial developments and initiatives, specifically their supporting role in facilitating the judge-led approach to problem-solve together throughout the litigation process. Lawyers play multiple roles as they guide clients in making constructive decisions, i.e. encouraging mediation and counselling.
- Need for a mindset change.** The Chief Justice also said that a change in mindset is required to appreciate this evolving role. Contemporary best practice lawyering in family work recognises the role of lawyers as problem-solvers, working collaboratively in a multidisciplinary environment with other partners within the family justice system. Increasingly lawyers have moved from traditional adversarial action towards interest-based negotiation and creative problem-solving approaches to protect the interests of clients and the family.

iii. Ethics. Family lawyers are also evolving beyond their traditional roles as their clients' advocates. They need to be sensitive to the welfare of the child or vulnerable adult at the heart of the case and the familial relationships that continue thereafter. In this regard, the Chief Justice spoke about the importance of ethics in guiding lawyering and touched on how there will soon be a set of professional conduct rules and a Best Practices Guide to help family lawyers navigate difficult ethical issues brought about by the many competing demands they face.

About 350 family practitioners comprising family lawyers, policy makers, mental health professionals, and social workers attended the event. It focused on their roles and how they can better serve the needs of troubled families in the family justice system, and help families find the right path to healing and a new way forward. The family practitioner is an integral part of this search for access to justice. Minister for Social and Family Development, Mr Tan Chuan-Jin delivered remarks on the family justice eco-system.

Speaking on the future of family justice, the Chief Justice said, "The future of family law is bright. It promises many professional opportunities to those committed to this fascinating area of practice; but it also calls for a fresh mindset and perspective. We on the Bench will continue to pay close attention to the growth and development of a family justice eco-system that is responsive to the needs of our people and that seeks to minimise the harm to our future by paying special attention to the affected children."



JUSTICE PRAKASH APPOINTED TO THE DIFC COURTS BENCH



The Dubai International Financial Centre (DIFC) Courts announced the appointment of Justice Judith Prakash to its judiciary on 7 March, adding further diversity and international experience to its judicial bench. In addition to her role as a Judge of Appeal at the Supreme Court of Singapore, she now serves on a part-time basis at the DIFC Courts to hear appeal cases. She is the second female judge to be appointed to Dubai's English-language common law jurisdiction.

Chief Justice Sundaresh Menon said, "I am delighted that the Ruler of Dubai, Vice President and Prime Minister of the UAE His Highness Sheikh Mohammed bin Rashid Al Maktoum has appointed Justice Judith Prakash as a Judge of the DIFC Courts. With her vast experience in complex commercial and arbitration cases, I am confident that Justice Prakash will contribute positively to the work of the DIFC Courts. This appointment is not just a recognition of Justice Prakash's ability but a recognition of the calibre and strength of the Singapore Bench in the commercial dispute resolution arena."

VIETNAM'S PERMANENT DPM TRUONG HOA BINH'S VISIT TO THE SUPREME COURT

His Excellency Truong Hoa Binh, Member of the Politburo of the Communist Party of Vietnam and Permanent Deputy Prime Minister of the Socialist Republic of Vietnam visited Singapore from 13 to 15 July. This was Permanent DPM Binh's first official visit to Singapore in his capacity as Permanent DPM of Vietnam. Permanent DPM Binh, who was formerly the Chief Justice of Vietnam's Supreme People's Court, visited the Supreme Court while in Singapore.

Chief Justice Sundaresh Menon hosted the Permanent DPM Binh and his delegation, which included the Deputy Chief of Justice of the Supreme People's Court of Vietnam, and other senior Vietnamese officials to lunch.

Relations between the Supreme Court of Singapore and the Vietnam Supreme People's Court are warm with many active exchanges. The two Courts signed a Memorandum of Understanding (MoU) on judicial cooperation in February this year. The MoU focuses on cooperation in areas such as the use of information technology in court operations, international commercial dispute settlement, judicial training and improving efficiency in court management.



DEPUTY PJSC SPEAKS AT THE NACM AND IACA

The National Association for Court Management and the International Association for Court Administration held its annual international conference from 9 to 13 July in Arlington, Virginia, USA.

Themed "Excellence on a Global Scale", court administrators from around the world gathered to discuss topics to promote improved court management and administration by advancing modern standards of performance and efficiency.

Deputy Presiding Judge and Registrar of the State Courts, Ms Jennifer Marie was invited to speak and she delivered two presentations. The first was on the "International Framework for Court Excellence: State Courts of Singapore Model", and the second was on the State Courts' experience in fostering a culture of excellence in staff performance through management, training and incentives.

The State Courts also led study visits to the Kings County Supreme Court in Brooklyn, the New York Supreme Court, Richmond County Supreme Court in Staten Island and the Office of Court Administration - New York State Unified Court System for knowledge exchange and sharing.



(From left to right) Dr Pim Albers, Mrs Reem Al-Shihe from the DIFC Courts, Ms Jennifer Marie, Deputy Presiding Judge and Registrar of the State Courts, Ms Danielle Fox, Montgomery County Circuit Court, Ms Christina Malai, Chief of Party, Open Justice Project in Moldova, Mr Daniel Hall, National Centre for State Courts, Mr Kevin Bowling, 20th Judicial Circuit Court and the Ottawa County Probate Court, Ottawa County, Michigan.

SUPREME COURT HOSTS LUNCH AND DIALOGUE WITH THE CRIMINAL BAR



The Supreme Court of Singapore, led by Chief Justice Sundaresh Menon, hosted a lunch and dialogue session with stakeholders from the criminal law sector on 17 July.

The event was attended by 35 guests from the judiciary, the Criminal Bar, and the Criminal Practice Committee of the Law Society of Singapore. It was part of continuing efforts for the Chief Justice, the Bench, and the Criminal Bar to remain engaged on the issues and initiatives concerning criminal law. It also provided a platform for an engaging discussion between the Chief Justice, a panel of judges, and various stakeholder groups on topics including waiting times for Criminal Pre-Trial Conferences in the High Court as well as expediting trials involving foreign accused persons or victims.

7th WORLD CONGRESS ON FAMILY LAW AND CHILDREN'S RIGHTS

The 7th World Congress on Family Law and Children's Rights (WCFLCR) was held in Dublin from 4 to 7 June. The Right Honourable Baroness Hale of Richmond, DBE, Deputy President of the Supreme Court of the United Kingdom opened the event with "Are Children Human?", which discussed children's human rights.

District Judge Yarni Loi delivered a presentation on the evolution of the Singapore family courts, focusing on how the courts have evolved to meet the needs of a rapidly growing and increasingly complex and culturally diverse society. She highlighted three milestones:

- In 1995, the Family Justice and Juvenile Division was established under the then Subordinate Courts to bring together the family court and the juvenile court. Around this time, voluntary court-based mediation and counselling were also introduced.
- In 2011, the Child Focused Resolution Centre was established and court-based mediation and counselling were made compulsory for divorcing couples with minor children. Its unique feature is the close collaboration between the judge who sits as mediator and the court counsellor. Together,

they provide legal, therapeutic, and social science expertise to support distressed families.

- On 1 October 2014, the Family Justice Act was passed and the Family Justice Courts (FJC) were established as a specialised body of courts with expanded jurisdiction over all family proceedings. Highlights of the 2014 reforms include the adoption of a differentiated case management system, the introduction of the "judge-led" approach, and the renaming of the "Juvenile Courts" to "Youth Courts".

She also shared some aspirations, including a renewed focus on reducing conflict throughout the family justice eco-system through both process and substantive law.

At the closing ceremony, Judicial Commissioner Valerie Thean, Presiding Judge of the FJC was invited on stage, where it was announced that Singapore would be hosting the 8th WCFLCR in 2020. This would provide an invaluable platform for the training of judges, academics, lawyers and social workers, and help situate Singapore as thought leaders in family law, practice and justice on the international stage.



STUDENT LEADERS ATTEND A DAY IN COURT



About 60 student leaders and teachers from 27 local schools gained an insight into the Singapore justice system during the State Courts' annual 'A Day in Court' seminar on 1 June.

In addition to learning about the types of crimes the Community Court handles and the restorative justice model the Courts adopt for cases involving youth, the students were also introduced to different kinds of community disputes the State Courts handle and how mediation can resolve these amicably.

The full-day seminar included a tour of the State Courts, a fireside chat with State Courts judges and two roleplaying activities in the courtroom and in chambers. The students were given the opportunity to practice what they had learned and develop their mediation skills through a simulated case involving neighbours in dispute.

The criminal courtroom role-play session was the highlight of the seminar for many. All participants said that this experience gave them a better understanding of what happens in a court hearing and the role that each criminal justice stakeholder plays in Court.

A Day in Court, a seminar for student leaders is part of the State Courts' outreach efforts to enhance the community's understanding of their work and to foster good community spirit.

SUPREME COURT JUDGES VISIT NATIONAL DESIGN CENTRE

Hosted by Infocomm Media Development Authority's PIXEL Labs, judges and judicial officers of the Intellectual Property / Information Technology cluster visited the National Design Centre on 15 May. They learned how to use and operate various tech-forward gadgets, such as Virtual Reality glasses, 3D pens and printers, and drones. They also had the opportunity to exchange insights with the in-house developers and researchers.



STATE COURTS REINFORCE MEDIATOR EXPERTISE THROUGH ACE SCHEME

State Courts' judicial officers and court administrators who take on the role of mediators beyond their core duties, attended training sessions under the new Alternative Dispute Resolution Capability Extension (ACE) scheme on 23 and 30 May.

The ACE scheme was launched earlier this year with two objectives: to retain and harness the valuable alternative dispute resolution expertise of experienced mediators, and to provide opportunities for all mediators to sharpen their skills in conducting court-annexed mediations.

Organised and conducted by the State Courts Centre for Dispute Resolution (SCCDR), the ACE training sessions included a refresher on key mediation principles and an exploration of different styles of mediation through role-play demonstrations. These sessions were part of a structured programme that includes the assignment of SCCDR mentors or buddies, and the opportunity to sit in or co-mediate with experienced State Courts judges.

Under the ACE scheme, mediators will be assigned at least three mediation cases annually at SCCDR to maintain their currency in terms of alternative dispute resolution and mediation skills. The first mediations as assigned under the scheme were conducted in July.

ADR Capability Extension Scheme

Refresher and induction training sessions

Assignment of mentors or buddies

Sit-in and co-mediation with experienced judges

Continuous skills upgrading workshops

54th ANNUAL CONFERENCE FOR THE ASSOCIATION OF FAMILY AND CONCILIATION COURTS



District Judge Wendy Yu presenting her paper

The Association of Family and Conciliation Courts (AFCC) held its 54th annual conference in Boston from 31 May to 3 June with the theme: *Turning the Kaleidoscope of Family Conflict into a Prism of Harmony*. Its annual conferences aim to encourage comparative sharing of interdisciplinary practices, research, and policies in working with families.

District Judge Joyce Low conducted a workshop with judicial officers from Australia and New Zealand on the *"International Approaches to Financial Issues"*, comparing each jurisdiction's approaches on financial issues that strain separating families.

In a separate workshop, District Judge Wendy Yu and Ms Cynthia Teo from the Family Justice Courts Counselling and Psychological Services Division presented on the holistic approach taken by FJC in managing family violence cases titled *"Singapore's Multidisciplinary Approach to Addressing Domestic Violence"*. They explained Singapore's multiracial context and shared how judges, social workers, and other stakeholders in the community collaborate to provide holistic solutions to support victims, rehabilitate perpetrators, and strengthen families.

STATE COURTS SCORE HIGHLY IN SURVEYS

The latest State Courts surveys show a high level of public trust and confidence in the organisation, and a high degree of overall satisfaction from its stakeholders and partners. The State Courts Public Perception Survey and the Stakeholders and Strategic Partners Survey were conducted between December 2016 and February this year, by independent research companies.

State Courts Public Perception Survey

- Conducted once every 3 years
- Representative sample of 1,004
- Singapore citizens and permanent residents aged above 17

100%

Felt State Courts have contributed positively to the development of Singapore

99.7%

Have a positive impression of State Courts

99.1%

State Courts have met their expectations

99.0%

State Courts administered justice fairly

99.6%

State Courts have an effective justice system

State Courts Stakeholder and Strategic Partners Survey

- Conducted once every 2 years
- 96 stakeholders and partners
- Volunteer mediators, lawyers, public and private organisations

99.0%

Overall satisfaction with collaborative efforts of State Courts

96.8%

State Courts foster an open and trusting relationship

96.8%

State Courts make a positive impact

94.7%

State Courts are receptive to views and recommendations

96.9%

State Courts are professional

96.9%

State Courts are knowledgeable in their area of work

FOREIGN DELEGATES ATTEND SINGAPORE JUDICIAL COLLEGE PROGRAMME



On 10 July, 30 foreign delegates from 26 countries participated in a programme organised by the Singapore Judicial College, and visited the State Courts and the Family Justice Courts. District Judge Jasbendar Kaur, District Judge Victor Yeo, and District Judge Miranda Yeo presented on various court initiatives, and spoke about the International Framework for Court Excellence: State Courts of Singapore Model, the strategic and innovative use of technology, and the e-Litigation System, respectively.

FEDERAL CIRCUIT COURT OF AUSTRALIA JUDGE VISITS FJC



On 14 June, Judge Dale Kemp from the Federal Circuit Court of Australia visited the Family Justice Courts (FJC) to learn more about the FJC's case management, and aspects of child counselling and support.

Deputy Registrar, District Judge Jen Koh of the FJC hosted him.

DUBAI INTERNATIONAL FINANCIAL CENTRE COURTS JUDGE VISITS THE SUPREME COURT



His Excellency Justice Shamlan Al Sawalehi of the Dubai International Financial Centre Courts visited the Supreme Court of Singapore on 19 May, and met Justice Judith Prakash, Justice Quentin Loh, and Justice Vinodh Coomaraswamy for a discussion on arbitration. Senior Assistant Registrar, Ms Cornie Ng and Assistant Registrar, Ms Karen Tan also gave a briefing on arbitration in Singapore.

SINGAPORE DELEGATION ATTENDS THE 2nd CHINA-ASEAN JUSTICE FORUM

Justice Steven Chong presented on Singapore's innovations that facilitate cross-border dispute resolutions in the region at the 2nd China-ASEAN Justice Forum held on 7-8 June in Nanning. He and Chief Justice Zhou Qiang of the Supreme People's Court had a discussion on deepening judicial co-operation between Singapore, China, and the rest of the ASEAN region. Justice Chua Lee Ming also presented on employment of technology in Singapore courts and provided a glimpse of our Technology Blueprint for the future. The Nanning Statement of the 2nd China-ASEAN Justice Forum was also signed during the event, affirming the commitment to more exchanges and co-operation among all participating judiciaries.

MALDIVES MINISTER FOR LEGAL AFFAIRS VISITS THE SUPREME COURT



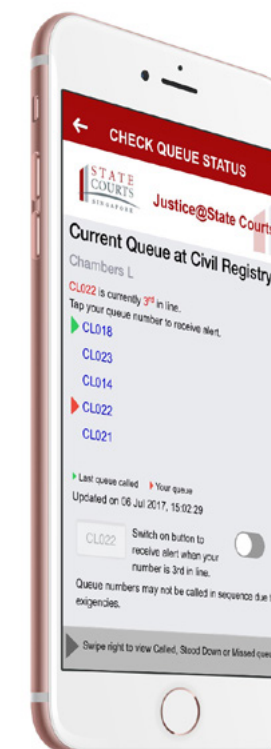
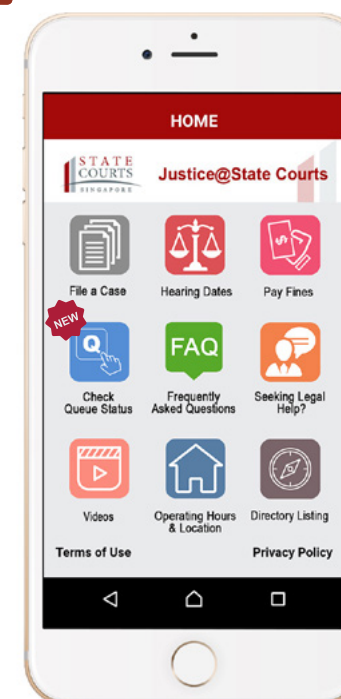
The Minister for Legal Affairs at the President's Office in the Maldives, Her Excellency Aishath Azima Shakoor, called on Chief Justice Sundaresh Menon on 6 April. Accompanied by Non-Resident Ambassador of Maldives to Singapore, Mr Hamdun Abdulla Hameed, they discussed the challenges and potential collaborative opportunities in the establishment of a commercial court and strengthening of alternative dispute resolution processes in the Maldives. Senior Director (Special Projects), Mr Douglas Chi also gave the delegation an introduction on the Singapore International Commercial Court.

SINGAPORE PARTICIPATES IN THE STANDING INTERNATIONAL FORUM OF COMMERCIAL COURTS



Singapore participated in the inaugural meeting of the Standing International Forum of Commercial Courts, hosted by the Courts of England and Wales, on 5 May in London. The key objective of the Forum was to enhance judicial dispute resolution services provided to the international business community by promoting the sharing of experiences and best practices between commercial courts and judges participating in the Forum. The judges agreed to pursue initiatives, such as producing a multilateral memorandum on the enforcement of judgments of one commercial court in another and establishing a working party to examine how best practices might be identified.

WHAT'S NEW?

STATE COURTS:
COURT USERS
CAN NOW GET
QUEUE STATUS
NOTIFICATIONS

Since 3 May, court users can check and receive notifications of the status of queue numbers from various registries at the State Courts by using the Justice@State Courts mobile app.

While court users are still required to take a queue ticket from the Central Queue Management System (CQMS), the new function makes queueing more convenient. They can look up the position of their queue number and choose to receive a notification when their number is close to being called.

The Justice@State Courts mobile app can be downloaded from the App Store and Google Play.

SINGAPORE WINS AT THE GLOBAL RESTRUCTURING REVIEW (GRR) AWARDS 2017



Singapore bagged two awards at the inaugural Global Restructuring Review (GRR) Awards on 21 June. The event recognised firms, cases, and jurisdictions that have contributed positively to the cross-border restructuring and insolvency legal landscape.

Singapore received the “Most Improved Jurisdiction” award for its adoption of the UNCITRAL Model Law that outlines how courts should approach foreign-incorporated debtors, and the refinement of our scheme of arrangement mechanism, inspired by Chapter 11, in March 2017.

The Judicial Insolvency Network (JIN) also clinched the “Most Important Overall Development” award for its “Guidelines for Communication and Cooperation between Courts in Cross-Border Insolvency Matters”. It is the first time a common framework has been adopted for courts of different jurisdictions to communicate and coordinate efforts on cross-border insolvency on a global level, including providing for joint hearings. Developed in February 2017, the JIN Guidelines have since been adopted by courts in seven jurisdictions, including the Supreme Court of Singapore, the United States Bankruptcy Court for the District of Delaware, the United States Bankruptcy Court for the Southern District of New York, the Supreme Court of Bermuda, the Chancery Division of the High Court of England and Wales, and the Eastern Caribbean Supreme Court.

Justice Kannan Ramesh received both awards on behalf of Singapore. He was joined by fellow JIN participant Justice Barry Leon from the High Court of the Eastern Caribbean Supreme Court on stage to receive the “Most Important Overall Development” award.

JUDICIARY BAGS PS21 SERVICE EXCELLENCE AWARDS



The PS21 Service Awards are part of the Excellence in Public Service Awards (ExPSA), which are given out annually by the Public Service Division (PSD) to recognise public officers and agencies for their outstanding service and organisational excellence.

This year, the three courts received 10 PS21 Star Service Awards for individuals. Recipients were: Elaine Tan and Lee Kam Yoke from the Supreme Court, Dean Yeo Sin Haw, Huang Caiwei, Lau Pei Pei Alycia, Mohamad Raffie Bin Suruin, Tan Hui Ying and Yui Weng Fong from the State Courts, and Noraini Binte Hanifah and Mohd Fazil Bin Abdul Razak from the Family Justice Courts.

The three courts also received the PS21 Star Service Team Award for their collaboration on Judiciary Cares. The Supreme Court and the Family Justice Courts also received the PS21 Star Service Team Award.

In 2017, a new award category, the PS21 Star Manager Award, was introduced, and included Pandiyar Vellasami, Senior Assistant Director at the State Courts among the recipients.

PS21 Star Service Award	
Supreme Court	Elaine Tan Lee Kam Yoke
State Courts	Dean Yeo Sin Haw Huang Caiwei Lau Pei Pei Alycia Mohamad Raffie Bin Suruin Tan Hui Ying Yui Weng Fong
Family Justice Courts	Noraini Binte Hanifah Mohd Fazil Bin Abdul Razak
PS21 Star Manager Award	
State Courts	Pandiyar Vellasami
PS21 Star Service Team Award	
Supreme Court, State Courts and Family Justice Courts	Judiciary Cares
Supreme Court	The PC Team, Legal Registry: SAR Edwin San AR Karen Tan Chang Siew Teen Molly Teh Serene Chong Irene Boey Statistics & Learning Section, Legal Directorate: Chang Siew Teen Ivan Koh Noraizah Binte Hamzah Tan Li Huang
Family Justice Courts	Protection Order Services (POS) Registry: Cynthia Teo Noraini Binte Hanifah Shahidah Binte Sa'aban Joanne Gan

BEHIND THE SCENES WITH SINGAPORE'S BAILIFFS

Bailiffs in Singapore are enforcement officers of the courts whose duty is to carry out enforcement proceedings in respect of judgments and orders of court. They are empowered to execute and carry into effect all writs of execution and Court Orders, including money judgments as well as judgments for delivery of both immovable and moveable properties.

In this issue, we interviewed Mattias Low and Muhammad Akram Amat Tugiman, Bailiffs from the Supreme Court and the State Courts. Read on to find out more about their work.

How does your typical day go?

Akram: The day before, I would have planned my schedule based on an estimate of how long each case may take. But this can be unpredictable. It can take as little as 5 minutes or as long as 5 hours. When there are unusual or complicated cases, we would start with a briefing by the Head Bailiff. Creditors will first come to the Bailiff's Section at 9am every day, and then go to the debtor's premises. There, the creditor will indicate the items that they wish to seize and I will then label, value, and record the items.

What challenges do you face?

Akram: What I do can be unpleasant. I get cursed at 2 to 3 times a week, but I don't take it personally. Sometimes, they can get upset and turn violent, but thankfully, I have not encountered such debtors. Usually, the main hurdle to overcome is gaining entry into their premises. I handled one case at a landed property, where the debtor resorted to physically barring the gate to refuse entry. On a subsequent attempt, the help of the police was enlisted. The debtor continued to refuse entry and even "shot" at the police with a garden hose jet!

Tell us about your most memorable case.

Mattias: It was a Writ of Seizure and Sale in which I seized a debtor's property from his mother's house. His wheelchair-bound mother was afraid that she would lose her home. I tried to set her at ease, explaining to her that my purpose was only to seize her son's property. I also made sure that

the process was fast and reassured her again that her house will not be seized. As I did so, she grabbed my hand and smiled. I felt then that I had really gained her trust.

What keeps you going?

Mattias: My team which is always there for me when I need any help. I also really enjoy my work as it allows me to meet and communicate with people, and learn from such experiences.

Akram: A key aspect is the great working environment with good colleagues and supportive bosses. Not being deskbound all the time, and being able to learn something new every day also keeps me going.

Any advice for people considering a career in this line?

Mattias: You have to be firm. We carry out Court Orders and may face resistance occasionally. We have to be prepared to inform them of our duties and explain court processes. At the same time, we must put ourselves in their shoes because it is only then that we are able to successfully communicate with them.

Akram: It is very useful to be thick-skinned! You must also have flexibility to take things as they come, have good interaction skills and be able to respond to difficult people without letting your emotions get the better of you. Having the ability to negotiate well will also be beneficial.



Mattias joined the Supreme Court in 2013 as a bailiff for enforcement and civil matters in relation to the Court.



Akram joined the State Courts in 2011 after graduating with a Diploma in Law and Management, and is one the State Courts' youngest bailiffs.

EXECUTIVE LEADERSHIP PROGRAMME FOR COURT AND TRIBUNAL ADMINISTRATORS

A joint training and development programme by the State Courts and the National University of Singapore's Lee Kuan Yew School of Public Policy (LKYSchool), the second run of the Executive Leadership Programme for Court and Tribunal Administrators will benefit senior officers and professionals from the Courts, Tribunals, and quasi-judicial bodies to help them become effective leaders and achieve high performance.

A five-day intensive and interactive programme, it aims to equip Court and Tribunal administrators with key interdisciplinary leadership skills to run the Courts, Tribunals, and quasi-judicial bodies effectively and efficiently. It will also allow them to gain a broader perspective of the complex issues and policies governing court administration.

In addition to the subject-matter experts from the LKY School, and senior judicial officers and court administrators from the State Courts, a World Bank expert will also share a global perspective on court administration in the upcoming run of the programme.

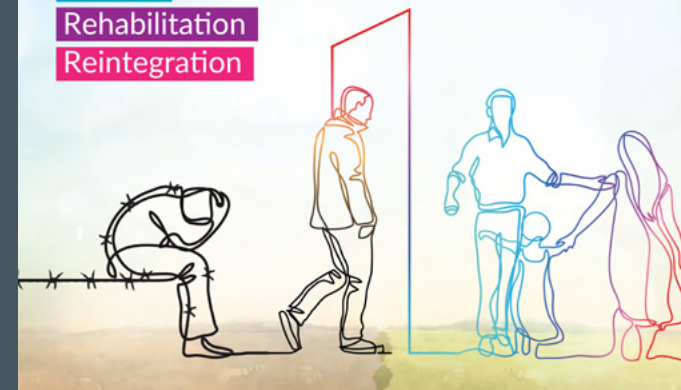
The programme will be held from 26 February to 2 March 2018. For more information or to sign-up, please email: StateCourts_Registrar@StateCourts.gov.sg

2nd INTERNATIONAL ADVISORY COUNCIL MEETING

The upcoming 2nd International Advisory Council (IAC) Meeting will take place at the Supreme Court on 29 and 30 August 2017. Eminent local academics will participate in discussions on a range of family law topics.

Sentencing Conference 2017

Review
Rehabilitation
Reintegration



Jointly organised by the Singapore Academy of Law and the State Courts, the Sentencing Conference 2017 will provide legal practitioners, Legal Service Officers, academics and members of the judiciary an opportunity to discuss issues impacting sentencing in criminal prosecutions both locally and internationally.

Themed "Review, Rehabilitation and Reintegration", attendees can look forward to six engaging dialogue sessions with each session exploring different areas of interest. These sessions will cover topics such as:

- International Developments in Rehabilitative Sentencing Jurisprudence and Practice
- Probation and Community-based Sentencing
- Psychiatric Conditions, Criminal Culpability and Sentencing
- Consistency in Sentencing

The two day conference will open with a keynote address by Chief Justice Sundaresh Menon followed by a special lecture titled "Perspectives on Open Justice: Anonymity and Confidentiality" delivered by the Right Honourable Sir Geoffrey Vos, Chancellor of the High Court of England and Wales.

The event will be held at the Supreme Court Auditorium on 26 and 27 October. For more information and to sign up, visit bit.ly/SentencingConference2017 or scan the QR Code below.





Jointly brought to you by:



1 Supreme Court Lane
Singapore 178879

E Supcourt_QSM@supcourt.gov.sg



1 Havelock Square
Singapore 059724

E contact@statecourts.gov.sg



3 Havelock Square
Singapore 059725

E FJCourts_QSM@FJCourts.gov.sg