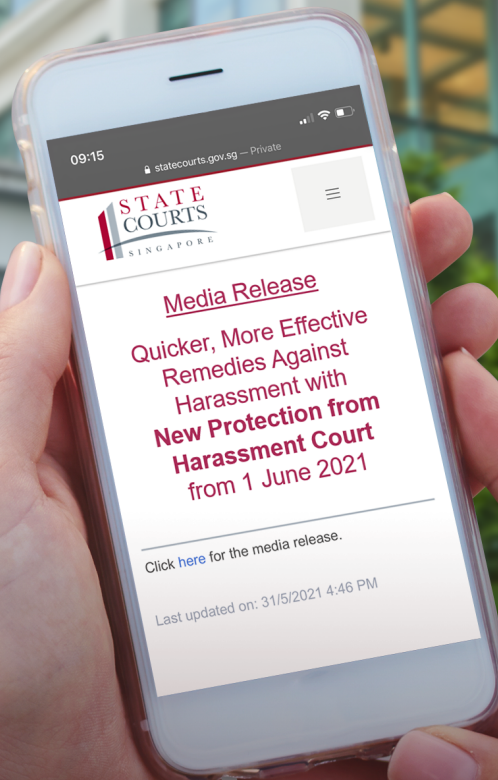


# JUDICIARY TIMES



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**New Protection from Harassment Court Established**


On 1 June, a new specialised court known as the Protection from Harassment Court (PHC) was established. The PHC is dedicated to dealing with harassment matters. It will hear all criminal and civil matters under the Protection from Harassment Act (POHA).

The PHC will offer victims of harassment a one-stop solution for effective and holistic recourse through a new simplified process with simple forms and expedited timelines for certain types of applications, including applications for Protection Orders and orders relating to falsehoods.


Under the simplified track, a claimant can file a claim online and at lower cost through the State Courts' Community Justice and Tribunals System (CJTS) that is accessible 24/7.

**ABOUT THE PROTECTION FROM HARASSMENT COURT**


**POWERS**  All the criminal and civil jurisdiction of a District Court.

**TYPES OF CASES TO BE HEARD** 

Generally, all harassment claims. Proceedings in other Courts might be transferred to the PHC, if there are related matters which should be dealt with together.

**TYPES OF CASES THAT MAY NOT BE HEARD** 

Harassment claims that are related to other civil or family proceedings which the PHC thinks would be more justly, expeditiously and economically disposed of in another court.

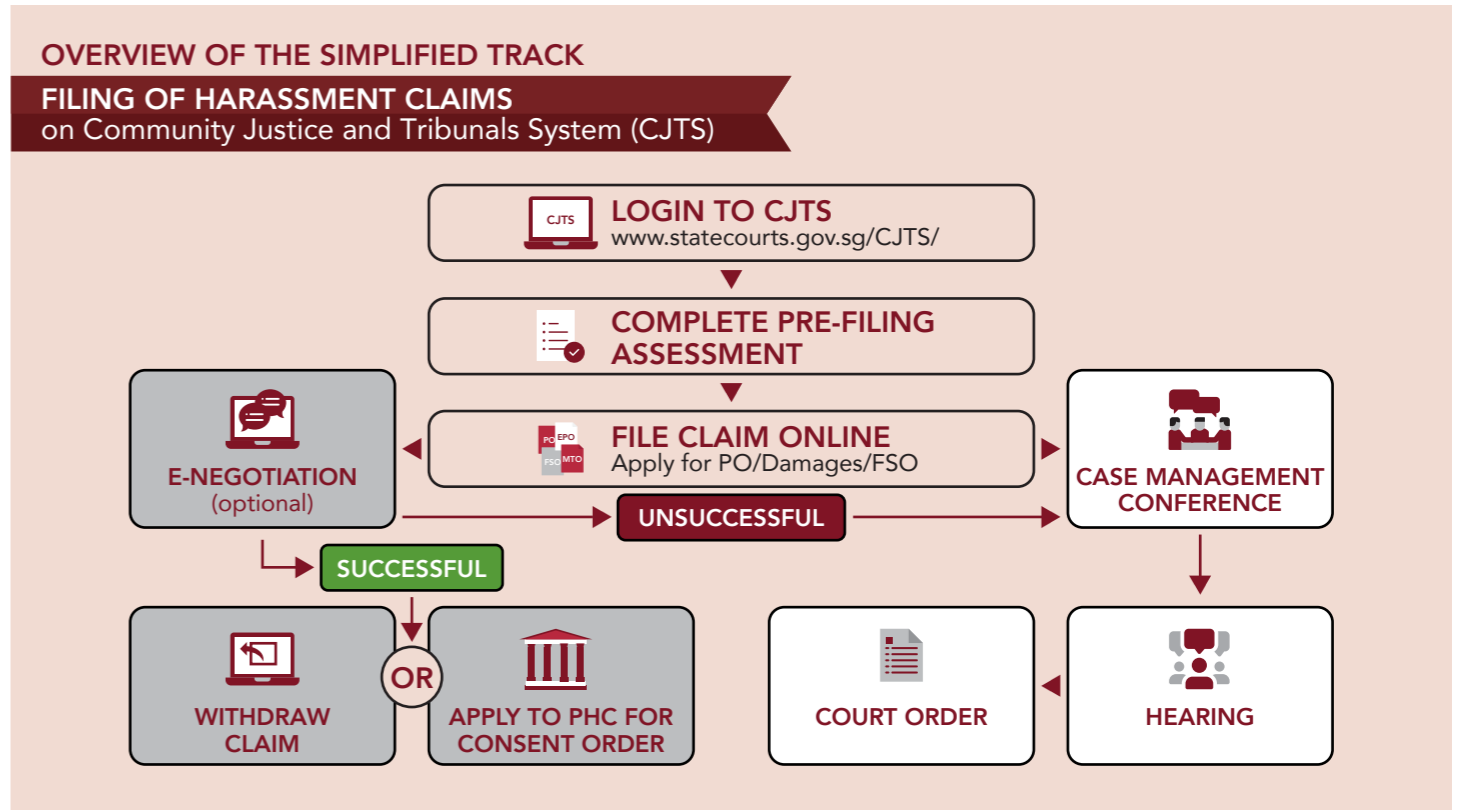
**TYPES OF REMEDIES** 

**For Harassment:**

- Protection Order (PO)
- Expedited Protection Order
- Mandatory Treatment Order (If a PO is granted)
- Damages

**For False Statements:**

- False Statement Orders
- Stop Publication Order
- Correction Order
- Disabling Order
- Target Correction Order
- General Correction Order
- Interim False Statement Order(s): (only if the corresponding false statement order is also applied for)
- Interim Stop Publication Order
- Interim Notification Order
- Interim Disabling Order
- Target Interim Notification Order



Claims that can be made under the simplified track must involve only one claimant and no more than five respondents, be brought within two years from the date that the course of action is accrued, and not include a claim for damages exceeding \$20,000.

Parties can file a civil claim if the claim is not eligible to be made under the simplified track. They can also file a Magistrate's Complaint or commence private prosecution either through a lawyer or by filing an online form which can be accessed from the Singapore Courts website.

**What is a specialised court?**  
A specialised court is a court that is designated to manage certain categories of cases. Many of these courts are District Courts and Magistrates' Courts, with examples being the Community Criminal Court, Traffic Court and Night Courts.

**What is POHA?**  
POHA came into force on 15 November 2014. It serves to protect and give effective redress to persons who have been harassed by communications or actions or have been the subject of falsehoods. Generally, the victims may apply for civil remedies against harassers or publishers of falsehoods; harassers are also liable to face criminal sanctions.



## Mass Call 2021 — The Legal Profession Amidst the Pandemic: Change and Continuity

The Admission of Advocates and Solicitors — Mass Call 2021 held on 23 and 24 August, saw 457 newly minted Advocates and Solicitors called to the Bar over three sessions via video conference. In view of the pandemic, this was the second year the Mass Call was conducted using remote communication technology.

The first session was presided over by Chief Justice Sundaresh Menon, and the subsequent sessions by Justices of the Court of Appeal, Justice Judith Prakash and Justice Tay Yong Kwang.

In the Chief Justice's speech titled "The Legal Profession Amidst the Pandemic: Change and Continuity", he said that the pandemic had brought the use of technological tools into the mainstream of many legal tasks and processes, where much of this has involved the migration of traditional processes to a digital format.

The Chief Justice also highlighted the thought-provoking report by the Law Society of England and Wales, which offered snapshots of how the legal landscape might change over the next 30 years. It predicted that artificial intelligence would become more capable of carrying out the lower-order tasks performed by junior lawyers today and forecasted a growing need for lawyers with a multidisciplinary background and outlook, who could effectively interface between the legal and non-legal spheres. Instead of viewing technology as a competitor, the Chief Justice urged lawyers to see technology as a partner in service of the ends of justice.

The Chief Justice touched on the commitment to the core values and ethics of the profession and encouraged advocates to actively seek opportunities in pro bono work to help out those who have been shut out from having access to justice.

Similarly, Mr Gregory Vijayendran, S.C., the President of the Law Society of Singapore, shared the ABCs of legal practice — Adopt, Build and Create, and urged the new lawyers to undertake pro bono cases, making a difference to the world of the indigent assisted.

Scan the QR code to watch a video highlighting key messages from Chief Justice's speech  
<https://go.gov.sg/mc21vid>

Scan the QR Code for Chief Justice's full speech  
<https://go.gov.sg/mc21>

## Eighth World Congress on Family Law & Children's Rights

The Eighth World Congress on Family Law and Children's Rights was hosted virtually by Singapore from 12 to 16 July with over 177 participants from 18 countries who were welcomed by President Halimah Yacob.

The World Congress was set up with the vision of enhancing, promoting, and protecting the rights of children and young people. Since its inauguration in Sydney, Australia, in 1993, the Congress has served as a platform for public advocacy and a powerful catalyst for change on a wide range of matters, including international child abduction, the legal regulation of surrogacy, and family violence and child abuse.

Themed "Through the eyes of a Child", the five-day conference featured 21 plenary sessions that urged the speakers and participants alike to reflect on how the international community could work towards greater co-operation on the movement of children, consider the best practices in addressing family-justice matters, engender conversations about international treaties and possible reform, and revisit pressing issues such as cyber security and human trafficking.

In his keynote speech, Chief Justice Sundaresh Menon set out his vision for therapeutic justice as a means of resolving familial disputes in a holistic, restorative and forward-looking way. As the welfare of a child is of paramount importance, the Chief Justice stressed the need for a system that can sensitively manage and ameliorate a distressing personal and familial situation for the child.

Presiding Judge of the Family Justice Courts, Justice Debbie Ong spoke on how it is critical for parents to fully discharge their parental responsibility as it is intimately entwined with the welfare of the child. Justice Ong also provided a snapshot of the milestones in the Family Justice Courts' journey as well as highlighted the adoption of a multi-disciplinary approach and a non-adversarial system that delivers therapeutic justice for families undergoing divorce.

The eighth World Congress on Family Law and Children's Rights was jointly presented by the World Congress on Family Law and Children's Rights and LAWASIA.

**World Congress 2021  
Through the Eyes of a Child**

## Sixth Joint Judicial Conference



(From left) Chief Justice Dato Seri Paduka Steven Chong of Brunei, Chief Justice Tun Tengku Maimun binti Tuan Mat of Malaysia, Chief Justice Sundaresh Menon of Singapore

The sixth Joint Judicial Conference (JJC), hosted by the Supreme Court of Brunei Darussalam, was held on 22 July via video conference. JJC has served as a valuable platform for the Brunei, Malaysia, and Singapore Judiciaries to come together to affirm and deepen relationships and to share views and insights on the law and the administration of justice. Following the welcome address by the respective Chief Justices, the panel discussions centred on the three broad themes “Child protection in cross border issues” (first session), “The rise of human trafficking

cases: The reasons and sentencing considerations” (second session), and “The rise of the machines: Judges vs Artificial Intelligence” (third session). Justice Debbie Ong led the first session as the moderator while Justice Valerie Thean and Justice Aedit Abdullah represented the Supreme Court of Singapore as speakers for the second and third session respectively. The three Judiciaries will come together again in 2023 at the seventh Joint Judicial Conference that is to be hosted by the Federal Court of Malaysia.



## Bilateral Meeting between Singapore and Brunei Judiciaries

The bilateral meeting between the Chief Justice of Singapore, Chief Justice Sundaresh Menon, and the Chief Justice of Brunei Darussalam, Dato Seri Paduka Steven Chong, was held in tandem with

the sixth Joint Judicial Conference. Both Chief Justices had a fruitful discussion towards deepening bilateral judicial cooperation.



Chief Justice Sundaresh Menon of Singapore (left) and Chief Justice Dato Seri Paduka Steven Chong of Brunei (right) in discussion during the bilateral meeting between Singapore and Brunei

## Justice Aedit Abdullah Delivers Speech at the International Symposium on the Rule of Law in Financial Regulation



Justice Aedit Abdullah at the International Symposium on the Rule of Law in Financial Regulation

On 15 July, Justice Aedit Abdullah delivered a speech via video recording at the International Symposium on the Rule of Law in Financial Regulation organised by the Shanghai High People's Court. The symposium was a special event held in conjunction with the annual Lujiazui Forum, a high-level global platform for government officials, world financial leaders and outstanding scholars to discuss developments relating to international financial cooperation and financial reforms. The theme of the symposium was “Law-based Response to and International Cooperation for Financial Institutional Openness”. Justice Aedit Abdullah spoke on the importance of direct court-to-court communication in complex financial cases and advocated the development of bilateral or multilateral court-to-court communication protocols across different jurisdictions.

## Joint Seminar with Hainan High People's Court and Singapore Cooperation Programme



▲ Joint Seminar with Hainan High People's Court

As the Singapore Judicial College (SJC) remains steadfast in fulfilling its primary function to support the Singapore Bench with quality judicial education by pivoting to online training and adopting innovative pedagogical methods to hone essential judgecraft and benchskills, it also kept pace with its international outreach despite the continued challenges posed by the present climate.

Chief Judge Ma Xuetao, Deputy Divisional Registrar Justin Yeo and Deputy Chief Judge Wang Hao on introductions to the SICC and the foreign-related Civil and Commercial Courts of Hainan, how the courts operate and the cases that are heard by them.

In a new "first", 30 participants from 22 jurisdictions also participated in SJC's "Managing

International Investment Treaty Commitments" programme in August, which was conducted under the Ministry of Foreign Affairs' Singapore Cooperation Programme (SCP). Featuring faculty members from the SJC, Attorney-General's Chambers of Singapore, Ministry of Trade and Industry Academy, and Singapore Management University Law Academy, the participants were introduced to the international investment treaty regime and investor-state dispute settlement before they engaged the faculty on prevention of disputes through negotiations and effective compliance, as well as dealing with investor-state challenges. Earlier in July, the SJC also conducted this year's iteration of a staple SCP course on court technology, which saw a diverse participation of 30 representatives from 16 jurisdictions.

On 23 July, 66 judges and court administrators from the Singapore Judiciary, and 120 judges and trainees from the Hainan High People's Court (HHPC) attended an online seminar on international commercial law. President of the Singapore International Commercial Court (SICC) Justice Quentin Loh, President of HHPC Justice Chen Fengchao, Dean of SJC, Mr Foo Chee Hock, S.C. and Executive Vice President of HHPC Chen Wenping were among those in attendance. Jointly organised by the SJC and HHPC, the seminar featured presentations by Senior Director Mr Laurence Wong and

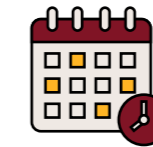


▲ Managing International Investment Treaty Commitments

## "Hackathon for a Better World" 2021



**HOW**  
Learn-as-you-hack



**WHEN**  
Jul to Oct 2021



**WHY**  
To tackle growing trend of online harms

Following the success of the inaugural "Hackathon for a Better World" by DBS and the Judiciary last year, DBS, the Judiciary and the Ministry of Communications and Information (MCI) have come together to organise a community hackathon which began on 21 July.

The theme this year is "Designing a Safer, Kinder & Responsible Internet for All". With more people turning to the virtual world amidst the COVID-19 pandemic, the issue of online harms, particularly against women and girls, has become increasingly prevalent. The hackathon aims to address these growing challenges and generate innovative solutions for safer and kinder online spaces in today's digital age.

Forty teams with diverse compositions, such as practising lawyers, law students, public officers, and DBS employees, are challenged to "hack" one of three problem statements that were developed by the organisers. Like last year, the hackathon adopts a unique "learn-as-you-hack" format where the participants work on their problem statements over two months through an iterative process.

Chief Transformation and Innovation Officer for the Singapore Judiciary, Mr Tan Ken Hwee, said, "We had a very fruitful hackathon last year, yielding practical solutions to enhance access to justice. Some of the solutions are actually being adapted for real-world deployment! We are pleased to jointly organise this year's hackathon with DBS and MCI, with a focus on protecting vulnerable persons from online harms. This is a significant challenge, as children and other vulnerable persons are "digital natives" and can be expected to use online interaction much more than previous generations. We hope to encourage innovative minds to explore solutions to tackle these challenges and play a part in ensuring a safer and more secure cyber space for everyone."

The participants will pitch their ideas before a panel of judges on 7 October. The winners will be announced on 28 October.



## CAPSule Webinar Series for Family Justice Courts

As the social science arm of the Family Justice Courts (FJC), the Counselling and Psychological Services (CAPS) is staffed with Court Family Specialists (CFSs) who are trained in specialised fields such as social work, counselling, and psychology. Within that, the CFSs have years of work experience in many settings, for instance, mental health hospitals, schools, Divorce Support Specialist Agencies, Family Service Centres, and Child Protective Services. Some of the CFSs have lectured or developed modules for various training institutions' and universities' specialist programmes.

This richness and depth in the team present a good opportunity for co-learning within CAPS where diversity of expertise, skills, and knowledge can be shared and deepened among CFSs, as well as for Judicial Officers and Court Administrators. The CAPSule webinar series was subsequently conceived to meet this need and to bring about accessibility in the virtual practice environment.

The first series, titled "Using the Music of Emotions to Help Families Dance Together", was presented by Mr Yeo Eng Kwan, Deputy Director of CAPS. The talk centred on Emotionally Focused Therapy (EFT), a form of therapy, which whilst largely used in couple and family work, can be equally applicable to co-parenting and parent-child relationships for families undergoing court proceedings. During the 90-minute session, Mr Yeo brought the attendees through the basic principles of EFT, acquainted them with the five "tango" moves of EFT, and before rounding up with a discussion on applying the concepts to the work at FJC. The talk saw a total of 34 attendees, consisting of CFSs, Judicial Officers and Court Administrators. Feedback from participants indicated that they found the webinar useful and aspects of EFT could be integrated into their current work.



▲ Attendees of the CAPSule webinar series

## Outcome Study: CAPS Counselling Improves Family Relationships & Children's Well-being

Adversarial trial processes within the Family Justice Courts (FJC) can sometimes exacerbate the animosity between divorcing parents, weaken parent-child relationships and harm children's well-being. To ameliorate this, the FJC has adopted a therapeutic justice approach and alternative dispute resolution processes for family disputes by providing counselling and mediation at the Family Dispute Resolution Division (FDR) for divorcing parents with at least one minor child.

At the FDR, Court Family Specialists (CFSs) from the Counselling and Psychological Services (CAPS) adopts child-focused (CF) counselling to help parents resolve underlying conflicts, communicate effectively with each other about their children, and build consensus on the interim and future care arrangements of their children. In some cases, where parents are attuned to their children, the specialist may use child-inclusive (CI) counselling and meet with each child privately. The specialist then shares the children's needs and experiences, to therapeutically help the parents move towards a child-centric resolution of their disputes.

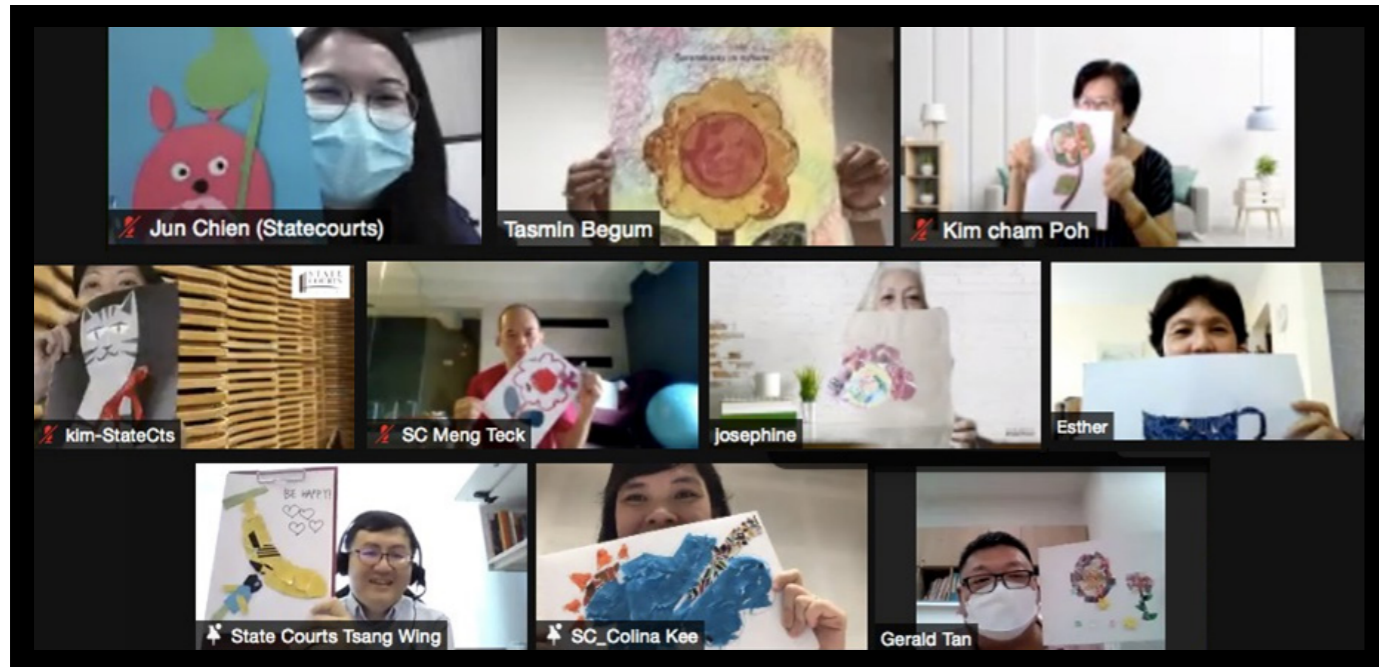
In 2018, CAPS, in partnership with researchers from Nanyang Technological University-National Institute of Education, started a two-year study to understand the effectiveness of the two counselling approaches. A total of 432 parents and 221 children participated in this study, out of which 318 parents and 149 children agreed to a follow up after three months. Given the sizable number of participants, the study was able to statistically analyse the questionnaire responses of the participants before and after the two CAPS therapeutic interventions.

Compared to when they first started CAPS counselling and three months after CF and CI counselling, the parents reported that their acrimony towards each other reduced significantly and they felt more attached to their children. The children reported increased attachment to their fathers. The parents further reported that their children's well-being improved significantly (exhibiting fewer conduct problems, hyperactive behaviours, peer problems and overall problems, while displaying more prosocial behaviours). CF and CI counselling appeared to affect these outcomes equally.

Although this was an exploratory study, the results are encouraging: the study shows that various significant positive impacts on families occurred after CI and CF counselling. It is heartening that the changes in acrimony, attachment and well-being occurred quickly within a few months of counselling, even as most of the families may still have ongoing legal proceedings. This study suggests that CAPS counselling can help support the FDR process in protecting, empowering, and restoring families.



## Making a Positive Impact on the Community



In June, State Courts staff participated in a series of virtual befriending sessions with senior citizens from Lions Befrienders, Sree Narayana Mission and Yong En Care Centre. These sessions provided the opportunity to chat and interact with senior citizens over fun and engaging activities such as quizzes, colouring and craft workshops, which also enabled the elderly participants to express their creativity and fine-tune their motor skills.

From 16 to 23 July, the State Courts participated in the "Read for Books Charity Drive" organised by the National Library Board to raise awareness of reading and sharing the gift of reading with the less privileged.

State Courts' staff logged their reading hours and uploaded pictures of themselves reading onto an online form to clock their participation. Some also joined an online reading session to read together as a group to achieve the State Courts' goal of donating 50 books to the two beneficiaries.



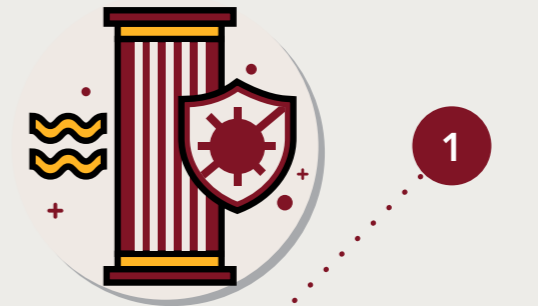
The State Courts have been actively participating in the "Read for Books Charity Drive" for the past three years. This year, they raised 59 books, the highest number of books contributed to the charity drive so far.

## Measures in Place to Improve the Courthouse Environment

To ensure the safety of court users and staff, the Singapore Courts have implemented various precautionary measures in response to the COVID-19 pandemic. The following are some of the measures that are currently in place to improve the courthouse environment.

### Air Purging

Air purging is conducted daily to reduce the concentration of contaminants in the courthouse.



1

### Enhanced Cleaning Regime

Increased frequency of cleaning and sanitising of common areas and high touch points such as lift buttons, card readers and door handles.



3

### Air Purification

Air purifiers are deployed at areas with high human traffic.



2

### More Protection

Acrylic shields are installed at various locations in the courthouse. Hand sanitisers and disinfectants are also readily available for members of the public and staff to use.



4

## Motor Accident Claims Online

Members of the public involved in motor accidents can now go online to get a quick assessment, free of charge, of who is liable and how much compensation is payable for any personal injuries suffered. This can be done using the Motor Accident Claims Online (MACO) website.

### MACO comprises two modules:

- Liability simulator — assess who might be “at fault” for the accident, and the percentage of liability that the party bears.
- Quantum simulator — assess what compensation might be awarded for injuries resulting from the accident.



### MACO features a step-by-step questionnaire that:

- 1 Guides the user in providing the relevant facts surrounding the accident.
- 2 Simulates the accident scenario based on the user’s input.
- 3 Provides a non-binding indication of the apportionment of liability between the parties involved in the accident and an indicative range-estimate of damages for personal injuries claimable.

MACO can facilitate settlement of simple motor accident cases by providing reliable indications of the possible outcome of a potential claim, enabling the parties to engage in informed negotiations. The indications can help the parties decide if they want to accept offers by insurers, or if it is worthwhile to pursue their claims in court. This can potentially save the parties time and legal costs.

MACO is an initiative by the Singapore Academy of Law in collaboration with the Singapore Courts, as part of the “Courts of the Future IT Roadmap”.

Access MACO at:  
<https://go.gov.sg/maco>

## Innovating Amidst the Pandemic — Creating CAPS E-Learning Modules

The COVID-19 pandemic brought seismic disruptions to the way the world works. The Family Justice Courts (FJC) were quick to adapt to new work routines and arrangements such as from face-to-face to remote/online interactions. At the same time, the Supreme Court’s Human Resource (HR) department and the Counselling and Psychological Services (CAPS) leveraged on the growing use and familiarity with online interactions, to introduce more remote/online training for FJC staff through the Civil Service’s LEARN platform.

Guided by HR, CAPS developed two e-learning modules on LEARN. These modules could be used to orientate new CAPS specialists, and regularly refresh the key principles and processes that are helpful and essential for FJC staff and CAPS.

These modules have improved the consistency in content, given flexibility for self-paced learning, and freed up resources for trainers and venues, allowing CAPS and the FJC to be better equipped to support families.

### FIRST MODULE



The first e-learning module, “Foundational Principles for Counselling and Psychological Services (CAPS) officers” aims to provide a better understanding of the philosophy and guiding principles of CAPS, functions of CAPS and the ethical responsibilities required for work. The module also briefly highlights the different services provided by CAPS within the unique role it plays in FJC.

### SECOND MODULE

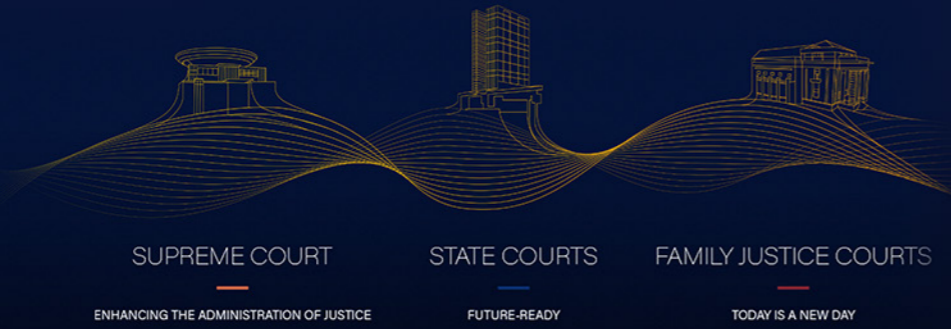


The second module is titled “Practice Fundamentals of Counselling and Psychological Services (CAPS)”. It serves to explain and distinguish the different roles of CAPS. The different frameworks and practice strategies used by CAPS officers are also explored, highlighting various key practices for CAPS Specialists to take note of when working with court users.



# SINGAPORE COURTS

2020  
ANNUAL  
REPORT



The Singapore Courts Annual Report 2020 encapsulates the work and achievements of the Supreme Court, the State Courts and the Family Justice Courts in the past year.

Technology continues to play a crucial role in the transformation of the Singapore Courts, enabling us to deliver effective solutions for the continuous access to justice and its timely dispensation despite the challenges posed by the pandemic. In the new normal, the Singapore Judiciary remains ready for the future.

Scan to view the Singapore Courts Annual Report 2020 or download a copy at:

<https://go.gov.sg/scar20>



## Emily's Day in the Family Justice Courts

For children who have to come to court, the experience may be intimidating and overwhelming. To help young court users better understand the possible court events they may encounter or hear about in a Family Court proceeding, the Family Justice Courts (FJC) have produced a children's video entitled "Emily's Day in the Family Justice Courts". In the animated video, little Emily visits the FJC with her parents who are filing for divorce. Emily is guided by Renee, a Court Family Specialist, who shows her around and assures Emily that she can safely share her feelings, needs and wishes in court to alleviate her stress and fear. This is a free resource that family lawyers and parents may wish to tap on to prepare children who need to attend court at the FJC.

Scan the QR code to view the video online

<https://go.gov.sg/cvidfjc>



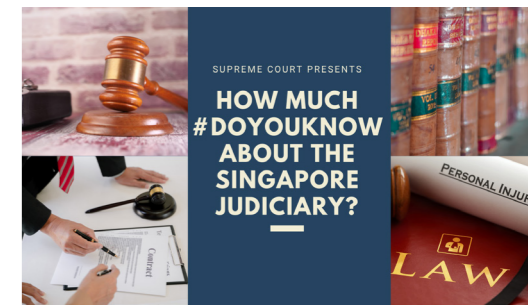
## Supreme Court is now on LinkedIn

Follow the Supreme Court on LinkedIn for the latest announcements, informative content such as the #DoYouKnow series, and articles on the legal industry.

Scan the QR Codes to visit and follow Supreme Court's LinkedIn and Twitter

<https://go.gov.sg/linkedinupct>

<https://go.gov.sg/twittersupct>



### #DoYouKnow series

A weekly series of posts by the Supreme Court on LinkedIn and Twitter from June to August. It included fun facts, about the former and present Supreme Court buildings, other historical milestones and information on court etiquette and court technology.

## SMU Yong Pung How School of Law x Supreme Court: Articles relating to the Rule of Law

This is an ongoing collaboration between the Supreme Court and the Singapore Management University (SMU) Yong Pung How School of Law. These articles, penned by students on issues concerning the rule of law, aim to create greater awareness of the Judiciary and legal processes. They can be accessed via Supreme Court's LinkedIn and on SMU's Lexicon website.



## Behind the Scenes with Communications and Public Relations Officers

The Singapore Courts' communications and public relations efforts are undertaken by the officers in the Supreme Court and Family Justice Courts' (FJC) Office of Public Affairs (OPA) and the State Courts' Communications and Service Excellence Directorate (CSE). To find out more about the work they do, we interviewed Christie Goh and Shirleen Lu from OPA, as well as Bryan Jacob from CSE.

Christie joined the FJC in 2017; Bryan joined the State Courts in 2017; and Shirleen joined the Supreme Court in 2020.



**Christie Goh**  
Senior Assistant Director  
Office of Public Affairs,  
Family Justice Courts



**Bryan Jacob**  
Senior Executive  
Communications & Service  
Excellence Directorate,  
State Courts



**Shirleen Lu**  
Assistant Director  
Office of Public Affairs,  
Supreme Court

### What are your responsibilities?

**Christie:** I work with a team of OPA officers to drive Supreme Court and FJC's outreach to key stakeholders and members of the public with a view of strengthening public trust and confidence in the Judiciary.

**Shirleen:** I'm part of the Public Communications cluster in the OPA directorate. My key responsibilities include conceptualising and creating communications content as well as planning and implementing communications campaigns to members of the public to position the Supreme Court and FJC as forward-looking and outward-

looking organisations. I also handle all media relations and queries, including developing and executing publicity strategies, media activities and public relations materials, to build and maintain a positive public image of both courts.

**Bryan:** I support the CSE's Communications section, which undertakes communication activities to uphold the positive public perception towards the State Courts. My scope of work includes media relations where I develop media pitches to generate awareness of the State Courts' work and programmes, attend to media queries, and

monitor media reports on matters related to the State Courts. I also manage the production of the Singapore Courts Annual Report and Judiciary Times together with my colleagues from the Supreme Court and FJC.

### What project(s) are you most proud of and why?

**Bryan:** As a member of the editorial team for the Judiciary Times and the Singapore Courts Annual Report, I contribute ideas and articles, coordinate and review the content, as well as work with the internal and external stakeholders who are involved in the production. It is fulfilling to be a

part of such projects that promote the work of the Courts. Another project that comes to mind is the State Courts' "A Day in Court" seminar, which is an outreach event targeted at secondary school students to introduce aspects of the criminal justice system and the role of the State Courts. I was in charge of planning and organising the seminar in 2018. I am proud of this project because I had the opportunity to enhance the programme and collaborate with colleagues from other departments to make it a memorable and meaningful event for the participants. We received pretty good feedback that year.

**Shirleen:** I'm most proud of completing the Supreme Court's section in the Singapore Courts Annual Report 2020 together with my colleague. Having joined the Judiciary about six months then, putting together an annual report as such was a tad challenging for me. However, when it was finally completed, I realised that my knowledge of the Courts and their processes deepened further, and I felt a sense of achievement too.

**Christie:** To provide self-represented litigants with equal access to justice, I started working with the respective subject matter experts to revamp FJC's informative collaterals on court processes/services in 2018. The collaterals were produced using simple language and complemented by infographics. To date, we have produced three leaflets, six brochures and six videos that have been well-received by both litigants and practitioners within the Family Justice community. I am particularly happy with the children's video — "Emily's Day

in the Family Justice Courts". We had produced the video with young court users in mind, because the experience of coming to court might be intimidating and overwhelming for some.

### What are some of the challenges that you face?

**Christie:** The key challenge is managing expectations while juggling multiple projects and timelines.

**Bryan:** Managing varied tasks under tight timelines is the norm in my department. At times, they may seem to demand equal immediate attention. So it is important to prioritise (a "to-do list" helps) and practise time management to get things done. Multitasking and being the middleman between State Courts and the external stakeholders can require great effort and tact, especially when I endeavour to deliver my best and ensure that the interests or concerns of all parties are adequately addressed.

**Shirleen:** I joined Supreme Court shortly after Singapore exited the Circuit Breaker. Given this, I started working remotely. This brought challenges of dealing with digital communications and collaborations, and also adjusting to the learning curve of the legal jargon and culture in the public sector. Additionally, permeating every work organisation is the challenge of managing people and adjusting their expectations without lowering the bar. It is a complex yet integral aspect of every role as it evolves in new ways and directions, often encompassing a wide range of skills that need to be learned and honed.

### What are the critical qualities that an officer in Comms or PR should have?

**Shirleen:** The ability to work under pressure and on multiple projects at any one time, meet deadlines, have strong brand awareness and good attention to details and accuracy are some of the critical qualities.

**Christie:** I think a comms officer should have excellent communication skills, both orally and in writing. Abilities to prioritise, plan effectively and think on one's feet are also important. The officer should have excellent interpersonal skills and creativity would be a plus!

**Bryan:** It helps to be able to accommodate to different working styles as we work closely with people of different backgrounds. Attention to detail is also essential as we receive frequent requests to vet documents or evaluate creative works that are part of our PR materials.

### What keeps you going?

**Bryan:** Working in a team of driven individuals to meet our common goals!

**Christie:** On the days the world goes pear-shaped, my colleagues are my rocks and they keep me going. Positive feedback on the work we do also motivates me to continuously strive for the best.

**Shirleen:** I have a great, supportive team here! I absolutely enjoy coming to work and interacting with my teammates and colleagues. Learning new things, acquiring knowledge and competencies also adds excitement to my life!

Jointly brought to you by:



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