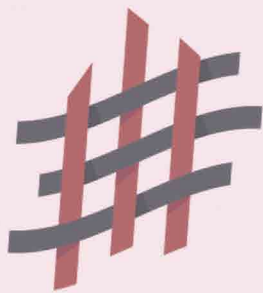


JUDICIARY TIMES

Family Justice
Practice Forum 2018:
A Calling of Kindred

2nd Singapore-
China Judicial and
Legal Roundtable

State Courts
Launch Witness
Orientation Toolkit



FAMILY JUSTICE PRACTICE FORUM 2018

FAMILY JUSTICE: A CALLING OF KINDRED



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FAMILY JUSTICE PRACTICE FORUM 2018: A CALLING OF KINDRED



The Family Justice Practice Forum 2018: A Calling of Kindred was held on 2 October at the Supreme Court Auditorium. Jointly organised by the Family Justice Courts (FJC), the Ministry of Social and Family Development, Ministry of Law and the Law Society of Singapore, it brought together experts from the legal, psychological and social science fields to stock-take and consider possible improvements to further enhance the family justice system. The Honourable the Chief Justice Sundaresh Menon graced the event, the Honourable Justice Debbie Ong, Presiding Judge of the FJC opened the Forum and Mr Desmond Lee, Minister for Social and Family Development, delivered the Keynote Address.

Mr Lee spoke at length on the three key focus areas which the inter-agency committee, the Review and Enhance Reforms in the Family Justice System Committee (RERF), had identified for enhancement. First, the Committee is recommending the introduction of more upstream interventions in the divorce process, such as providing more pre-filing mediation and counselling to help reduce acrimony. This could help increase the proportion of uncontested divorces and enable parents to focus more on their children's well-being. Second, the Committee is considering how to build on the role of family law practitioners and the Judges of the FJC to help families in dispute. Lawyers could be trained to help steer families towards more therapeutic and restorative ways of dispute resolution and judges could be further equipped to ensure that family disputes are resolved in a more therapeutic and restorative manner. Last, the Committee is studying how deputyship applications could be made more accessible and convenient, and how deputies could be better

equipped and supported to execute their roles. Mr Lee also emphasised the importance of introducing more therapeutic and restorative principles in the family justice ecosystem to create better outcomes for families. In the context of family justice, therapeutic and restorative justice aims to resolve family disputes through providing more counselling, mediation and conciliation, instead of relying on adversarial litigious means. The emphasis is on healing relationships and re-opening communication channels between family members caught in acrimonious disputes, to achieve more sustained and positive family outcomes.

This year's Forum was well-attended by over 400 family practitioners comprising family lawyers, policy makers, mental health professionals, and social workers who came together as kindred spirits connected by their common calling to help children and families. In her Opening Address, Justice Ong explained that weaving a strong fabric within the family justice system entailed professionals from the various disciplines working together to weave their services together in a coherent manner to ensure no one falls through a hole in a loose patch. Sharing words of encouragement in her Opening Address, Justice Ong said,

"All of us here do work that makes a difference to someone. You could even be part of a milestone turning point in someone's life. It is a calling that comes with a heavy responsibility, but this road can be so much more manageable when we do not walk alone. We must rally together and encourage each other."

2ND SINGAPORE-CHINA JUDICIAL AND LEGAL ROUNDTABLE



Singapore hosted the 2nd Singapore-China Judicial and Legal Roundtable ("Roundtable") on 31 August at The Ritz Carlton, Millenia Singapore, where President and Chief Justice of the Supreme People's Court (SPC) of the People's Republic of China (PRC), His Excellency Zhou Qiang, on the invitation of Chief Justice Sundaresh Menon, attended with an eight-member delegation. Cooperation between the Singapore and Chinese Judiciaries was brought to a higher level, with the Roundtable being a key platform for legal and judicial cooperation between both countries.

Apart from Chief Justice Menon, Judges from the Supreme Court, including Justice Steven Chong, Justice Lee Seiu Kin, Justice Quentin Loh and Justice Aedit Abdullah and Judges of the SPC also exchanged insights and perspectives on four topics at the 2nd Singapore-China Roundtable. The topics included Courts and Alternative Dispute Resolution, Development of a Legal Infrastructure to Support the Belt and Road Initiative, Court Technology and Development of International Commercial Law.

Prior to the Roundtable, the Singapore delegation, led by Chief Justice Menon, and the China delegation, led by President Zhou, had a very fruitful near two-hour closed-door bilateral meeting. Many constructive views and ideas were exchanged on how the two courts could cooperate. The close, deep and abiding friendship between Singapore and China, as well as between the Supreme Court of Singapore and SPC was also reaffirmed. To sum up the meeting, Chief Justice Menon presented a book "Selected Commercial Law Judgments of the Supreme Court of the Republic of Singapore" to President Zhou.

As a testament to the already substantial, and rapidly deepening cooperation between the two courts, a Memorandum of Guidance (MOG) on the recognition and enforcement of money judgments in commercial cases was also inked between the two courts. The MOG would help to facilitate and promote mutual understanding of the laws and judicial processes between the Supreme



Court of Singapore and SPC, with a view towards smoothening the process and providing guidance for litigants on the applicable laws and regulations that govern the enforcement of foreign judgments in Singapore and China. This will enhance business confidence by providing greater legal support for companies in both Singapore and China, and enhance the courts' cooperation under the Belt and Road Initiative.

The Roundtable concluded with Chief Justice Menon hosting a dinner for the Chinese delegation, followed by an exchange of gifts between both Chief Justices.

JUDICIARY CELEBRATES VOLUNTEERS AT THE 3RD ANNUAL APPRECIATION DINNER



The 3rd Judiciary Volunteers Appreciation Dinner was held on 3 October to recognise the contributions of our volunteers who play a significant role in making justice accessible to the public. Attended by over 300 court volunteers and judiciary staff, the annual event organised by the three Courts was hosted by Chief Justice Sundaresh Menon. The Judiciary, once again, came together to express their gratitude to the volunteers who have contributed significantly towards the work of the Judiciary.

At the dinner, two initiatives were launched by Chief Justice Menon. The first - About Family Justice: Divorce in Singapore - What You Need To Know, is a series of free public talks to guide couples through the divorce process. The second initiative is the Witness Orientation Toolkit, which comprises books and online materials to help people navigate the criminal justice system.

The annual outstanding volunteer awards were given out to six volunteers for their dedication to pro bono work. The awards given out include the Legal Assistance Scheme for Capital Offences (LASCO) Award which recognises volunteer lawyers for their dedication to pro bono criminal defence in capital offences at the Supreme Court, and the Outstanding Court Volunteer Award comprising three categories: Open Category, Advocate and Solicitor Category, and Student Category, which recognises volunteers in various vocations including mediation and court-user assistance at the State Courts and the Family Justice Courts (FJC). Long Service Awards were also presented to nine volunteers who have served for more than 10 years as volunteers at the FJC and State Courts.

The XPAC band, formed by ex-offenders who have been supported in their journey thus far by an ex-police officer, serenaded the attendees that evening. The members of the band now hold Certificates in Music Theory and had performed in many notable events such as the Yellow Ribbon Project as well as numerous corporate functions.

The award winners:

- Legal Assistance Scheme for Capital Offences (LASCO) Award, – conferred by the Supreme Court
Mr Allagarsamy s/o Palaniyappan
- Outstanding Court Volunteer Award (Open Category), – conferred by the State Courts
Mr David Hoicka
- Outstanding Court Volunteer Award (Advocate & Solicitor Category), –conferred by the State Courts
Ms Vivienne Sandhu
- Outstanding Court Volunteer Award (Open Category), – conferred by the FJC
Mr Wee Pang Kiat
- Outstanding Court Volunteer Award (Advocate & Solicitor Category), – conferred by the FJC
Mr Yap Teong Liang
- Outstanding Court Volunteer Award (Student Category), – conferred by the State Courts
Ms Tay Shi Ying Victoria

SUPREME COURT WELCOMES 456 NEW ADVOCATES AND SOLICITORS



Admission of Advocates and Solicitors - Mass Call 2018 is an annual event organised by the Supreme Court for the admission of newly-appointed Advocates and Solicitors to the Singapore Bar. This year, Mass Call was held in the Supreme Court Auditorium on 30 and 31 August over three sessions. Chief Justice Sundaresh Menon was the presiding judge at the first session on 30 August; and Judges of Appeal, Justice Andrew Phang and Justice Judith Prakash presided over the second and third sessions

respectively. The event saw 456 newly appointed Advocates and Solicitors being admitted to the Singapore Bar. In his address to the newly-appointed Advocates and Solicitors, Chief Justice urged that they adapt and embrace change and imbue the right professional values. Chief Justice also announced key recommendations by the Committee on the Professional Training of Lawyers to raise the quality of training for the profession.

STATE COURTS LAUNCH WITNESS ORIENTATION TOOLKIT



Two children's books were launched at the Judiciary Volunteers Appreciation Dinner on 3 October by Chief Justice Sundaresh Menon.

The two picture books - *Who Will Be in Court?* and *Sara Goes to Court*, are the first instalment of the Witness Orientation Toolkit. Presented in simple English, the books seek to provide a child with information about the different people the child will encounter in Court, the child's role as a witness, and the avenues available to make the child feel safe in Court.

The Witness Orientation Toolkit is intended to comprise materials targeted at assisting vulnerable witnesses (including victims) as well as the supporters of such witnesses as they prepare to attend court as witnesses. The toolkit involves four organisations: State Courts; Hagar Singapore Ltd, the Community Justice Centre, and the NUS Centre for Pro Bono & Clinical Legal Education.

INTEGRATED FAMILY APPLICATION MANAGEMENT SYSTEM



The Family Justice Courts (FJC) embarked on the Integrated Family Application Management System (iFAMS)

to make it easier and more convenient for litigants to make applications for maintenance orders, protection orders, deputyship orders and other matters related to these applications.

This system provides better support for families to resolve their disputes through an integrated network of assistance and support for families and for those in need of more than a Court Order. In implementing iFAMS, the FJC collaborated with the Ministry of Social & Family Development, to allow the applicants to file such applications to the FJC from the many Family Service Centres or Specialist Family Violence Specialist Centres across Singapore. Such centres provide assistance in the form of social financial assistance or counselling service to citizens in need and form a natural place where applicants in need would go to in the first place. Also, since these centres are located in several places across the island, they are more convenient to the applicants.

iFAMS has features such as the ability for parties to make offers to each other to resolve their disputes amicably

even before coming to the Court and for litigants to draft their applications at home to file their applications as opposed to having to come to the Court.

This system has increased access to justice by making it easier for litigants to file their applications as it relies on a web-based platform, which can be accessed from anywhere with an internet connection, instead of requiring installation of proprietary software. Scheduling of appointments for hearings, changing of hearing dates, requesting for copies of documents, etc. can be done online and do not require physical visits to the Courts.

Since its launch in July 2017, over 4,300 maintenance cases and over 2,500 family violence cases have been filed via iFAMS. In addition, a total of 1,080 other applications (for example, applications for change of hearing date, cancellation of Warrants of Arrest, and copies of documents) have also been filed via this system.

The iFAMS system gives effect to the recommendations of the Committee for Family Justice which was formed by the Chief Justice to strengthen the family justice system in Singapore by providing increased access to family justice for all.

STATE COURTS INTRODUCE CONCILIATION TO RESOLVE CASES

In carrying out its mission to resolve cases without having to go for trial, the State Courts Centre for Dispute Resolution has introduced Conciliation to its repertoire of alternative dispute resolution tools from 1 October.

Conciliation is a process by which the Judge proactively suggests solutions that may help parties resolve the issues in dispute. It is most suited for parties who may require more guidance and direction, such as where they are unwilling to mediate, or are unable to put forth constructive proposals to reach settlement.

Parties or counsel may opt for Conciliation where it is considered appropriate for their case. The Judge may also apply Conciliation at his discretion, depending on the needs of the parties in dispute, their relationship dynamics and the nature of the case.

Mediation and Neutral Evaluation are two other alternative dispute resolution tools used in State Courts to ensure



that cases are managed robustly. To date, both Mediation and Neutral Evaluation have been used to settle more than 85% of the Civil, Criminal and Tribunal cases without trial.

STATE COURTS CONDUCT CROSS-BORDER VIDEO-CONFERENCE WORKSHOP



About 200 Judges and Court Administrators from the Administrative Court of Thailand participated in a workshop conducted by the State Courts via video-conference on 29 August.

Entitled Civil Case Management, The Singapore Experience, the topics covered focused on case management techniques,

the use of Information Technology and how the civil simplified regime under Order 108 of the Rules of Court had brought about a paradigm shift in civil case management at the State Courts. District Judge Chiah Kok Khun led the workshop and Principal District Judge James Leong helmed the Q&A session at the end.

In her opening remarks to the Thai participants, Deputy Presiding Judge of the State Courts, Ms Jennifer Marie, emphasised how the adoption of technology is important and how it is one of State Courts' strategies in achieving their mission and vision of inspiring public trust and confidence through an effective and accessible justice system. Presiding Judge of a Chamber attached to the Supreme Administrative Courts of Thailand, Judge Saitip Sukatipan expressed appreciation for the workshop and that they look forward to future academic and professional cooperation and knowledge sharing between the State Courts and the Administrative Court of Thailand.

STATE COURTS' FAMILY DAY SUPPORTS NATIONAL INITIATIVE



In the morning rush hour of 31 August, a very different crowd was seen streaming into the State Courts. This crowd was made up of more than 100 family members of staff who were participating in the inaugural My Family Day@State Courts. This was held in support of the My Family Weekend national initiative led by the Families for Life Council.

The event gave family members of staff a taste of what their spouses, parents or children do at work. The morning was filled with activities for everyone regardless of their age. Children were occupied with a series of challenging tasks to investigate a mock theft, while others learned more about the work of their family members by observing court proceedings, as well as role-playing in a mediation session.

Staff and their families also participated in different corporate social responsibility activities that afternoon. Some brought joy to the residents of the Singapore Cheshire Home, while others provided assistance and accompanied the beneficiaries of the Singapore After Care Association to the movies. A group also helped to put together and distribute exam packs to children from less privileged families in the Henderson and Jalan Bukit Merah areas.

My Family Day@State Courts and the My Family Weekend are aligned in the aim to encourage families to spend quality time together, reconnect and bond.



MOF INVITES STATE COURTS TO SPEAK ON ENFORCING CONTRACTS

The State Courts were invited by the Ministry of Finance (MOF) to give a presentation to a Chinese delegation on 13 September.

The delegation led by Mr Wang Zhongjing, Deputy Director-General of International Economic and Financial Cooperation Department, Ministry of Finance, China, was on a study visit that was organised by MOF. The objective of the study trip was to further the exchange of ideas on enhancing the business environment.

The presentation was delivered by Senior Assistant Director, Samuel Chow from the Civil Justice Division.

Mr Chow spoke about the State Courts' role in enforcing contracts and shared Singapore's experience on enhancing the performance measurement in this regard. The State Courts were ranked second in Doing Business 2018 - A World Bank Group Flagship Report.

The enforcing contracts indicator of the Doing Business Report measures the time and cost for resolving commercial disputes through a local first-instance court, and the quality of judicial processes index, evaluating whether each economy has adopted a series of good practices that promote quality and efficiency in the court system.

SENIOR COUNSEL FORUM DINNER



Traditionally held to provide the opportunity for the Judiciary and Senior Counsel to meet and connect in an informal setting, this year's Dinner was hosted by the Supreme Court at the La Brasserie restaurant on



19 September. A total of 58 attendees were present at the dinner which saw lively exchanges between the Judiciary and the Senior Counsel.

SUPREME COURT HOSTS LUNCHEON FOR THE NUS FACULTY OF LAW



The Supreme Court, led by Chief Justice Sundaresh Menon, hosted a luncheon for members from the NUS Faculty of Law on 3 October at the Supreme Court's Viewing Gallery. The luncheon was well-attended by over 60 guests. Before the start of the luncheon, Chief Justice Menon and Dean Simon Chesterman exchanged short remarks in appreciation of the warm relationship shared



by the Judiciary and the academia. The annual event which is in its seventh consecutive year is hosted alternately by the NUS Faculty of Law and the Supreme Court. It provides an excellent platform for the Supreme Court Bench to network with members of the academia, as well as to engage them on recent developments in the legal landscape.

JUDICARES WITH ALZHEIMER'S DISEASE ASSOCIATION



On 5 December 2018, Judges and Court Administrators from the Family Justice Courts, the State Courts, and the Supreme Court accompanied some 60 beneficiaries from the Alzheimer's Disease Association (ADA) to the beautiful Flower Dome at Gardens by the Bay for a fun-filled day. The event was led by Mr James Low from the Supreme Court and Mr Asik Sadayan from the State Courts.

Judiciary Cares is an annual event organised by the Judiciary Cares Organising Committee, comprising Judges and staff of the Judiciary, to reach out to the needy and less privileged members of society. This year, the courts are very happy to partner with ADA, who have been doing

wonderful work in providing programmes and services to support families on their caregiving journeys, as well as enabling and integrating persons with dementia in our society.

Funds raised through staff donations were presented by the Guest of Honour for the event, Justice Aedit Abdullah from the Supreme Court, to the CEO of ADA, Mr Jason Foo. S\$30,752.00 was raised by the three courts. More than 120 Judges and staff of the Judiciary volunteered at the event and accompanied the beneficiaries through the day out at Gardens by the Bay.

FOOD FROM THE HEART TOY DONATION DRIVE

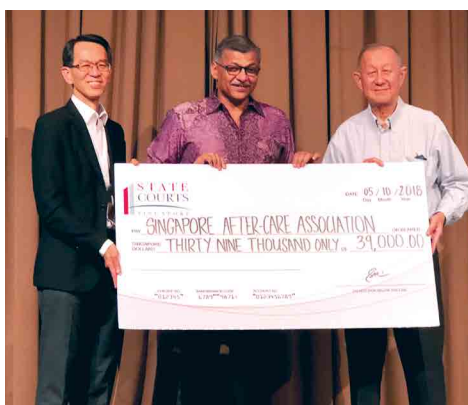
As part of the Supreme Court's and the FJC's Corporate Social Responsibility (CSR) efforts towards our adopted charity, Food from the Heart (FFTH), the People Matters Committee (PMC) initiated a Toy Donation Drive which took place from 12 to 19 October in support of FFTH's upcoming Annual Toys Buffet.

The Toys Buffet is a carnival for over 2,000 needy children aged 6 to 13 years where they can select toys

donated from various organisations and schools, play carnival games and enjoy treats.

A total of 216 toys were collected from both courts. The collected toys were checked to ensure that they were in good condition and individually wrapped by PMC members before sending them to FFTH. This Toy Donation Drive rounded up PMC's CSR efforts with FFTH for 2018.

STATE COURTS PRESENT CHEQUE TO ADOPTED CHARITY



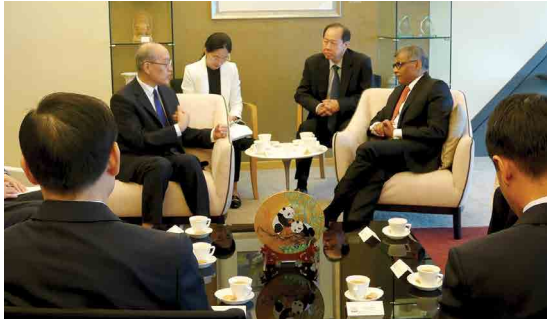
The Presiding Judge of the State Courts, Justice See Kee Oon presented a cheque of \$39,000 to the Singapore After-Care Association (SACA) at their Volunteer Appreciation Night, held at the Conrad Centennial Singapore on 5 October.

The funds were raised during State Courts' annual National Day Charity Carnival held from 1 to 17 August this year. Staff members got together to sell and purchase carnival goods and all proceeds were donated to SACA.

State Courts' adopted charity – SACA, is a key aftercare agency providing welfare and rehabilitation services for discharged offenders and their families. As a token of appreciation for all their fundraising efforts, an art piece by a student from the Cerebral Palsy Alliance Singapore was presented to the State Courts.

NOTABLE VISITS

VISIT BY HIS EXCELLENCY ZHANG JUN, NEWLY ELECTED PROCURATOR-GENERAL OF THE PRC



Procurator-General (PG) of the Supreme People's Procuratorate of the People's Republic of China, His Excellency Zhang Jun, led a nine-member delegation to call on Chief Justice Sundaresh Menon on 17 August. PG Zhang was elected Procurator-General at the 13th National People's Congress and assumed office in March 2018. Fruitful discussions ensued between Chief Justice and PG Zhang, where PG Zhang concluded the visit with the view that both countries should improve on the bilateral and mutli-lateral relations in the area of legal and judicial cooperation and communication.

VISIT BY HIS EXCELLENCY ZHOU QIANG, PRESIDENT AND CHIEF JUSTICE OF THE SUPREME PEOPLE'S COURT, PRC



The Presiding Judges of the Family Justice Courts (FJC) and the State Courts hosted the visit by an eight-member delegation, led by the President and Chief Justice of the Supreme People's Court of the People's Republic of China, His Excellency Zhou Qiang, on 30 August. The Chinese delegation was briefed on the FJC and the State Courts, followed by an engaging discussion on the judicial processes of both jurisdictions. The visit ended with a tour of both courthouses, showcasing the services and facilities provided to help the court users.

"SINGAPORE'S EXPERIENCE: PROTECTION, RIGHTS AND OBLIGATIONS UNDER THE WOMEN'S CHARTER"



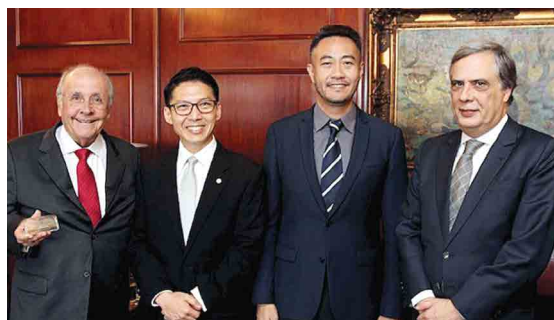
A delegation of 24 Judges and Senior Officials from nine countries visited the FJC on 4 September as part of their five-day programme under the Ministry of Foreign Affairs' Singapore Cooperation Programme, organised by the Singapore Judicial College. Participants were introduced to the key areas of protection of women and girls under the Women's Charter, including marriage, divorce, maintenance, protection orders and offences against women. District Judge Kimberly Scully gave an overview on the work done in the FJC, followed by an engaging question and answer session. The delegation ended the visit with a tour of the services and facilities in the FJC premises.

VISIT BY THE RIGHT HONOURABLE THE LORD BURNETT OF MALDON, LORD CHIEF JUSTICE OF ENGLAND AND WALES



The Right Honourable The Lord Burnett of Maldon, Lord Chief Justice of England and Wales, paid a call on Chief Justice Sundaresh Menon on 5 September. He was accompanied by Ms Alexandra McKenzie, Deputy High Commissioner of the British High Commission in Singapore and Ms Amy Shaw, Personal Secretary to Lord Chief Justice. Lord Burnett and Chief Justice Menon spoke about the adoption of technology in the courts and judiciary, and potential future collaborative initiatives. Lord Burnett was also given a tour of the Supreme Court building, as part of his visit.

STUDY VISIT TO BRAZIL



District Judge Eugene Teo and Director, Mark Khng from the Criminal Justice Division represented the State Courts at the International Association for Court Administration (IACA) 9th International Conference in Iguazu Falls, Brazil from 16 to 19 September. At the conference, they delivered a presentation on training programmes and State Courts' security initiatives.

The State Courts delegates also went on a study visit to the Federal Courts in the cities of Rio de Janeiro and Foz do Iguacu. They were received by Second Vice-President of the Federal Courts, Chief Judge Celso Ferreira Filho and federal Judge Marcelo Piragibe, who introduced the Brazilian judicial system, the adoption of sophisticated technology and progressive court procedures.

VISIT BY OFFICERS FROM THE ATTORNEY-GENERAL'S CHAMBERS, MALAYSIA



Principal District Judge Muhammad Hidhir Abdul Majid and District Judge Eugene Teo from the Youth Courts hosted a four-member delegation from the Malaysia Attorney-General's Chambers (AGC) on 20 September. The visit to Youth Courts was to understand the implementation of the diversionary measures in Singapore, including programmes such as probation for youth offenders, as the Malaysia AGC was in the process of implementing a Diversion Programme in Malaysia. The visit ended with a lengthy discussion and a tour of the Youth Courts.

STUDY VISIT TO CHINA



A nine-member delegation consisting Judicial officers from the Supreme Court and State Courts; and officers from the Singapore Academy of Law visited Shanghai, HangZhou and Beijing, China from 25 to 28 September.

During the three-day study trip, they visited iFlytek, Alibaba Group and Tencent Holdings, to learn more about data-driven technology platforms and products, and to explore the implementation of these IT in the courts.

VISIT BY JUDGES FROM THE SUPREME COURT, INDONESIA



Justice Syamsul Maarif, SH., LL.M., PhD from the Supreme Court of Indonesia led a 16-member delegation of the Working Group on Development of e-Court Procedure to study the best practices in electronic litigation technology and procedures in the Singapore Judiciary. The three-day visit included briefings, court observations and discussions with judges and senior management from the Supreme Court of Singapore, the State Courts and the FJC.

NOTABLE VISITS

VISIT BY MINISTRY OF JUSTICE, SAUDI ARABIA



On 15 October, a delegation from the Ministry of Justice, Kingdom of Saudi Arabia led by Appeal Judge Shaikh Fahad Bin Mohammed Al Monif, Assistant General Manager, General Department for Advisors of the Supreme Judicial Council visited the State Courts. The delegates learned about Singapore's experience in handling traffic violations and were introduced to the Traffic Court. Apart from visiting the Traffic Court, the guided tour of the State Courts included visiting the Automated Collection System payment kiosk and learning about the Regulatory Offences Case Management System.

VISIT BY HONG KONG JUDICIARY



The Honourable Justice Johnson Lam, Vice President and Justice of Appeal of the Court of Appeal of the Hong Kong High Court, led a nine-member delegation to visit the FJC on 29 October to learn from the FJC's experience in helping families in distress resolve their conflicts and deliver justice to them. They also exchanged views on topics of mutual interest and benefits such as infrastructure, facilities and operation of the FJC. The delegation had a fruitful discussion with the Presiding Judge of the FJC, Justice Debbie Ong, Judges and Directors from the various divisions and departments. The visit ended with a tour of the FJC at Havelock Square and MND complex, to better understand the services and facilities offered by the courts.

VISIT BY REGISTRAR DICK HO, DISTRICT COURT HONG KONG SAR, PRC



On 29 October, Mr Dick Ho, Registrar from the District Court, Hong Kong SAR, PRC China, visited the State Courts. He was received by District Judge James Leong, District Judge Wong Peck and District Judge Koh Jiaying. Registrar Ho learned about the use of Skype in non-contested interlocutory hearings before witnessing a demonstration on its use in chamber hearings.

VISIT BY DR ANNE HOBBS AND MS MONICA MILES-STEFFEN, USA



The Counselling and Psychological Services Department (CAPS) in the FJC hosted a visit for Dr Anne Hobbs and Ms Monica Miles-Steffen on 14 November, who were in Singapore as speakers for the Restorative Practice Conference. Dr. Anne Hobbs is a licensed attorney, an academia, as well as the Director of the Juvenile Justice Institute at the University of Nebraska at Omaha. Ms Monica Miles-Steffen is currently the Director of Placement-Court Services for the Nebraska Administrative Office of Courts and Probation. Ms Sophia Ang, Director of CAPS, and her team shared about the work done in the FJC and had a fruitful discussion on how Restorative Practice can help to enhance the existing practice. There was an insightful exchange of ideas in the family related work that involved young clients, and the visit ended with a tour to the Youth Courts.

NATIONAL DAY AWARDS 2018

A total of 26 officers from the Supreme Court, State Courts and Family Justice Courts (FJC) received the National Day honours in five award categories this year. Supreme Court's Chief Executive, Ms Juthika Ramanathan, is one of nine from the Singapore Public Service who received the Gold Public Administration Medal while judicial officers from the State Courts and court administrators from all Courts received awards across various categories. The National Day Awards are a means of recognising various forms of merit and service to Singapore.



The Public Administration Medal (Gold)

Supreme Court	Juthika Ramanathan, Chief Executive
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The Public Administration Medal (Silver)

State Courts	Jill Tan, District Judge Jasbendar Kaur, District Judge Ms Lim May Leng, Senior Director (Court Services Directorate)
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The Public Administration Medal (Bronze)

Supreme Court	Chang Siew Teen, Deputy Director (Civil, Insolvency, Specialised & SLS)
State Courts	Samuel Chua, District Judge

The Commendation Medal

State Courts	Suseela Devi, Assistant Registrar (Small Claims Tribunals)
Family Justice Courts	Woon Yoon Ngeong, Senior Interpreter (Chinese)

The Efficiency Medal

Supreme Court	Leong Yu Fun, Private Secretary
State Courts	Sim Jingyao, Senior Executive (IT Systems Support & Projects)

The Long Service Medal

Supreme Court	Ju Toong Cheong, Assistant Director (Criminal Matters) Wee Puay Hwa, Deputy Director (Human Resource Management) Rageswari d/o Suppiah, Acting Head Interpreter (Indian) Adlin Sandhora Binte Bahar, Senior Interpreter (Malay) Deviki d/o Rengupillai Ramiah, Senior Case Manager (Insolvency) Jailani Bin Jayos, Senior Case Manager (Civil Matters)
State Courts	Eugene Teo, District Judge Papinder Kaur, Senior Director (Infrastructure Directorate) E Mangalagowri, Assistant Director (Infrastructure Directorate) Zaini Abu Hassan, Senior Language Executive (Court Services Directorate) Rohaida Satari, Senior Language Executive (Court Services Directorate) Suhaily Ismail, Senior Language Executive (Court Services Directorate) Noor Israni Ibrahim, Executive (Strategic Planning and Training Division)
Family Justice Courts	Tumirah Abdullah Bte Osman, Senior Interpreter (Malay) Wong Li Li, Senior Interpreter (Chinese) Rozita Bte Mahmud, Senior Executive (Probate)

AWARDS & ACCOLADES

COURTS RECEIVE NS ADVOCATE AWARD



The Supreme Court and State Courts were among the 152 organisations that were recognised at the Total Defence (TD) Awards Dinner on 4 October. The NS Advocate award



is a category under the Total Defence Awards, which is the highest national accolade that acknowledges outstanding support towards strengthening the defence of the nation.

STATE COURTS RECEIVE AWARDS FOR EFFORTS TOWARDS EXCELLENCE



The State Courts received awards for innovation in finance, excellence in work-life strategies and commitment to Corporate Social Responsibility (CSR). These awards are a testament to their dedication towards court users, their staff and the community.

On 28 September, the State Courts received the Best Finance Transformation Project (Public Sector) Award for the Automated Collection System (ACS). In line with their mission to serve society with quality judgments, timely dispute resolution and excellent court services, the State Courts constantly seek ways to innovate and leverage technology to improve and bring benefits to court users. The ACS is the first-of-its-kind seamless payment kiosk that not only helps streamline the deployment of court resources, but brings greater convenience to end users. The award was given by the Institute of Singapore Chartered Accountants at the Singapore Accountancy Awards 2018.



On 14 November, they received the Tripartite Alliance (Work Life Excellence) Award. Recognising that people are their most valuable asset and that happy and engaged employees perform better, the State Courts have in place a comprehensive suite of programmes that support work-life strategies to address the different needs of their employees, all while maintaining the Courts' operational requirements. The award acknowledges their efforts and excellence in the strategies implemented.


The State Courts are also dedicated to making a positive impact on the community. On 16 November, they were named a Champion of Good by the National Volunteer and Philanthropy Centre. The Champions of Good status acknowledges organisations as leaders and ambassadors of corporate giving.

LAUNCH OF ELECTRONIC PRACTICE DIRECTIONS ON OPENDOC PLATFORM

The Supreme Court and State Courts' Electronic Practice Directions (e-PD) are now available on the OpenDoc platform created by the Government Technology Agency (GovTech). The new platform will change the way people read documents and open possibilities for artificial intelligence and natural language processing in the legal sector. A snapshot of what the new platform entails is shown here:


WHAT'S NEW?

1 Readable




View documents comfortably on any devices, anytime, anywhere

2 Searchable



Execute complex search quickly for faster access to relevant content


3 Reachable



Access documents quickly without having to download files separately


Users are invited to try out the new e-PDs (beta) by scanning the QR codes or accessing the respective websites.

Supreme Court



<https://epd.supremecourt.gov.sg>

State Courts (beta)



<https://epd.statecourts.gov.sg>

CHANGES TO REGISTRATION FOR BANKRUPTCY HEARINGS



From 1 November, parties attending Bankruptcy Hearings at the Supreme Court are required to register via the Centralised Display Management System (CDMS) Self-service Kiosks before their cases can be heard.

Step-by-step brochures detailing the registration process are accessible from the Supreme Court website at www.supremecourt.gov.sg or at all brochure racks located within the Supreme Court.

UPCOMING EVENTS



3rd Run

EXECUTIVE LEADERSHIP PROGRAMME 2019

(18 - 22 FEB)

FOR COURT AND TRIBUNAL ADMINISTRATORS

A Joint-Programme of the State Courts of Singapore and the Lee Kuan Yew School of Public Policy, National University of Singapore.

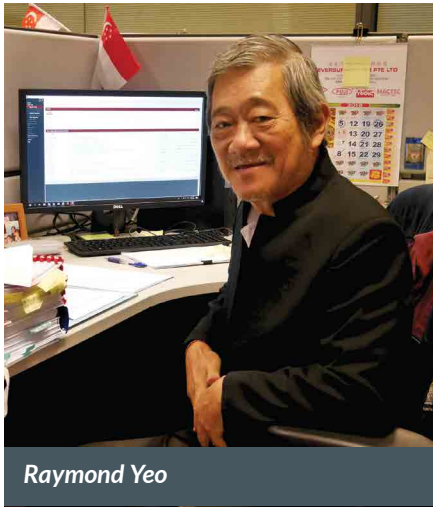
Jointly organised by:

The Executive Leadership Programme for Court and Tribunal Administrators is a five-day intensive and interactive training programme specially designed for current and future leaders of Courts and Tribunals. The programme will equip them with key interdisciplinary leadership skills to run the Courts and Tribunals effectively and efficiently for improved performance in delivering justice. The programme will also help the participants gain a broader perspective of the complex issues and policies governing court administration. To ensure an optimal learning experience, evidence-based case studies and a learning journey will be used to facilitate interactive discussions among the participants.



Scan the QR code to find out more or to register your interest

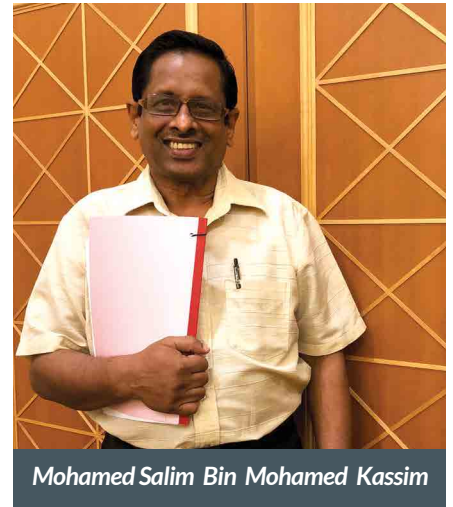
BEHIND THE SCENES WITH THE COURTS PROCESS SERVERS



Raymond Yeo



Mohammed Rezal Mohd Yasar



Mohamed Salim Bin Mohamed Kassim

Process services in Singapore are obligatory procedures supporting the various legal processes, in particular civil processes, including family matters. Court Process Servers are officers who serve court documents such as summonses informing parties of the legal action taken against them and for them to attend court as witnesses, etc.

The Courts have a pool of Process Servers to serve court documents on behalf of litigants-in-person, those who are not represented by lawyers, onto the other parties (commonly known as Defendants/Respondents) to inform them of a legal action being taken against them. For parties represented by lawyers, the documents will be served to the other parties by the law firm's process servers.

In this issue, we interviewed three Process Servers: **Raymond Yeo** from the Supreme Court, **Mohammed Rezal Mohd Yasar** from the State Courts and **Mohamed Salim Bin Mohamed Kassim** from the Family Justice Courts. Read on to find out more about their work.

How long have you been working with the Courts as a process server?

Raymond: I have been working as a process server for 45 years. This is my first full-time job after serving National Service.

Rezal: I started my career as a Registry officer with the Civil Justice Division in 2000. I was posted to Courts Connect (State Courts Call Centre) in 2013 before returning to the Registry after 3 years. I was offered the additional role of a Process Server in 2017.

Salim: I have been working as a process server with the courts for 35 years. Started with Subordinate Courts later renamed as State Courts since March 2014, then to Family Justice Courts till today.

What are your responsibilities as a process server?

Raymond: My responsibilities are to serve legal documents that are sent to the Supreme Court from other countries. By way of personal service, litigants would be served on their given home address, and companies would be served based on their registered office address. The number of attempts for each service varies, depending on the outcome of the first service. I would attempt the first

service during office hours, but if a second service is necessary, I would then have to do it after office hours. Besides effecting the service, I would also have to prepare a few documentations. For example, a notice of attempted service and affidavits.

Rezal: I serve court documents on behalf of unrepresented litigants, which include writs of summons (the first document filed by the Plaintiff in a civil proceeding) and summons to witness (an order requiring witnesses to attend court hearing). Upon returning from service, I would prepare the Notice/Affidavit of Service, an official record to document that the legal document had been served.

Salim: Summonses are to be served to Respondents after the processing of any type of family related court applications filed by the Complainants. I will liaise with Registry officers on the summonses to be served. The summonses and other documents will then need to be served to the Respondents at the addresses furnished by the Complainants. After serving or attempt to serve the summonses, the outcomes will need to be updated in the integrated Family Management System (iFAMS) and declaration of the summonses served will need to be generated.

What is a typical work day for you?

Raymond: On any service day, I have to ensure that I have all my documentations ready before I leave for service. After service is done, I would be back at the office to prepare my affidavit for the services effected. If I am not performing a service, I would be doing the tallying of court bundles before they are sent to store.

Rezal: I manage the process service schedule, as well as following-up with litigants who have engaged our services. I can visit as many as seven locations in a single outing. I also regularly attend to frontline counter enquiries, and process appeal applications submitted by Appellants of a civil suit.

Salim: I collate and prepare daily cases fixed for service of summonses. There can be as many as nine daily summonses to be served within Singapore. I will also perform supportive administrative matters such as the opening of new case files and filing away of completed records.

What are the main challenges you face?

Raymond: Transportation is a challenge for me. Even though I am given a transport card which allows me to take certain taxis, sometimes when the location for service is remote or out of the way, it can be difficult to find a taxi. I would then have to walk out to find one along the main road. For night service, safety is sometimes a concern but I am experienced and so far, have been able to handle anything that comes by.

Rezal: Language barriers and uncooperative litigants are some of the challenges that I experience from day to day. There have been occasions where a Respondent would pretend to not understand English or even claim a different identity in an attempt to avoid service. At this juncture, the Plaintiff will assist to verify the identity of the Respondent/Defendant.

Salim: The serving of summonses has to be performed in person at the given Singapore address. There are occasions when I arrive at the address given, and find that no such person lives there or they have moved, or are overseas. There are also cases where the address provided is non-existent which is why I have to cross-check on all the addresses given by the court users before service.

Tell us about your most difficult experience and how you handled the situation?

Raymond: I recall that things could get a bit dangerous in the past, when there were still gangsters, especially in kampong areas. This could pose as a challenge when I served papers for divorce cases with the Petitioner (the wife), and the Respondent is the husband. In some cases I've encountered, the gangsters who were hired

by the husband, would threaten to throw the documents away. But thankfully, I have not faced any life-threatening situations so far. In another instance I could recall, one of the Respondents unleashed his dog on me, resulting in me being bitten by the dog. To date, I still have a phobia of dogs.

Rezal: There was once I had to endure a taxi journey with a Plaintiff who continuously criticised her tenant against whom she initiated a civil action. She was convinced that the Defendant was trying to get out of paying rent. When we reached the Defendant's address, the Plaintiff's opinion took a complete turn upon witnessing the state of the household. She could tell that the Defendant's family might not have the means to pay the monthly rent. She also discovered that the Defendant was in a drug rehabilitation centre. The Defendant's wife was the sole caregiver of the family. It was an emotional experience for both of us, and it left a deep impression on me. This particular case is also a memorable one as the Plaintiff decided not to pursue the matter thereafter. She did not say a word on the journey back.

Salim: There was an incident in 1984 where the Complainant was present at the time when the summons was served to the respondent in Jalan Bukit Merah. Upon receiving the summons [this was for an application for voluntary assault offence (private summons)]; the Respondent went into a rage and viciously threw punches at the Complainant. It took me a while to realise what was happening. I was shocked and terrified. He was further assaulted by the Respondent's friends and was left badly injured. Thereafter, I accompanied him to file a police report at Queenstown police station. This was the most appalling experience I ever encountered.

What keeps you going?

Rezal: The life lessons that I have learned from the different situations and the different people that I have encountered. This job constantly reinforces some of my personal principles; for example, to abstain from blindly taking sides or forming a quick opinion without having sight of the complete picture.

Raymond: Looking back to the early days of my service till today, I have come a long way and I enjoy the work that I am doing. It keeps me healthy and productive and I wish to carry on working for years to come.

Salim: I enjoy my work, and am motivated by the good and understanding colleagues at the Family Justice Courts.

(Editor: Raymond and Salim have been re-employed by Supreme Court and FJC after having reached retirement age.)

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