Legal Aid Foundation

2011 Annual Report

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Philosophy

1.Equality – to fulfill the constitutional right of equal access to the legal system, and to facilitate improvement of economic status

2.Human Rights – to protect the human rights of the disadvantaged

3.The Rule of Law – to complement the system of the rule of law

Principles of Service

To be approachable

To adopt efficient procedure

To be flexible

To provide professional services

Mission Statement

1. To engage in self-reflection, seek reforms and enhance the soundness of the legal aid system
2. To make legal aid available throughout Taiwan
3. To actively publicize legal aid information
4. To allow convenient access to legal aid
5. To advance the quality of legal aid services
6. To encourage the participation of lawyers in legal aid and social reform
7. To strengthen the promotion of legal education for disadvantaged people

Contents

Preface

Ever since the establishment of the Legal Aid Foundation (LAF) on July 1, 2004, more than 470,000 people have applied to the Foundation for services. LAF has provided legal consultation to over 160,000 people in addition to legal services including mediation and settlement negotiation, drafting legal documents and representation in court proceedings to over 160,000 disadvantaged people.

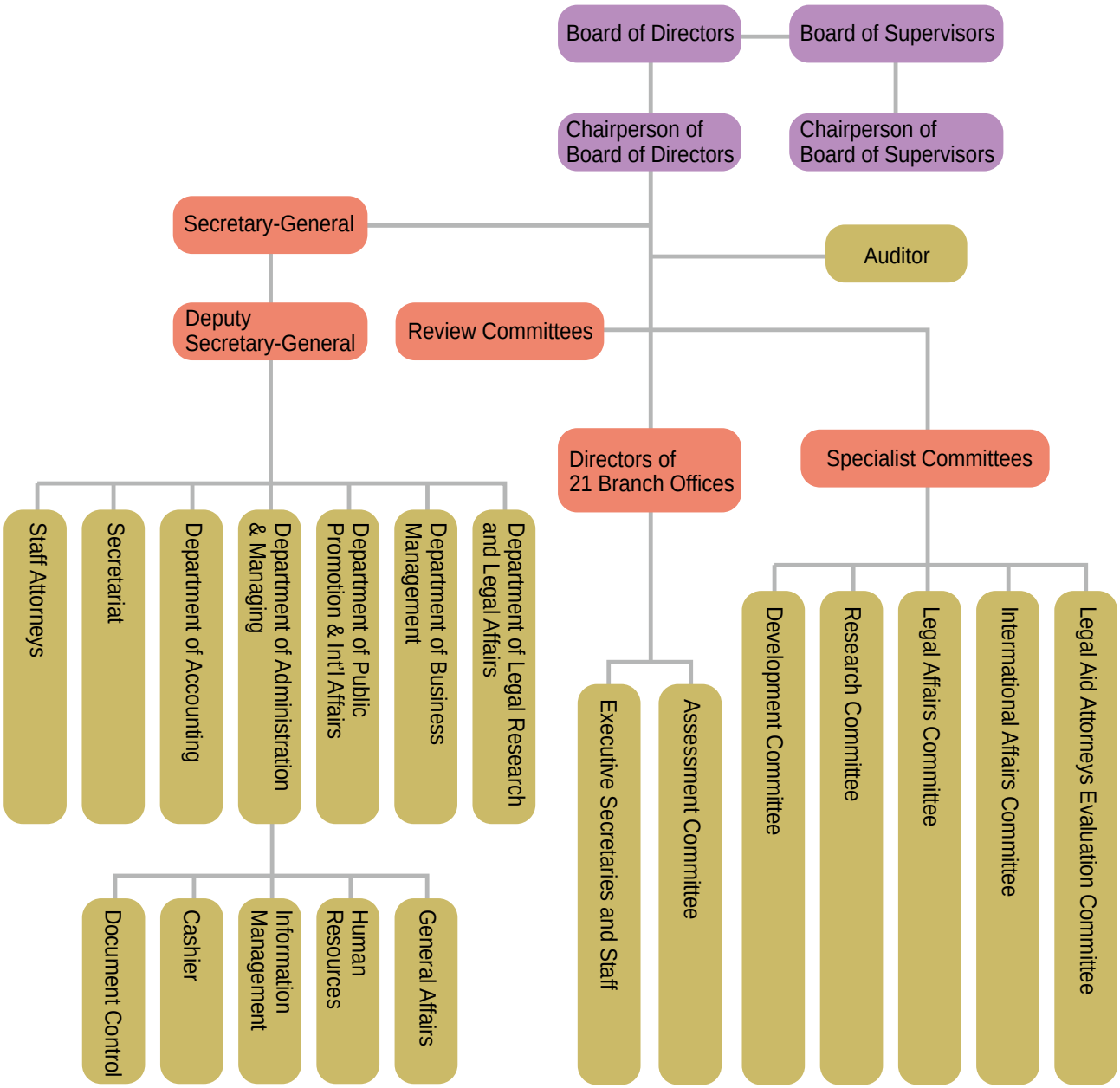
In year 2011, the Foundation continued to provide various legal aid services, including granting legal aid in 28,495 applications and 66,398 legal consultation applications. To meet the different needs of migrant workers, new immigrants, teenagers, credit card debtors, laborers and other disadvantaged groups, the Foundation proceeded with a variety of existing service programs while launching new ones, including the “Legal Aid for Victims of Human Trafficking” Program, the “Legal Aid for Juvenile Assistance” Program, the “Legal Aid for Consumer Debt Clearance” Program, the “Immediate Support Program for Lador Litigation”, the “Expanded Legal Consultation” Program, and the “First Criminal Interrogation Accompanied by Legal Aid Attorney” Program to protect the rights of criminal suspects.

By the end of 2011, a total of 2,580 attorneys have registered as the Foundation’s legal aid attorneys, and their expertise and professional ethics greatly influenced the quality of services they provided to legal aid recipients. To ensure the quality of services, the Foundation’s focus in 2011 was set upon the “elevating the quality of legal aid attorneys project”. A project team was formed to deliberate on the systematic amendment to the criteria of allowing legal aid attorneys’ participation in cases and the evaluation of their performance after case closure. A policy was made on the basis of this focus, in that attorneys with less than two years experience in practice should not represent a legally aided plaintiff or defendant in court proceedings. Also, to advance the quality of application assessment, with the exception of applications made in remote areas, no attorneys with less than three years of experience in practice should be nominated as Commissioner of the Assessment Committee. To reinforce the auditing of the opening of cases, the timeframe for following-up cases with uncollected advance remuneration has been shortened from four months to two months. The mechanism of reporting case closures was amended so that more specific details and documents in relation to conduct of the case must be listed and provided to enable evaluation of the attorneys’ performance in these cases. The complaint procedures and system flow controls were improved to encourage applicants or recipients to raise their complaints. The Foundation continued to conduct and review the Performance Evaluation System, to manage and remove unsuitable attorneys. LAF also actively arranged series of educational trainings for legal aid attorneys to advance their expertise in selected issues concerning disadvantaged groups. All of these efforts were rewarded and effects were seen.

Moreover, full-time staff attorneys have been recruited by the Foundation since 2006 to represent victims in the “RCA vocational injuries case”, the “Typhoon Morak case” and in other cases of major social concern. In 2011, the Foundation actively recruited staff attorneys, and continued to seek experienced outstanding and caring attorneys to join Legal Aid.

Chapter 1 Pro›le

Section 1 · Organizational Structure



Section 2 · Board of Directors

The Board of Directors is the highest decision-making body of the Foundation. Thirteen Directors are appointed by the president of the Judicial Yuan to serve a term of 3 years on part-time unpaid basis. Directors include: two representatives of the Judicial Yuan; one representative from the Ministry of Justice, the Ministry of Interior and the Ministry of National Defense respectively; four attorneys recommended by the National Bar Association and local Bar Associations as persons who actively participate in legal aid work; two academics or experts who have specialist knowledge in law or in related disciplines; one representative of disadvantaged groups and one representative of aboriginal people.

The term of office of the 3rd term Board of Directors commenced from March 23, 2010 and will end on March 22, 2013. The Board of Directors meets once every month, and a total of 12 meetings were convened in 2011. Members of the 3rd term Board of Directors are listed as follows (in alphabetical order):

Jing-fang Wu,
Chairperson of the Board

Chairperson :

- Jing-fang Wu (Professor, Department of Law, National Taipei University)

Directors :

- He-guei Chen (Attorney-at-Law; Patent Attorney, Taiwan International Patent & Law Office)
- Jyun-bi Chen (Director-General, Civil Department, Judicial Yuan)
- Jyun-cing Chen (Attorney-at-Law; Former President of Taiwan Bar Association)
- Man-li Chen (Standing Director of National Alliance of Taiwan Women Association)
- Ling-ling Fei (Director, Department of Prevention, Rehabilitation and Protection, Ministry of Justice)
- Jhih-ren Jhou (Director, Department of Military Justice, Ministry of National Defense)
- Jian-nan Liao (Partner, Minde Law Firm)
- Chun-rong Lin (Attorney-at-Law, Chun-rong Lin's Law Firm)
- Jyun-yi Lin (Director-General, Criminal Department, Judicial Yuan)
- Wen-shih Liou (Counselor, Executive-Secretary of Legal Affairs Committee, Ministry of the Interior)
- Wen-tian Sie (Attorney-at-Law, Wen-tian Sie Law Firm)
- Chih-wei Tsai (Assistant Professor, Department of Indigenous Development and Social Work, College of Indigenous Studies, National Dong Hwa University)

Jyun-yi Lin,
Board Director

Chun-rong Lin,
Board Director

Jhih-ren Jhou,
Board Director

Jyun-cing Chen,
Board Director

He-guei Chen,
Board Director

Man-li Chen,
Board Director

Jyun-bi Chen,
Board Director

Ling-ling Fei,
Board Director

Jian-nan Liao,
Board Director

Chih-wei Tsai,
Board Director

Wen-shih Liou,
Board Director

Wen-tian Sie,
Board Director

Outgoing Members of the 3rd Term Board of Directors

- Jing-yuan Wu (Former Director-General; Civil Department, Judicial Yuan) served as the 3rd term LAF Board Director between March 23, 2010 and August 6, 2010.
- Jheng-shang Gao (CEO of Hualien Creative and Cultural Park) served as the 3rd term LAF Board Director between March 23, 2010 and March 14, 2011.
- Cing-ciang Syu (Director, Department of Military Justice, Ministry of National Defense) served as the 3rd term LAF Board Director between March 23, 2010 and April 15, 2011.

Section 3 · Board of Supervisors

The Board comprises of five Supervisors who serve a term of 3 years on part-time unpaid basis. They are appointed by the President of the Judicial Yuan, and include: one representative from the Executive Yuan and the Judicial Yuan respectively; on attorney recommended by the National and local Bar Associations; one person who has specialist knowledge in accounting or in related disciplines and one impartial public figure.

The term of office of the 3rd term Board of Supervisors commenced from March 23, 2010 and will end on March 22, 2013. The Board of Supervisors meets once every 3 months, and a total of 4 meetings were convened in 2011. The current members of the Board are listed as follows (in alphabetical order):

Cheng-en Ko,
Chairperson of Board
of Supervisors

Supervisors :

- Jhi-hong Jhang (Chief Accountant, Accounting Section, Judicial Yuan)
- Guo-ming Lin (Attorney at Law)
- Mei-sing Lin (First Bureau Senior Inspector, Directorate-General of Budget, Accounting and Statistics, Executive Yuan)
- Chun-mei Ma (Professor, Department of Accounting, Soochow University)

Mei-sing Lin,
Supervisor

Guo-ming Lin,
Supervisor

Chun-mei Ma,
Supervisor

Jhi-hong Jhang,
Supervisor

Section 4 · Secretary-General and Deputy Secretary-General

A full-time Secretary-General and a Deputy Secretary-General are appointed to take charge of the operations of the Foundation under the Chairperson of Board of Directors, to supervise the performance of staff members on all levels and to guide the business of the branch offices. In addition, six departments including the Legal Research and Legal Affairs Department, Department of Business Management, Department of Public Promotion and International Affairs, Department of Administration and Managing, Department of Accounting and the Secretariat, were formed to carry out the business of the Foundation. The functions of the above positions and departments are described as follows.

Secretary-General :

◆ Ji-Fong Liao (Attorney-at-Law, Former Taichung Branch Executive-Secretary)

Ji-Fong Liao,
Secretary-General

Cian-jhan Zeng, Deputy Secretary-General

Deputy Secretary-General :

◆ Cian-jhan Zeng (Former Taoyuan Branch Office Chief, Former Department of Business Management Chief)

■ Secretariat Units :

Unit	Duty	Chief
Department of Business Management	Applications for Review; Complaints handling; communicating with and supervising branch offices	You-lin Syu
Legal Research and Legal Affairs Department	Deliberating on the enactment and amendment of regulations and rules; examining contracts; convening educational trainings for attorneys; formulating special programs; other legal matters	Wen-jie Jheng
Department of Public Promotion and International Affairs	Publicity, publication and events; translating and compiling foreign legal publications and other international matters	Cyong-yu Ye
Department of Administration and Managing	General affairs (procurement and other business matters), human resources (personnel and educational trainings), information management (information control and maintenance), document control (processing business mails and file management) and cashier	Juun-ming Syu
Department of Accounting	Annual budget, accounting and statistics	Jia-en Sie
Secretariat	Organizing meetings for Board of Directors and Board of Supervisors; arranging courtesy visits; handling instructions from Chairperson and Secretary-General	Jin-lian Sie

■ Staff Attorneys

To ensure the sound development of legal aid work, staff attorneys have been recruited to meet the demand in certain remote areas and in other special circumstances, and to handle cases under special categories or of major social concerns. The establishment of staff attorneys first started in 2006. By the end of 2011, there were 12 staff attorneys in total, among which 7 were positioned in Taipei Branch Office, 2 in Banciao Branch Office, 1 in Shilin Branch Office and 2 in Tainan Branch Office. Staff attorneys are listed as follows:

Branch	Staff Attorney
Taipei Branch	Zong-en Cai, Miao-ciou Chen, Han-wei Jhou, Ai-lun Li, San-chia Lin, Yi-sing Song, Ze-fang Sun
Banciao Branch	Sin-hong Jhou, Shu-ling Yang
Shilin Branch	Jhih-jyuan Li
Tainan Branch	Cih-fong Chen, Mei-jia Chih

LAF Chairperson Jing-fang Wu and President Hau-min Lai of the Judicial Yuan attended the 7th anniversary tea party of the Foundation.

Section 5 · Branch Of›ces

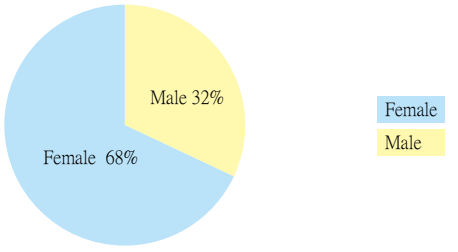
21 LAF branches have been established nationwide to provide face-to-face services to the public, so that disadvantaged people may receive the help they need.

The Director of each Branch Office manages its affairs for a term of 3 years on part-time unpaid basis. At each branch office, 1 full-time Executive-Secretary (or Chief) work under the Director and supervise the work of staff members. By the end of 2011, the total number of staff working in branch offices was 171. The names of Directors and Executive-Secretaries of each Branch Office are listed as follows:

Branch	Director	Executive-Secretary
Keelung Branch	Attorney Ya-ping Chen	Attorney Ya-jyun Chen
Taipei, Kinmen and Matsu Branches	Attorney Tian-cai Lin	Attorney Fang-jyun Jhu
Shihlin Branch	Attorney Ju-fang Jhang	Attorney Fen-fen Chen
Banciao Branch	Attorney Cin-fong Syue	Attorney Cong-sian Lin
Taoyuan Branch	Attorney Song-he Jiang	Chief Mei-jen Syue
Hsinchu Branch	Attorney Lin-sheng Li	Chief Mei-ci Cai
Miaoli Branch	Attorney Shih-cai Li	Attorney Li-ren Wang
Taichung Branch	Attorney Guang-lu Wu	Attorney Mei-yu Li
Nantou Branch	Attorney Yi-huei Lin	Attorney Syue-ru Wu
Changhua Branch	Attorney Yuan-yuan Li	Attorney Chui-hsun Chiu
Yunlin Branch	Attorney Sin-cun Chen	Attorney Shu-feng Su
Chiayi Branch	Attorney Dao-cheng Liao	Attorney Ruei-hua You
Tainan Branch	Attorney Ruei-cheng Lin	Attorney Ping-jhong Jhuo
Kaohsiung and Penghu Branches	Attorney Ching-huei Sie	Attorney Min-yin Sie
Pingtung Branch	Attorney Ji-syong Huang	Attorney Fu-mei Lin
Yilan Branch	Attorney Shih-chao Lin	Chief Bi-hua Chen
Hualien Branch	Attorney Wu-shun Lin	Attorney Yun-cing Cai
Taitung Branch	Attorney Jian-rong Su	Attorney Cai-yi Chen

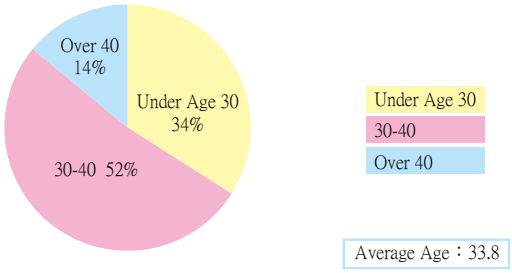
Chairperson Jing-fang Wu joined the new LAF Branch Directors after the inaugural ceremony at the Foundation's 7th anniversary tea party.

I. Staff Gender Proportion



Male	73人	Female	156人	Total：229人

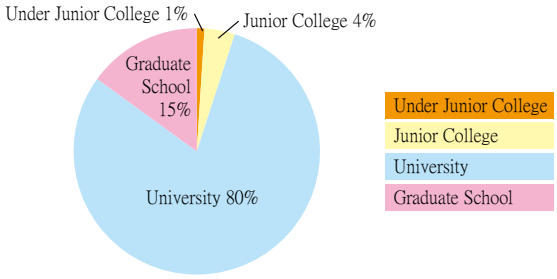
II. Staff Age Distribution



Average Age：33.8

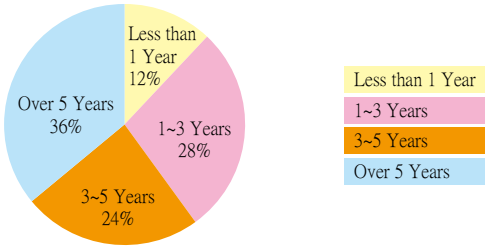
Under Age 30	78	30-40	118	Over 40	33	Total：229

III. Staff Educational Background



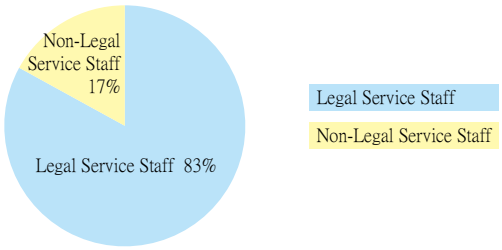
Under Junior College	2	Junior College	9	
University	183	Graduate School	35	Total：229

IV. Staff Length of Service at LAF



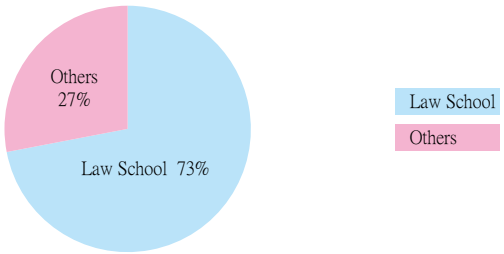
Less than 1 Year	28	1~3 Years	64
3~5 Years	55	Over 5 Years	82	Total：229

V. Percentage of Staff Job Content Distinction



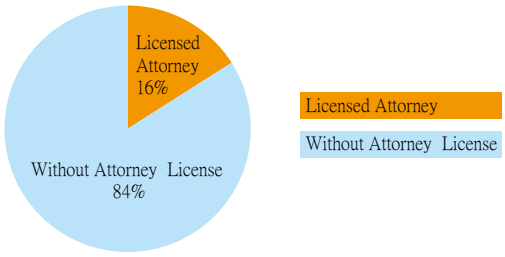
Management	30	Direct Handling	161	Non-Legal Service Staff	38	Total：229

VI. Percentage of Legal Service Staff Legal Educational Background



Law School	139	Others	52	Total：191

VII. Number of Legal Service Staff Holding License



Executive- Secretary	15	Administrative Attorney	4	
Staff Attorney	12	Without Attorney License	160	Total：191

The statistic data were updated on December 31, 2011.

Note: The “Legal Service Staff” mentioned in Tables 5, 6 and 7 are those who deal with the LAF operations directly related to legal aid matters.

Section 6 · Part-Time Personnel

To meet its business demands, the Foundation has established specialist committees and Review Committee under the Board of Directors in addition to Assessment Committee under each Branch Office. The duty of each committee is described as follows.

I. Specialist Committees

The specialist committees include the Legal Affairs Committee, Research Committee, Development Committee, International Affairs Committee, Legal Aid Attorneys Evaluation Committee and its investigators. By the end of 2011 a total of 51 Commissioners have been recruited for specialist committees on part-time unpaid basis, and they are obliged to offer advice and policy guidelines according to their specialties. The duties of each Specialist Committee are described as follows.

(I) Legal Affairs Committee

Legal Affairs Committee primarily assists with drafting, amending and interpretation of the Foundation's internal and external rules and regulations. In 2011, the Committee held 1 meeting to examine the amended draft of the "Financial Eligibility Criteria of Granting Legal Aid" to keep up with the new *Public Assistance Act*. Three new members were recruited in 2011, including Chairperson Ching-yuan Yeh and Commissioners Jhih-peng Liou and Chi-ren Kuo. The members of Legal Affairs Committee are as follows (listed in alphabetical order):

Jhih-yang Cai, Attorney-at-Law	Oasis Law Firm
Jyun-han Chen, Attorney-at-Law	Chi-he Attorneys-at-Law
Syue-ping Chen, Attorney-at-Law	Yi-chian Law Firm
Wen-jing Chen, Attorney-at-Law	Formosan Brothers Attorneys-at-Law
Yi-juan Chen, Attorney-at-Law	Yi-juan Chen Law Firm
Yang-Huei Gao, Attorney-at-Law	Min-yang Law Firm
Sin-huei Huang, Attorney-at-Law	Formosan Brothers Attorneys-at-Law
Sin-hua Jhou, Attorney-at-Law	Jhong-sin Law Firm
Chi-ren Kuo, Attorney-at-Law	Association of Aid to the Impoverished in Taiwan
Jhong-ciang Lai, Attorney-at-Law	Vice President of Taiwan Association for Human Rights
Huei-fang Liao, Attorney-at-Law	Chian-Cheng Attorneys-at-Law
Chia-fan Lin, Associate Professor	Department of Civil Education and Leadership, National Taiwan Normal University
Hong-wen Lin, Attorney-at-Law	Chian-cheng Attorneys-at-Law
Chih-poung Liou, Attorney-at-Law	Formosan Brothers Attorneys-at-Law
Shih-ting Liou, Attorney-at-Law	Syu-ting United Attorneys-at-Law
Jyun-jhong Shih, Attorney-at-Law	Juding Boda Law Firm
Si-sheng Shih, Attorney-at-Law	Wei-yang Law Firm

Chong-jhe Su, Attorney-at-Law	Synopsys Taiwan
Huei-cing Su, Associate Professor	Institute of the Law of the Sea, National Taiwan Ocean University
Fang-wan Yang, Attorney-at-Law	Fang-wan Yang Law Firm
Ching-yuan Yeh, Chairperson	Law and Regulation Commission of Taipei City Government
Bo-siang You, Attorney-at-Law	Yi-hian Law Firm
Kai-syong You, Attorney-at-Law	Kai-syong You Law Firm

(II) Research Committee

The Legal Research Committee offers advice for the policies, guidelines and future directions of the Foundation. In 2011, the Committee held one joint meeting with the Legal Affairs Committee. The members of the Research Committee are listed below in alphabetical order:

Ming-siou Cheng, Associate Professor	Department of Law, Soochow University
Guo-chang Huang, Assistant Researcher	Institutum Iurisprudentiae, Academia Sinica
Shih-ming Jiang, Professor	Law School, National Cheng Chi University
Wen-yu Jhang, Associate Professor	Department of Law, National Taipei University
Hao-ren Wu, Associate Professor	Department of Law, Fu Jen Catholic University
Jhih-guang Wu, Associate Professor	Department of Law, Fu Jen Catholic University

(III) Development Committee

Composed of representatives from social welfare groups and related specialists, the Development Committee aims to gather constructive thoughts on the needs of disadvantaged groups and legal aid policies, to establish a channel of exchange and cooperation, to facilitate a legal support platform and referral mechanism, and to enhance the breadth of publicity through the sharing of resources. Two meetings were held to examine the amendments to be made to the Financial Eligibility Criteria of Granting Legal Aid in 2011. Members of the Development Committee are listed below in alphabetical order:

Ying-ciou Du, Researcher	Department of Research and Development, the Garden of Hope Foundation
Shu-chiang Fu, Chief Secretary	Environmental Protection Administration, Executive Yuan
Min-ping Hong, Social Worker	Pearl S. Buck Foundation
Yi-ting Hu, Director-General	Parents' Association for Persons with Intellectual Disability, Taipei City
Bi-cuei Lin, General Manager	Compass Public Relations Ltd.
Wan-ping Lu, CEO	Begonia Foundation
Peter Van Hung Nguyen, Father	Catholic Dioecesis Hsinchuensis
Dong-ru Sie, Deputy Secretary-General	League of Welfare Organizations for the Disabled

You-lian Sun, Secretary-General	Taiwan Labor Front
Cheng-i Tseng, Professor	Department of Public Security, Central Police University
Ciou-lan Wang, Supervisor of Social Workers	Modern Women's Foundation
Jin-fa Wang, Assistant Professor	General Education Center, National Chiayi University
Ji-li Wei, Director	Taiwan Fund for Children and Families
Yu-cing Wu, Secretary-General	Old People Welfare Alliance, ROC

(IV) International Affairs Committee

Established mainly to assist with the Foundation's international affairs development, the International Affairs Committee held two meetings in 2011, and the main subject matters under discussion included: (1) the program and selection of LAF staff studying abroad in 2011; (2) key projects in 2011; (3) performance report of the year 2011; and (4) the amendment of Guidelines for Selecting LAF Staff Studying Abroad. Members of the International Affairs Committee are listed below in alphabetical order:

Yi-cian Chen, Assistant Professor	Graduate Institute for Gender Studies, Shi Hsin University
Huang-cyuan Ciou, Attorney-at-Law	Kew & Lord Law Office
Peter Van Hung Nguyen, Father	Catholic Dioecesis Hsinchuensis
Jhih-gang Lin, Attorney-at-Law	Taiwan International Patent Attorney-at-Law
Bo Tedards, Director	Taiwan Foundation for Democracy
Stephana Wei, Sister	Rerum Novarum Center
Robin Winkler, Founding Director	Wild at Heart Legal Defenses Association
Hao-ren Wu, Associate Professor	Department of Law, Fu Jen Catholic University
Jhih-guang Wu, Associate Professor	Department of Law, Fu Jen Catholic University

(V) Legal Aid Attorneys Evaluation Committee

Established according to the "Guidelines Governing the Evaluation of Legal Aid Attorneys' Performance", the Legal Aid Attorneys Evaluation Committee consists of eleven members, including one judge recommended by the Judicial Yuan, one prosecutor recommended by the Ministry of Justice, three attorneys recommended by the National Bar Associations or local Bar Associations, and three academics and three representatives of social welfare groups recommended by the Foundation. The Committee held two meetings in 2011. Members of the Legal Aid Attorneys Evaluation Committee are listed below in alphabetic order:

Jyun-bi Chen, Director-General	Civil Department, Judicial Yuan
Chih-chun Chiang, Attorney-at-Law	Consumers' Foundation, Chinese Taipei
Wan-fu Fang, Public Prosecutor	Supreme Prosecutors Office
Horng-shya Huang, Attorney-at-Law	Formosa Transnational Attorneys-at-Law

Jung-chien Huang, Professor	College of Law, National Taiwan University
Ming-cheng Kuo, Professor	Law School, National Cheng Chi University
Mau-sheng Lee, Professor	College of Law, National Taiwan University
Nigel Li, Attorney-at-Law	Lee and Li, Attorneys-at-Law
Yi-huei Lin, Attorney-at-Law, Vice President	Taiwan Bar Association
Huei-guang Wang, Attorney-at-Law	Fu-huei Law Firm
Fang-wan Yang, Attorney-at-Law	National Alliance of Taiwan Women Association

(VI) Legal Aid Attorneys Evaluation Committee

Established according to the "Guidelines Governing the Evaluation of Lawyers' Performance", the Legal Aid Attorneys Evaluation Committee consists of nine members. While the Secretary-General is the ex-officio member, other members include one judge recommended by the Judicial Yuan, one prosecutor recommended by the Ministry of Justice, two attorneys recommended by the National Bar Association or local Bar Associations, and two academics and two representatives of social groups recommended by the Foundation. In 2011, six meetings were held by the Committee. Members except the Secretary-General are listed below in alphabetical order:

Shen-lin Jan, Professor	College of Law, National Taiwan University
Jhao-huan Li, Council Member	Taipei Association for the Promotion of Women's Rights
Jia-fan Lin, President	Taiwan Association for Human Rights
You-Chen Su, Attorney-at-Law	You-Chen Su's Law Firm
Jaw-perng Wang, Professor	College of Law, National Taiwan University
Zao-bing Wei, Attorney-at-Law	Jian-de Law Firm
Hao-cin Yang, Judge	Taiwan Shihlin District Court
Ming-ren You, Prosecutor	Taiwan High Prosecutors Office

According to Item 2 of the Guidelines "Governing the Evaluation of Lawyers' Performance", Investigators are included in the Legal Aid Attorneys Evaluation Committee to assist with investigations. Of the 21 Investigators, 14 are attorneys with more than 5 years' experience in practice, and 7 academics or representatives of social welfare groups. Investigation of the individual cases is conducted by a team of 2 attorneys and 1 academic (or representative of social groups). Their names are listed below in alphabetical order:

Hong-jie Cai, Attorney-at-Law	Guang-yan Law Firm
Jhih-syong Chen, Assistant Professor	Institute of Technology Law, National Chiao Tung University
Siou-cing Chen, Attorney-at-Law	Siang-he Law Firm
Yan-si Chen, Attorney-at-Law	Tsar & Tsai Law Firm
Yi-cheng Chen, Attorney-at-Law	Yi-cheng Chen's Law Firm
Otto Shiu-tian Huang, Attorney-at-Law	Primordial Law Firm

Siao-ling Huang, Secretary-General	Taiwan Association for Victims of Occupational Injuries
Guan-ling Ji, Attorney-at-Law	Shan-he Law Firm
Feng-shou Jhang, Attorney-at-Law	Feng-shou Jhang's Law Firm
Wellington Li-syong Koo, Attorney-at-Law	Formosa Transnational Attorneys-at-Law
Cyong-jia Lin, Attorney-at-Law	Cyong-jia Lin's Law Firm
Duan Lin, Professor	Department of Sociology; College of Social Science, National Taiwan University
Da-sin Liou, Attorney-at-Law	Da-sin Liou's Law Firm
Shih-ting Liou, Attorney-at-Law	Syu-ting United Attorneys-at-Law
Dong-ru Sie, Deputy Secretary-General	League of Welfare Organizations for the Disabled, ROC
Huei-cing Su, Associate Professor	Institute of the Law of the Sea, National Taiwan Ocean University
Bao-li Wang, Attorney-at-Law	Tai-yang Law Firm
Ciou-fen Wang, Attorney-at-Law	Ciou-fen Wang's Law Firm
Jhih-guang Wu, Associate Professor	Department of Law, Fu Jen Catholic University
Jing-ru Wu, Secretary-General	Taiwan International Workers' Association
Sin-sian Wu, Attorney-at-Law	Sin-sian Wu's Law Firm

II. Review Committee

The Review Committee of the Foundation reviews decisions of the Assessment Committees which have been appealed by applicants. Commissioners of the Review Committee serve a term of three years on part-time unpaid basis. Commissioners are chosen from senior judges, public prosecutors, judge advocates, attorneys or other experts and academics who have specialist knowledge in law. By the end of 2011, a total of 247 Commissioners have joined the committee.

III. Assessment Committees

Each Branch Office establishes an Assessment Committee, and Commissioners serve a term of three years on part-term unpaid basis. The Commissioners are nominated by Branch Office Directors and appointed by the Foundation. They are chosen from judges, public prosecutors, judge advocates, attorneys, academics or experts who have specialist knowledge in law. By the end of 2011, the members totaled 1,524.

The Assessment Committee is responsible for resolving the following issues:

- the approval or refusal of an application, and cancellation or termination of legal aid to recipients;
- the payment (including pre-payment), reduction or cancellation of legal fees and necessary expenses;
- determination of the amount of legal fees and necessary expenses that a recipient of legal aid should contribute or be responsible for;

- mediation of any disputes between legal aid recipients and their providers and the terms of reconciliation; and
- miscellaneous matters.

IV. Legal Aid Attorneys

The Foundation assigns approved cases to practicing attorneys in different cities and counties. By the end of 2011, a total of 2,580 attorneys have registered as LAF legal aid attorneys.

(I) Age Analysis of LAF Legal Aid Attorneys

The number of legal aid attorneys listed below is the total registered in 2011 regardless of whether they have accepted cases.

Age Group	Female	Male	Total
Under 30	89	86	175
31～40	330	683	1,013
41～50	238	562	800
51～60	46	262	308
61～70	1	165	166
Over 70	1	80	81
Birth Date Unregistered	3	34	37
Total	708	1,872	2,580

(II) Years of Practice of LAF Legal Aid Attorneys

The number of legal aid attorneys listed below is the total registered in 2011 regardless of whether they have accepted cases.

Years of Practice	Female	Male	Total
Less than 1 Year	12	37	49
1～3 Years	94	219	313
4～5 Years	96	193	289
6～10 Years	162	437	599
11～20 Years	306	643	949
More than 20 Years	30	302	332
Information Unknown	8	41	49
Total	708	1,872	2,580

V. Volunteers

From time to time the Foundation recruits volunteers to assist in the various activities of the Branch Offices, and invites trainee attorneys to volunteer the role of recording staff for Assessment Commissioners. As recording staff, trainee attorneys take and computerize relevant details of each case during interviews, and the Assessment Committee make decisions on the basis of the information recorded. Trainee attorneys may choose to become legal aid services providers or Assessment Commissioners after obtaining formal qualifications, and may help to promote the philosophy of the Foundation.

The Foundation also organizes work experience for university students from social psychology and related public administration courses, and gives them recognition for their effort. By the end of 2011, the Foundation 420 volunteers, among them 101 were trainee attorneys.

VI. Numbers of Part-Time Staff

Member of Specialist Committees	Legal Aid Attorney Evaluation Investigator	Member of Legal Aid Review Committee	Member of Legal Aid Assessment Committees	Legal Aid Attorney	Volunteer
51	21	247	1,524	2,580	420

Chapter 2　Legal Aid Business

Section 1・Legal Aid Cases and Applicants

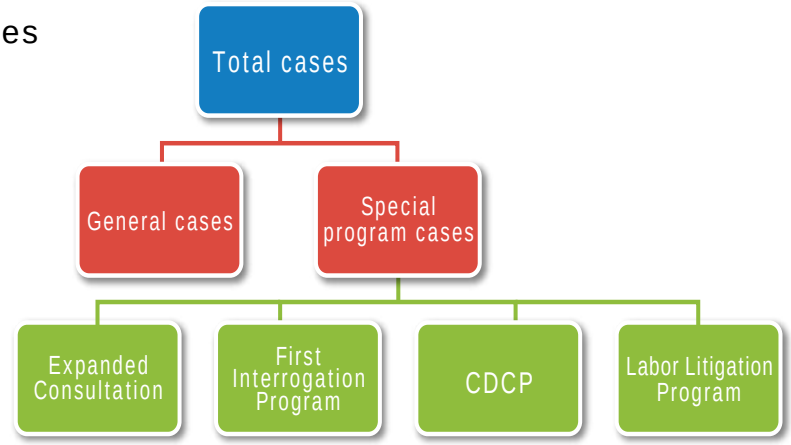
Section 2・Operational Management

LAF provides legal aid to protect the fundamental litigation rights of people. Legal aid recipients are people who lack financial means and cannot be adequately protected by law or unable to claim their legal rights, or people who may not lack financial means but are involved in compulsory defense cases (for example, cases in which the minimum punishment is no less than 3 years imprisonment, or when they are unable to make statements in court due to intellectual disability). The services of LAF include legal consultation, mediation and settlement negotiations, drafting legal documents and representation in court proceedings.

Section 1. Legal Aid Cases and Applicants

I. Categories of Legal Aid Cases

The statistics shown in the following Tables are made according to the applications and legal aid cases handled between January 1, 2011 and December 31, 2011, which are grouped into “general cases” and “special program cases”.



(I) Special Program Cases:

Applications can be made under the “Legal Aid for Consumer Debt Clearance Program” (CDCP), the “First Criminal Interrogation Accompanied by Legal Aid Attorney Program” (First Interrogation Program), the “Immediate Support Program for Labor Litigation” (Labor Litigation Program) entrusted by the Council of Labor Affairs, and the “Expanded Legal Consultation Program” (Expanded Consultation).

1. CDCP: These are applications made to LAF for legal aid in debt negotiations, restructuring and clearance procedures under the *Consumer Debt Clearance Act*.
2. First Interrogation Program: When a suspect is apprehended or arrested by judicial officers (the police and investigators) for felony punishable by a minimum sentence of not less than 3 years imprisonment, or requested to be interrogated on charges of felony for the first time without a summon or notice, he/she can apply to LAF for an attorney’s company. However, when the suspect is under mental or intellectual disability, or is considered to be under mental or intellectual disability due to his/her ability to make statements, he/she can always apply to LAF for an attorney’s company during interrogation.
3. Labor Litigation Program: The Foundation is entrusted by the Council of Labor Affairs, the Executive Yuan, with the provision of legal aid services for labor.
4. Expanded Consultation: These are cases involving legal consultation (when applicants meet the Foundation’s criteria), no consultation provided (when applicants do not qualify the criteria), or closures in the form of on-site consultation in general-case applications. The legal consultation service is provided via on-site face-to-face consultation, and by phone or online video consultation for applications from remote areas.

(II) General Cases:

Other than special program cases, these are applications made to LAF for legal aid in “court proceedings representation and defense”, “mediation or settlement negotiation” or “drafting legal documents”.

II. Data Analyses of Cases

Analyses of Total Number of Applications and Approved Cases

Analyses of Total Approved Cases (including general cases and special program cases):

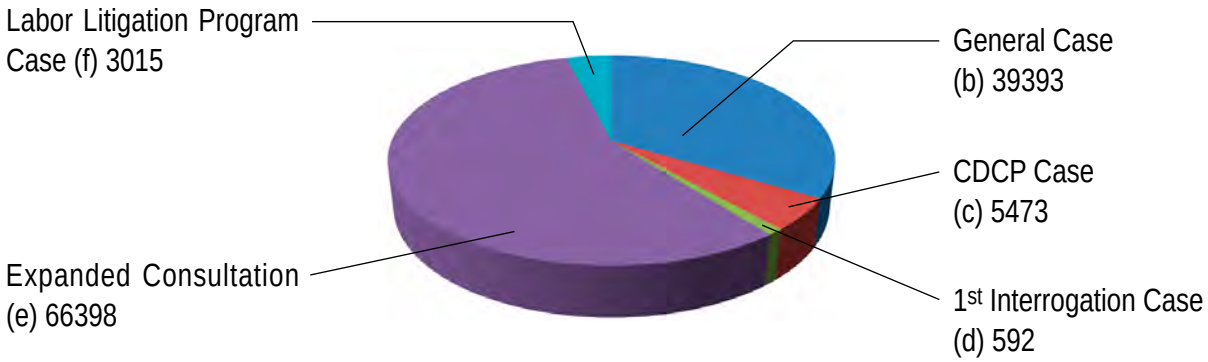
(I) Total Applications: See Table 1 and Chart 1

Table 1. Total Applications of General Cases and Special Program Cases

The applications made in 2011 totaled 39,393 general cases, while in special programs, 5,473 applications were CDCP cases, 592 were First Interrogation cases, 66,398 were Expanded Consultation cases, and 3,015 were Labor Litigation Program cases. Of the total 114,871 applications in 2011, a growth of 14.68% was seen in Expanded Consultation cases, which accounted for 57.80% of the total. It meant that legal consultation cases became the major source of applications and signified the public demand for legal consultation.

Table 1 : Total Applications of General Cases and Special Program Cases					
Total Applications (a=b+c+d+e+f)	General Case (b)	Special Program Cases			
		CDCP Case (c)	1st Interrogation Case (d)	Expanded Consultation (e)	Labor Litigation Program Case (f)
114,871	39,393	5,473	592	66,398	3,015

Chart 1. Statistics Chart of Total Applications in 2011



(II) Total Approved Cases: See Table 2

Table 2. Total Approved General Cases and Special Program Cases

In 2011, of the total 74,868 approvals, 24,334 were general cases, and special program cases comprised of 3,969 CDCP cases (including legal consultation); 475 First Interrogation cases which were those meeting the conditions of this special program and needing legal aid attorneys' company; 2,607 Labor Litigation Program cases; and 43,483 Expanded Consultation cases which were those meeting the Foundation's financial eligibility criteria for legal consultation provision after simplified assessment.

Table 2 : Statistics of Total Approved Cases in 2011					
Total Applications (a=b+c+d+e+f)	General Case (b)	Special Program Cases			
		CDCP Case (c)	1st Interrogation Case (d)	Expanded Consultation (e)	Labor Litigation Program Case (f)
74,868	24,334	3,969	475	43,483	2,607

Analyses of General Cases

Analyses of Applications and Assessment Result

(**I**) Data of Applications and Approvals of General Cases: See Tables 3, 4, 5 and 6.

Table 3. Statistics of Assessment Result

The general case applications totaled 39,393 in 2011, among which 24,334 cases (full aid and partial aid) were approved and the 12,519 cases were refused. In this Table, 313 cases were recorded in the "Others" category to account for applications which have not yet received an assessment result at the time of compilation in January 2012, e.g. cases that still needed certain required documents or have not yet entered the assessment stage.

Table 3 : Statistics of Assessment Result in 2011						
Total Applications (a=b+e+f+g)	Assessment Result				Withdrawal (f)	Others (g)
	Total Approval			Total Refusal (e)		
	Subtotal (b=c+d)	Full Aid (c)	Partial Aid (d)			
39,393	24,334	23,640	694	12,519	2,227	313

Table 4. Approval Percentage

The percentage of approved general cases in 2011 was 66.03%, which was calculated by dividing the total approvals by the sum of approvals and refusals.

Table 4 : Approval Percentage in 2011		
Case Approved	Case Refused	Percentage of Approval
24,334	12,519	66.03%
Calculation Formula: Total Approvals / (Total Approvals + Total Refusals)		

Table 5. Percentage of Approved Cases by Service Categories

In 2011, most of the approved cases fell into the category of "representation in court proceedings", which accounted for 86.29% of the total approvals. This was close to the percentage of 84.32% in 2010, indicating that "representation in court proceedings" was the main type of legal aid service provided by LAF.

Table 5 : Statistics of Approved Case Categories in 2011

Category	Representation in Court Proceedings	Legal Documents Drafting	Mediation or Settlement Negotiation	Analytic Legal Consultation
Case Total	20,997	3,147	185	5
Percentage	86.29%	12.93%	0.76%	0.02%

Note: The category "analytic legal Consultation" signifies that an applicant was granted with analytic legal consultation because of the complexity of the case. The case is assigned to a legal aid attorney, who will provide a three-hour consultation session to clarify the facts and legal issues in the case, and then provide written advice. This service is different from the general on-site verbal consultation offered in the assessment room.

Table 6. Categories and Percentages of Applications and Approvals

Of all the cases approved in 2011, 53.55% were criminal cases, 24.09% were civil cases and 21.76% were family cases. The category rankings of applications were the same as those of the approvals.

1. The percentages of criminal case applications and approvals have increased over the years:
   The fact that the numbers of criminal case applications and approvals have both exceeded half of the total in 2011 is an indication that the growth of criminal cases has greatly benefited from the Foundation's method of deciding applications from prisons and detention centers on paper, offering assessment or legal consultation in prisons, and the long-term cooperation between the Foundation and District Courts, Prosecutors Offices and prison authorities.

2. The percentage of civil cases has declined over the years:
   At the beginning of the Foundation's establishment, civil case applications and approvals comprised more than half of the total, but in 2010 civil case (including family cases) applications dropped to 47.69%, and to 45.29% in 2011, while the approvals were 49.5% in 2010 and 45.85% in 2011. On the other hand, criminal case applications and approvals have both reached 53% in 2011, indicating that the percentage of criminal cases have already exceeded civil cases.

3. The percentage of approved administrative cases has been low in general:
   Applications for legal aid in administrative cases have always been few. In 2011, the percentage was only 1.07% of the total applications, and of the 422 administrative case applications, only 137, i.e. 32.46% (calculation formula: approvals/applications) were approved. The main reason is perhaps that the procedures to claim administrative remedies are complex and the probability of success is low, therefore the Foundation's approval rate is relatively low. Also, most people take a pessimistic attitude towards filing a lawsuit against administrative institutions.

Table 6 : Statistics of Applications and Approved Cases Categories					
Category		Application		Approval	
		Case Total	Percentage	Approval Total	Percentage
Litigation	Criminal	20,968	53.23%	13,031	53.55%
	Civil	10,122	25.69%	5,862	24.09%
	Family	7,721	19.60%	5,295	21.76%
	Administrative	422	1.07%	137	0.56%
Unrecorded		160	0.41%	9	0.04%
Total		39,393	100.00%	24,334	100.00%
Note: The "unrecorded" cases are those identified by attorneys as "litigation" but without further categorization.					

(II) Analyses of Reasons for Refusals (See Table 7)

Table 7. Case Total and Percentages of Reasons for Refusal

Of all the applications which were refused in 2011, most were based on the reason that they were "obviously unjustified", which totaled 7,631 applications, or 55.70%. "Financial ineligibility" was the next main reason for refusal, which totaled 3,641 applications or 26.58%. The numbers were not much different from those in 2010.

Table 7 : Case Total and Percentages of Reasons for Refusal		
Category	Case Total	Percentage
Obviously Unjustified	7,631	55.70%
Financial Ineligibility	3,641	26.58%
Application Not Verified by Deadline	1,283	9.36%
Beyond the Scope or Category of Legal Aid	886	6.47%
Objective of Case Inconsistent with the Purpose of Legal Aid	186	1.36%
Possible Gains for Applicant from Winning the Case are Smaller than Litigation Expenses and Attorneys' Remuneration	64	0.47%
Applicants are Illegal Residents in Taiwan	6	0.04%
Litigation Outside Taiwan	3	0.02%
Litigation Against LAF	0	0
Total	13,700	100%
Note: The Assessment Committee can choose more than one reasons for refusal, therefore the total number shown in this table is greater than the actual total number of cases refused. (12,519 cases).		

Case Types Analyses

Table 8. Top 5 Types of Approved Civil Cases

Of the top 5 types of approved civil cases, "tort" ranked the first by 2,534 cases, followed

by 369 cases of “lending dispute”, “unjust enrichment”, “salaries dispute” and “occupational injury compensation dispute” ranked third, fourth and fifth respectively.

Table 8 : Top 5 Types of Approved Civil Cases in 2011		
Ranking	Type	Cases Approved
1	Tort	2,534
2	Lending Dispute	369
3	Unjust Enrichment	346
4	Salaries Dispute	343
5	Occupational Injury Compensation Dispute	271

Table 9. Type Analysis of Approved Civil Tort Cases

When further specified, most approved civil cases under the “tort” category involved traffic accident claims. This was about the same as previous years.

Table 9 : Type Analysis of Approved Civil Tort Cases in 2011	
Type of Tort Cases	Cases Approved
Traffic Accident	1,019
General Tort	511
Tort Caused by Other Criminal Behaviors	433
Sexual Assault	405
Medical Malpractice	100
Public Nuisance	1
Others	65

Table 10. Top 5 Types of Approved Family Cases

Similar to previous years, “maintenance” cases accounted for most of the approved family cases, followed by “divorce” cases.

Table 10 : Top 5 Types of Approved Family Cases in 2011		
Ranking	Type	Cases Approved
1	Maintenance	1,513
2	Divorce	1,472
3	Parental rights or Child Custody	1,101
4	Domestic Violence	262
5	Succession	251

Table 11. Top 3 Types of Approved Administrative Cases

As there have been few applications for legal aid in administrative cases, only the top 3 types of cases are listed in the following table.

Table 11 : Top 3 Types of Approved Administrative Cases in 2011		
Ranking	Type	Cases Approved
1	Concerning *Public Assistance Act*	21
2	Concerning *Labor Insurance Act*	17
3	Concerning *Crime Victim Protection Act*	10

Table 12. Top 5 Types of Approved Criminal Cases

The top 5 types of approved criminal cases were the same as the previous years, and "narcotic drugs" cases ranked first in 2011.

Table 12 : Top 5 Approved Criminal Cases in 2011		
Ranking	Type	Cases Approved
1	Narcotic Drugs	3,873
2	Injury or Serious Injury	1,492
3	Crime Against Sexual Autonomy	1,470
4	Murder	980
5	Robbery or Piracy	936
Note: Legal aid recipients in this table include the accused and complainant, and legal aid services covered include representation and defense during investigation and trial proceedings.		

Table 13. Statistics of Assessment Result of Compulsory Defense Cases

For compulsory defense case applications, besides those made in person or by referral, the Foundation allows these applications to be decided on paper (without face-to-face interviews) so that prisoners or accused in custody may apply for legal aid. A number of LAF branch offices may even visit prisons or detention centers to process applications. Based on the philosophy of human rights protection and stipulations in the *Legal Aid Act*, these cases are usually approved except for those obviously unjustified. A total of 7,842 criminal compulsory defense cases were approved in 2011, which was an increase of 118 cases or 1.53% from the 7,724 cases in 2010.

Table 13 : Statistics of Assessment Result of Compulsory Defense Cases in 2011				
Total Applications	Cases Approved	Cases Refused	Others	Percentage of Approval
10,256	7,842	2,353	61	76.92%
Note:1.The category "Others" refers to cases which were withdrawn, waiting for applicants to supply information or cases which have not yet reached an assessment result. 2.Calculation Formula: Total Approvals /(Total Approvals + Total Refusals)				

Analysis of Cases Reviewed

The Review procedure is a mechanism to give remedy to an applicant or legal aid recipient who feels reluctant to accept the result of assessment by the Assessment Committee. The procedure is open to those who are "unwilling to accept refusal of the case", "unwilling to accept the type of legal aid service granted", "unwilling to accept partial aid", "unwilling to accept termination of the case", "unwilling to accept the decision on the type of case to be aided", "unwilling to accept the decision to grant a guarantee certificate or the amount guaranteed", "unwilling to withdraw the case", "unwilling to accept the decision on whether to replace the appointed attorney", "unwilling to agree on the amount of recovery payment", "unwilling to agree on the amount of contribution payable" and "unwilling to agree on the amount of withdrawal payment".

Table 14. Total Number and Percentage of Reviewed Cases

In the majority of the applications for review, i.e. in 2,345 cases, the reason for review was "unwilling to accept refusal of the case". After the review, 27.99% of the original decisions were revoked, and this result was similar to the percentages of 25% and 28% in the past. Still, the quality of assessment needed to be improved because at least 1 out of 4 original assessment decisions was revoked after review.

Table 14 : Result of Review on General Cases in 2011

Total No. of unfinalized cases at beginning of the Year (a)	New Applications (b)	Cases Finalized					Total No. of unfinalized cases at the end of the year (a)+(b)-(c)-(d)-(e)
		Initial Decision Sustained		Initial Decision Revoked		Withdrawal (e)	
		Case Total (c)	Percentage (c/(a+b))	Case Total (d)	Percentage (d/(a+b))		
104	2,665	1,843	66.56%	746	27.99%	87	91

Case Closure

A legal aid case is closed when the legal aid attorney finishes the case and applies to LAF for closure remuneration. In the case of document drafting, an attorney finishes the case by completion of drafting; in the case of mediation or settlement negotiations, by obtaining an outcome (successfully reached a mutually acceptable settlement or otherwise); in the case of litigation, when all proceedings in the adjudication level have concluded (rather than when the court issues a judgment or verdict or when the Prosecutor's Office issues a decision to prosecute or otherwise).

Table 15. Total Number and Percentages of Closed Civil, Criminal Administrative and Family Cases

The closed cases shown in this table exclude those which were closed after Variation Assessment (e.g. cases withdrawn, cancelled or terminated).

Table 15 : Total Number and Percentages of Closed Civil, Criminal, Administrative and Family Cases in 2011										
Criminal		Civil		Family		Administrative		Others(Non-Litigation)		Total
Case Total	Percentage	Case Total	Percentage	Case Total	Percentage	Case Total	Percentage	Case Total	Percentage	
10,180	55.55%	4,102	22.38%	3781	20.63%	99	0.54%	165	0.90%	18,327

Table 16. Analysis of Closed Cases by Service Category

Of all the closed general cases, services provided in court representation cases ranked the highest, which was 84.93% of all closed general cases; followed by legal document drafting services, which accounted for 14.51% of all closed general cases.

Table 16 : Analysis of Closed Cases by Service Category								
Court Representation		Mediation or Settlement Negotiation		Legal Document Drafting		Analytic Legal Consultation		Case Total
Case Total	Percentage	Case Total	Percentage	Case Total	Percentage	Case Total	Percentage	
15,566	84.93%	99	0.54%	2,659	14.51%	3	0.02%	18,327
Note: Court representation cases comprised of 2,964 civil cases, 3,188 family cases, 49 administrative cases, 9,284 criminal cases and 81 non-litigation cases. The other types of closed cases except the non-litigation cases are analyzed in the following tables.								

Table 17. Analysis of Civil Litigation Cases Closed

Of all the closed civil cases, the percentage of “mediation or settlement negotiation” cases ranked the highest, which was 29.86%.

Table 17 : Analysis of Civil Litigation Cases Closed in 2011								
Recovery	Defeat	Partial Recovery and Partial Defeat	Mediation or Settlement	Withdrawal	Court Ruling	Withdrawal of Initial Court Ruling and Remand to Previous Trial Court	Others	Total
454	456	699	885	234	58	10	168	2,964
Notes:1.“Mediation or settlement” in this table refers to a case which legal aid in court representation was initially granted, but later resolved by the legal aid attorney’s petition for mediation, in-court or out-of-court settlement or other means of conciliation. 2. “Withdrawal” in this table means either party (or both parties) to the litigation withdraws from an action for reasons other than mediation or settlement.								

Table 18. Analysis of Family Litigation Cases Closed

Of all the closed family cases, the results of “recovery” and “mediation or settlement” ranked the highest, while the percentage of cases which resulted in “defeat” was only 4.74%.

Table 18 : Analysis of Family Litigation Cases Closed in 2011								
Recovery	Defeat	Partial Recovery and Partial Defeat	Mediation or Settlement	Withdrawal	Court Ruling	Withdrawal of Initial Court Ruling and Remand to Previous Trial Court	Others	Total
954	151	171	1,116	288	388	4	116	3,188

Table 19. Analysis of Administrative Litigation Cases Closed

The numbers of approved and closed administrative cases were few, and the percentage of cases resulted in "defeat" was relatively high compared with other types of cases.

Table 19 : Analysis of Administrative Litigation Cases Closed in 2011				
Recovery	Defeat	Partial Recovery and Partial Defeat	Others	Total
3	25	2	19	49

Table 20. Analysis of Criminal Litigation Cases Closed

The closed criminal cases are categorized by whether the result is favorable to the legal aid recipients or not. If a recipient is the accused or criminal suspect, the result will be judged by comparing the charge and the final court rulings or punishment. If a recipient is the complainant, the result will be judged by comparing the charge and the final court rulings against the opposing party.

Table 20 : Analysis of Criminal Litigation Cases Closed in 2011							
Favorable to Recipients			Not Favorable to Recipients			Unable to Decide	Total
Complainant	Accused	Others	Complainant	Accused	Others		
627	4,152	275	329	3,064	105	732	9,284
5,054			3,498				

Analyses of Special Program Cases

Legal Aid for Consumer Debt Clearance Program (CDCP)

1. Statistics of Assessment Results

In 2011, the number of applications and approvals of CDCP cases were fewer than those in the previous year. The decline has been seen each year ever since the launch of this special program, mainly because the practical operations of the *Consumer Debt Clearance Act* was not as effective as first expected by the public.

The Foundation always keeps a positive and active attitude in the assessment of CDCP cases, resulting in the approval percentage of 64.34% in 2011, which was higher than the 62.26% in 2010. Compared with the average percentage of between 56% and 62% in the past, the approval rate in 2011 was in fact the highest in years, reflecting the Foundation's endeavor to respond to the amendment of the Act and help people resolve their debt problems through negotiation (mediation), debt restructuring or clearance procedures.

Table 21. Statistics of Assessment Results of CDCP Cases and Legal Consultation

Table 21 : Statistics of Assessment Results of CDCP Cases and Legal Consultation in 2011					
Total Applications	Assessment Results		Legal Consultation	No Consultation Provided	Percentage of Approvals (a/(a+b))
	Total Approvals (a)	Total Refusals (b)			
5,473	1,079	598	2,890	906	64.34%

2. Categories of Approved CDCP Cases

Of all the approved cases, the majority of applicants sought aid in “negotiation and restructuring” and “restructuring” as the measure for resolving debt issues. This indicated that most debtors were willing to repay their debts from their income after deducting their basic living costs.

Table 22. Analysis of Approved CDCP Case Categories

Table 22 : Analysis of Approved CDCP Case Categories in 2011											
Total Approvals (a=b+c+d+e+f)		Categories of Approved Cases									
		Negotiation and Restructuring(b)		Negotiation and Clearance(c)		Restructuring(d)		Clearance(e)		Legal Document Drafting(f)	
Total	Percentage	Total	Percentage	Total	Percentage	Total	Percentage	Total	Percentage	Total	Percentage
1,079	100%	690	63.95%	59	5.47%	278	25.76%	46	4.26%	6	0.56%

3. Analysis of CDCP Cases Review Results

CDCP cases can be reviewed, and the percentage of reviews which resulted in the original assessment decision sustained has experienced a slight increase in 2011, but the percentage was still relatively low if compared with those of general cases.

Table 23. Results and Percentages of CDCP Review Results

Table 23: Case Totals and Percentages of CDCP Cases Review Results in 2011							
Case Total to be Finalized at Year’s Beginning (a)	New Applications (b)	Finalized Case Total				Withdrawal (e)	Case Total to be Finalized at Year’s End (a)+(b)-(c)-(d)-(e)
		Initial Decision Sustained		Initial Decision Revoked			
		Case Total (c)	Percentage (c/(a+b))	Case Total (d)	Percentage (d/(a+b))		
0	121	72	59.50%	44	36.36%	4	1

Analyses of CDCP Cases

First Criminal Interrogation Accompanied by Legal Aid Attorney Program (First Interrogation Program)

1. Source Analysis of Cases

The program covers the first interrogation or questioning by all investigation institutions, re-questioning by public prosecutors and Detention Hearings before judges. Therefore, phone calls to apply for an attorney to accompany the suspect primarily come from five sources: the police, investigators, public prosecutors (or clerks of the district prosecutors' office or bailiffs), judges (or court clerks or bailiffs) and civilians (including the suspect or his/her relatives and friends).

In 2011, a total of 592 applications were made under the First Interrogation Program, the majority of them were referred by the police, which accounted for 47.64% of the program's total applications. This percentage was not much different from that of the previous year.

Table24. Source Analysis

Table 24 : Source Analysis of 1st Interrogation Program Cases in 2011						
Total Applications	Sources					
	Civilian	Police	Prosecutor	Court	Investigation Bureau	Others
592	175	282	57	61	0	17
Note: The "others" included military sources and social workers.						

2. Application Results Analysis

In 2011, a total of 475 applications made under the First Interrogation Program were approved, which accounted for about 80.24% of the program's total applications. A total of 117 applications (about 19.76%) were refused because they were not included in the program's coverage.

Table 25. Application Result Analysis

Table 25 : Analysis of 1st Interrogation Program Application Results in 2011				
Total Applications	Refusal	Total Approvals		
		No Attorneys Needed	Case with Attorney Appointed	Case with no Attorney Appointed
592	117	12	437	26
Note: The cases under the "No attorneys Needed" category include those withdrawn by applicants or the interrogations were finished before attorneys were appointed.				

Expanded Legal Consultation Program (Expanded Consultation)

1. Statistics of Expanded Legal Consultation Program Cases

For applications made under the Expanded Legal Consultation Program, if an applicant's financial status meets the Foundation's criteria, his/her case is listed in this Table as "legal consultation"; and if his/her financial status exceeds the criteria, the case is listed as "no consultation provided".

Table 26. Analysis of Expanded Consultation Cases

Table 26 : Statistics of Expanded Consultation Cases in 2011		
Applications	Legal Consultation	No Consultation Provided
66,398	43,483	22,915

2. Case Categories and Percentages Analyses

In 2011, the majority of applications made under the Expanded Legal Consultation Program (with or without consultation provided) were for advice in civil cases, which accounted for 49.51% of the total number of applications.

Table 27. Statistics of Case Categories and Percentages

Table 27 : Statistics of Case Categories and Percentages in 2011							
Category		Legal Consultation		No Consultation Provided		Total	
		Case Total	Percentage	Case Total	Percentage	Case Total	Percentage
Litigation	Criminal	11,663	26.82%	5,271	23.00%	16,934	25.50%
	Civil	20,981	48.25%	11,893	51.90%	32,874	49.51%
	Family	9,701	22.31%	5,169	22.56%	14,870	22.40%
	Administrative	950	2.18%	476	2.08%	1,426	2.15%
Non-Litigation		31	0.07%	3	0.01%	34	0.05%
Unrecorded		157	0.36%	103	0.45%	260	0.39%
Total		43,483	100.00%	22,915	100.00%	66,398	100.00%

Note: The “unrecorded” cases are those identified by the attorneys as “litigation” but without further categorization.

Immediate Support for Labor Litigation Program (Labor Litigation Program)

1. Statistics of Labor Litigation Program Application and Assessment Results

In 2011, a mild increase was seen in the number of applications and approvals in the Labor Litigation Program. The overall numbers grow gradually each year ever since the launch of this special program.

In 2011, the approval percentage of applications made under the Labor Litigation Program was 86.47%. The percentages have always been above 80% over the years (84.92% in 2009, as legal aid was granted in 2,478 out of 2,948 applications; 85.65% in 2010, as 2,536 out of 2,961 applications were approved). The reason might be that the Council of Labor Affairs’

regulations governing this special program (“Implementation Guidelines for Labor Legal Aid” and “Regulations Governing Aid for Legal and Living Expenses in Labor Dispute”) have not prescribed requirements on financial status. Most of the refusals were made on the basis that the case “has no prospects of practical gain or recovery”. In contrast, general cases may be refused if “the applicant’s financial status exceeds the eligibility criteria”. As a result, the approval percentage would be higher than that of the general cases.

Table 28. Statistics of Applications and Assessment Results

Table 28 : Statistics of Labor Litigation Program Applications and Assessment Results in 2011					
Category	Total Applications	Approval		Refusal	Approval Percentage
		Full Aid	Partial Aid		
Case Total	3,015	2,590	17	408	86.47%

2. Statistics of Application Matter Types and Results

In 2011, the majority of the total applications and approvals in the Labor Litigation Program were cases involving “severance payment” (41.83% of the total applications and 43.55% of the approvals). Applications with great increases were “occupational injury compensation”, which increased from 295 applications (including 264 approvals) in 2010 to 655 applications (including 580 approvals) in 2011, with a growth in applications by 20.35% and approvals by 20.80%. Cases under the “dispute over employer’s unlawful or inappropriate actions in other labor contracts” category mostly concerned workers who alleged that employers did not lawfully terminate labor contracts according to the *Labor Standards Act* and their rights or interests under the Act.

Table 29. Analyses of Application Matter Types and Results

Table 29 : Statistics of Labor Litigation Program Application Matter Types and Results in 2011

Category \ Matter	Full Aid	Partial Aid	Refusal	Total Application	Application Percentage	Approval Percentage
Unlawful Dismissal	325	3	82	410	12.74%	11.62%
Unlawful Layoff	100	0	29	129	4.01%	3.54%
Unlawful Forced Retirement	4	0	1	5	0.16%	0.14%
Severance Payment	1228	1	117	1346	41.83%	43.55%
Pension	233	3	32	268	8.33%	8.36%
Dispute over Employer's Unlawful or Inappropriate Actions in Other Labor Contracts	81	2	30	113	3.51%	2.94%
Occupational Injury Compensation	580	7	68	655	20.35%	20.80%
Dispute over Labor Insurance	215	1	35	251	7.80%	7.65%
Occupational Injury Representation for the Complainant	38	1	2	41	1.27%	1.38%
Labor Union Dispute	0	0	0	0	0.00%	0.00%
Total	2804	18	396	3218	-	-

Note:1. The numbers in this table are classified according to the category and matter types decided by the Assessment Committee (decisions of the Review Committee are excluded).
2. The totals are listed by matter types. Where an application involves two matter types (e.g. "unlawful dismissal" cases often involve dispute over "severance payment"), both of them are shown in the table.
3. The numbers listed in this table exclude cases which have been transferred to another branch office (transferred cases will only be counted once in the receiving branch office").

III. Analyses of Legal Aid Applicants and Recipients

(I) Age Analyses

Table 30. Age Analysis of Applicants

The applicants' age distribution data are shown in the following table, indicating that youngsters under 18 and seniors over 66 were still the minority.

Table 30 : Age Analysis of Applicants		
Age Group	Applicant	Percentage of Total Applicants
Under 18	4,007	3.51%
19~30	16,800	14.70%
31~40	30,111	26.35%
41~50	29,602	25.90%
51~65	26,435	23.13%
Over 66	7,121	6.23%
Unrecorded	203	0.18%
Total	114,279	100.00%
Note: Applicants of the 1st Interrogation Program were not included in this Table because they were not requested to file their date of birth information due to the urgent nature of their cases.		

Table 31. Age Analysis of Legal Aid Recipients

From the age analysis of legal aid recipients, it was shown that recipients in the majority of general cases and CDCP cases fell into the 31 to 40 age group. This was especially apparent in CDCP cases, which accounted for 42.82%.

Table 31 : Age Analysis of Recipients by Case Categories						
Age Group	General Case		CDCP Case		Labor Litigation Program Case	
	Total	Percentage	Total	Percentage	Total	Percentage
Under 18	2,759	11.34%	0	0.00%	14	0.54%
19～30	5,253	21.59%	70	6.49%	298	11.43%
31～40	6,634	27.26%	462	42.82%	675	25.89%
41～50	5,504	22.62%	393	36.42%	711	27.27%
51～65	3,276	13.46%	141	13.07%	808	30.99%
Over 66	908	3.73%	9	0.83%	96	3.68%
Unrecorded	0	0.00%	4	0.37%	5	0.19%
Total	24,334	100.00%	1,079	100.00%	2,607	100.00%
Note: Applicants of the 1st Interrogation Program were not included in this Table because they were not requested to file their date of birth information due to the urgent nature of their cases.						

(II) Gender Analysis

Table 32. Gender Analysis of Applicants and Recipients

The gender analysis of applicants and recipients are shown in the following table. The table shows that male was the majority in both categories.

Table 32 : Gender Statistics of Applicants and Recipients							
	Male		Female		Unrecorded		Total
	Total	Percentage	Total	Percentage	Total	Percentage	Total
Applicant	57,947	50.45%	56,751	49.40%	173	0.15%	114,871
Recipient	16,535	58.03%	11,904	41.78%	56	0.20%	28,495
Note: "Unrecorded" means that gender differentiation of the applicants was not filled in when their files were opened.							

(III) Educational Background Analysis of Legal Aid Recipients

Table 33. Educational Background Analysis of Recipients

In general cases, most recipients' educational background was "senior high/vocational schools", followed by "graduation from junior high schools". In CDCP cases and Labor Litigation Program cases, most recipients' educational background was "senior high/vocational schools", followed by "university/college".

Table 33 : Educational Background Analysis of Recipients by Case Categories						
Education	General Case		CDCP Case		Labor Litigation Program Case	
	Total	Percentage	Total	Percentage	Total	Percentage
None	2,142	8.80%	3	0.28%	296	11.35%
Elementary School	3,245	13.34%	44	4.08%	287	11.01%
Junior High School	6,867	28.22%	169	15.66%	314	12.04%
Senior High/ Vocational School	8,429	34.64%	606	56.16%	906	34.75%
University/College	2,753	11.31%	230	21.32%	750	28.77%
Master/PhD	130	0.53%	6	0.56%	54	2.07%
Others	768	3.16%	21	1.95%	0	0.00%
Total	24,334	100.00%	1,079	100.00%	2,607	100.00%
Note: Applicants of the 1st Interrogation Program were not included in this Table because they were not requested to file their education information due to the urgent nature of their cases.						

(IV) Analyses of Speci›c Recipients

1. Legal Aid for Mentally or Intellectually Disabled Persons

Table 34. Number and Percentage of Disabled Recipients' Cases

For disabled persons who have the "Physical and Intellectual Disability Handbook" certified by the Department of Social Welfare, LAF provides legal aid without further differentiating their disability types. A total of 2,716 approved general cases were granted to disabled recipients, and 112 approved Labor Litigation Program cases were granted to disabled recipients.

Table 34 : Statistics of Disabled Recipients' Cases					
General Cases			Labor Litigation Cases		
Disabled Recipients	Approval	Percentage of Approvals	Disabled Recipients	Approval	Percentage of Approvals
2,716	24,334	11.16%	112	2,607	4.30%
Note: Applications made under the 1st Interrogation Program and CDCP were not included in this table.					

Table 35. Matter Type Analysis of Disabled Recipients' Cases

The top 3 matter types in disabled recipients' legal aid cases were "civil tort" (15.59%), "criminal injury" (8.66%) and "crime against sexual autonomy" (6.65%).

Table 35 : Top 3 Matter Types in Disabled Recipients' Cases			
Ranking	Type	Total	Percentage
1	Civil Tort	441	15.59 %
2	Criminal Injury/Serious Injury	245	8.66%
3	crime against sexual autonomy	188	6.65%
Calculation Formula: Total Cases / (Total of General Cases with Disabled Recipients + Total Disabled Recipients of Labor Litigation Program Cases)			

2. Legal Aid for Indigenous People

Table 36. Number and Percentage of Indigenous Recipients' Cases

A total of 1,126 approvals were granted to recipients with indigenous background. The highest percentages were seen in Taitung and Hualien branch offices.

Table 36 : Number and Percentage of Indigenous Recipients' Cases			
	Indigenous Recipients	Total Approvals	Approval Percentage
General Cases	1,039	24,334	4.27%
CDCP Cases	39	1,079	3.61%
Labor Litigation Program Cases	48	2,607	1.84%
Note:1.Recipients of the 1st Interrogation Program were not included in this table because they were not requested to file their indigenous identity information due to the urgent nature of their cases. 2.Calculation Formula: Total Cases of Indigenous Recipients / Total Approvals			

Table 37. Matter Type Analysis of Indigenous Recipients' Cases

In indigenous recipients' legal aid cases, the top 3 matters types were "civil tort" (11.72%), "crime against sexual autonomy" (6.31%) and "crime of murder" (3.29%).

Table37 : Top 3 Matter Types in Indigenous Recipients' Cases			
Ranking	Matter Type	Total Cases	Percentage
1	Civil Tort	132	11.72%
2	Crime Against Sexual Autonomy	71	6.31%
3	Murder	37	3.29%
Calculation Formula: Total Cases / (Total General Cases of Indigenous Recipients + Total CDCP Cases of Indigenous Recipients + Total Labor Litigation Program Cases of Indigenous Recipients)			

3. Legal Aid for Non-Nationals

Table 38. Number and Percentage of Non-National Recipients' Cases

In 2011, a total of 1,495 approvals were granted to recipients who were non-nationals.

Table 38 : Number and Percentage of Non-National Recipients' Cases			
	Non-National Recipients	Total Approvals	Approval Percentage
General Case	1,469	24,334	6.04%
CDCP Case	2	1,079	0.19%
1st Interrogation Case	13	475	2.74%
Labor Litigation Program Case	11	2,607	0.42%
Note: Approval percentage = Total Cases of Non-National Recipients / Total Approvals)			

Table 39. Matter Type Analysis of Non-National Recipients' Cases

In cases where approvals were granted to non-nationals, the top 3 matter types were "civil dispute over salaries " (17.12%), "civil tort" (10.72%) and "criminal injury/serious injury" (4.35%). The occupation of most of the recipients was "labor".

Table 39 : Top 3 Matter Types in Non-National Recipients' Cases			
Ranking	Matter Type	Total Cases	Percentage
1	Civil Dispute over Salaries	256	17.12%
2	Civil Tort	153	10.23%
3	Criminal Injury/Serious Injury	65	4.35%
Calculation Formula: Total Cases / Total Cases of Non-National Recipients			

Section 2. Operational Management

The content of the Foundation's operational management is diverse and covers all matters in each stage of legal aid cases. To ensure the quality of service performance, major improvement plans made in operational management are described as follows:

I. Management, Supervision and Evaluation of Legal Aid Business

(I) Management of Contribution, Recovery, Repayment and Withdrawal Charge (the "Four Fees"):

By the provisions of Articles 32, 34 and 35 of the *Legal Aid Act*, the Foundation is entitled to claim advanced payments made on behalf of recipients, and to claim costs from recipients who acquired properties with value exceeding NT$500,000. The Foundation is also entitled to claim costs from the losing opponent party. These are the so-called contribution, repayment and recovery monies which the Foundation can claim through certain procedures. Under Articles 21 and 22 of the Act, when an approved case is subsequently revoked by the Foundation, the Foundation can claim from the applicant any remuneration and necessary expenses already incurred on his/her case. This is the so-called withdrawal charge.

All branch offices are responsible for the collection of Four Fees, and the progress is recorded in a "Four Fees Control and Management Form". Each closed case is examined, and the cases which fulfill the Four Fees conditions will be marked as under control. Branch offices keep close contact with recipients in these cases to monitor the litigation progress. Through collaboration between the Foundation and the Judicial Yuan, a platform is established where relevant information about the cases, such as the court-in-charge and case numbers, are posted by the Judicial Yuan to enable the Foundation to cross-check with closed cases. The cases confirmed are then recorded in the Foundation's business software system to enable branch offices to collect the fees. In the process of collecting Four Fees, the Foundation relies on the responsible personnel in each branch office to take strict control. To deal with the problems reported by branch offices, the Foundation continued to make plans and assisted branch offices in reducing their costs and obstacles.

With the development of the Four Fees business, the Foundation's related regulations needed a unified interpretation or modification, while flows in standard operational procedures also needed supplements and adjustment. A deliberation team was thus formed in 2010, and the team continued to assist branch offices and aimed to provide them with expeditious responses on Four Fee issues in 2011. The Foundation began to review the Four Fees Control and Management Form in 2011, the primary objective was to check it thoroughly and make it uniform. This control mechanism is an advance process which will be replaced by the operational management system in multiple stages when modifications to the system are completed in 2012. The statistics of Four Fees Collection Performance are shown in the following table:

Four Fees Collection Performance				
Type	Case Controlled	Case with Collection Due	Collection in Progress	Amount Collected (NT$)
Contribution	61	58	53	235,904
Repayment	3,578	941	706	9,820,913
Recovery	6,649	3,166	1,846	8,409,625
Withdrawal Charge	129	129	121	565,000

Note:1.In response to the Supreme Court's decision in relation to recovery payments, LAF modified its collection operations in multiple stages. In the first stage, branch offices are required to checkup thoroughly prior to lifting control in February 2012. Therefore in thisTable the recovery cases include the remuneration for work done in the courts of first and second instances are still listed.
2.The Supreme Court decision has limited the scope of recovery collection, and some branch offices proceeded to eliminate cases which are beyond scope from control before LAF announced checkup. As a result, a decline can be seen in the "cases with collection due" and "collection in process" figures by the end of 2011. The "case controlled", "case with collection due" and "collection in process" totals are expected to drop in the 2nd quarter after the 1st quarter checkup and official lifting of control.
3."Case with collection due" refers to the number of cases which qualified collection of the relevant fees; "collection in process" is the number of cases in which collection have already started; "amount collected" is the money acquired after collection.

Performance Review

1. The Drastic Reduction in the Scope of Recovery Collection

Of all the Four Fees cases, the collection of recovery payments has the highest growth rate. An analysis of the Four Fees cases shows that recovery payments account for 83% of the total amount of money controlled, and 95% of it is attorneys' remuneration for cases conducted in the Court of First Instance and the Court of Second Instance. However, at the first Civil Court Session on April 26, 2011, the Supreme Court narrowed down the meaning of "remuneration" defined by Item 1, Article 35 of the *Legal Aid Act*. As a result, an attorney's remuneration is not considered as litigation costs entitled to assessment unless the attorney was chosen by the court or the Chief Justice as a special or legal representative for the litigant. Neither is the attorney's remuneration characterized as litigation costs entitled to assessment unless it was the fees for cases conducted in the Court of Third Instance.

Modification to the scope of recovery collection was made by the Foundation according to the abovementioned Supreme Court decision. In the future, the Foundation will not collect recovery payments unless costs have been assessed by the court. Presently, branch offices are requested to carry out a thorough checkup of the cases in control based on the Supreme Court's decision. The checkup is expected to be completed by the first quarter of 2012, and cases which are beyond the scope of collection will be released from control. An evaluation will also be performed on the effect of continuing to collect recovery payments in cases where costs have been assessed by the court.

2. The Manpower for Four Fees Collection was Still Insuf›cient

Since 2009, only four mid-sized branch offices, i.e. Taipei, Taichung, Tainan and Kaohsiung

branch offices, have appointed staff to collect Four Fees, while other branch offices seriously lacked the manpower to enforce collection. Still, collection grows with the development of legal aid business. Besides dealing with the main and routine tasks, staff members also need to deliberate over multiple practical issues (such as the question of whether the right to claim should be justified by public laws or private laws and the scope of recovery fees). In the future, the Foundation will continue to need tremendous manpower to manage and consistently follow-up Four Fees cases, and to decide whether repayment obligations have arisen in a given case. The Foundation also has to equip each branch office with the manpower demanded by the volume of the Four Fees cases.

(II) Guarantee Certi›cate Management

The “Guidelines Governing Guarantee Certificate Issuing Procedures for Branch Offices” has been formulated to manage the guarantee certificate regime. To control risks, the Foundation requires branch offices to submit monthly reports on the number of guarantee certificates issued and the amount guaranteed.

In 2011, the Foundation continued to check on all guarantee certificates issued. All branch offices were required to note and report their progress and performance rate. For those having trouble with retrieval, a team was formed to find causes and solutions to speed up the process and protect the interests of the Foundation.

From establishment to the end of 2011, the Foundation had issued 1,733 certificates, which guaranteed a total amount of up to NT$980,799,087. Over the years, a total of 973 certificates have been retrieved, the total guaranteed amount was NT$457,790,800. In 2011, the number of certificates retrieved was 203, the total guaranteed amount was NT$ 115,857,221.

Statistic of Guarantee Certi›cates and Amount Guaranteed			
Guarantees Issued	Amount Guaranteed (NT$)	Guarantee Certificates Retrieved	Guarantee Money Retrieved (NT$)
1,733	980,799,087	973	457,790,800

II. Quality Management of Legal Aid Service

(I) Management of Attorney Appointment

Legal aid attorneys are appointed according to the “Procedures of Appointing Attorneys”. In the following Tables, “Annual Cases Accepted” was calculated by case serial numbers even for multiple cases which have been combined for processing. For example, five people applied for legal aid in one labor dispute and were approved after assessment, but one attorney was appointed because these recipients’ interests did not conflict and also for the reason of litigation economy. However, a total of five cases are counted as accepted by the attorney.

In 2011, the Foundation has set up a two-year experience threshold for the assignment of legal aid cases. Also, to avoid service quality being at risk if an attorney is assigned with too many cases, the Foundation plans to control quality by measuring both caseload and remuneration in

addition to enforcing a strict upper ceiling on case assignments.

The maximum caseload of each legal aid attorney is 36 cases per year. In this Table, an attorney's caseload may exceed 36 cases in the aforesaid joint cases situation, or when he/she accepts cases made under special programs approved by the Board of Directors, or when a recipient appoints the same attorney to conduct proceedings in the higher courts.

Analysis of Annual Cases Accepted by Legal Aid Attorneys	
Annual Cases Accepted	Number of Legal Aid Attorneys
1～5 Cases	716
6～8 Cases	328
9～11 Cases	305
12～23 Cases	580
24～35 Cases	149
More than 36 Cases	65
Total	2,143

In 2011, the remuneration of the majority of attorneys (714) was in the range of NT$150,000~300,000.

Amount Analysis of Annual Remuneration for Legal Aid Attorneys	
Amount of Remuneration	Number of Legal Aid Attorneys
Less than NT$49999	270
NT$50000～99999	306
NT$100000～149999	265
NT$150000～299999	714
More than NT$300000	588
Total	2,143
Note: The amount of annual remuneration was calculated not according to the actual money received by the attorneys but the amount decided by the Assessment Committee when applications were approved.	

(II) Performance Evaluation of Legal Aid Attorneys

The enhancement and control of legal aid attorneys' quality of service are based on the "Guidelines Governing Legal Aid Attorneys Evaluation" (the "Evaluation Guidelines") and "Guidelines Governing Complaint Handling Procedures" approved by the Board of Directors in December 2006 and April 2007.

According to Guideline No. 6 of the Evaluation Guidelines, there are two sources of evaluation, one of them is based on survey statistics and the other is based on serious complaints which have been referred to the Evaluation Committee. The latter occurs when a legal aid attorney seriously violates the *Attorney Regulation Act*, rules of ethics or LAF regulations and should be

dismissed from his/her legal aid appointment or referred to the Lawyers Discipline Committee for punishment. The Foundation or any Director of Branch Offices may decide to submit the relevant information to the Foundation's Legal Aid Attorney Evaluation Committee for evaluation under Items 4 or 5 of Guideline No. 8.

The first round of evaluation was conducted in late 2007 and was completed in a year and half by mid-2009. While the outstanding attorneys were commended at the Foundation's 5th anniversary celebration party on July 3, 2009, 13 attorneys with low quality performance or those referred to the Evaluation Committee by branch offices were sanctioned according to the degree of their fault. By Item 2, Guideline No. 24 of the Evaluation Guidelines, sanctions include "written warning", "reduction of case appointments for a certain period", "case appointment barred for a certain period", "dismissal from legal aid panel" and "referral to the Lawyers Discipline Committee".

The second round of evaluation started in late 2009 with 109 attorneys being evaluated. Two of them were referred to the Evaluation Committee after serious complaints were filed against them, and all others have received sanctions for previous complaints. Preliminary investigations were completed by September 2010 and 54 legal aid attorneys were referred to the Evaluation Committee. According to the degree of negligence or misconduct (e.g. improper attitude towards the legal aid recipient, delegation of court attendance to non-lawyers, failure to attend important court hearings and failure to draft a petition appeal to the Court of Third Instance) the Committee made the following decisions on 9 attorneys: 4 were dismissed from the legal aid panel and referred to the Lawyers Discipline Committee, 4 will cease to receive cases for a period of time, and 1 will be assigned with less cases for a period of time.

However, due to the vacancy of the Secretary-General (ex officio) and the resignation of Evaluation Commissioners as they transferred to the Board of Directors, the attendance number of the Legal Aid Attorney Evaluation Committee could not reach the quorum of 2/3 of total members, and a number of meetings failed to be convened in the second half of 2011, and the progress of evaluation was delayed. The Foundation has reported to the Judicial Yuan for new nominations of Evaluation Commissioners, and the second round of evaluation is expected to be completed in the first half of 2012.

The third round of evaluation started in June 2011, and the Foundation commenced a telephone survey of cases closed between January 1, 2010 and May 31, 2011 (about 7,449 approved cases in total). The Foundation designed and modified the questionnaires, and made use of the Council of Labor Affairs' interviewers to conduct the survey, which was completed by December 2011. The findings will be submitted to the Evaluation Committee to decide the scope of investigations to be carried out in future evaluations. Telephone surveys save costs, and as they can be finished in a short time, they improve success rate and completeness, thereby increase the value of the findings and improve the chances of achieving the objective of understanding the quality of legal aid services.

(IV) Branch Office Management

Presently 21 branch offices have been established in different cities and counties to take

charge of handling legal aid applications, assessment, subsequent variations and attorney appointment. Therefore the effectiveness of front-line services closely affects the quality of the provision of legal aid.

To advance service quality and to gain sufficient understanding of branch offices' performance and information security management, and to improve assistance provided to branch offices, frequent communications, meetings and online forums have been conducted between the Foundation and branch offices. The Business Management Department and the Information Section of the Administration Department regularly examine internal data and carry out routine checks against Performance Correctness Indicators. On-site inspections of branch offices' performance are also conducted in the third and fourth quarters of each year. Matters subject to inspections and reviews include: application handling flows and assessment operations, the issuance and retrieval of guarantee certificates, complaint handling, case closure procedures, Four Fees collection, quality control of attorneys, CDCP cases handling and information security. After communications with the front-line staff, the Foundation would then provide them with concrete advice about their strength and weakness or directions of improvement.

(V) Complaint Management

Since establishment, the Foundation has received complaints raised by applicants during the course of providing legal aid. To ensure service quality, when an application is approved by the branch office, a staff member is appointed to take care of the case until it is closed. The Head Office has also appointed one staff member to be responsible for hearing and handling complaints (Complaint Hotline: 02-2322-5255). Furthermore, in order to define "complaint" and its handling procedures, the "Guidelines Governing Complaint Handling Procedures" was formulated in 2007 to improve quality and as a basis for dealing with complaints.

In 2011, the Foundation processed 145 complaints, and statistics showed that the top 3 subjects of complaint concerned legal aid attorneys (112), Assessment Commissioners (20) and internal staff (8). They were all handled according to the aforementioned Guidelines. The results of complaint handling are stated in the follow table:

Complaint Subject	Result of Complaint Handling									
	Disciplinary Actions						No Punishment	Not Accepted/ Cases Joined/ Withdrawal	Under Investigation	Total
	Stop Assigning cases/ Removal from LAF register	Reduced Assignment	Warning	Request To Improve	Exhortation	Subtotal				
Legal Aid Attorney	12	2	1	9	5	29	43	30	10	112
Assessment Commissioner	0	0	0	1	0	1	14	5	0	20
LAF Staff	0	0	0	0	2	2	4	2	0	8
Others	0	0	0	0	0	0	2	3	0	5
Total	12	2	1	10	7	32	63	40	10	145

Chapter 3 Special Programs

Ever since establishment, the Foundation has been dedicated to develop new business categories so that people in need may be informed and make use of the resources provided by the Foundation. In 2011 the Foundation continued to provide services under the key special programs, including the "First Interrogation Accompanied by Legal Aid Attorney Program", "Legal Aid for Consumer Debt Clearance Program", "Immediate Support for Labor Litigation Program" entrusted by the Council of Labor Affairs, "Legal Aid for Victims of Human Trafficking Program", "Expanded Legal Consultation Program" and "Typhoon Morakot Disaster Service Program".

Section 1 · Immediate Support for Labor Litigation Program

Labor disputes occur frequently due to the depression of global economy in the recent years. To assist laborers' difficulties and expenses when they seek judicial remedies to resolve labor disputes, the Council of Labor Affairs of the Executive Yuan ("the CLA") has entrusted the Foundation with the Immediate Support for Labor Litigation Program ("the Program") by way of administrative entrustment since March 2, 2009, to protect the rights of labor.

With three new labor-related laws coming into effect on May 1, 2011, the labor relations in Taiwan also entered a new phase. As the CLA stipulated the *Regulations Governing Aid for Legal and Living Expenses in Labor Dispute* ("the new regulation") pursuant to the *Labor Dispute Resolution Act*, the scope of the Program also had to be amended. To properly perform the entrusted legal aid services, the Foundation and the CLA re-executed the entrustment contract, and agreed to provide services under the Program in compliance with the new regulation from September 19, 2011. The following paragraphs describe the performance of the Program's key tasks in 2011.

I. Scope of Legal Aid

When facing disputes with their employers, laborers can apply to LAF branch offices for litigation assistance under the Program. Disputes may include: termination of the labor contract and employers' failure to pay severance payments or pensions under the *Labor Standards Act*; employers' failure to compensate laborers for occupational injury; loss caused by employer's failure to take out labor insurance or to provide the truthful insurance salary; or occupational injury caused by employers' breach of the *Labor Safety and Health Act* and laborers wish to file criminal lawsuits against their employers.

II. Description of Entrusted Work

The work carried out under the Program included: accepting applications from the public; assessing eligibility; appointing legal aid attorneys; examining attorney's remuneration; forwarding remuneration; handling case withdrawals and other variations. The Program does not include requesting the return of attorneys' remuneration in the withdrawn cases.

III. Services Provided by the Program

Legal aid services provided by the Program include: legal documents drafting; representation in civil litigation, provisional remedies proceedings, demand proceedings and enforcement proceedings; representation on behalf of the complainant in criminal proceedings

before commencement of trial (limited to occupational injury cases caused by the employers' breach of the *Labor Safety and Health Act*).

IV. Performance

(I) Statistics and Analyses

In 2011, a total of 3,015 laborers (person/time) approached the Foundation for assistance. Most cases concerned disputes over severance payments, resembling the pattern from the past. A total 2,607 laborers (including full aid and partial aid) sought to claim their rights through the judicial process with the assistance of attorneys in legal document drafting or court representation.

Since the commencement of the Program, an average of 224 laborers received legal aid each month, which is about 28 times higher than under the previous litigation subsidy Program of the CLA. By the end of 2011, a total of 3,565 cases in the Program were closed, and the court decisions in more than 80% of the closed cases were favorable to laborers. It is estimated that a total amount of NT$700,000,000 can be gained on behalf of these laborers, and on average each laborer gained NT$190,000 with the assistance provided by the Program.

(II) Jointly organized the "Case Studies in Labor Litigation Practices" educational trainings for Legal Aid Attorneys

Photo taken with President Ying-jeou Ma at the Career and Employment Exposition organized by the Council of Labor Affairs.

Between September and November 2011, the Foundation and the CLA co-hosted three educational trainings named "Case Studies in Labor Litigation Practices" in Taipei, Taichung and Kaohsiung. These trainings were organized for attorneys to acquire knowledge in labor laws and the latest development in labor litigation practices; for participants to exchange their experiences in handling cases; to enhance participants' understanding of the labor

jurisprudence; and to train more attorneys to provide legal aid services in labor litigation. Experienced attorneys and academics specializing in labor relations were invited to deliver seminars on the common issues in labor litigation practice. These issues include disputes over the termination of labor contracts, wages, hours of work, transfers, occupational injury compensation and unfair labor practices. Local Bar Associations were invited to assist in these events. The response was enthusiastic and a total of 336 attorneys participated in the three training events.

(III) Expanded Publicity Channels

For more labor friends to learn about the services provided by the Program, Chairperson Jing-fang Wu and staff members attended 7 nationwide Career and Employment Expositions organized by the CLA. They included: Banciao Career and Employment Expo on March 18, Tainan Career and Employment Expo on March 23, Taoyuan Career and Employment Expo on March 26, Hsinchu Career and Employment Expo on July 30, the Inauguration of Hsinchu Employment Service Station on July 13, Chiayi Career and Employment Expo on August 13, Kaohsiung Career and Employment Expo on September 15 and Hsindian Career and Employment Expo on October 22. Each event attracted thousands of visitors and created impressive media exposure for the Foundation and the Program. The events have been a successful collaboration of resources which created a win-win result for both the Foundation and the CLA.

Photo taken with Premier Den-yih Wu at the Career and Employment Exposition organized by the Council of Labor Affairs.

The Foundation and the CLA have signed the administrative entrustment contract for year 2012. The Foundation will review the various advices offered by all parties concerned over issues such as legality, effect on the operation of the Foundation's general business, doubts about costs and resources and the evaluation of attorney's market, and make plans on measures of improvement.

To carry out work under the Program in 2012, the Foundation initiated a series of operational flow adjustment and business software modification in 2011 to meet the requirements of the new regulation. It is expected that, starting from 2012, the assessment of applications made under the Program and operational flows will run in accordance with the new regulation, and provide adequate protection of the rights of disadvantaged laborers in litigation.

Section 2 · Legal Aid for Consumer Debt Clearance Program

The Foundation continued to carry out the Consumer Debt Clearance Program (the "CDCP") in 2011. A special project team met regularly to deliberate on the future direction of CDCP and the program's operational flows. After the amendments to the *Consumer Debt Clearance Act* were passed, the team also conducted analysis and discussions on the possibility of making operational adjustments to the program. Other efforts included delivering educational trainings for legal aid attorneys; considered issues such as whether the program's procedures should be returned to general operations and whether attorneys' remuneration should be adjusted; reviewed the procedures of applying for reimbursement of necessary expenses in CDCP cases; and updated the CDCP Q&A Information Archives. The following paragraphs summarize the performance of this program in 2011:

I. Statics and Analysis

In 2011, the total number of applications for legal aid made under this program was 5,473, among which 1,079 were approved. The case statistics are listed below (detailed data can be found in Chapter 2: Legal Aid Business).

Statistics of CDCP Cases in 2011				
Application	Approval	Legal Consultation	No Consultation Provided	Refusal
5,473	1,079	2,890	906	598

Note:1. The statistics are for the period between January 1 and December 31, 2011.
2. Of the total 1,079 approvals, 690 were "negotiation and restructuring" cases, 59 were "negotiation and clearance" cases, 278 were "restructuring" cases, 46 were "clearance" cases and 6 were "atypical statement drafting" cases.

In the three years since the enactment of the *Consumer Debt Clearance Act*, legally aided CDCP cases accounted for half of the restructuring and clearance cases accepted by the Courts, indicating that most debtors have acquired assistance through this program. However, the number of debtors applying to the Foundation for legal aid declined each year, because court procedures were not as simple and expedient as initially expected, and the court's approval rates in restructuring and clearance cases were low. Also, the attorney's remuneration in CDCP cases is paid by reference to the actual amount of work completed, which is comparatively lower than in general cases where remuneration is paid on a per-case basis. Some attorneys have commented that the levels of remuneration in CDCP cases could not reflect their costs.

II. Evaluating the Possibility of Returning CDCP Cases to General Operations

In the beginning, the CDCP was launched to handle debtors' applications under special procedures, as it was anticipated that the high volume of applications brought by the enactment of the *Consumer Debt Clearance Act* may affect general cases operations. Therefore, consumer debt cases were handled under a program in which different considerations were applied to the procedures. However, as the number of applications fell each year, it became necessary to review the relevance and benefit of continuing to handle consumer debtors' cases under special procedures, and to evaluate the possibility of returning consumer debtors' cases to the general category.

Regarding the question of whether CDCP applicants can apply for reimbursement of necessary expenses, the special project team has drafted the "Procedures for the Payment of Necessary Expenses in CDCP Cases", which may be examined with other program modifications in the future.

III. Reasonable Remuneration

The standard of legal aid attorneys' remuneration in CDCP cases is different from general cases. The initial considerations were that CDCP cases were simpler, more standardized and easier to be categorized than the general cases. The processes of negotiation, restructuring or clearance procedures are connected, and the frequencies of court attendance in CDCP cases are generally not higher than in non-litigious cases. As a result, attorneys' remuneration was designed to be paid in phases according to the actual amount of legal aid work completed in each case. However, it turned out that the procedures in CDCP cases were complicated and the costs were high. The existing levels of remuneration could not cover attorneys' costs of conducting these cases, consequently the program suffered serious loss of legal aid attorneys. The Foundation planned to return CDCP cases to general operations so that attorneys would be paid according to the general standard. This could improve attorneys' reluctance to accept appointments and enhance the quality of services.

IV. Updating Q&A Information Archives

The information on the LAF webpage "Click for Understanding of the Consumer Debt Clearance Act" and blog are updated continuously, and a "Q&A" block was designed to provide answers to the questions frequently asked by debtors.

V. Introductory and Advanced Educational Trainings for Legal Aid Attorneys

CDCP cases are appointed to attorneys who specialize in consumer debt cases, and attorneys are required to attend educational trainings in the *Consumer Debt Clearance Act*. As most CDCP cases are difficult and fees are comparatively low, many legal aid attorneys have expressly declined to accept CDCP cases, and a sharp reduction in the number of attorneys willing to be appointed was seen in all LAF branch offices. To recruit new CDCP attorneys,

at the same time explain the January 2011 amendments of the Act, a series of educational trainings were arranged by the Foundation, including the introductory and advanced courses in northern Taiwan on May 21 and June 18, and the introductory courses in central and southern Taiwan on August 27 and December 10.

VI. Publicity

The CDCP is a special project which has been carried out by the Foundation for many years. In 2011, the following publicity work has been done for the project:

(I) The two-folded CDCP DM was revised and published.

(II) In concert with the Legislative Yuan which passed the *Consumer Debt Clearance Act Amendment Bill* after the third reading in December 2011, the Foundation has revised the content of the 41 CDCP Q&A items in the LAF blog for public reference so that debtors would not be misled by the erroneous information provided by certain agencies. The Foundation also planned to establish a CDCP Q&A Archive in the near future.

(III) The Foundation and the Taiwan Law Journal jointly published the "A Review of the *Consumer Debt Clearance Act*: Practical Operations and Prospects for Future Amendment – Special Conference Edition".

Left: The journal titled "A Review of the Consumer Debt Clearance Act: Practical Operations and Prospects for Future Amendment – Special Conference Edition" was published.

Right: The "Click for Understanding the Consumer Debt Clearance Act" website was constantly updated.

With Family Sick and Disabled, Debtor Freed from Million Dollar Debt

When Mr. Jiang's wife gave birth to twin sons who suffered from developmental delay, he started to pay for his medical and living expenses by credit cards. When he lost his job, he used cash cards to obtain loans to pay back his credit card debts. He ended up with more than one million NT dollars in debts, both old and new, and could not get out of the vicious debt cycle. Through the assistance of the Legal Aid Foundation, Jiang's petition for debt clearance was approved by the Court. He should cash his assets and pay the banks according to the distribution ordered by the Court. But when the Court investigated and learned that Jiang had no assets under his name and was unable to pay for

the clearance expenses, the Court decided that the clearance program should be terminated. Jiang appealed and claimed immunity from liability.

On December 29, 2011, the Taipei District Court ruled that Jiang did not have to pay the money he owed to the banks and all his debts were discharged. Justice Zih-rong Jhao pointed out that Jiang's annual income of 250,000 NT dollars would not be enough to pay the basic expenses for his development-delayed twins, sick wife and disabled mother. He spent no more than a few thousand dollars on the books for his sons and daily commodities, and could not be blamed for being extravagant. Justice Jhao held that "extravagance" should be judged by reference to the debtor's motivations in making consumptions and information asymmetry.

(Excerpt from: United Daily News, December 30, 2011, With Family Sick and Disabled, Debtor Freed from Million Dollars Debt— the First Case of Liability Immunity)

Section 3 · First Criminal Interrogation Accompanied by Legal Aid Attorney Program

To balance the disparity in legal knowledge between the public and crime investigation authorities, to protect people's rights to defend their cases and to increase the effectiveness and accuracy of the investigation and adjudication processes, LAF launched the "First Criminal Interrogation Accompanied by Legal Aid Attorney Program" (the "First Interrogation Program") on September 17, 2007. People eligible to apply include suspects who were apprehended or arrested for felony punishable by a minimum sentence of not less than three years' imprisonment, or those who were requested to be interrogated on charges of felony for the first time without summons or notice.

Mentally or intellectually disabled people are also eligible to apply for services under the Program. They refer to holders of the "Physical and Intellectual Disability Handbook" or medical certificates issued by health institutions; and those who were considered by investigators to be under mental or intellectual disability due to his/her inability to make proper statements. They are eligible to apply whenever they were apprehended or arrested, or when requested to be interrogated without a summons or notice. The following paragraphs describe the Program's main accomplishments in 2011.

I. Statistics & Analysis

In 2011, the total number of applications made under the First Interrogation Program was 592, and legal aid attorneys were appointed in 437 cases (please refer to relevant tables listed in Chapter 2: Legal Aid Business).

The following are analyses of the statistics:

(I) Analysis of Sources:

When people are requested to be taken immediately for the first interrogation without summons or notice and wishes to apply to LAF for an attorney's company, they can

apply by phone, or the application can be made by their family or friends, social workers, the authorities in charge of the investigation of the case, the court or anyone else by phone. The sources of applications in 2011 were:

1. Civilians: 175 applications, or 29.56% of the total, were made by phone calls from the suspects or their family and friends.
2. Police: 282 applications, or 47.64% of the total, were made by phone calls from the police.
3. Prosecutors Offices: 57 applications, or 9.63% of the total, were made by phone calls from public prosecutors, public prosecuting affairs officials, court clerks and bailiffs.
4. Judicial Court: 61 applications, or 10.30% of the total, were made by phone calls from Court Chiefs, court clerks and bailiffs.
5. Others: 17 applications, or 2.87% of the total, were made by phone calls from social workers, military authorities and others not belonging to the above categories.

(II) Analysis of Results

1. Refusals: 117 applications, i.e. 19.76% of the total, were refused for not belonging to the scope of this Program. In the future, the Foundation will be more explicit in explaining the Program's coverage to avoid public misunderstanding and reduce the administrative costs in handling applications which are beyond scope.
2. Approvals: 475 applications, i.e. 80.24% of the total, were approved and granted legal aid. This result included:
   (1) No Attorneys Appointed: 12 cases, or 2.53% of the total approvals. In these cases, applicants withdrew or interrogations were finished before attorneys were appointed.
   (2) Attorneys Needed to be Appointed: 463 cases, or 97.47% of the total approvals. This result included:
      a. Actual Appointments: 437 cases, or 94.38% of the total.
      b. Failure to Appoint Attorneys: 26 cases, or 5.62% of the total. In these cases, appointments were unsuccessful because attorneys were not available.

II. Reinforced Ties between LAF and Judicial Courts, Prosecutors Of›ces and Police

In 2011, to secure referrals from the judicial courts, public prosecutors offices, the police and related authorities, LAF was engaged in the following activities –

(I) Visits to Police Departments

1. From May 2011, the LAF Tainan Branch visited 16 police precincts in Tainan City to present the First Interrogation Program's promotional banners and publications.
2. LAF Hualien Branch paid a visit to the Chief Commissioner of the Hualien County Government Police Department in May 2011.
3. LAF Yunlin Branch paid a visit to Chief Prosecutor Jhang of the Prosecutors Office at Yunlin District Court on June 9, 2011.
4. Chairperson Jing-fang Wu invited Commissioner Jheng-yi Zeng of the Development

Committee and staff members of the LAF Chiayi Branch to visit the Police Departments of Chiayi County and Chiayi City on August 17, 2011.

5. Chairperson Jing-fang Wu invited Commissioner Jheng-yi Zeng of the Development Committee and staff members of the LAF Kaohsiung Branch to visit the Kaohsiung City Police Department on August 18, 2011. After the visit, the Department issued official letters to its field stations, encouraging them to team up with the Foundation in the First Interrogation Program. The LAF Kaohsiung Branch also sent letters inviting them to join the First Interrogation Program, and 13 stations responded to express their willingness to join the program.
6. The LAF Shilin Branch paid a series of visits to local police precincts, and made presentations on legal aid services at 32 educational trainings which were arranged by the Taipei City Police Department for junior rank police.
7. The LAF Keelung Branch continued to visit the Keelung District Court, Prosecutors Office and local police precincts. The Keelung District Court has agreed that, in compulsory defense cases where the public prosecutor has applied for a detention order and the accused has not appointed an attorney, the court will always inquire the accused of his/her willingness to apply to LAF for attorneys' company under the First Interrogation Program.

(II) Organized Collaboration Meetings

1. A meeting with Prosecutors Offices and police precincts was held by the LAF Taichung Branch, to promote the First Interrogation Program on January 24, 2011.
2. A meeting was held on April 21, 2011 by the LAF Taipei Branch, and representatives from District Courts, Prosecutors Office and police precincts were invited to attend and exchange opinions about cooperation in the First Interrogation Program.
3. A meeting with the Prosecutors Offices and police precincts was held by the LAF Shilin Branch on December 2, 2011.

(III) Legal Consultation Service at Police Stations

To improve the police's understanding of the role of legal aid attorneys, and to increase their trust in the Foundation so that the First Interrogation Program's can run smoothly, the LAF Banciao Branch teamed up with the New Taipei City Police Department to pilot legal consultation service in the Tucheng Police Precinct. If successful, the service will be extended to other police precincts.

III. Promotions in Prisons

Besides campaigns which were directed at the general public, the Foundation also visited prisons and detention centers to promote the Program to inmates and detainees. The LAF Tainan Branch collaborated with the Tainan Office of Taiwan After-Care Association and the Tainan Service Center of Bureau of Employment and Vocational Training, Council of Labor Affairs, and paid monthly visits to the Tainan Prison, Tainan Detention Center, Tainan Open Prison, Drug Abuser Treatment Center, Lioujia Military Prison and Tainan Juvenile Detention House. Over 60 promotional events were carried out in 2011.

IV. The Incentives for and Recruitment of Legal Aid Attorneys

(I) Educational Training

To attract more legal aid attorneys to participate in the First Interrogation Program, the LAF Taipei Branch arranged an educational training on April 27, 2011 to introduce the Program, and invited attorneys to share their first interrogation experiences.

(II) Increase in Remuneration

To elevate attorneys' willingness to accompany first interrogations, the Yilan Bar Association has been subsidizing the remuneration of the legal aid attorneys of the LAF Yilan Branch since April, 2009. Upon completing the first interrogation service, legal aid attorneys receive an amount equivalent to the Foundation's remuneration from the Yilan Bar Association in addition to the Foundation's payment.

V. Collecting Suggestions from Attorneys

To understand the real situation and the difficulties facing attorneys during interrogations, the Foundation designed a survey form for the legal aid attorney to complete after providing services. Solutions and improvements can be made in response to the problems reported and opinions collected from the surveys.

VI. Outsourcing the 24-Hour Phone Service

Considering the urgent nature of the situation in which people were apprehended or arrested, the Program provides after-hours services. LAF branch offices offer 24-hour services daily, except for the Hualien and Taitung branch offices which do not provide the service at night or during public holidays; and the branch offices in off-shore islands which do not provide the service due to the shortage of attorneys practicing in those areas. The Foundation outsourced answering application phone calls and arranging attorney appointments to an external call center during branch offices' after-hours.

VII. Diversi›ed Publicity Channels

To communicate accurate information about the First Interrogation Program to people in need, the Foundation developed a series of promotional campaigns. They included making banners symbolizing co-operation between LAF branch offices, District Courts and Prosecutors Offices; making souvenir key rings; distributing printed promotional material (DMs and posters) to LAF branch offices, support networks, police stations, Prosecutors Offices and District Courts; providing the film titled "Legal Aid – Apprehension" for public service presentation on TV; and publishing information about the Program and case reports in the 33rd and 34th issues of the Legal Aid Quarterly. Magazine advertisements were designed to inform the public of human rights concepts and to promote this Program. In addition, any relevant news was posted on the LAF website, blog and e-newsletters; the website especially set up for this Program was constantly updated; and a special EDM and information about the services provided by the Program were distributed.

The promotional video "First Interrogation Program – the Arrestment"

The promotional banner of the First Interrogation Program

The advertisement of the First Interrogation Program appeared on the Next Magazine on November 17, 2011.

Section 4 • Legal Aid for Victims of Human Traf›cking Program

As a result of global population movement, Taiwan has become a destination for marriage and labor migrants in South-East Asia. Illegal human smuggling gangs have made extortionate profits by smuggling and trafficking, at the expenses of depriving people of their human rights. Recognizing the abhorrence of the transnational crime, the Foundation stood by its mission to protect the fundamental human rights of the disadvantaged, and actively participated in the drafting of the civilian version of the "*Human Trafficking Prevention Act*", and has endeavored to assist victims in resolving their legal disputes.

From January 1 to December 31, 2011, the Foundation received 244 applications from transnational human trafficking victims, 229 of which were approved (full legal aid), 9 were provided with legal consultation and 6 were refused. The percentage of approvals has been as high as 97.54%. The analyses of victims' nationality and cases' assessment results are stated in the following Tables 1 and 2.

Table 1 : Statistics of Approvals and Refusals in Legal Aid for Victims of Human Traf›cking Program

Application	Approval of Full Aid					Refusal	Legal Consultation
	Subtotal	Civil	Criminal	Administrative	Family		
244	229	121	105	2	1	6	9

Note:1. The numbers are based on applications, for example, 3 counts if one person makes 3 applications.
2. Legal aid services provided by the Foundation included: legal consultation, the drafting of legal documents, representation in criminal and civil ordinary (or summary) proceedings, representation in provisional remedies proceedings and enforcement proceedings.

Table 2 : Statistics of Victims' Nationality in Legal Aid for Victims of Human Traf›cking Program

Nationality	Full Aid	Refusal	Legal Consultation	Total
Mainland China	39	0	0	39
Pakistan	2	0	0	2
Indonesia	59	2	4	65
India	6	1	0	7
Bangladesh	38	2	1	41
Thailand	2	0	2	4
Vietnam	81	1	2	84
Others	2	0	0	2
Total	229	6	9	244

The focuses of this Program in 2011 are summarized below:

I. Educational Trainings for Attorneys

To ensure the quality of legal aid services, the Foundation met with social welfare groups in January 2011, and discussed the arrangement of educational trainings for attorneys. Later in the year, 3 educational trainings were held in Taipei, Taoyuan and Kaohsiung, and a total of 58 attorneys participated. In the Taipei training, the Foundation arranged for participants from the 2010 courses to visit victims' shelter. In the trainings held in Taoyuan and Kaohsiung, the Foundation invited staff members as well as attorneys who have not yet participated in trainings concerning the human trafficking issue. A Shelter Director, an experienced Chief Prosecutor and a scholar specializing in International Criminal Law gave lectures and guided the participants through the human trafficking prevention issue from different perspectives.

II. Continued to Assist the Labor Exploitation Victims of the Chiji Group

Since 2009, the Foundation assisted Indonesian domestic caretakers to claim damages in tort and unjust enrichment from their broker, the Chiji Group, who recruited them to work in Taiwan and withheld their salaries. Upon arrival in Taiwan, the caretakers were told by the broker that they still owed money in Indonesia, and were forced to sign promissory notes which allowed their salaries to be withdrawn by the broker or be handed over by their employers to pay for debts which were non-existent. The case constituted a typical mode of human trafficking. The Foundation continued to assist the victims in judicial proceedings. For more details please refer to Chapter 4 "Cases of Major Social Concern".

III. Educational Trainings for Interpreters and Plan

Well aware of the importance of legal interpretation, LAF arranged three "Advanced Class for Professional Legal Interpreters" in Nantou, Kaohsiung and Taipei between September and November, 2011. The participants of the Foundation's 2010 courses were invited to attend. The focus of the advanced classes was on elevating legal literacy of the participants, and they received credentials for the hours of class attended. The advanced class comprised of one hour in "Interpretation Ethics and Practice", and 4 hours in legal knowledge, including "Judicial Proceedings", "Legal Terminology", "Family Law", "Succession Law" and "Property law". A total of 35 trainees attended the classes. Furthermore, LAF Chairperson Jing-fang Wu and staff members paid a visit to Director-General Li-kung Hsieh of the National Immigration Agency, Ministry of the Interior. During the meeting, a consensus was reached regarding the possibility of making joint efforts in the future, including the training of interpreters, especially in the area of legal interpretation.

LAF Chairperson Jing-fang Wu and staff members visited Director-General Li-kung Hsieh of the National Immigration Agency.

In respect of a proper scheme to provide interpretation services, the Foundation's Legal Affairs Department drafted the "Guidelines Governing the Establishment of an Interpreters Panel and the Payment of Fees" to provide for the standard rate of payment for interpretation services, the training of interpreters, the engagement of interpretation services and other necessary measures. To ensure that the scheme will run smoothly, it is expected that a pilot will first be implemented, in stages. With the feedback from the pilot, the draft Guidelines may be amended to ensure that a feasible scheme can be established in the future.

IV. External Meetings on Human Traf›cking Prevention

On October 27, 2011, LAF staff attorneys attended the "International Workshop on Human

Trafficking Prevention" hosted by the National Immigration Agency, Ministry of the Interior. Speakers from the United States, Singapore, Europe and Taiwan analyzed the development of human trafficking prevention in their jurisdictions and shared their strategies and insights. When the workshop concluded, the National Immigration Agency arranged a commendation presentation for LAF and 9 other NGOs in honor of their contribution to human trafficking prevention. The Deputy Secretary-General, Mr Cian-jhan Zeng, accepted the commendation on behalf of the Foundation.

On December 22, 2011, the Foundation was invited by the Executive Yuan to attend the "20th Meeting of the Co-ordination Conference of Human Trafficking Prevention". As the prevention of human trafficking requires the joint efforts of government departments and organizations, the Executive Yuan convenes this meeting regularly to co-ordinate these efforts. Chairperson Jing-fang Wu and staff member attended, and before the meeting concluded, Chairperson Wu made a brief presentation on the Foundation's accomplishments in offering legal aid to victims of human trafficking. These meetings provide the Foundation with an opportunity to raise the difficulties confronted by legal aid attorneys when they conduct victims' cases in the Courts or Prosecutors Offices.

V. Specialist Assessment Scheme

Besides arranging educational trainings for attorneys and staff members, the Foundation engaged in framing a "Specialist Assessment Scheme" for human trafficking cases. Under the Scheme, all applications made by victims and suspected victims of human trafficking are assessed by attorneys who are experienced in conducting victims' cases. Due to the peculiarity of victims' circumstances, it is often difficult for them to provide proof or evidence, and as a result they may fail to obtain legal assistance to appeal their cases to the higher courts. To be able to assist the victims in all levels of Court, the Foundation planned to consider the possibility of relaxing the criteria of making or assessing applications.

VI. Increased Promotion to Migrant Spouses and Workers

The Foundation has printed DMs in multiple languages and has already distributed them on previous occasions. As the policy in 2011 was to increase the provision and promotion of legal aid services to migrant spouses and workers, the Foundation carried out a series of promotional work to improve migrants' knowledge of the Foundation's services.

Considering the lack of multi-lingual staff within the Foundation, the promotions in 2011 were targeted at migrant spouses who understood some Chinese, through various channels such as TV, radio, newspapers, internet and mobile phone messages. For promotions on TV, a short film titled "Legal Aid – Vietnam" was shown as public service on 6 wireless TV stations and some cable TV stations. For radio promotions, a sound track titled "Legal Aid – Vietnam" was broadcasted by 200 regional radio stations nationwide. LAF also organized 7 promotional lectures on "The Law Concerning Life of New Immigrants and Legal Aid". The lecture material and the "Q&A about the Law Concerning Life of New Immigrants" were posted on the Foundation's blog (http://blog.roodo.com/laf) for the public to browse at any time.

Section 5 · Typhoon Morakot Disaster Service Program

On August 8, 2009, the Morakot Typhoon brought historically heavy rains to the central and southern regions of Taiwan and the south-eastern areas of Taiwan, causing severe floods, landslides and debris flows in many rural areas. The townships of Jiasian (Siaolin Village) and Namasia (Sinkai Tribal Village) in Kaohsiung County, the townships of Linbian and Jiadong in Pingtung County and the townships of Beinan and Taimali in Taitung County, suffered the gravest casualties. The Morakot Typhoon brought the most disastrous typhoon crisis in Taiwan's meteorological history. With their families lost and villages buried in debris, the surviving victims face numerous legal problems including succession, debt, land reclamation and claims for state compensation. The victims were trapped in the most helpless situation.

To help the victims deal with these legal issues, the 2nd term Board of Directors resolved to launch the Typhoon Morakot Disaster Service Program (the "Morakot Program") in its 30th meeting on August 28, 2009. The following are the focuses of the Morakot Program and the accomplishments achieved in 2011.

I. Assisted Ali People in the Petition against Special District Zoning

If the authority considers that the safety in the disaster areas is under jeopardy or finds illegal constructions in the disaster areas, then under the *Regulations Governing the Special District Zoning of Victimized Area by Typhoon Morakot*, the authority may zone the disaster areas as "special district" after reaching consensus with the inhabitants. In a "special district", the occupancy of residents should be restricted or inhabitants should be forced to relocate within a given time.

LAF team interviewed the Jialan Village victims about claiming for state compensation.

The Ali Village in the Wutai Township of Pingtung County is the most ancient tribal settlement of the West Rukai indigenous people, and they have remained in the area for several hundred of years. When the authority zoned areas of the village as "special district", some tribe members did not agree, fearing that they would not be able to return and reconstruct their settlement, and the zoning would cause their tribe to disintegrate and their culture to fade. The Foundation formed a special project to assist the victims, work included holding local presentations, process applications for legal aid and called for a team of attorneys to take charge of the cases.

LAF team held a meeting with Siaolin Village victims to explain making claims for state compensation.

Through investigations and interviews, the team of attorneys found that: (1) the safety of the areas zoned “special district” were not in threat; (2) the initial zoning consensus was reached without consultation with those who objected to zoning; and (3) the authority did not offer proper shelter for the victims. On March 15, 2010, the LAF team helped 16 Ali tribe members file a petition to revoke the special zoning of their settlement.

When the petition was rejected, the LAF team continued to assist 5 tribe members and filed an administrative lawsuit on August 13, 2010. In 2011, the Foundation continued to proceed with the case, and assisted in the investigation of proof and evidence, settlement negotiations with the defendant authority and in other judicial proceedings.

II. Assisted Victims in Claims for State Compensation

The team comprised of LAF staff attorneys and legal aid attorneys helped the indigenous people of the Jialan Village, Jinfeng Township in Taitung County, Siaolin Village of the Jiasian Township in Kaohsiung City, Haocha Village of the Wutai Township in Pintung County and Nanshalu Village of the Namasia District in Kaohsiung City to claim state compensation. (Please refer to Chapter 4 “Cases of Major Social Concern”)

III. Legal Consultation for Victims

The Fushan tribal settlement of the Dawu Township, Taitung County, suffered grave damages from the typhoon, and tribe members have relocated. The Executive-Secretary of LAF Taitung Branch Office, Ms Cai-yi Chen, visited the Permanent Housing Community where they now live to explain their rights concerning relocation and offered legal consultation. The inhabitants of Yushan Li (Chianghuang Keng) of the Nanhua Disitrict in Tainan City also relocated to the Tzu Chi Permanent Housing Community in 2010. Later in the year, 22 residents petitioned to the District Office to say that their entitlement to receive the Nahua Reservoir water resource repayment was revoked since 2011. They believed that the revocation was unfair and wished to recover their entitlement. LAF Tainan Branch immediately offered legal consultation and helped them fight for the recovery.

IV. Publicity

In 2011, two years after the Morakot Typhoon disaster, the publicity work done for this program included: assisted the Jialan Village residents hold a press conference about claiming for state compensation; issued correspondences to the “Morakot Typhoon Post-Disaster Reconstruction Council” of the Executive Yuan for its support in inviting the “Life Reconstruction Center” in each victim area to join the Legal Aid Support Network, to refer cases and to provide legal aid information. A total of 7 “Life Reconstruction Centers” responded and joined the Network, and the Council continued to help distribute reports from the Morakot Typhoon News Network.

Section 6 · Expanded Legal Consultation Program

According to Subsection 1 of Paragraph 1, Article 2 of the *Legal Aid Act*, legal consultation is one of the legal aid services provided by the Foundation. Public demand for consultation on various legal issues grew rapidly with social changes. To meet this demand, LAF has provided legal consultation services which are described below:

Top:The operators answered hotline calls for the reservation of on-site legal consultation services.

Bottom:The Foundation's exclusive website for reserving legal consultation services online.

I. Face-to-Face Legal Consultation at Service Stations or Branch Of›ces

To provide the public with convenient and extensive services, the Foundation launched the Expanded Legal Consultation Program on April 1, 2009. People can make reservations online (http://www.laf.org.tw) or by phone (02-3322-6666) for face-to-face consultation with an attorney. In 2011, the Foundation offered legal consultation in a total of 108 service stations.

II. Steady Applications and Provision of Convenient Services

The number of applications received by the Foundation since the launch of this program showed that the availability of the service has encouraged the public to seek professional advice when facing legal problems. The growth in the number applications for consultation as a whole was prominent. By the end of 2011, the total number of cases was 43,483, which was a further mild increase from the 42,559 cases in 2010, indicating that public demand for legal consultation was realistic and the Foundation has been able to offer that service.

III. Effectiveness Management

To achieve economy of scale and effective use of resources, the Foundation implemented effectiveness management of each legal consultation service station in 2011, and planned to perform an overall inventory check in 2012. As it is necessary to consider the economy of providing legal consultation services, service stations with unsatisfactory performance in the first quarter of 2012 will be closed (except in remote areas).

Chapter 4 Cases of Major Social Concern

In 2011, besides proceeding with the key service programs, LAF also continued to offer legal aid in cases of major social concern described as follows:

Section 1 · The Case of RCA Pollution

Since its establishment in Taoyuan in 1970, the plant of the Radio Corporation of America (the "RCA") in Taiwan illegally used trichloroethylene and other toxic chemicals generally considered as carcinogens. Moreover, the ventilation facility at the workplace never met the labor hygiene safety standards during the eight formal labor inspections before the plant was closed down. Consequently the employees suffered from death, cancer, miscarriage and other serious damage to their health due to contacting, inhaling or drinking the aforementioned chemicals at the workplace.

In late 2006, the RCA Employees' Care Association applied to the LAF Taipei Branch for legal aid. LAF staff attorneys called for the participation of pro bono attorneys, formed a volunteer team and filed a class action against RCA. This case requires knowledge from the disciplines of occupational safety and health, environmental engineering, toxicology and epidemiology. The case also involved legal issues such as causation, piercing the corporate veil and the statute of limitation. Specialists from the relevant fields joined the volunteer team of attorneys to give evidence to the Court. When the debate over the question of the applicable judicial procedures concluded in 2007, the Taipei District Court commenced investigations and hearings. In 2009, the Court summoned witnesses for the first time, and requested them to make statements on facts relevant to RCA's violations of the law. In 2010, the collegial panel of Taipei District Court instructed the plaintiffs to survey the victims' status by way of questionnaire.

The LAF Taipei Branch held a conference on the RCA pollution case.

To conduct the field survey for the first cross-disciplinary class action in Taiwan's history, the Foundation was under limited manpower and funding, and managed these tasks at the most economic costs through external communications and voluntary collaboration. In 2011, the Foundation called on a group of legal and medical volunteers to conduct and record the survey results, and 305 copies of first-hand information about the victims were completed.

The recruitment of volunteers in 2011 materialized cross-disciplinary connection of volunteers, attorneys, doctors and sociologists, and the team helped to clarify the issues in dispute in this project. The participation of academics and specialists from different fields also ignited the possibility of future collaboration. In the future, the Foundation plans to build a basic model of conducting investigations in public nuisance litigation, and establish a cross-disciplinary human resources archive for future references.

Section 2 · State Compensation in High School Teacher's Sexual Assault Case

A school campus should have been a space filled with youthful joy and a place to study, but a teacher of a national vocational high school in Tainan broke the rule by committing sexual assault on at least nine female students. He took the advantage of his authority as a teacher and intimidated the students with superstitious tricks. It was only when the parents of these students complained to the Prosecutors and sought help from LAF Tainan Branch and the Humanistic Education Foundation (the "HEF") when his evil deeds were exposed and further threats to other students were prevented.

The offender used superstitious charms to convince the victims.

The case was initially taken care of by the HEF, and later referred to LAF Tainan Branch for legal aid by the commissioner of HEF. Through the assistance of the former Director of LAF Tainan Branch and a legal aid attorney who carefully studied the case and patiently communicated with the victims, the public prosecutor was better informed of the details of the case. In the end, the Supreme Court ordered that the defendant must serve 17 years in prison, which was the most severe punishment the Court has ever ordered in this type of crime. Regarding civil compensation, the Court ruled that the offender must pay NT$15,000,000 in compensation to 5 victims and their parents. To fight for the victims' deserved compensation, the attorneys also issued proceedings for provisional seizure and compulsory execution on behalf of the victims.

As provisional seizure involved lengthy procedures, the victims waited for compensation payments for a long time. Considering that the school was at fault in allowing the offender to commit the crime on campus, the attorneys again assisted the victims and their parents to claim state compensation. Finally the Court approved the petition and ordered the school to pay NT$6,700,000 to the 5 victims' families.

In this case, the victims were assaulted because the offender held the position as a teacher, and took advantage of his authority, work hours, convenience of the campus and committed the crime during the course of employment in breach of Article 2 of the *State Compensation Act*, which provides that "the State shall be liable for any damage arising from the intended or negligent act of any employee of the Government acting within the scope of his or her office or employment which infringes upon the freedom or right of any person." As the first case in which state compensation was awarded to students who were the victims of a teacher's sexual assault, this case carried great significance in the protection of people's rights.

Section 3 · The Chiji Group Illegally Withheld Migrant Workers' Salaries Case

The case of the Chiji Group illegally withheld migrant workers' salaries was exposed by the media in 2009. It was estimated that several thousand of domestic caretakers who worked in all areas of Taiwan were victims of the Group's illegal practices.

The agencies under the Chiji Group introduced Indonesian domestic caretakers to work in Taiwan. Upon their arrival, the agents misled the caretakers into believing that they still owed money back in Indonesia. Threatened to be repatriated and to repay costs, the caretakers were forced to sign an agreement and a promissory note which allowed the defendants (and the employers) to withdraw their salaries to pay back debts which were non-existent. If the defendants did not receive the monthly pay, they would apply for court order to garnish the caretakers' salaries on the basis of the agreement or promissory notes they signed. As a result, many of the caretakers received meager payments in return for their hard labor.

As the victims lived in different regions, a cross-city (county) team of LAF staff attorneys and legal aid attorneys was formed. The Foundation and its branch offices collaborated with the Council of Labor Affairs and its local Bureaus to visit the victims. After interviews, nearly 300 Indonesian domestic caretakers who came to work in Taiwan through the Chiji Group and whose wages were withheld applied for legal aid. Branch offices appointed attorneys to represent the caretakers in ancillary civil action to claim damages in tort and unjust enrichment.

The case entered closure phase from the end of 2011. In 2011, the criminal lawsuit has been appealed to the Court of second instance, while the ancillary civil action aided by the Foundation has finished proceedings in the Court of first instance. By December 31, 2011, the judgments enclosed in legal aid attorneys' closure reports showed that the Miaoli District Court has declared provisional execution totaling NT$5,340,176 (excluding interests) for the 108 victims aided by the Foundation. The Foundation will continue to coordinate branch offices to aid victims who still worked in Taiwan to apply for provisional execution. The defendants have appealed the Miaoli District Court's decision in the civil action. This case constituted a typical mode of transnational human trafficking, and the Foundation will continue to help the victims in the related judicial proceedings.

Section 4 · State Compensation for Villagers of Jialan, Siaolin Haocha and Nanshalu

On August 8, 2009, the flood generated by the torrential rain brought by Typhoon Morakot caused unprecedented calamities in Taiwan's meteorological history. Many rural regions were destroyed by floods and buried in debris flows. On learning of the disaster, LAF immediately offered to assist the victims by providing legal consultation on the phone; handled applications for death declarations, issuance of death certificates and waiver of the right to inheritance; submitted inventory of properties to the court; and filed petition for administrative remedy on behalf of the tribe members who objected to the special zoning of their settlement.

In helping the victims to fight for their deserved rights, the team of LAF staff attorneys and legal aid attorneys assisted the indigenous people of Jialan Village of Jinfeng Township in Taitung County, Siaolin Village of Jiasian District in Kaohsiung City, Haocha Village of Wutai Township in Pintung County and Nanshalu Village of Namasia District to claim state compensation.

I. Jialan Village of Jinfeng Township in Taitung County

On the morning of August 8, 2009, the torrential rain brought by Typhoon Morakot began to flood the Jialan Village. At about 5am, water of the South Taimali Stream broke through the protective dikes along the river bank. Flood waters rose to the height of the first floor, crashing houses and farms, and the surrounding fields were buried in debris. After the disaster, damage count in the Jialan Village included 46 houses which were entirely destroyed and 100 hectares of farmland immersed in flood. The roadbed of the access road (East 84 Highway) was washed way, and the village's connection with the cities was severed.

The Jialan villagers of Taitung County held a press conference for state compensation case.

The villagers blamed the damages on the authorities. In July 2005 when the Typhoon Haitang landed, 16 houses in the Jialan Village were drowned in river flood. When the villagers demanded that river remediation construction be carried out, the engineering authorities' only solution was to arrange concrete tetra pods in the river, and that was the main cause of the calamities after the Typhoon Morakot invasion.

The villagers of Jialan wished to claim state compensation and applied to LAF for legal aid in 2010. The special team of the Typhoon Morakot Program evaluated the case, visited the villagers to explain their rights, handled their applications for legal aid and formed a team of attorneys to conduct the case.

The team of attorneys spent 10 months on investigations and interviews, and formed the opinion that: (1) the Council of Indigenous People of the Executive Yuan and the Taitung County Government were at fault in safety control and the relocation policies of the indigenous villages; (2) prior to the Morakot Typhoon invasion, it had been the Executive Yuan's fault that "there was a gap in coordinating the Central and local Emergency Operations Centers" and that "the Central Emergency Operations Center failed to analyze and predict the scale of the flood on the basis of the anticipated precipitation and inform the local governments of its gravity"; (3) the Council of Agriculture of the Executive Yuan and its Soil and Water Conservation Bureau, the Forestry Bureau and its Taitung Forest District Office were slow to complete flood prevention measures for the upstream parts of the river before Jialan Bridge; (4) The Water Resources

Agency, Ministry of Economic Affairs and its 8th River Management Office were slow to complete the construction of the planned dike for the left bank of Jialan River, which was part of the improvement project of the Taimali Stream System in 2006, hence resulted in the collapse of protective dikes and the ensuing flood during Typhoon Morakot's invasion. On August 4, 2011, the team assisted 63 villagers to claim compensation from the aforementioned authorities for the loss of houses and inherited artifacts, which included traditional clothing, pottery urns, glass beads and other precious cultural assets that valued around NT$113,000,000.

When the aforementioned authorities failed to respond, denied their liability or refused to compensate, the LAF team of attorneys continued to assist the villagers in filing the lawsuit on December 19, 2011.

II. Siaolin Village of Jiasian District in Kaohsiung City

The 2000mm's precipitation in the mountain areas of Kaohsiung brought by Typhoon Morakot between August 6 and 8, 2009, caused landslides in the Jiasian Township (later upgraded to Jiasian District of Kaohsiung City on December 25, 2010). The Village of Siaolin in this township was buried by debris and mudflow. The bridges were broken, and all the roads were disconnected. More than 400 villagers died or went missing in the disaster, which was one of the gravest natural catastrophes in Taiwan's history.

The villagers blamed the authorities for failing to enforce evacuation and other calamity prevention measures. The victims of Siaolin wished to claim state compensation and applied to LAF for legal aid in 2010. The special team of the Typhoon Morakot Program evaluated the case, visited the villagers to explain their rights, handled their applications for legal aid, made calls to villagers who had not yet applied, and formed a team of attorneys to conduct the case.

After investigations and interviews, the team found that: (1) the officials of the Jiasian Township Office failed to stay on duty when the Emergency Operations Center was established during the Typhoon Morakot flood invasions; (2) the officials failed to enforce evacuation when the Soil and Water Conservation Bureau of the Council of Agriculture and the Kaohsiung County Government announced red alert of debris flows; (3) the Kaohsiung County Government failed to actively instruct and assist the Jiasian Township Office to execute compulsory evacuation in the affected area, resulting in the death of some villagers. The team formed the view that the aforementioned authorities' failure to perform their duty have caused damage to the villagers' interests, and were liable to pay compensation. The team assisted 55 victims to claim approximately NT$260,000,000 for maintenance and damages for pain and suffering.

The Kaohsiung State Compensation Committee decided that the typhoon was a force majeure event; and as the resulting disaster bear no causal relationship with the actions of the aforementioned governmental officials, the claimants had failed to establish liability under Item 2 of Article 2 of the *State Compensation Act.* Accordingly, the Committee refused to pay. The LAF team of attorneys will continue to assist the villagers to file lawsuits.

III. Haocha Village of Wutai Township in Pintung County

The invasion of Typhoon Morakot on August 8, 2009 caused the entire Haocha Village to submerge in water from the Ailiaonan Stream, and the villagers' houses, land and properties were all washed away.

The villagers blamed their severe loss on the authorities for the inappropriate relocation policy, inadequate plans for safety improvement and relocation, and tardiness in carrying out river remediation construction, water and soil conservation and disaster prevention.

The villagers wished to claim state compensation and applied to LAF for legal aid. The special team of the Typhoon Morakot Program evaluated the case, visited the villagers to explain their rights, handled their applications for legal aid and formed a team of attorneys to conduct the case.

After investigations and interviews, the team of attorneys decided that: (1) while the Council of Indigenous People of the Executive Yuan and the Pintung County Government began to evaluate the relocation plan in 2007, they failed to actively execute, instruct and supervise; and the delay in relocation resulted in the Haocha Village being buried when the Typhoon Morakot invaded in 2009; (2) The Water Resources Agency, Ministry of Economic Affairs and its 7th River Management Office and the Pintung County Government failed to carry out damage prevention and remediation work for the Ailiaonan Stream in a timely manner; (3) the Council of Agriculture of the Executive Yuan and its Soil and Water Conservation Bureau, the Forestry Bureau and its Pintung Forest District Office, did not actively carry out soil and water conservation for the Ailiaonan Stream, forest conservation and damage prevention; (4) the Executive Yuan was at fault to allow "a gap in coordination between the Central and local Emergency Operations Centers" and "the Central Emergency Operations Center failed to analyze the specific scale on the basis of the predicted precipitation and inform the local governments of its gravity". On August 5, 2011, the team assisted 77 victims to claim compensation from the aforementioned authorities for their loss of houses and inherited artifacts, including traditional clothing, pottery urns, glass beads and other precious cultural assets that valued NT$270,000,000.

Later the aforementioned authorities failed to attend negotiations, and unilaterally denied liability or refused to compensate. The LAF team of attorneys will continue to assist the villagers with filing the lawsuit.

IV. Nanshalu Village of Namasia District

During the attack of Typhoon Morakot, the torrential rain in the mountains of Kaohsiung caused large scale landslide to the Nansasu Village of Namasia Township (upgraded to Namasia District of Kaohsiung City on December 25, 2010), and resulted in more than 20 deaths and nearly a hundred houses destroyed.

The villagers of Nansalu believed that the damages to their houses and the deaths to their families were caused by failure of officials of the Kaohsiung County Government and the

Namasia Township Office to execute evacuation and conduct evacuation drills; the absence of any rescue and escaping plan; inappropriate cross-watershed diversion construction; and the lack of consistent work on forest, water and soil conservation.

The villagers wished to claim state compensation and applied to LAF for legal aid. The special team of the Typhoon Morakot Program evaluated the case, visited the villagers in December 2011 to explain their rights, handled their applications for legal aid and formed a team of attorneys to conduct the case.

LAF team of attorneys made a trip to the rural Haocha village for the state compensation case.

Section 5 · The Mysterious Deaths by Poisoning Case in Sinyi Township, Nantou

In July 2011, two indigenous couples, Mr. and Mrs. Lin and Mr. and Mrs. Tian, dined and drank together in the Sinyi Township of Nantou County. Later in that night they felt ill, showed symptoms of vomiting, limpness and unconsciousness, and died after twitch and convulsion, with their bodies stiff from symptoms of "opisthotonus". Their mysterious deaths roused disturbance in the community after widespread news report. Through months' of investigations, the police and public prosecutors finally confirmed that they died of ethylene chlorohydrins poisoning from the rice wine provided by the accused Mr. Jhu, and the case was solved.

When the case was exposed by the media, the LAF Nantou Branch contacted the Association for Victims Support, and held a meeting in August 2011 to explain the legal rights and succession issues to the victims' families and assisted them to apply for legal aid.

Four of the nine family members qualified the Foundation's financial criteria. After assessment by LAF Nantou Branch, the Foundation decided to provide legal aid to help them deal with the non-litigious succession issues and also to represent them in the ancillary civil action of the criminal lawsuit. The family members who were not financially eligible were provided with assistance under the"Walks with You All Along Program" of the Nantou branch of the Association for Victims Support.

Chapter 5 · Financial Management

Section 1 · Independent Auditor's Report

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INDEPENDENT AUDITOR'S REPORT

NO.1407100EA

The Board of Directors
Legal Aid Foundation

We have audited the balance sheets of the Legal Aid Foundation as of December 31, 2011 and 2010, and the related statements of income, changes in equity and cash flows for the years then ended. These financial statements are the responsibility of the Foundation's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit can provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial positions of the Legal Aid Foundation as of December 31, 2011 and 2010, and the results of its operations and its cash flows for the years then ended, in conformity with note No.2 and generally accepted accounting principles in the Republic of China (ROC).

Baker Tilly Clock & Co
BAKER TILLY CLOCK & CO
January 19, 2012

LEGAL AID FOUNDATION

BALANCE SHEETS

DECEMBER 31, 2011 and 2010

(Expressed in New Taiwan Dollars)

ASSETS	Notes	December 31, 2011		December 31, 2010		LIABILITIES AND EQUITY	Notes	December 31, 2011		December 31, 2010	
		Amount	%	Amount	%			Amount	%	Amount	%
Current Assets		$ 336,780,615	10	$ 398,283,753	12	Current Liabilities		$ 282,472,074	9	$ 333,245,153	11
Cash and bank deposit	3	72,178,184	2	118,006,673	3	Accrued payables	9	279,231,054	9	329,819,615	10
Receivables	4	263,172,944	8	278,174,071	9	Advance receipts		1,754,430	–	2,302,797	1
Advance payments		1,429,487	–	2,103,009	–	Deferred revenue from	10	170,200	–	142,080	–
Funds and Investments		2,904,161,219	88	2,702,851,358	86	government grants, current					
Held-to-maturity financial assets, noncurrent	2,5	2,836,841,313	88	2,634,712,208	84	Other current liabilities		1,316,390	–	980,661	–
						Other Liabilities		41,820,748	1	44,358,537	1
Funds-time deposit	2,6	67,319,906	–	68,139,150	2	Deposits received		1,077,425	–	1,168,563	–
Fixed Assets	2,7	18,768,439	1	22,929,986	1	Deferred revenue from	10	40,743,323	1	43,189,974	1
Machinery and equipment		28,560,584	1	27,281,639	1	government grants, noncurrent					
Traffic and transportation equipment		3,324,421	–	3,104,797	–	Total liabilities		324,292,822	10	377,603,690	12
Miscellaneous equipment		13,845,485	1	13,922,672	–	Equity		2,955,105,403	90	2,769,297,736	88
Leasehold improvement		22,987,338	1	22,109,737	1	Initial funds	11	500,000,000	15	500,000,000	16
Less: accumulated depreciation		(49,949,389)	(2)	(43,488,859)	(1)	Donated funds	11	2,400,000,000	73	2,200,000,000	70
Other Assets		19,687,952	1	22,836,329	1	Accumulated surplus		55,105,403	2	69,297,736	2
Differed debits	2,8	14,506,009	1	17,712,986	1						
Other assets		5,181,943	–	5,123,343	–						
Total Assets		$3,279,398,225	100	$3,146,901,426	100	Total Liabilities and Equity		$3,279,398,225	100	$3,146,901,426	100

(The accompany notes are a part of the financial statements)

LEGAL AID FOUNDATION

STATEMENT OF INCOME

FOR THE YEARS ENDED DECEMBER 31, 2011 and 2010

(Expressed in New Taiwan Dollars)

DESCRIPTION	Notes	2011		2010	
		Amount	%	Amount	%
Revenues		$ 723,842,258	100	$ 704,266,692	100
Revenue from government grants	2	629,942,819	87	592,384,483	84
Revenue from other donations	2	503,967	—	990,927	—
Revenue from projects		32,833,409	5	29,544,825	4
Other revenue-operating		3,524,434	—	451,924	—
Revenue from contingent repayment (recovery)		5,184,680	1	31,549,449	5
Interest earned		51,830,756	7	49,324,636	7
Other non-operating revenues		22,193	—	20,448	—
Expenses		738,034,591	102	687,425,054	98
Remuneration for legal aid lawyers	2	423,793,688	59	377,218,617	54
Transportation fee for examining and review commissioners		26,212,000	4	28,172,000	4
Litigation expenses	2	10,241,150	1	10,333,628	1
Operating costs		122,662,739	17	119,509,735	17
Cost exclusive for a specified purposes		29,592,188	4	27,647,682	4
Administrative expenses (Table I)		125,256,944	17	124,386,493	18
Other non-operating expenses		275,882	—	156,899	—
Income before income tax		(14,192,333)	(2)	16,841,638	2
Income tax expense		—	—	—	—
Net income		$ (14,192,333)	(2)	$ 16,841,638	2

(The accompany notes are a part of the financial statements)

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LEGAL AID FOUNDATION

STATEMENT OF CHANGES IN EQUITY

FOR THE YEARS ENDED DECEMBER 31, 2011 and 2010

(Expressed in New Taiwan Dollars)

DESCRIPTION	INITIAL FUNDS	DONATED FUNDS	ACCUMULATED SURPLUS	TOTAL
Balance, January 1, 2010	$ 500,000,000	$ 2,000,000,000	$ 52,456,098	$ 2,552,456,098
Added funds in July 2010	–	200,000,000	–	200,000,000
Net income for 2010	–	–	16,841,638	16,841,638
Balance, December 31, 2010	500,000,000	2,200,000,000	69,297,736	2,769,297,736
Added funds in August 2011	–	200,000,000	–	200,000,000
Net income for 2011	–	–	(14,192,333)	(14,192,333)
Balance, December 31, 2011	$ 500,000,000	$ 2,400,000,000	$ 55,105,403	$ 2,955,105,403

(The accompany notes are a part of the financial statements)

LEGAL AID FOUNDATION
STATEMENT OF CASH FLOWS
FOR THE YEARS ENDED DECEMBER 31, 2011 and 2010
(Expressed in New Taiwan Dollars)

DESCRIPTION	2011	2010
Cash flows from operating activities		
Net income	$ (14,192,333)	$ 16,841,638
Adjustments:		
Loss on disposal of fixed assets	275,038	156,372
Depreciation expenses	8,428,199	8,928,772
Expense exclusive for a specific purpose-depreciation	7,848	11,622
Amortization expenses	12,632,882	9,464,764
Amortization of bond discount	(3,745,244)	(5,689,170)
Changes in assets and liabilities		
Receivables	15,001,127	(13,669,684)
Advance payments	673,522	350,504
Accrued payables	(50,588,561)	34,850,883
Advance receipts	(548,367)	(2,970,598)
Revenue of deferred government grants, current	28,120	(437,632)
Revenue of deferred government grants, noncurrent	(2,446,651)	5,240,341
Other current liabilities	258,531	71,985
Net cash provided by (used in) operating activities	(34,215,889)	53,149,797
Cash flows from investing activities		
Decrease of funds-time deposit	819,244	475,972,594
Acquisition of held-to-maturity financial assets, noncurrent	(198,383,861)	(669,610,693)
Acquisition of fixed assets	(4,566,871)	(3,161,670)
Disposal of fixed assets	17,333	—
Increase of deferred expenses	(9,425,905)	(9,490,552)
Increase of refundable deposits	(58,600)	(419,251)
Net cash used in investing activities	(211,598,660)	(206,709,572)
Cash flows from financing activities		
Increase of donated funds	200,000,000	200,000,000
Increase of accounts collected for other parties	77,198	11,325
Decrease of deposits received	(91,138)	(1,004,854)
Net cash provided by financing activities	199,986,060	199,006,471
Net increase (decrease) in cash and bank deposits	(45,828,489)	45,446,696
Cash and bank deposits at beginning of year	118,006,673	72,559,977
Cash and bank deposits at end of year	$ 72,178,184	$ 118,006,673

(The accompany notes are a part of the financial statements)

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LEGAL AID FOUNDATION

NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2011 and 2010

(Expressed in New Taiwan Dollars except as cited in particular footnotes)

1. ORGANIZATION AND HISTORY

The Legal Aid Foundation was approved on 22 April 2004 in accordance with Article 5 Paragraph 2 of the Legal Aid Act (hereafter the Act) to conduct legal aid specified in the Act and protect the interests of people.

The major operation of the Foundation:

(1) Establishing and amending the Act

(2) Planning and conducting legal aid

(3) Raising, management and use of legal aid budget

(4) Promoting legal aid education

(5) Providing legal aid requested by government institutes or other groups

(6) Adjudicate appeals from the decisions of the Examining Committees of the Branch Offices.

(7) Granting, refusal, revoking or termination of examination and execution of legal aid

(8) Examination and execution of advancement, payment, slight deduction, cancellation, return, sharing or responsibility of layer's remuneration

(9) Mediation between legal aid recipients and legal aid providers

(10) Perform tasks assigned by the Board of Directors and other legal aid services.

2. SIGNIFICANT ACCOUNTING POLICIES

(1) Accounting basis

The accounting process and preparation of financial statements of the Foundation are made according to the Foundation's accounting system approved by the Judicial Yuan and generally accepted accounting principles.

(2) **Allowance for doubtful accounts**

The amount set aside for the accounts receivable estimated not being able to be realized.

(3) **Held-to-maturity financial assets, noncurrent**

They refer to the bonds purchased for long-term holding, measured by the cost amortized by the interest method and processed according to Statements of Financial Accounting Standard No. 34.

(4) **Funds**

They refer to the funds requiring an exclusive saving account as mandated for either the initial fund established when the Foundation was founded, or the donate assets in which the donor is requested to do so.

(5) **Fixed assets**

Fixed assets are recorded at cost. Major improvements, renewals and replacements are capitalized, while repairs and maintenance are expensed currently. When assets are disposed of, the cost and related accumulated depreciation are removed from the accounts and any gain or loss is credited or charged to income.

Depreciation is computed by the straight-line method over minimum useful life which under the Commodity Standard Classification by the Executive Yuan.

(6) **Differed debits**

They refer to the incurred expenses which shall be amortized in future periods.

(7) **Pension payable**

Prior to the enforcement of the revised Labor Pension Act on July 1, 2005, the Foundation had proceeded with its staff departure procedure in accordance with Labor Standards Act and contributed 6% of the monthly wage of each employee as the pension payable. The retirement payment will be withdrawn from the pension account and the deficient amount will be listed as the expense of the current year. On the other hand, as from July, 2006, for the above mentioned pension, the Foundation has contributed 2% of the monthly wage of each employee to the account of labor pension reserves.

The revised Labor Pension Act has been enforced as from July 1, 2005 in which defined contribution plan (money purchase) has been applied. After the enforcement of the revised Labor Pension Act, the personnel of the Foundation have all selected the pension system regulated in the revised Labor Pension Act (the new system) and retained their working seniority accumulated before the enforcement of the revised Labor Pension Act (retained seniority from the old system). In addition, the Foundation has also contributed 6% of the monthly wage of each employee as the retirement fund and deposited in the individual personal account of labor pension at the Bureau of Labor Insurance.

(8) Revenue from government grants

This includes subscription from the government and private donation and is listed in the revenue upon receipt of payment. However, the amount of the subscription from the Judicial Yuan which was not used and should be returned by the end of the period will be adjusted and written off from the account.

Additionally, since 2007, as regulated in Statements of Financial Accounting Standard (SFAS) No. 29 "Accounting for Government Grants and Disclosure of Government Assistance.", government related grants and assets related government grants are listed as deferred revenue, the items related to depreciated assets are listed as the subscription revenue in phases according to the assets' useful life years, the ones related to non-depreciated assets are listed as the subscription revenue for the period listing the invested cost as the expense when fulfilling obligations, the government grants related to income are reasonably and systematically listed as the subscription revenue in line with the occurrence period of other related costs, and the items having yet to be realized are listed as deferred revenue. At the same time, the government grants before the adoption date are not to be retraced or adjusted.

(9) Remuneration for legal aid lawyers

It is the remuneration given to attorneys for their implementation of legal aid according to the percentage of completion in the task.

(10) **Litigation expense**

This refers to the litigation expense from legal aid. That from the legal aid case approved by the court shall not be recognized until the confirmation of court sentence.

(11) **Operating costs**

It refers to the business expenditures directly related to the establishment purpose instituted in the Foundation's donation and organization constitution.

(12) **Income tax**

Income taxes are set aside as regulated in the "standards applicable to educational, cultural and public welfare charitable organizations or groups that are exempt from income taxes" and Statements of Financial Accounting Standard (SFAS) No. 22 "Accounting for Income Taxes".

(13) **Approval and adjustment of financial statement**

The Foundation's income and expenditure account require being examined by the Judicial Yuan and Directorate-General of Budget, Accounting & Statistics (DGBAS) before being finalized. If there is any adjustment, it will enter into next year's account, and the financial statements of the year in which it occurs will be revised accordingly.

3. CASH AND BANK DEPOSIT

	December 31, 2011	December 31, 2010
Cash on hand	$ 39,603	$ 18,631
Petty cash	959,068	900,000
Bank deposits	71,179,513	117,088,042
Total	$ 72,178,184	$ 118,006,673

The bank deposit is from the court's suspended prosecution account, and as of December 31, 2011, the total balance was $.1,395,601

4. RECEIVABLES

	December 31, 2011	December 31, 2010
Notes receivable	$ 60,000	$ 625,000
Account receivable	99,360	3,020,700
Accrued deposits interest receivable	54,424	79,636
Government grants receivable	192,606,630	205,342,163
Accrued bonds interest receivable	24,540,360	23,186,711
Contingent repayment (recovery) receivable	42,695,778	40,496,646
Withdrawal receivable	1,223,570	869,970
Contribution receivable	158,518	75,765
Other receivable	4,956,532	5,445,730
Minus: Allowance for doubtful accounts	(3,222,228)	(968,250)
Total	$ 263,172,944	$ 278,174,071

5. HELD-TO-MATURITY FINANCIAL ASSETS, NONCURRENT

	December 31, 2011				
	Principal Amount	Carrying Amount	Face interest rate	Yield of transaction days	Maturity date
Government Bonds -No.90107	$ 150,000,000	$ 156,073,822	3.500%	2.530% -2.680%	Oct. 19, 2016
Government Bonds -No.94105	100,000,000	108,249,275	2.250%	1.213% -2.081%	May 13, 2020
Government Bonds -No.94107	1,250,000,000	1,239,977,272	1.625%	0.905% -2.630%	Sept. 12, 2015
Government Bonds -No.95103	650,000,000	641,887,512	1.750%	2.025% -2.081%	March 31, 2016
Government Bonds -No.96103	250,000,000	242,041,417	1.875%	2.529% -2.531%	March 16, 2017
Government Bonds -No.99101	150,000,000	149,936,242	0.875%	0.883% -0.892%	Jan. 12, 2015
Government Bonds -No.99105	50,000,000	50,627,252	1.375%	1.214%	March 10, 2020
Government Bonds -No.99108	150,000,000	147,760,053	1.125%	1.215% -1.3525%	Sept. 21, 2020
Government Bonds -No.00105	100,000,000	100,288,468	1.375%	1.214%	March 17, 2021
Total	$2,850,000,000	$2,836,841,313			

	December 31, 2010				
	Principal Amount	Carrying Amount	Face interest rate	Yield of transaction days	Maturity date
Government Bonds -No.90107	$ 150,000,000	$ 157,239,812	3.500%	2.530% -2.680%	Oct. 19, 2016
Government Bonds -No.94105	100,000,000	109,155,713	2.250%	1.213% -2.081%	May 13, 2020
Government Bonds -No.94107	1,250,000,000	1,237,393,297	1.625%	0.905% -2.630%	Sept. 12, 2015
Government Bonds -No.95103	650,000,000	640,077,963	1.750%	2.025% -2.081%	March 31, 2016
Government Bonds -No.96103	250,000,000	240,639,677	1.875%	2.529% -2.531%	March 16, 2017
Government Bonds -No.99101	150,000,000	149,915,910	0.875%	0.883% -0.892%	Jan. 12, 2015
Government Bonds -No.99105	50,000,000	50,701,176	1.375%	1.214%	March 10, 2020
Government Bonds -No.99108	50,000,000	49,588,660	1.125%	1.215%	Sept. 21, 2020
Total	$2,650,000,000	$2,634,712,208			

6. FUNDS-TIME DEPOSIT

	December 31, 2011			December 31, 2010		
	Amount	Annual	Maturity	Amount	Annual	Maturity
E. Sun Commercial Bank	$66,329,906	1.215%～1.38 %	Jan.12.2012～Dec.9.2012	$68,139,150	1.16%	Nov.9.2011～Dec.8.2011
Bank of Taiwan	990,000	1.38%	Oct.26.2012	–	–	–
Total	$67,319,906			$68,139,150		

7. FIXED ASSETS

	December 31, 2011		
	Cost	Accumulated depreciation	Ending balance
Machinery and equipment	$ 28,560,584	$ 21,083,765	$ 7,476,819
Traffic and transportation equipment	3,324,421	2,037,053	1,287,368
Miscellaneous equipment	13,845,485	9,958,879	3,886,606
Leasehold improvement	22,987,338	16,869,692	6,117,646
Total	$ 68,717,828	$ 49,949,389	$ 18,768,439

	December 31, 2010		
	Cost	Accumulated depreciation	Ending balance
Machinery and equipment	$ 27,281,639	$ 17,933,556	$ 9,348,083
Traffic and transportation equipment	3,104,797	1,725,983	1,378,814
Miscellaneous equipment	13,922,672	8,746,543	5,176,129
Leasehold improvement	22,109,737	15,082,777	7,026,960
Total	$ 66,418,845	$ 43,488,859	$ 22,929,986

The total amounts of fire insurance for December 31 2011 and 2010 were $44,912,067 and $43,183,811 respectively.

8. DIFFERED DEBITS

	December 31, 2011	December 31, 2010
Operating software systems	$ 12,630,651	$ 16,139,641
Other software and wire systems	1,875,358	1,573,345
Total	$ 14,506,009	$ 17,712,986

9. ACCRUED PAYABLES

	December 31, 2011	December 31, 2010
Lawyer remuneration payable	$ 192,615,398	$ 198,865,899
Wage and bonus payable	20,670,319	18,953,744
Expense payable	6,362,506	6,210,395
Government grants refund	57,466,625	105,497,030
Other payables	2,116,206	292,547
Total	$ 279,231,054	$ 329,819,615

10. DEFERRED REVENUE FROM GOVERNMENT GRANTS

Category	Year Ended December 31, 2011 Subscription amount	Amortized amount	Revenue of deferred government grants
Government grants related to depreciated assets			
Purchased and used	$ 54,828,492	$ 24,845,169	$ 29,983,323
Purchase having yet to be completed	10,760,000	—	10,760,000
Subtotal	65,588,492	24,845,169	40,743,323
Government grants related to income			
Unfinished	170,200	—	170,200
Total	$ 65,758,692	$ 24,845,169	$ 40,913,523

Category	Year Ended December 31, 2010 Subscription amount	Amortized amount	Revenue of deferred government grants
Government grants related to depreciated assets			
Purchased and used	$ 48,974,671	$ 18,161,617	$ 30,813,054
Purchase having yet to be completed	12,376,920	—	12,376,920
Subtotal	61,351,591	18,161,617	43,189,974
Government grants related to income			
Unfinished	142,080	—	142,080
Total	$ 61,493,671	$ 18,161,617	$ 43,332,054

11. INITIAL AND DONATED FUNDS

(1) Based on the Legal Aid Act, Judicial Yuan allocates the budget on the yearly basis for the Foundation. As of December 31, 2011, the property amount registered to Taiwan Taipei District Court by the Foundation was $2,900,000,000. The underlying assets held by the Foundation were government bonds and bank's time deposits.

(2) The amount of interest accrued from fund investment for 2011 and 2010 was $51,529,297 and $48,994,354 respectively.

12. EXCLUSIVE LABOR PENSION RESERVE ACCOUNT-BANK OF TAIWAN

	Year Ended December 31,2011	Year Ended December 31,2010
Balance at the beginning period	$ 2,452,602	$ 1,934,081
Deposit in the current period	455,377	488,314
Current period income	30,580	30,207
Balance at the end of the period	$ 2,938,559	$ 2,452,602

13. COMMITMENTS AND CONTINGENT

(1) As of December 31, 2011 and 2010, the amount of guarantee balance arising from issuing injunction to preserve the status quo is $523,008,287 and $533,105,492, respectively. To this day, the Foundation has yet to afflict any loss caused by being claimed due to the guarantee. The rate of the latest prosecuted claim resulting from the damage caused by provisional seizure cases executed by the local courts in 2010 was about 0.29%.

(2) As of December 31, 2011, the amount reserved by the Foundation for the purchase of software for which contracts have been signed but payments have not been made was $645,000.

14. DISCLOSURE OF APPROVAL

The 2010 final account of the Foundation was approved by Judicial Yuan on May 19, 2011 as per letter no. Tai-Tin-Szu-Szu-Tzu-Ti No. 1000009809 for further reference. The financial statements examined in 2010 are same as those approved by the Judicial Yuan.

Table I

ANALYSIS OF THE CHANGE IN ADMINISTRATIVE EXPENSES

1. Administrative expenses

In: NT$

Category	2011 (A)	2010 (B)	Change (A)−(B)	Change ratio % [(A)−(B)]／(B)	Explanation
Wages	$ 40,855,017	$ 43,536,095	$ (2,681,078)	(6)	–
Traffic expenses for part-time personnel	2,140,654	2,319,000	(178,346)	(8)	–
Overtime pay	2,931,354	3,548,950	(617,596)	(17)	(1)
Dining foods for working overtime	27,817	19,745	8,072	41	(2)
Performance bonus	3,866,449	3,227,580	638,869	20	(3)
Year-end bonus	3,174,266	2,878,469	295,797	10	(3)
Sharing insurance premium of employees	4,435,439	4,383,305	52,134	1	–
Entertainment activities	429,082	401,759	27,323	7	–
Educational training	509,065	569,576	(60,511)	(11)	(4)
Pension	2,698,931	2,834,466	(135,535)	(5)	–
Redundancy payment	199,219	–	199,219	–	(5)
Water and electricity	2,307,189	2,325,614	(18,425)	(1)	–
Postage and phone bills	3,028,507	3,273,588	(245,081)	(7)	–
Travel expenses	1,173,923	939,998	233,925	25	(6)
Freight	199,816	228,178	(28,362)	(12)	(7)
Printing and binding	745,430	715,797	29,633	4	–
Advertisement	661,600	767,170	(105,570)	(14)	(8)
Operation and publicity	1,044,918	1,600,474	(555,556)	(35)	(8)
Repair	480,315	684,260	(203,945)	(30)	(9)
Insurance	50,908	49,423	1,485	3	–
Chartered accountants and actuaries remuneration	380,000	280,000	100,000	36	(10)
Other professional service charges	859,320	1,484,356	(625,036)	(42)	(11)
Public relations fees	1,474,533	1,526,319	(51,786)	(3)	–
Office supplies	997,272	999,071	(1,799)	–	–
Miscellaneous items	325,708	299,647	26,061	9	–
Books, newspapers and magazines	306,236	261,793	44,443	17	(12)
Foods	248,480	183,578	64,902	35	(2)
Building rental	14,206,674	14,552,355	(345,681)	(2)	–
Office equipment rental	190,109	199,582	(9,473)	(5)	–
Depreciation of fixed assets	8,428,199	8,928,772	(500,573)	(6)	–
Various kinds of amortization	12,632,882	9,464,764	3,168,118	33	(13)
Research and field trip expenses	268,303	629,049	(360,746)	(57)	(14)
Special projects	3,056,703	5,023,373	(1,966,670)	(39)	(8)
Specified purposes	3,189,784	147,946	3,041,838	2,056	(15)
Conferences	346,920	346,667	253	–	–
Loss on doubtful accounts	2,253,978	968,250	1,285,728	133	(16)
Management	1,953,645	1,726,011	227,634	13	(17)
Others	3,178,299	3,061,513	116,786	4	–
Total	$125,256,944	$124,386,493	$ 870,451		

2. The following is the analysis and explanation of the items having more than10% of change:

(1) Decrease in "Overtime pay"

The decrease resulted from the Foundation's literal control of overtime hours in 2011.

(2) Increase in "Dining foods for working overtime" and "Foods"

The increase resulted from increase in the cost of the meals for personnel and the members of the reexamination committee due to more reviews being conducted at noon in 2011.

(3) Increase in "Performance bonus", "Year-end bonus"

The increase resulted from the rise of new employee retention rate s in 2011.

(4) Decrease in "Educational training"

The decrease resulted from reduction in administrative management related training and courses in 2011.

(5) Increase in "Redundancy payment"

The increase resulted from the redundancy payment to the employees departing due to the Foundation's organization adjustment in 2011.

(6) Increase in "Travel expenses"

The increase resulted from adding directors and executive secretaries of respective branches to the attendance of the project meetings in 2011.

(7) Decrease in "Freight"

By adding e-mail to transmit administrative management data in 2011, the fee incurred from delivery of the paper-form documents relatively reduced.

(8) Decrease in "Advertisement", "Operation and publicity", "Special projects"

The projects were executed according the budget approved for 2011. The approved budget for 2011 was less than that for 2010, so the expenses reduced.

(9) Decrease in "Repair"

The decrease resulted from less repair of office air-conditioning facilities and other kinds of office equipment in 2011.

(10) Increase in "Chartered accountants and actuaries remuneration"

In 2011, the semi-year financial statement audit was added, so the fee charged by the chartered accountants increased accordingly compared with 2010. .

(11) Decrease in "Other professional service charges"

There were no project services for translation and research of foreign legal aid related laws and regulations and the project of "the introduction of key assessment indicators and manpower inventory check" occurring in 2011. Hence, the expense in 2011 was less than that in 2010.

(12) Increase in "Books, newspapers and magazines"

The increase resulted from added purchase of full-time attorney related law books in 2011.

(13) Increase in "Various kinds of amortization"

The management system software for developing new businesses was added in 2011, which resulted in the increase of the amortization fee.

(14) Decrease in "Research and field trip expenses"

There was a budget for overseas field trips for 2011, but the Foundation overhauled the system regarding employee's application and the Foundation's selection of employees for overseas field trips. After revision of the system, the Foundation did not dispatch any of its employees to foreign countries, so the expense was reduced in 2011.

(15) Increase in "Specified purposes"

The increase resulted from the adding of the "Multiple Employment Promoting Program" and the "Temporary Employment Project" applied to the Council of Labor Affairs in 2011.

(16) Increase in "Loss on doubtful accounts"

The increase resulted from the adding of the recovery allowance set aside for doubtful accounts in 2011.

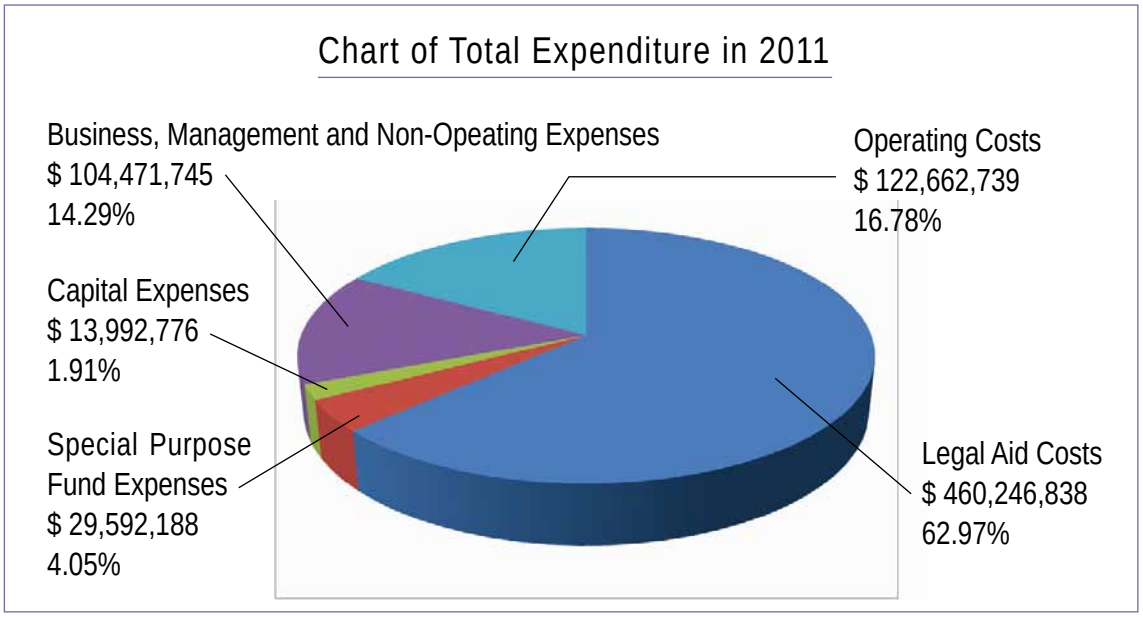
(17) Increase in "Management"

In 2011, Foundation's Hsinchu and Taichung branches rented their offices, so the related fees increased.

Section 2 · Analyses on Key Points of Financial Report

The Accounting system of the Foundation observes the fiscal calendar year system (January 1 to December 31). The 2011 financial report was audited by an independent local CPA firm with unreserved opinion reported. In order to ensure financial transparency to allow the general public to act as supervisors of the Foundation, the Foundation discloses the financial report certified by accountants and related financial analyses so as to allow the public to monitor the Foundation's financial status.

I. The total expenditure of the Foundation for 2011 was NT$730,966,286 (including capital expenses and excluding depreciation and amortizations).



(I) The cost of legal aid amounted to NT$460,246,838, which accounted for 62.97% of the total expenses, including: NT$423,793,688 for attorneys' remunerations, NT$26,212,000 for Assessment and Review Committees, NT$10,241,150 for litigation expenses and other business costs. The attorneys' remuneration were are calculated and paid according to the "Regulations for the Calculation of Legal Aid Remunerations and Necessary Expenses", which is lower than the market average. A new way of payment was adopted since February 2010 to control the quality and progress of legal aid cases, i.e. 50% of the remuneration would be paid when an attorney accepts the case and the remaining 50% paid on case closure, which was different from how it had been in previous years when 80% of the remunerations were paid when an attorney accepted the case and the remaining 20% paid on case closure.

(II) The operating costs amounted to NT$122,662,739, which accounted for 16.78% of the total expenses, including: NT$99,071,482 for personnel costs, NT$23,586,157 for service costs

and NT$5,100 for other operating costs. The personnel costs were salaries for personnel including staff attorneys and legal affairs employees. Service costs and other operating costs were payments incurred serving people who came to the Foundation for help and expenses incurred in executing the Foundation's business.

(III) The business, management and non-operating expenses were NT$104,471,745, which accounted for 14.29% of the total expenses, including NT$61,267,293 for personnel expenses, NT$42,928,570 for other administrative expenses and NT$275,882 for non-operating expenses. The personnel expenses were salaries for personnel including administration and management staff, and travel expenses for members of the Board of Directors and Board of Supervisors attending meetings. The other administrative expenses and non-operating expenses were expenses for office rental, promotion, utilities, postage, travels, office supply, printing and other administrative expenses.

(IV) The capital expenses in 2011 were NT$13,992,776, which accounted for 1.91% of the total expenses, and primarily comprised of the expenses for establishment of the business operating system, and the addition or change of office rentals.

(V) Expenses from special purpose fund amounted to NT$29,592,188, which accounted for 4.05% of the total expenses. They were primarily used in attorneys' remunerations for the special program entrusted by the Council of Labor Affairs.

II. Each citizen paid an average of NT$31 to support the operations of LAF in 2011.

In 2011, the total expenses of LAF amounted to NT$730,966,286. If divided by the population of 23,230,506 people in Taiwan, each person shared NT$31 on average.

III. The average remuneration for attorneys in each legal case was NT$21,128.

The budgeted remuneration for attorneys in 2011 was NT$423,793,688, which was calculated according to the attorneys' progress in completing cases in the previous year. 50% of the remuneration was paid when an attorney accepted a case, and the balance would be paid on closing the case. Adjustments were made in line with the increase or decrease in the remuneration caused by changes in legal aid cases (e.g. change of attorneys, the cancellation, termination or withdrawal of cases) in 2011.

When calculated according to the total amount of attorneys' remuneration paid in 24,334 general cases, the average remuneration in 2011 was NT$21,128 per case.

IV. The Foundation's total revenue in 2011 was NT$723,842,258.

(I) The government's endowment of NT$629,942,819 accounted for 87.03% of the Foundation's total revenue, including NT$629,842,819 from the Judicial Yuan and NT$100,000 from the Legal Affairs Department of Taipei City Government.

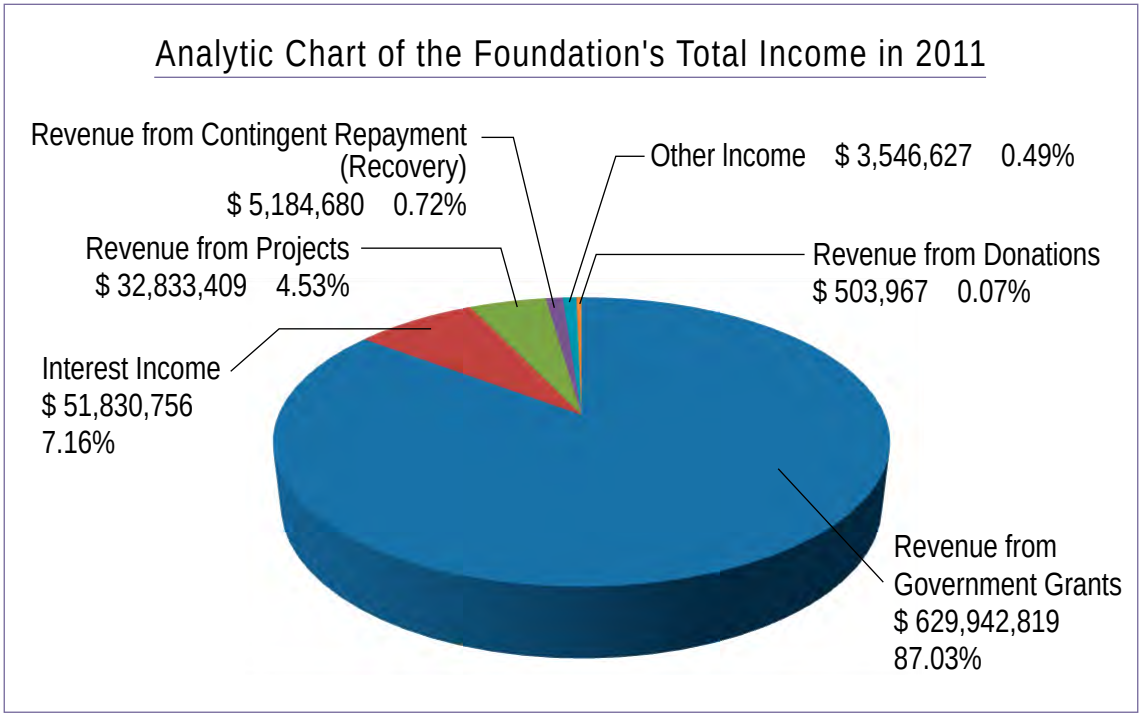
(II) Donations from individuals and organizations amounted to NT$503,967, which was 0.07% of the total revenue.

(III) The income of NT$32,833,409 which accounted for 4.53% of the total revenue were subsidies for special projects granted by government and civilian organizations.

(IV) Interest income was NT$51,830,756, which accounted for 7.16% of the total revenue, and included interest monies from time deposits in managed funds, bonds and bank deposits.

(V) Income from legal aid recipients (ie, repayment and recovery monies) amounted to NT$5,184,680 and accounted for 0.72% of the total revenue. They were collected pursuant to Articles 33 and 35 of the *Legal Aid Act*.

(VI) The other income was NT$3,546,627, which accounted for 0.49% of the total revenue, and included designated donations (deferred prosecution fines) from district Prosecutors Offices, and income from winning procurement tenders.



V. The Foundation's total endowment of NT$ 2,900,000,000 was used to purchase government bonds.

Item	Denomination
Government Bond – Central Bond 94107	1,250,000,000
Government Bond – Central Bond 94105	100,000,000
Government Bond – Central Bond 95103	650,000,000
Government Bond – Central Bond 96103	250,000,000
Government Bond – Central Bond 90107	150,000,000
Government Bond – Central Bond 99101	150,000,000
Government Bond – Central Bond 99105	50,000,000
Government Bond – Central Bond 99108	150,000,000
Government Bond – Central Bond 100105	100,000,000
Time Deposit at E. Sun Bank	50,000,000
Total	2,900,000,000

According to Article 6 of the *Legal Aid Act*, "the endowment of the Foundation is NT$10,000,000,000....apart from encouraging donations from the public, the Competent Authority will budget annual contributions to the endowment of the Foundation." As of December 31, 2011, the endowment of the Foundation has accumulated to NT$2,900,000,000, which was invested in government bonds and time deposits at the banks upon the resolution of the Board of Directors.

Based on considerations for the safety and stability of the Foundation's fund, currently the Foundation's total endowment in the amount of NT$2,900,000,000 were invested in government bond. For security concerns, the Foundation purchased government bonds which were issued in book-entry form instead of physical printed certificates. In addition, the bank chops and bank book of the government bond account are kept separately by the cashier, accounting officer, the Secretary-General and the Chairperson of Legal Aid Foundation.

Chapter 6 · Promotion and Education

Section 1 · Outreach Services for Rural Areas

Section 2 · Public Promotion

Section 3 · Legal Education

Section 1 · Outreach Services for Rural Areas

In the 7 years of the Foundation's development, 21 branch offices were established around Taiwan so that people may apply for legal aid from an office in their neighborhood. To improve access for people living in remote regions and to balance legal resources in metropolitan and rural areas, regular service stations were set up and outreach legal services have been arranged by branch offices from time to time. LAF hopes that diversified services and the channels of applying for them may help the public access legal services.

In 2011, a total of 40 legal consultation events were held in the indigenous settlements and villages of the mountain regions of different counties and cities. For example, LAF Yilan Branch collaborated with the Community Centers of Datong Township and Nanao Township to hold the "Itinerant Promotion of Consumer Protection and Legal Aid for Indigenous Townships" at the Leshuei Village and the Lunbei Village of Datong Township, and at the Wuta Village and the Bihou Village of Nanao Township; LAF Taichung Branch and Taichung Bar Association jointly held the "Civilian Legal Service" at Heping District, Fushoushan and other remote towns; LAF Changhua Branch and Changhua Bar Association jointly held the "Civilian Legal Service" at Pitou Township, Fenyuan Township, Ershuei Township and Sijhou Township; LAF Matsu Branch arranged legal consultation service at the Beigan Township Office; and the LAF Chiayi Branch held the "Legal Consultation Service for Rural Area" at Meishan Township. These were some of the efforts to improve access for disadvantaged people who were in need of face-to-face legal services.

In 2006, LAF named the second Saturday of July each year "National Legal Aid Day". On that day, all LAF Branches would arrange services for people living in rural areas. In 2011, the National Legal Aid Day fell on July 9, and a series of events were arranged by all 21

On National Legal Aid Day, LAF Chiayi Branch provided service at the rural Village of Shanmei in Alishan Township.

On National Legal Aid Day, LAF Matsu Branch provided service at the Sinshengdi Park of Jieshou District, Nangan Island.

On National Legal Aid Day, LAF Taichung Branch provided service to rural areas at the Wuchi District Office.

LAF Yilan Branch provided itinerant legal aid service to indigenous settlements at Lunpi.

Branches under the theme “The Law Is not Far; Legal Aid Is Beside You”, which featured various outreach services, law lectures and legal consultation services in the countryside. Between June 14 and August 17, 2011, a total of 25 events were held.

Section 2 ‧ Public Promotion

In 2011, the Foundation’s promotion work focused on supporting key operational policies. Through active engagement in activities and publishing promotional information, more disadvantaged people would be informed of LAF services. Also, through the promotion of a positive image to reinforce thrust in LAF services, disadvantaged people would come for assistance when they need help. The major promotional efforts in 2011 are described as follows:

I. Promotions

(I) Promotional Campaign (362 Events in Total)

362 promotional events were organized by LAF in 2011. LAF organized nationwide series of activities such as “The Law Concerning Life of New Immigrants and Legal Aid”, “On Campus

One of the lectures in the “2011 Itinerant On-campus Lectures for University Law Schools” was held at the National Cheng Kung University.

A legal aid lecture for new immigrants was presented at the Asia University by LAF Taichung Branch.

A “Film and Lecture on Legal Life on Campus” was presented at the San Min Junior High School in Hsinchu.

LAF Taitung Branch assisted Jialan villagers in organizing a press conference on claiming for state compensation.

Promotions at Elementary and Middle Schools", "Campus Life Legal Issues" and "2011 Itinerant On-campus Lectures for University Law Schools". Regional activities were arranged by LAF branch offices, including: lectures on various legal issues concerning disadvantaged people; lectures held in prisons, detention centers and juvenile reformatory schools; consultation and promotion in the army and in foreigners' detention centers; regional legal services and legal education; on-site legal services at long-term healthcare institutions and county government's employment and career exhibitions; participation in collaboration meetings with social welfare groups.

Moreover, on August 4th 2011, LAF Taitung Branch staff members attended the press conference "Jialan Villagers' Claim for State Compensation" arranged by the Jialan Self-Help Association. On September 26th 2011, LAF Banciao Branch joined the Taiwan Association for Human Rights and other social welfare groups to submit a petition to the Control Yuan on the issue of the overdue detention of non-nationals.

(II) Participation in Promotional Activities (188 in Total)

Due to the limited manpower for promotion work, LAF branch offices made use of local resources and actively participated in activities conducted by local communities in the forms of carnivals, athlete competitions, lecture courses and church itinerant lectures. In 2011, a total of 188 promotional events were held. With enthusiastic participation and responses from the public, LAF branch offices have successfully established common promotional channels with local institutions.

(III) Connecting and Maintaining the "Legal Aid Support Network" Bases

The "Legal Aid Support Network" bases were established after LAF branch offices built connections with local institutions, such as the county or city governments, district courts, district Prosecutors Offices, township offices, mediation committees, village heads' offices, local MPs' offices, police stations, social welfare and religions groups, bar associations, law firms, hospitals and schools, which have frequent contacts with people without financial resources but in need of legal aid. The Foundation regularly send promotional publications (e.g. DMs, posters, Q&A pamphlets and wall calendars) for display and asked for their assistance in handing out LAF service publications to disadvantaged people in need. Presently legal consultation service has been provided at some bases.

Since 2007, LAF has been committed to promote the establishment of the "Legal Aid Support Network" bases through cooperation with governmental institutions and social welfare groups engaged in serving disadvantaged people. By the end of December, 2011, a total of 1,315 service bases were set up in Taiwan.

II. Promotional Material, Media and Public Relations

(I) Production and Application of Promotional Material

1. Electronic Promotional Material

(1) TV Promotional Films

With the assistance of the Judicial Yuan, the Government Information Office, Executive Yuan, agreed to coordinate the existing promotional films and a new film to be shown monthly for public service on six wireless TV stations, including TTV, CTV, CTS, FTV, Hakka Television Service and Taiwan Indigenous Television. In 2011, the films shown included: “Legal Aid – Legal Consultation”, “Legal Aid – Legal Consultation (New)”, “Legal Aid – Vietnam”, “Legal Aid – Aided Cases”, “Legal Aid – Occupational Injury”, “Legal Aid – Arrestment” and “Legal Aid – Story of A-Ron”. After these films were approved by the NCC, LAF also made written requests to cable TV stations to allow the films to be shown as public service.

Left: The introduction of on-campus promotional film “Detective Koko and His Cases”
Right: The TV commercial of “Legal Aid – Story of A-Ron”

Besides the aforesaid promotional films, LAF also produced a film “Detective Koko and His Cases” especially for on-campus promotion. Nowadays, knowledge on basic legal matters has became part of the junior high school curriculum, and information about LAF was also included in the content of some major textbooks. Moreover, with campus bullying being reported by the media and becoming a major social focus, LAF included on-campus promotion in the Foundation’s key operational plans. To add appeals to the on-campus legal knowledge lectures and legal aid promotions, LAF applied to the Chiayi Prosecutors Office for subsidy from its reserve of deferred prosecution fines, and co-produced with Keelung Wulun Junior High School a promotional film titled “Detective Koko and His Cases”. The film comprised of 3 themes, which featured campus bullying, internet fraud and personal safety. Through the movie-like short film production, humorous plots and performance to create fun in education, LAF hoped that it would help students understand the relevant legal issues and facilitate the delivery of lectures.

(2) Radio Advertisement

Radio commercials based on the sound tracks of the existing videos “Legal Aid – Legal Consultation (New)” and “Legal Aid – Vietnam” were distributed to all LAF branch offices. Branch offices arranged public service broadcasting with local radio stations.

2. Promotional Publications

(1) Publications, Annual Reports and Books

a. Legal Aid Quarterly: Four issues were published in 2011, including issues No. 31 to No. 34, and 8,000 copies of each issue were printed to be distributed to legal aid attorneys, Assessment Commissioners, central and local authorities, social welfare organizations, district court staff and Public Prosecutors, mass media and public libraries.

Left: The Legal Aid Quarterly Issues No. 31 ~ 34
Right: 2010 Annual Report of the Legal Aid Foundation of Taiwan

b. The Chinese and English versions of 2010 LAF Annual Report

c. The Foundation joined the Taiwan Law Journal to publish the “A Review of the Consumer Debt Clearance Act: Practical Operations and Prospects for Future Amendment – Special Conference Edition” The book includes minutes of the Conference held on December 18, 2010. 3,000 copies of the book were distributed as complimentary reference to legal aid attorneys as well as individuals and groups concerned with consumer debt issues.

d. An Introduction to the Legal Aid Foundation of Taiwan: a publication on the Foundation’s profile, services and plans for the future, 200 copies of which were given to international associates and on visits to governmental authorities, police stations and other legal aid service related institutions.

(2) Promotional DMs

Three versions of new DMs were produced, and another seven versions of DMs were revised and reprinted to promote LAF's policy in 2011, including:

a. A new nationwide version of two-folded DM

b. A new branch-version three-folded DM

c. A four-folded synopsis DM of the on-campus promotional film “Detective Koko and His Cases”

d. Public Service DMs (about the eligibility and procedures of application, recipients’ stories in special program cases and information of LAF branch offices) were distributed and displayed

The DM of "Detective Koko and His Cases"

The nationwide version of two-folded DM

at 4,850 convenience stores (7-11) through the public service channel of 7-11 in December.

e. Revised and reprinted DMs: reprints of CDCP service DM; revised and reprinted nationwide version of four-folded DM; revised and reprinted branch-version three-folded DM; First Interrogation Program DM; and revised and reprinted Labor Litigation Program DM.

f. DMs printed by LAF branch offices: specific business card of Taitung Branch featured application procedures, transportation and other information; specific leaflet for promotion in Kinmen and Matsu printed by Taipei Branch; promotional leaflet for legal aid in rural area printed by Matsu Branch.

(3) Promotional Posters

In 2011, three versions of posters were printed, including posters for the new nationwide version of LAF brand image, promotional posters for Applications for Review and promotional posters for the "Film and Lecture on Campus Life Legal Issues".

The poster of LAF brand image

3. Others

To facilitate local promotion, a variety of items were used by LAF and branch offices, which included: 2012 wall calendars and umbrella canes by Shilin Branch; memo stickers by Keelung Branch; LED pens by Banciao Branch; L-shaped folders by Chiayi Branch; colored mark+memo stickers and L-shaped folders by Tainan Branch; foldable tote bags by Kaohsiung and Penghu Branches; canvas for wall ads by Yilan Branch; environmentally-friendly tote bags, apple-shaped LED chain light and plum-flower shaped cloth ruler by Hualien Branch; ad boards and Chinese lunar calendars by Taitung Branch. LAF headquarters also provided other items to all branch offices for

promotion, including fans, environmentally-friendly tote bags, memo stickers, notebooks, 2012 desk calendars, greeting cards, magnetic hangers, uniforms, lunchbox bags, mugs, pencil bags and LED pens.

(II) Cooperation with Media and Interviews

To promote the Foundation's service information, LAF developed close connection and active cooperation with the news media. During the promotional campaign, 24 special interviews with the Secretary-General, Directors of branch offices, Executive Secretaries and legal aid attorneys as well as news releases were made in addition to 160 reports through cooperation with electronic media and the press.

LAF and National Open University co-produced the radio program "NOU Bridge – You and Me and the Law"

Among the news media in cooperation, television stations included CTI TV and PTS; radio stations included BCC, Formosa Hakka Radio Station, National Education Radio, Police Radio, Voice of Hakka, Taoyuan Rado, Changhua Station of National Education Radio and Shancheng Radio; printed press included the Liberty Times, China Times, United Daily News, Apple Daily News, Matsu Daily and Kinmen Daily News; local TV stations included the Nantou Cable TV; and news syndicate was the Central News Agency. Among these collaboration efforts, a daily program was co-produced by LAF Taipei Branch and Police Broadcasting Service, which featured LAF service information and Q&A about legal matters; and also a program titled "The World of Legal Aid" was co-produced by LAF Taoyuan Branch and Taoyuan Radio.

In addition, to expand the connection of resources and enhance LAF's public image, LAF co-produced with the National Open University a broadcast program "NOU Bridge – You and Me and the Law". The cooperative program was launched in February 2011, in the hope of promoting legal knowledge and enhancing legal education for citizens through diversified methods. The program was on air every Tuesday evening from 8:00 to 8:30 on the National Education Radio FM network nationwide, and the second season has already broadcasted.

(III) Websites and Blogs

1. LAF Official Website

To enhance the quality and content of LAF official website and establish a more user-friendly internet platform, a moderate functional revision of the Foundation's official website was completed in 2011. Regular maintenance and updates were made, and updates from all branch offices and

the Department of Business Management were sent to the headquarters and posted on the site. By December 31, 2011, the website was viewed 6,106,455 times, and received 9,420 subscriptions for LAF e-news. For promotions on the internet, some LAF branch offices had their own blogs and web pages, e.g.:

Blog of LAF Taipei Branch Volunteers: http://blog.yam.com/lafvol
LAF Banciao Branch's Blog: http://tw.myblog.yahoo.com/laf_banciao/
LAF Hualien Branch's Webpage: http://lafhualien.blogspot.com/
LAF Miaoli Branch's Blog: http://www.wretch.cc/blog/lafmiaoli

2. LAF Official Blog

LAF's official blog has become one of the most important internet channels for legal information. By the end of 2011, more than 70,000 visits from the public were made to this blog for general legal information and LAF service messages. Regular maintenance and updates were made to promote LAF business, news of laws in everyday life and to share the stories of legal aid recipients and attorneys.

3. Special Facebook Page

Facebook is the most popular social network platform in the world with over 7 million members in Taiwan and mostly from young communities. A special Facebook Page for LAF fans was launched in the second half of 2009, and was joined by more than 8,886 youths and law people by late 2011. Through immediate updates of messages, fans could learn about LAF's service content and philosophy. Each update was browsed over 6,000 person/times in average.

LAF Facebook kept active interaction with the fans.

To maintain an active interaction and connection between LAF and the netizens, LAF planned to revise its Facebook page, including the addition of the "click "Like It" to join fan club" page, personality quiz, e-card, video sharing and discounted downloads. LAF also organized prize drawing on LAF Facebook Page to encourage the public to learn about the Foundation's information. Another two "Gifts for clicking 'Like It'" activities were organized for LAF Facebook fan club to increase LAF's popularity and exposure.

4. Website Promotion for "LAF's 7th Anniversary and 2011 National Legal Aid Day – The Law Is not Far; Legal Aid Is Beside You"

In celebration of LAF's 7th anniversary and 2011 National Legal Aid Day, a special webpage

was launched on LAF's website with the title "The Law Is not Far; Legal Aid Is Beside You". The webpage featured information on LAF branch offices' activities on the National Legal Aid Day and activity sidelights.

The promotional website of LAF's 7th Anniversary activities

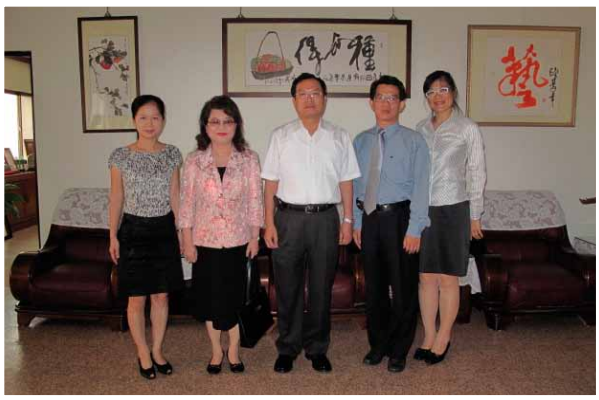
5.On-line Promotions of Special Service Programs

The online drawing lots for the on-campus promotional film "Detective Koko and His Cases" attracted 656 new faces to join the LAF Facebook fan club. Other online promotions were also planned to inform more people of the content and information about the Foundation's major special programs, including the "First Interrogation Program", the "Labor Litigation Scheme" and CDCP.

(IV) Courtesy Visits

LAF representatives visited Chairperson Sean C. Chen of the Consumer Protection Commission, Executive Yuan.

LAF representatives visited Minister Ta-chuan Sun of the Council of Indigenous Peoples, Executive Yuan.



LAF representatives visited Kaohsiung City Police Department.

To introduce LAF's services and initiate new channels of cooperation and referrals LAF and its branch offices often pay visits to the authorities of the central government and local county and city governments. Close connections are also maintained between LAF and regional representatives, district courts, detention centers, primary-level administrative organs, schools, medical institutions and various social groups.

(V) Survey on Public Awareness of LAF

To help with promotion planning and policy making, a questionnaire survey titled "Public Awareness of LAF" was conducted. The survey focused on: the interviewees' frequencies of confronting legal problems in the past year, where they would find help, the Foundation's popularity, their support for the Foundation's service programs, their expectations of services yet to be provided, their expectations of the need to use legal consultation, their memories of LAF service hotlines and their understanding of legal aid assessment mechanism. A total of 1,068 surveys were conducted between December 15 and 17, 2011, and the findings would be available in early 2012.

Section 3 · Legal Education

To help law school students acquaint with legal aid concepts and issues concerning disadvantaged people, LAF initiated a cooperative project with colleges and universities in 2011 by offering "Legal Aid Case Studies Course". It was expected that through understanding the Foundation's legal aid cases, law students would become more concerned and identify themselves with legal aid and the rights of disadvantaged people in society. In the long term, it was expected that students would learn about legal practice and be inspired to join the Foundation's work in serving the disadvantaged, thus the Foundation's responsibility in promoting legal aid education would be fulfilled.

The "Legal Aid Case Studies Course" was launched in the second half of 2011 through collaboration with law school teachers, including Associate Professors Hong-en Liou and Sheng-jie Li from National Chengchi University, Assistant Professor Ming-sheng Liou from Fu Jen University, Assistant Professor Yun-ru Wang from National Chung Cheng University, Associate Professors Shu-ching Guo and Yu-jeng Wang and Assistant Professor Deng-ke Syu from National Cheng Kung University. In addition to their teachings in case studies or legal services studies, LAF senior legal aid attorneys were also invited as guest lecturers to talk about their experiences in special administrative, criminal and civil cases, and to carry on in-depth discussions with the students about the legal issues in major LAF special programs, e.g. the China Petrochemical Plant pollution litigation, the Labor Litigation Program, the First Interrogation Program and CDCP.

In total, 25 case studies courses were performed through collaboration between LAF and 7 law teachers from four universities in 2011. Most students in classes responded well, and thought that they have learned about legal issues beyond classroom lessons through LAF's arrangements, and were inspired to be concerned about the situations and legal rights of disadvantaged people. In 2012, LAF would continue to communicate with the law departments of more colleges and universities in different cities to secure new partnerships and course material.

Chapter 7 · International Communication

Section 1 ‧ Major International Communication Activities

(I) NYU Law Student's Summer Internship

Mr. Hari Sarang Nathan, student of the New York University School of Law, came to LAF for a 10-week summer internship from May 23rd to July 29th, 2011. This internship was part of the Exchange Program between the Foundation and the Asia Law Institute of NYU launched in 2010.

Mr. Hari Sarang Nathan, student of the New York University School of Law, came to LAF for summer internship.

Mr. Hari Sarang Nathan's internship was arranged according to his request and interest in environmental litigation and class action expressed prior to his arrival. Attorney San-jia Lin of LAF Taipei Branch volunteered to act as his instructor and assisted him in collecting and compiling international information, participating in case meetings and court sessions, as well as visiting the relevant NGOs so that he understand the case context and learn how to handle environmental litigation and class actions. In the first week of internship, Mr. Nathan was invited to LAF Taipei Branch to be acquainted with the front-line service flow at the LAF Taipei Branch. When the internship was finished, Mr. Nathan shared his achievements with LAF staff members before his departure, and finished the successful internship with a fine touch.

(II) Attended AIT Independence Day Party

A well-functioning referral channel and consensus in cooperation between LAF and the American Institute in Taiwan ("AIT") have been established through close communication in the past year. AIT invited the Foundation to attend the Independence Day Party of USA held on July 1, 2011, and Chairperson Jing-fang Wu and Secretary-General Ji-feng Liao attended on behalf of the Foundation.

Section 2 ‧ Distinguished International Visitors

(I) Visit of Dr. Thang, CEO of BPSOS

Dr. Thang, CEO of the USA anti-human-trafficking organization, BPSOS (Boat People SOS), visited the Foundation on January 25, 2011. When it's CAMSA (Coalition to Abolish Modern-Day Slavery in Asia) Office in Taiwan was established in 2010, he paid a visit on July 15 to express his interest in building further cooperation and interaction between LAF and the CAMSA Office. In this visit, Dr. Thang was greeted by LAF Deputy Secretary-General Sin-hong Jhou. Dr. Thang extended

his appreciation for the Foundation's assistance in giving educational training to CAMSA social workers, and in the cooperative referral of cases between the two organizations. He also encouraged Taiwan's institutions concerned with anti-human-trafficking issues to participate in the ASEAN Civil Society Conference held in Jakarta, Indonesia in May 2011, to confer with other countries in the South-East Asia region on the strategies to fight against human trafficking.

(II) Visit of Harvard Asia Law Society Representatives

A delegation of 25 students from the Harvard Asia Law Society visited LAF on March 15th, 2011. Primarily comprised of JD and LLM students of the Harvard Law School who are interested in Asian cultures, the Asia Law Society often arrange various activities related to Asian cultures on campus and also overseas visits to an Asian country during every spring break to learn the local political, economical and legal systems. The cities they had visited in the past included Beijing, Seoul, Hong Kong, Taipei and Tokyo. This time when they visited the Foundation, they were welcomed by Chairperson Jing-fang Wu, briefed by Secretary-General Ji-ren Kuo, and met with Board Directors, Supervisors, Executive Secretaries, staff attorneys and other staff members, and shared thoughts in a warm and friendly meeting. It was worth noting that the students held a charity auction when they returned to New York law school, and raised more than one thousand US dollars as donation for LAF, for which LAF very much appreciated.

Students from the Harvard Asia Law Society visited LAF.

(III) Visit of the China Legal Aid Foundation

A delegation of five visitors from the China Legal Aid Foundation, including Chairperson Xiu-fu Zhang, Deputy Secretry-General Ze-quan Liu, and Commissioners Yu-huan Zhou, Wei Wang and Zi-wen Zheng of the Specialist Committee, came to Taiwan for a ten-day visit from April 19th to 28th,

2011 through the invitation of Association of Cross-Strait Legal Exchange. On the morning of April 21st, they paid a visit to LAF and were welcomed by Chairperson Jing-fang Wu, Secretary Ji-feng Liao and senior officials of LAF headquarters, and an ardent exchange of thoughts on the legal aid systems of both Foundations was made afterwards.

(IV) Visit of Mr. Rajen Devaraj from the Bar Association of Malaysia

Mr. Rajen Devaraj, Secretary-General of the Bar Association of Malaysia, paid a visit to LAF on June 16, 2011. Before arriving Taipei for the Presidents of Law Association in Asia Conference (the "POLA conference"), Mr. Devaraj informed the meeting organizer of his wish to visit LAF. On the day of his visit, LAF Secretary-General Ji-feng Liao welcomed and briefed him in person before an exchange of thoughts. Mr. Devaraj explained that in February 2011, the Legal Aid Foundation in Malaysia was officially established, and its main ideas and constitution were developed from consultation with LAF's systems. Therefore Mr. Devaraj wished to take the opportunity of attending the POLA conference in Taipei to express his gratitude to LAF.

Members of the China Legal Aid Foundation visited LAF.

Mr. Rajen Devaraj from the Bar Association of Malaysia visited LAF.

Deputy Chairman of the Constitutional Court of Mongolia visited LAF.

(V) Visit of Deputy Chairman of Constitutional Court of Mongolia

Mr. Jantsan Navaanperenlein, Deputy Chairman of the Constitutional Court of Mongolia, and his wife were invited by the Department of West Asian Affairs, Ministry of Foreign Affairs to visit Taiwan from August 21st to 26th, 2011. They paid a visit to LAF and were greeted by Chairperson Jing-fang Wu, Deputy Secretary-General Jhan-cian Zeng and senior members of the Foundation. An enthusiastic exchange of thoughts on the judicial and legal aid mechanisms of Taiwan and Mongolia ensued during the meeting, and Mr. Navaanperenlein also expressed his admiration for the establishment of legal aid system in Taiwan.

(VI) Visit of Anti-Human-Traf›cking Specialist Mr. Roger Plant

Mr. Roger Plant, a reputed specialist in fighting against human trafficking, visited LAF on October 26, 2011. Mr. Plant used to be the Head of the International Labour Office's Special Action Programme to Combat Forced Labor, which was a program aiming to wipe out situations where people were forced to work against their will. Invited by the Bureau of Employment and Vocational Training, Council of Labor Affairs and the Chung-Hua Labor and Employment Relations Association, he came to Taiwan for the "International Course on Forced Labor and Human trafficking – Eliminating the Shadow of International Immigration". Mr. Plant expressed his wish to visit LAF through Professor Li-chuan Liuhuang of the Chung-Hua Labor and Employment Relations Association. He was welcomed by LAF Board Director Mr He-guei Chen, as Chairperson Jing-fang Wu had teaching commitment in the National Taipei University on that day and could not greet him in person. After briefing by the Deputy Secretary-General Jhan-cian Zeng, Mr. Plant and LAF representatives exchanged opinions on strategies of fighting against human trafficking.

Section 3 · Participation in International Meetings

(I) The "ASEAN Civil Society Conference" and "ASEAN People's Forum"

From May 3rd to 6th, 2011, Attorneys Ze-fang Sun of LAF Taipei Branch and Shu-ling Yang of Banciao Branch attended the "ASEAN Civil Society Conference" and the "ASEAN People's Forum" held in Jakarta, Indonesia. Upon invitation from the Taipei Women's Rescue Foundation, the staff attorneys teamed up with members of other anti-human-trafficking NGOs in Taiwan to participate in these meetings. In addition to obtaining further understanding of the labor issues in ASEAN countries, they took the opportunity to discuss with other representatives about the difficulties in contacting Indonesian victims of human trafficking or other migrants who have returned home. The difficulty in contacting returned victims or migrants for further information can keep cases from progressing smoothly, and can affect forwarding compensation after cases have concluded. The representative of the Indonesian Branch of International Organization for Migration promised that LAF may contact them directly to deal with this kind of follow-up problems.

LAF attended the Cross-strait Legal Aid Conference.

(II) Cross-strait Legal Aid Conference

LAF Chairperson Jing-fang Wu, Secretary-General Ji-feng Liao, Executive Secretary Chui-syun Ciou of Changhua Branch and Researcher Meng-syun Cai of Legal Affairs Department of LAF Headquarters attended the "Cross-strait Legal Aid Conference" held in Hong Kong S.A.R. on May 27, 2011. It was on February 22, 2011, that the Conference organizer, the Legal Aid Services Council, offered an invitation to LAF. Since it was not easy to arrange a visit abroad, a special visit was also scheduled to the Legal Aid Department and the Duty Lawyers Service at Kowloon Magistrates Court one day prior to the Conference. At the Conference, experiences were shared with counterparts from Hong Kong S.A.R., Macao S.A.R. and China, and four reports were delivered by LAF representatives, which were "A General View of Legal Aid Services in Taiwan" by Chairperson Jing-fang Wu, "The Focus of Four Places – Legal Aid for Victims of Human Trafficking" by the Secretary-General Ji-feng Liao, "Criminal Justice in Taiwan" and "Legal Aid for Consumer Debtors" by Executive Secretary Chui-syun Ciou of Changhua Branch.

(III) 2011 ILAG Conference - Helsinki

The International Legal Aid Group ("ILAG") was established in 1992 by Professor Alan Paterson from the University of Strathclyde in U.K. and Mr. Wouter Meur from the Ministry of Justice of the Netherlands. ILAG hosts an international conference every second year, inviting scholars, experts and representatives of legal aid institutions around the world to enhance mutual understanding and discuss the issues and challenges facing legal aid organizations. To date, ILAG remains one of the most reputable international groups in the field of legal aid.

LAF was first invited in 2007. By 2011, it was the third time that the Foundation, represented by Deputy Secretary-General Cian-jhan Zeng, participated in this conference. The topic of this

year's Conference was "Re-visioning Legal Aid in an Age of Austerity", with nine sub-issues including: "Austerity and the Irreducible Minimum: What Should Legal Aid Cover and Why?", "Can Technology Offer Answers as well as Savings", "Safeguarding Quality in Difficult Times" and "Self-help: How Far Can It Go?". LAF took the opportunity to voice among international legal aid organizations; at the same time LAF benefitted from the precious experiences of providing innovative services generously shared by other advanced countries.

Section 4 • Visit to Legal Aid Organizations in Hong Kong S.A.R.

In February 2011, the Legal Aid Services Council in Hong Kong S.A.R. invited LAF Chairperson Jing-fang Wu to lead a delegation to attend the "Cross-strait Legal Aid Conference" held in Hong Kong S.A.R. on May 27, 2011. Since it was not easy to arrange a visit abroad, Chairperson Wu instructed that a learning trip to legal aid institutions in Hong Kong S.A.R. one day prior to the conference should be scheduled.

Through liaison and communication, both the Legal Aid Department (the department responsible for administering legal aid in Hong Kong S.A.R.) and the Duty Lawyer Service at the Kowloon Magistrates Court welcomed the delegation; while the Legal Aid Services Council declined due to their commitments in organizing the conference.

It was worth mentioning that LAF's visit to the Legal Aid Department was ice-breaking in the relationship between the two organizations. Ever since establishment, communication with legal aid institutions abroad has been an important aspect of LAF's work. In 2005 when a visit to Hong Kong S.A.R. was being planned, LAF had contacted the Legal Aid Department and expressed the wish to visit but failed to be accepted due to political and other factors. LAF also invited the Legal Aid Department to attend the "International Forum on Legal Aid" hosted by LAF in 2005 and in 2009, but the Legal Aid Department declined on both occasions. In this visit, LAF was greeted by two Deputy Directors of Legal Aid, and it was indeed a major breakthrough for LAF in its relationship with international legal aid organizations.

In this visit, the Legal Aid Department shared the method of assessing applications, the staff attorney hiring process, the legal aid attorneys appointment process and performance review mechanisms; the Duty Lawyer Service also showed the delegation its experiences in dealing with juvenile cases. The information which the delegation learned from these visits was valuable reference for the Foundation in its endeavors to expand the "staff attorney system", improve the "legal aid attorney's evaluation system" and to enhance "legal aid service quality".

Chapter 8 The Foundation's Outlook for the Future

To protect the rights and interests of the disadvantaged and to provide quality legal aid services, the Foundation's goals for 2012 are listed as follows:

I. Continue to process general legal aid cases

The 21 LAF branches around Taiwan provide legal aid for representation in court proceedings, mediation and settlement negotiations and the drafting of legal documents, and provide other necessary legal services and expenses. In 2012, the Foundation will continue to handle legal aid cases to help more people in need.

II. Enhance the quality and ef›ciency of legal aid Services

To protect the rights and interests of legal aid recipients, legal aid attorneys are appointed by LAF on the basis of fairness. The amount of appointment is increased or reduced and unsuitable attorneys can be removed according to his/her performance, feedback from recipients of legal aid, the Courts and Public Prosecutors. The Foundation also planned the following objectives to enhance the quality and efficiency of legal aid attorneys' services:

(I) Develop the staff attorney system and establish "specialist legal center"

The Foundation began to employ staff attorneys in 2006. Staff attorneys play an important role in enhancing the Foundation's image and in the development of legal aid work. LAF has received positive feedback and encouragement to expand the system. To provide comprehensive and professional services for disadvantaged people, in 2012, LAF should continue to build on the system, recruit more attorneys and equip itself with the necessary software and hardware.

As disadvantaged people may have different needs for legal services because of poverty, status or their situations, staff attorneys should develop specialization accordingly. When more attorneys are recruited, the Foundation plans to establish legal centers which specialize in different areas of law, e.g. "criminal defense", "family and juvenile", "indigenous", "labor" and "consumer debt clearance" in order to provide professional services that are responsive to the needs of disadvantaged people.

(II) Establish a nationwide complaint hotline

The method and procedures of handling complaints are stipulated in the "Guidelines Governing Complaint Handling Procedures" which, together with a computerized follow-up system, enable LAF to check and understand case progress at anytime when complaints are raised by legal aid recipients, the Courts or Prosecutors in charge of the case and other concerned parties. LAF plans to integrate the existing complaint channels by establishing a uniform complaint hotline to provide an unobstructed and convenient access which helps to protect people's rights and interests and mediate disputes.

(III) Evaluation of legal aid attorneys and Assessment Commissioners

To maintain service quality and protect the rights and interests of legal aid recipients, the

Foundation carry out regular evaluations to identify outstanding attorneys and those who require improvement. The Assessment Commissioners provide front-line services, and the quality of their work is also important. The Foundation plans to perform evaluation of the Assessment Commissioners, the result can be used as reference for eliminating unsuitable commissioners and for system review.

(IV) Educational trainings for legal aid attorneys

To reinforce legal aid attorneys' commitment to serve disadvantaged people and the expertise in handling their cases, LAF plans to expand cooperation with the National Bar Association, regional bar associations and social welfare institutions to arrange educational trainings for attorneys, conferences and symposiums; and to arrange training course series for specific issues (e.g. juvenile cases, criminal cases, human trafficking cases, CDCP cases and environmental protection cases).

III. Provide legal aid services under special programs for specific disadvantaged groups

(I) Continue to run the "First Criminal Interrogation Accompanied by Legal Aid Attorney Program"

As a major indicator of human rights, the First Criminal Interrogation Accompanied by Legal Aid Attorney Program has been the subject of public attention. Since the launch of the pilot program, the total case volume has not reached the expected target. However, the service has made a positive impact on the protection of litigation right, ensuring the legality of investigation procedures and the efficiency and accuracy adjudication. In the future, LAF will continue to promote this special program. In 2012, the main goals for this program are as follows:

1. Increase the volume of legal aid cases
   There is still room for the growth of cases referred by the Courts, Prosecutors Offices, police and the Investigation Bureau. LAF hopes that consensus can be reached in relation to inclusion of all police precincts in the program, and the creation of a reward mechanism for case referrals to increase the number of cases aided by LAF.

2. Expand the scope of eligibility
   Loosen restrictions for applicants with visual, hearing, vocal or speech impairments and for non-nationals, so that they can apply for the company of attorneys upon being arrested or being requested to be interrogated without summons or notice.

3. Enhance the quality of services provided by attorneys
   Concrete measures include establishing a system of priority appointment of subsequent legal aid cases to attorneys who accompanied applicants during the first interrogation; organize educational trainings for attorneys or experience-sharing meetings.

(II) Develop the "Program to Strengthen Defense Function in the Preliminary Procedures of the Criminal Court of First Instance"

In criminal cases, effective defense in the preliminary procedures can reduce the number of

cases in which the accused are unhappy with the verdict, and ensure the protection human rights by reducing the number of cases which wonder between the different levels of court. In 2012, LAF will continue to run the "Program to Strengthen Defense Function in the Preliminary Procedures of the Criminal Court of First Instance" by arranging educational trainings, and require legal aid attorneys to present statements in the preliminary procedures, for example, the statement of preliminary procedures, motion for investigation of evidence and the statement of oral arguments. Improved preparation of evidence in the preliminary procedures allows compliance with the requirements of the *Criminal Speedy Trial Act*, and strengthens the role of attorneys in the preliminary procedures of the criminal court of first instance.

(III) Develop the "Program to Strengthen Criminal Defense in the Court of Third Instance"

The Court of third instance decides cases on the question of law. Cases in the Court of third instance are often major criminal cases involving capital punishment or life sentence. Without a legal representative, the rights of the accused might not be properly protected. To promote the "Program to Strengthen Criminal Defense in the Court of Third Instance", the Foundation will focus on the following tasks in 2012:

1. Visit the Supreme Court, the Taiwan High Court and its branches to establish a referral mechanism for cases which have been appealed to the Court of third instance by an accused who was charged with felony or those with mental or intellectual disability.

2. Arrange training course series for attorneys in charge of criminal cases which have been appealed to the Court of third instance.

3. Promotion in prisons and handle applications from the accused in custody.

4. Convene coordination meetings with the Courts, Public Prosecutors Offices, attorneys, the Ministry of Justice and its subordinate prisons to review the performance of the program.

5. Weigh the possibility of promoting law reforms to compel defense representation in the Court of third instance.

(IV) Legal Aid for Juvenile Assistance Cases

To protect juveniles' rights and interests, LAF has continued to promote legal aid for Juvenile Assistance cases. In addition to promotions, the Foundation plans to cooperate with the Juvenile Court, and establish case-referral mechanism to protect juveniles during investigations and trial proceedings. The Foundation will also arrange educational trainings needed by legal aid attorneys who will act as Assistant in juvenile delinquent protection cases.

(V) Proceed with the "Legal Aid for Consumer Debt Clearance Program"

To promote the Legal Aid for Consumer Debt Clearance Program (the "CDCP"), LAF has invested substantial resources and achieved an impressive growth in case volume. However, as judicial opinions are yet to be formed, the promotion of CDCP was not without impediments. Knowing

that a reasonable debt-clearance mechanism is essential in a modern capitalist society, LAF will continue to promote CDCP in the future. The major tasks of this program in 2012 are:

1. Upgrade the quality of legal aid attorneys' work in CDCP cases to ensure that recipients receive substantive and effective legal aid; arrange trainings for CDCP attorneys and evaluate their performance.

2. Adjust attorneys' remuneration and modify operational flows and business operation system in line with the adjustments.

3. Research amendments to the *Consumer Debt Clearance Act* and carry out case studies.

(VI) "Legal Aid for Victims of Human Trafficking Program"

Human trafficking is a serious cross-border crime which jeopardizes fundamental human rights, and is an issue which has attracted attention at the international level. To uphold the mission of protecting the rights of the disadvantaged, LAF is committed to provide the victims of human trafficking with legal assistance and fight against the criminals who inflict sexual and labor exploitation on the victims. The Foundation's major tasks in 2012 are:

1. Arrange educational trainings for attorneys in charge of human trafficking cases.

2. Continue to organize training courses for legal interpreters.

3. Review the Specialist Assessment Scheme and the service flows of the program.

(VII) Proceed with the "Expanded Legal Consultation Program"

Studies and the experiences of other advanced countries tell us that the fastest and most economical way to resolve a dispute before resorting to litigation is "legal consultation". Therefore it is the responsibility of LAF to offer legal consultation at locations where the public may be served. In the future, LAF plans to provide stationed legal consultation services in remote areas where legal consultation resources are insufficient, and launch a legal aid information website to provide online legal education. The Foundation will also start to pilot specialized legal consultation services in "civil", "criminal", "labor" and "family" cases in metropolitan branch offices.

(VIII) Proceed with the "Immediate Support Program for Labor Litigation"

Starting from 2009, LAF was entrusted by the Council of Labor Affairs of the Executive Yuan with the "Immediate Support Program for Labor Litigation". Laborer can apply to LAF when they needed legal assistance in labor disputes or in claiming compensation for occupational injury. In the two years since the initiation of this program, a total of 9,120 laborers have received legal aid from LAF, and obtained favorable results in more than 80% of the cases. The collaboration of resources through this program enabled maximum protection of disadvantaged laborers. In 2012, the Foundation expects to continue to promote the program. To effectively guard laborers' litigation rights and maintain legal aid quality, the Foundation plans to establish an archive of attorneys specializing in labor litigation, and move towards piloting specialized assessment of labor litigation cases at branch offices.

IV. Reinforce mediation and settlement in civil and family cases

The mission of LAF is to protect disadvantaged people's legal rights, but filing lawsuits is only one of the many ways to resolve disputes. LAF will consult the alternative dispute resolution mechanisms developed in the western countries, i.e. mediation, conciliation and arbitration, and allow attorneys to intervene and mediate before filing a lawsuit. The Foundation plans to strengthen legal aid for mediation and settlement in civil and family cases by organize trainings to increase attorneys' proficiency in mediation skills, and by increasing pubic promotion of the Foundation's mediation services.

V. Proceed with the collection of contribution, recovery, repayment and withdrawal charges (Four Fees)

In managing the collection of the "four fees", the Foundation will supervise branch offices, and continue to communicate with the Judicial Yuan to coordinate solutions. The Foundation will also follow through and regularly check the results of collection.

VI. Management of Guarantee Certi›cates

When disadvantaged people suffer from encroachment of rights and interests and resort to law, they face injustice after winning the case if the defendants fraudulently transferred their assets because the plaintiffs could not afford the costs of issuing provisional proceedings to seize the defendants' assets. Hence, it is stipulated by Article 65 of the *Legal Aid Act* that, if the case has high prospects of success and it is necessary to seize the defendants' assets, LAF may issue a guarantee certificate which is accepted by the Courts as replacement of the security required by provisional proceedings. Due to the large amounts of money guaranteed, the Foundation will actively follow up, and request the return of the certificates when they are due for retrieval.

VII. Cooperation with College and University Law Schools

In 2012, besides recruiting law students from colleges and universities as volunteers, the Foundation plans to collaborate with law schools to offer case study courses. LAF staff attorneys or legal aid attorneys will share their experiences in class to help law students understand the specialty and professionalism of LAF cases, and encourage more outstanding graduates to join LAF in the provision of legal aid services to disadvantaged people.

VIII. Enhance the Ef›cacy of Fund-Raising

According to the *Legal Aid Act*, the endowment of the Foundation is NT$10,000,000,000. Apart from encouraging donations from the public, the Competent Authority will budget annual contributions to the endowment of the Foundation. Regarding the operational budget, LAF plans to enhance the effect of fund-raising through the following measures:

(I) Integration of governmental legal aid resources

LAF will actively seek cooperation with other governmental units which provide legal services (e.g. the Ministry of Interior, the Ministry of Justice, the Ministry of National Defense, the Council of Labor Affairs and Council of Indigenous Peoples of the Executive Yuan, the National Immigration Agency of the Ministry of Interior, and the Environmental Protection Administration). The integration of legal aid resources could increase administrative effectiveness, and the government's legal services could be unified and accessed from a single facilitator. This will also increase the Foundation's sources of funding.

(II) Donations from law firms and attorneys

LAF seeks the contribution of bar associations and law firms, and will approach them to raise donations.

(III) Fund-raising and charity activities

LAF plans to promote to the public the philosophy and ideals of legal aid in order to improve understanding of the Foundation and recognition of legal aid. The Foundation hoped that through this understanding, the public will be encouraged to make donations, thus increase the amount of donations from the public year by year.

IX. Strengthen research on disadvantaged people's demand for legal aid

According to Article 1 of the *Legal Aid Act*, all those who are unable to obtain adequate legal protection due to the lack of financial resources or other reasons, are the subject of legal assistance provided by the Foundation. Thus, ever since its inception, the Foundation has kept in close contact with various social welfare organizations and has been deeply concerned with disadvantaged people's demand for legal aid. To protect their legal rights and interests, it is necessary to first understand the specific legal issues they are facing so that adequate assistance may be provided. However, with the existing limited resources, it is not possible for the Foundation to take care of all of their demands. Moreover, changes in society and the economy also affect the formation and development of disadvantaged communities. Consequently, LAF will continue to research and endeavor to understand the needs of the disadvantaged in order to provide timely legal aid services.

X. Review the legal aid system

It is 7 years since the *Legal Aid Act* became effective on July 1, 2004. Besides support and assistance, the Foundation has also received many advice as well as expectations from society on the development of legal aid. While endeavoring to assist disadvantaged people solve their legal problems, LAF finds that there are still people who cannot receive legal aid due to restrictions of the *Legal Aid Act*. To ensure that legal aid services meet the needs of the disadvantaged at the same time maintain reasonable distribution of resources, issues such as legal aid contents, application and assessment procedures, organization structure and regulations should be reviewed, and the necessary modifications should be made to respond to the demands and expectations of society.

Appendices

Appendix I. Overview of LAF Regulations Stipulated or Amended in 2011

The following seven existing regulations were amended in 2011:

I. LAF Financial Eligibility Criteria of Granting Legal Aid

(I) The amendment to Article 3 of these Criteria was approved by the 10th meeting of the 3rd term Board of Directors on December 24, 2010, and later approved by the Judicial Yuan by Letter No. 1000004337 of Tai Ting Sih Four on February 21, 2011.

(II) The amendment to Articles 3, 4, 5, 7 and 10 of these Criteria were approved by the 21st meeting of the 3rd term Board of Directors on November 25, 2011, and later approved by the Judicial Yuan by Letter No. 1000030739 of Tai Ting Sih Four on December 30, 2011.

II. Guidelines Governing LAF Staff Attendance Management

The amendment to Article 6, Paragraph 7, Sub-paragraph 2 these Guidelines was approved by the 3rd Chairperson of the Board on February 23, 2011.

III. Guidelines Governing LAF Voluntary Service Management

The amendment to Items 9 and 10 of these Guidelines were approved by the 20th meeting of the 3rd term Board of Directors on October 28, 2011.

IV. Guidelines Governing LAF Subsidy for Educational Trainings

The amendment to the full content of these Guidelines was approved by the 3rd Chairperson of the Board on December 19, 2011.

V. LAF Accounting System

The amendment to Articles 7, 18, 28, 101, 138, 192, 196, 199 and 221 and Appendices 1-8 were approved by the 21st meeting of the 3rd term Board of Directors on November 25, 2011 (to be approved by the Judicial Yuan).

VI. Regulations Governing Fund Management between Legal Aid Foundation and Its Branch Of›ces

The amendment to Articles 5 to 16, 18 and 19 of these Regulations were approved by the 21st meeting of the 3rd term Board of Directors on November 25, 2011(to be approved by the Judicial Yuan).

VII. Guidelines Governing Selection of LAF Staff Studying Abroad Procedures

The changes to the title from “Guidelines Governing Application and Selection of LAF Staff

Studying Abroad Procedures" to "Guidelines Governing Selection of LAF Staff Studying Abroad Procedures" and amendment to the full content were approved by the 22nd meeting of the 3rd term Board of Directors on December 30, 2011.

Appendix II. Chronicle of Major Events in 2011

Month	Day	Event
January	25	Dr. Thang, CEO of BPSOS visited LAF for the second time.
March	15	Visit of representatives from Harvard Asia Law Society
March	18	Training for attorneys of the Legal aid for Victims of Human Trafficking Program held in Taipei
March	30	Legal consultation at Haocha Tribal Village in Pintung
April	1	Handing-over ceremony of out-going and new Secretary-General
April	20	Visit of the China Legal Aid Foundation delegation
April	22	LAF visited the Legal Affairs Department of Taipei City Government
May	2	Legal knowledge promotion at elementary and junior high schools in New Taipei City – New Taipei Municipal Jhanghe Junior High School in Jhonghe
May	3-6	Attorneys Ze-fang Sun of LAF Taipei Branch and Shu-ling Yang of Banciao Branch attended "ASEAN Civil Society Conference" and "ASEAN People's Forum".
May	12	Lecture presented by LAF Changhua Branch at National Chung Hsing University
May	13	Lecture for new immigrants presented by LAF Keelung Branch
May	18	Lecture presented by LAF Chiayi Branch at National Chung Cheng University
May	21	Educational training for CDCP attorneys
May	23	NYU law student Hari Sarang Nathan commenced an internship with LAF from May 23 to July 29, 2011.
May	27	Cross-strait Legal Aid Conference in Hong Kong S.A.R.
May	30	Lecture presented by LAF Tainan Branch at National Cheng Kung University
June	1	LAF representatives visited Minister Ta-chuan Sun of the Council of Indigenous Peoples, Executive Yuan.
June	2	Lecture presented by LAF Taichung Branch at the Tunghai University
June	7	Lecture presented by LAF Kaohsiung Branch at the National University of Kaohsiung
June	10	Meeting of the Directors of LAF Branches
June	10	LAF representatives visited Chairperson Sean C. Chen of Consumer Protection Commission, Executive Yuan

June	15-17	Deputy Secretary-General Cian-jhan Zeng attended the 2011 ILAG Conference in Helsinki
June	16	Visit of Mr. Rajen Devaraj from the Bar Association of Malaysia
June	18	Advanced educational training for CDCP attorneys
June	18-19	Promotional film production at Wulun Junior High School in Keelung
June	25	Educational training for RCA case attorneys and volunteers
June	27	Changing-over ceremony of the LAF Chiayi Branch Director
July	05	Dinner with the media
July	9	Lecture for new immigrants presented by LAF Taichung Branch at the Asia University
July	11	LAF 7th Anniversary and "Enhancing Legal Aid Quality Conference"
July	23	RCA case Conference
August	04	Press conference about claiming state compensation for the Jialan Village in Taitung
August	10	LAF representatives visited Chief Justice Chung-yi Cai of Keelung District Court
August	17	LAF representatives visited Chiayi County and City Police Departments
August	18	LAF representatives visited Kaohsiung City Police Department
August	20	Lecture for new immigrants presented by LAF Tainan Branch
August	24	Visit of Deputy Chairman of Constitutional Court of Mongolia
September	2	Legal knowledge promotion at Wulun Junior High School in Keelung
September	2	Legal knowledge promotion at Kuangfu Junior High School in Hsinchu
September	5	LAF representatives visited Director-General Li-kung Hsieh of National Immigration Agency
September	14	LAF representatives visited Consumer Protection Committee of the Executive Yuan for the second time
September	17	"Case Studies in Labor Litigation Practices" held in Taipei
September	23	Legal knowledge promotion at the Hsinchu Municipal Cheng Te High School
October	1	Educational training on International Covenant on Civil and Political Rights and Covenant on Economic, Social and Cultural Rights
October	7	Legal knowledge promotion at the Sanmin Junior High School in Hsinchu
October	26	Visit of the former Head of "ILO Special Action Programme to Combat Forced Labor", Mr. Roger Plant
December	18	Press conference about state compensation litigation of the Jialan Village in Taitung

Appendix III. Contact Information of Branch Offices

Keelung Branch

Add : 11F., No.14, Jhong 1st Rd., Ren-ai District, Keelung City 20041, Taiwan
Tel : +886-2-2423-1631
Fax : +886-2-2423-1632
Email : keelung@laf.org.tw

Taipei Branch

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Shilin Branch

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Banciao Branch

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Fax : +886-2-2252-8885
E-mail : banciao@laf.org.tw

Taoyuan Branch

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Fax : +886-3-334-4451
E-mail : taoyuan@laf.org.tw

Hsinchu Branch

Add : Room A, 3F, No.180, Beida Rd., Hsinchu City 30044, Taiwan
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Fax : +886-3-525-9897
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Miaoli Branch

Add : 1F, No.1097-1, Jhongjheng Rd., Miaoli City, Miaoli County 36052, Taiwan
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Fax : +886-37-368-007
Email : miaoli@laf.org.tw

Taichung Branch

Add : Room A, 7F, No.497, Jhongming S Rd., West District, Taichung City 40347, Taiwan
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Nantou Branch

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Tel : +886-49-224-8110
Fax : +886-49-224-6226
Email : nantou@laf.org.tw

Changhua Branch

Add : 1F, No.236, Sec. 3, Wannian Rd., Yuanlin Township, Changhua County 51042, Taiwan
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Fax : +886-4-837-5883
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Yulin Branch

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Chiayi Branch

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Kaohsiung Branch

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Pingtung Branch

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Penghu Branch

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Kinmen Branch

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Appendix IV. Statistics of Cases Handled by Branch Offices in 2011

Analyses of Total Cases

Table 1. Total Applications of General Cases and Total Special Program Cases

LAF Branch	Total Applications (a=b+c+d+e+f)	General Case (b)	Special Program Case			
			CDCP Case (c)	1st Interrogation Case (d)	Expanded Consultation (e)	Labor Litigation Program Case (f)
Tapei	19776	7050	999	149	10686	892
Taichung	7958	2923	509	40	4241	245
Tainan	8935	2770	417	18	5508	222
Kaohsiung	13506	4131	870	28	8313	164
Hualien	2122	759	14	3	1332	14
Taoyuan	9353	3175	464	29	5446	239
Hsinchu	2704	990	137	7	1513	57
Changhua	2839	1476	96	13	1192	62
Yilan	2110	1163	51	46	810	40
Taitung	1845	573	132	5	1105	30
Keelung	2389	1139	133	39	1024	54
Miaoli	2419	838	82	23	1427	49
Yunlin	1703	791	68	2	818	24
Chiayi	2741	1452	101	28	1039	121
Pintung	4690	2195	207	7	2020	261
Nantou	2912	710	93	2	2073	34
Penghu	552	218	7	0	324	3
Kinmen	402	94	3	0	299	6
Matsu	64	15	1	0	48	0
Banciao	15142	4802	448	64	9434	394
Shilin	10709	2129	641	89	7746	104
Total	114871	39393	5473	592	66398	3015

Table 2. Total Approved General Cases and Special Program Cases

LAF Branch	Total Applications (a=b+c+d+e+f)	General Case (b)	Special Program Case			
			CDCP Case (c)	1st Interrogation Case (d)	Expanded Consultation (e)	Labor Litigation Program Case (f)
Tapei	12740	4145	747	122	6960	766
Taichung	4588	1601	362	32	2379	214
Tainan	6589	1899	367	11	4108	204
Kaohsiung	7927	2639	633	20	4495	140
Hualien	1475	546	11	3	902	13
Taoyuan	7213	1807	297	23	4900	186
Hsinchu	1346	651	59	6	581	49
Changhua	2267	966	83	13	1145	60
Yilan	1429	567	46	39	740	37
Taitung	1202	469	102	4	600	27
Keelung	1632	724	96	37	738	37
Miaoli	2023	619	73	21	1269	41
Yunlin	1229	602	60	0	546	21
Chiayi	1764	866	67	25	698	108
Pintung	3079	1337	163	7	1316	256
Nantou	2509	468	75	2	1937	27
Penghu	481	157	5	0	316	3
Kinmen	266	59	2	0	204	1
Matsu	29	13	0	0	16	0
Banciao	7975	2999	279	39	4322	336
Shilin	7105	1200	442	71	5311	81
Total	74868	24334	3969	475	43483	2607
Note: The “CDCP Case” category includes legal consultation.						

Analyses of General Cases

Table 3. Statistics of Assessment Results

LAF Branch	Total Applications (a=b+e+f+g)	Assessment Result				Withdrawal (f)	Others (g)
		Total Approval			Total Refusal (e)		
		Subtotal (b=c+d)	Full Aid (c)	Partial Aid (d)			
Taipei	7050	4145	4073	72	2639	242	24
Taichung	2923	1601	1562	39	1120	195	7
Tanan	2770	1899	1840	59	783	79	9
Kaohsiung	4131	2639	2544	95	1259	168	65
Hualien	759	546	534	12	189	9	15
Taoyuan	3175	1807	1751	56	838	507	23
Hsinchu	990	651	637	14	301	35	3
Changhua	1476	966	946	20	407	102	1
Yilan	1163	567	554	13	294	296	6
Taitung	573	469	456	13	99	4	1
Keelung	1139	724	695	29	383	16	16
Miaoli	838	619	602	17	175	10	34
Yunlin	791	602	591	11	173	6	10
Chiayi	1452	866	826	40	518	68	0
Pintung	2195	1337	1291	46	541	305	12
Nantou	710	468	449	19	222	5	15
Penghu	218	157	152	5	56	3	2
Kinmen	94	59	58	1	32	3	0
Matsu	15	13	13	0	2	0	0
Banciao	4802	2999	2903	96	1663	110	30
Shilin	2129	1200	1163	37	825	64	40
Total	39393	24334	23640	694	12519	2227	313

Note: Cases recorded under the “Others” category refer to applications which have not yet received an assessment result when this Table was compiled on 10th January 2012, e.g. cases that still needed certain required documents or have not yet entered the assessment stage.

Table 4. Approval Percentage

LAF Branch	Approval (a)	Refusal (b)	Percentage of Approval (c=a/(a+b))
Taipei	4145	2639	61.10%
Taichung	1601	1120	58.84%
Tainan	1899	783	70.81%
Kaohsiung	2639	1259	67.70%
Hualien	546	189	74.29%
Taoyuan	1807	838	68.32%
Hsinchu	651	301	68.38%
Changhua	966	407	70.36%
Yilan	567	294	65.85%
Taitung	469	99	82.57%
Keelung	724	383	65.40%
Miaoli	619	175	77.96%
Yunlin	602	173	77.68%
Chiayi	866	518	62.57%
Pingtung	1337	541	71.19%
Nantou	468	222	67.83%
Penghu	157	56	73.71%
Kinmen	59	32	64.84%
Matsu	13	2	86.67%
Banciao	2999	1663	64.33%
Shilin	1200	825	59.26%
Total	24334	12519	66.03%

Table 5. Percentages of Approved Cases by Service Category

LAF Branch	Representation in Court Proceedings		Legal Document Drafting		Mediation or Settlement Negotiation		Analytical Legal Consultation		Total Approval (e=a+b+c+d)
	Subtotal (a)	Percentage (a/e)	Subtotal (b)	Percentage (b/e)	Subtotal (c)	Percentage (c/e)	Subtotal (d)	Percentage (d/e)	
Taipei	3733	89.33%	393	10.19%	18	0.41%	1	0.08%	4145
Taichung	1410	87.79%	183	11.97%	8	0.24%	0	0.00%	1601
Tainan	1572	81.26%	308	17.59%	19	1.15%	0	0.00%	1899
Kaohsiung	2284	84.73%	353	15.13%	2	0.15%	0	0.00%	2639
Hualien	498	89.12%	47	10.50%	1	0.38%	0	0.00%	546
Taoyuan	1581	88.87%	159	10.18%	67	0.95%	0	0.00%	1807
Hsinchu	581	87.03%	65	12.48%	5	0.49%	0	0.00%	651
Changhua	776	76.82%	187	22.68%	3	0.50%	0	0.00%	966
Yilan	514	88.10%	52	11.37%	1	0.53%	0	0.00%	567
Taitung	432	91.50%	37	7.84%	0	0.65%	0	0.00%	469
Keelung	616	84.29%	108	15.59%	0	0.12%	0	0.00%	724
Miaoli	460	65.31%	151	33.16%	8	1.53%	0	0.00%	619
Yunlin	531	87.58%	68	12.11%	3	0.16%	0	0.16%	602
Chiayi	711	79.96%	153	19.28%	2	0.76%	0	0.00%	866
Pingtung	1056	73.53%	279	25.71%	2	0.76%	0	0.00%	1337
Nantou	397	83.63%	57	16.15%	14	0.22%	0	0.00%	468
Penghu	122	68.00%	35	32.00%	0	0.00%	0	0.00%	157
Kinmen	53	79.17%	6	20.83%	0	0.00%	0	0.00%	59
Matsu	13	75.00%	0	25.00%	0	0.00%	0	0.00%	13
Banciao	2648	84.03%	326	15.67%	21	0.27%	4	0.03%	2999
Shilin	1009	83.12%	180	16.01%	11	0.87%	0	0.00%	1200
Total	20997	86.29%	3147	12.93%	185	0.76%	5	0.02%	24334

Note: The category “analytic legal Consultation” signifies that an applicant was granted with analytic legal consultation because of the complexity of the case. The case is assigned to a legal aid attorney, who will provide a three-hour consultation session to clarify the facts and legal concerns of the case, and then provide written advice. This service is different from the general on-site verbal consultation offered in the assessment room.

Table 6. Percentages of Applications and Approved Cases by Law Category

LAF Branch	Application						Approval					
	Subtotal	Criminal	Civil	Family	Administrative	Unrecorded	Subtotal	Criminal	Civil	Family	Administrative	Unrecorded
Taipei	7050	3781	1944	1185	127	13	4145	2334	1041	740	30	0
Taichung	2923	1878	578	446	20	1	1601	982	322	292	5	0
Tainan	2770	1352	656	730	28	4	1899	883	440	562	14	0
Kaohsiung	4131	2181	1114	769	41	26	2639	1373	675	572	19	0
Hualien	759	462	146	147	4	0	546	349	95	102	0	0
Taoyuan	3175	1762	803	557	29	24	1807	1022	449	326	8	2
Hsinchu	990	573	208	207	2	0	651	406	115	130	0	0
Changhua	1476	803	369	285	15	4	966	547	221	195	3	0
Yilan	1163	608	317	224	14	0	567	334	125	106	2	0
Taitung	573	219	222	126	6	0	469	181	180	105	3	0
Keelung	1139	579	273	270	12	5	724	351	162	208	3	0
Miaoli	838	450	214	140	11	23	619	346	156	112	5	0
Yunlin	791	462	150	175	1	3	602	359	100	141	0	2
Chiayi	1452	655	403	382	12	0	866	340	259	261	6	0
Pingtung	2195	1043	727	410	13	2	1337	695	374	264	2	2
Nantou	710	297	209	184	6	14	468	179	137	148	3	1
Penghu	218	100	74	40	4	0	157	64	57	33	3	0
Kinmen	94	37	26	29	2	0	59	26	13	20	0	0
Matsu	15	5	7	3	0	0	13	5	5	3	0	0
Banciao	4802	2729	1111	901	47	14	2999	1711	650	615	22	1
Shilin	2129	992	571	511	28	27	1200	544	286	360	9	1
Total	39393	20968	10122	7721	422	160	24334	13031	5862	5295	137	9
Percentage	100.00%	53.23%	25.69%	19.60%	1.07%	0.41%	100.00%	53.55%	24.09%	21.76%	0.56%	0.04%

Table 7. Top 5 Matter Types of Approved Cases by Law Category

Ranking	Civil Case	Family Case	Administrative Case	Criminal Case
1	Tort	Maintenance	Concerning *Public Assistance Act*	Narcotic Drugs
2	Lending Dispute	Divorce	Concerning *Labor Insurance Act*	Injury or Serous Injury
3	Unjust Enrichment	Parental Rights or Child Custody	Concerning *Crime Victim Protection Act*	Crime against Sexual Autonomy
4	Salary Dispute	Domestic Violence	-	Murder
5	Occupational Injury Compensation Dispute	Succession	-	Robbery or Piracy

Note: 1. As there have been few applications for legal aid in administrative cases, only the top 3 types of cases are listed.
2. The legal aid recipients of criminal cases include the accused and the complainant, and legal aid services covered include representation and defense during investigation and trial proceedings.

Table 8. Total Applications of Compulsory Defense Cases and Percentage of Approval in General Cases

LAF Branch	Application			Approval		
	General Case Applications (a)	Compulsory Defense Applications (b)	Percentage of Compulsory Defense Application (b/c)	General Case Approved (c)	Compulsory Defense Case Approved (d)	Percentage of Compulsory Defense Approved (d/c)
Taipei	7050	1601	22.71%	4145	1312	31.65%
Taichung	2923	1207	41.29%	1601	705	44.03%
Tainan	2770	669	24.15%	1899	506	26.65%
Kaohsiung	4131	1106	26.77%	2639	735	27.85%
Hualien	759	340	44.80%	546	277	50.73%
Taoyuan	3175	908	28.60%	1807	746	41.28%
Hsinchu	990	380	38.38%	651	323	49.62%
Changhua	1476	507	34.35%	966	435	45.03%
Yilan	1163	238	20.46%	567	192	33.86%
Taitung	573	105	18.32%	469	97	20.68%
Keelung	1139	201	17.65%	724	161	22.24%
Miaoli	838	291	34.73%	619	235	37.96%
Yunlin	791	329	41.59%	602	283	47.01%
Chiayi	1452	257	17.70%	866	180	20.79%
Pingtung	2195	383	17.45%	1337	333	24.91%
Nantou	710	138	19.44%	468	96	20.51%
Penghu	218	52	23.85%	157	32	20.38%
Kinmen	94	18	19.15%	59	14	23.73%
Matsu	15	0	0.00%	13	0	0.00%
Banciao	4802	1296	26.99%	2999	1002	33.41%
Shilin	2129	230	10.80%	1200	178	14.83%
Total	39393	10256	26.04%	24334	7842	32.23%

Table 9. Statistics of Assessment Result of Criminal Compulsory Defense Cases

LAF Branch	Application	Approval (a)	Refusal (b)	Withdrawal	Others	Percentage of Approval (a/(a+b))
Taipei	1601	1312	279	10	0	82.46%
Taichung	1207	705	501	1	0	58.46%
Tainan	669	506	163	0	0	75.64%
Kaohsiung	1106	735	368	3	0	66.64%
Hualien	340	277	58	2	3	82.69%
Taoyuan	908	746	140	22	0	84.20%
Hsinchu	380	323	57	0	0	85.00%
Changhua	507	435	71	1	0	85.97%
Yilan	238	192	44	2	0	81.36%
Taitung	105	97	8	0	0	92.38%
Keelung	201	161	40	0	0	80.10%
Miaoli	291	235	56	0	0	80.76%
Yunlin	329	283	45	1	0	86.28%
Chiayi	257	180	74	3	0	70.87%
Pingtung	383	333	49	0	1	87.17%
Nantou	138	96	42	0	0	69.57%
Penghu	52	32	18	0	2	64.00%
Kinmen	18	14	4	0	0	77.78%
Matsu	0	0	0	0	0	-
Banciao	1296	1002	285	1	8	77.86%
Shilin	230	178	51	0	1	77.73%
Total	10256	7842	2353	46	15	76.92%

Table 10. Case Total and Percentages of Reasons for Refusal

Type	Case Total	Percentage
Obviously Unjustified	7631	55.70%
Financial Ineligibility	3641	26.58%
Application Not Verified by Deadline	1283	9.36%
Beyond the Scope or Category of Legal Aid	886	6.47%
Case Objective Inconsistent with Purposes of Legal Aid	186	1.36%
Possible Gains for Applicant from Winning the Case are Smaller than Litigation Expenses and Lawyers' Remuneration	64	0.47%
Applicants are Illegal Residents in Taiwan	6	0.04%
Litigation Outside Taiwan	3	0.02%
Total	13700	100%

Note:1.The reasons for refusals in this table include only applications which were refused when people come to LAF to apply for legal aid.
2.The Assessment Committee can choose more than one reasons for refusal, therefore the total number shown in this Table is greater than the actual total number of cases refused.

Table 11. Results of Reviewed Cases and Percentages

LAF Branch	Total No. of unfinalized cases at beginning of the Year (a)	New Applications (b)	Cases Finalized					Total No. of unfinalized cases at the end of the year (a+b-c-d-e)
			Initial Decision Sustained		Initial Decision Revoked		Withdrawal (e)	
			Total (c)	Percentage (c/(a+b))	Total (d)	Percentage (d/(a+b))		
Taipei	44	627	406	60.51%	213	33.97%	33	19
Taichung	2	204	178	86.41%	23	11.27%	0	5
Tainan	0	212	165	77.83%	35	16.51%	10	2
Kaohsiung	2	233	191	81.28%	38	16.31%	4	2
Hualien	1	43	26	59.09%	18	41.86%	0	0
Taoyuan	9	232	176	73.03%	48	20.69%	5	12
Hsinchu	1	59	33	55.00%	24	40.68%	1	2
Changhua	4	40	28	63.64%	8	20.00%	3	3
Yilan	3	45	34	0.00%	11	0.00%	1	2
Taitung	0	11	8	72.73%	2	18.18%	0	1
Keelung	7	104	75	67.57%	27	25.96%	6	3
Miaoli	0	30	20	0.00%	8	0.00%	2	0
Yunlin	1	17	12	0.00%	5	0.00%	0	1
Chiayi	4	136	86	61.43%	46	33.82%	4	4
Pingtung	0	40	20	50.00%	19	47.50%	1	0
Nantou	2	42	22	0.00%	20	0.00%	1	1
Penghu	0	9	7	77.78%	2	22.22%	0	0
Kinmen	0	2	1	0.00%	1	0.00%	0	0
Matsu	0	0	0	0.00%	0	0.00%	0	0
Banciao	20	389	227	55.50%	152	39.07%	10	20
Shilin	4	190	128	65.98%	46	24.21%	6	14
Total	104	2665	1843	66.56%	746	27.99%	87	91

Note: The Review procedure is open to those who are “unwilling to accept refusal of the case”, “unwilling to accept the type of legal aid service granted”, “unwilling to accept partial aid”, “unwilling to accept termination of the case”, “unwilling to accept the decision on the type of case to be aided”, “unwilling to accept the decision to grant a guarantee certificate or the amount guaranteed”, “unwilling to withdraw the case”, “unwilling to accept the decision on whether to replace the appointed attorney”, “unwilling to agree on the amount of recovery payment”, “unwilling to agree on the amount of contribution payable” and “unwilling to agree on the amount of withdrawal payment”.

Table 12. Statistics of Guarantee Certificates and Amount Guaranteed

LAF Branch	Guarantee Issued in the Past		Guarantee Retrieved		Outstanding Guarantees		Guarantees Not Yet Retrieved							Guarantees Not Due For Retrieval	
							Subtotal		In Process of Retrieval		Unable to Be Retrieved				
	Total (e=a+d)	Amount Guaranteed (j=f+i)	Total (b)	Amount Guaranteed (g)	Total (c+d)	Amount Guaranteed (h+i)	Total (c)	Amount Guaranteed (h)	Total	Amount Guaranteed	Total	Amount Guaranteed	Reason for Being Irretrievable	Total (d)	Amount Guaranteed (i)
Taipei	653	507,262,541	295	194,537,921	358	312,724,620	269	221,147,041	131	141,484,318	138	79,662,723	Losing Contact with Recipients; No Retrieval Made Momentarily for the Interest of Recipients; Guarantee Lost	89	91,577,579
Taichung	133	55,980,693	100	35,357,341	33	20,623,352	16	4,600,352	11	3,790,352	5	810,000	No Retrieval Made Momentarily for the Interest of Recipients	17	16,023,000
Tainan	75	23,044,999	52	16,020,999	23	7,024,000	7	1,859,000	7	1,859,000	0	0	-	16	5,165,000
Kaohsiung	73	19,197,621	49	11,953,011	24	7,244,610	9	2,041,000	6	1,616,000	3	425,000	Losing Contact with Recipients; No Retrieval Made Momentarily for the Interest of Recipients	15	5,203,610
Hualien	47	16,837,400	43	12,597,400	4	4,240,000	1	1,400,000	0	0	1	1,400,000	No Retrieval Made Momentarily for the Interest of Recipients	3	2,840,000
Taoyuan	90	81,268,967	46	39,817,617	44	41,451,350	5	4,096,000	3	2,976,000	2	1,120,000	Recipients Dead; No Retrieval Made Momentarily for the Interest of Recipients	39	37,355,350
Hsinchu	80	37,250,200	36	11,472,000	44	25,778,200	27	15,986,200	25	14,186,200	2	1,800,000	Losing Contact with Recipients; No Retrieval Made Momentarily for the Interest of Recipients	17	9,792,000
Changhua	52	17,755,900	28	10,257,500	24	7,498,400	9	1,704,000	8	1,404,000	1	300,000	Recipients Refused to Withdraw sequestration enforcement	15	5,794,400
Yilan	18	15,062,607	15	12,765,607	3	2,297,000	1	667,000	1	667,000	0	0	-	2	1,630,000
Taitung	7	5,904,450	6	5,712,450	1	192,000	0	0	0	0	0	0	-	1	192,000
Keelung	28	9,090,909	20	5,889,667	8	3,201,242	8	3,201,242	8	3,201,242	0	0	-	0	0
Miaoli	38	25,732,584	24	7,264,446	14	18,468,138	7	10,818,000	6	10,318,000	1	500,000	No Retrieval Made Momentarily for the Interest of Recipients	7	7,650,138
Yunlin	31	9,845,876	20	6,689,000	11	3,156,876	9	2,361,876	9	2,361,876	0	0	-	2	795,000
Chiayi	58	14,856,062	40	10,523,062	18	4,333,000	14	3,049,000	12	2,589,000	2	460,000	Losing Contact with Recipients; No Retrieval Made Momentarily for the Interest of Recipients	4	1,284,000
Pingtung	158	27,330,640	93	17,626,640	65	9,704,000	13	2,328,000	13	2,328,000	0	0	-	52	7,376,000
Nantou	30	8,176,491	21	5,478,491	9	2,698,000	3	1,200,000	3	1,200,000	0	0	-	6	1,498,000
Penghu	15	2,567,000	12	2,390,000	3	177,000	1	30,000	1	30,000	0	0	-	2	147,000
Kinmen	15	5,397,000	2	1,440,000	13	3,957,000	1	667,000	1	667,000	0	0	-	12	3,290,000
Matsu	1	2,415,000	1	2,415,000	0	0	0	0	0	0	0	0	-	0	0
Banciao	113	74,181,608	66	42,488,659	47	31,692,949	13	5,608,600	10	5,290,000	3	318,600	No Retrieval Made Momentarily for the Interest of Recipients	34	26,084,349
Shilin	18	21,640,539	4	5,093,989	14	16,546,550	0	0	0	0	0	0	-	14	16,546,550
Total	1,733	980,799,087	973	457,790,800	760	523,008,287	413	282,764,311	255	195,967,988	158	86,796,323	-	347	240,243,976

Table 13. Total Number and Percentages of Closed Civil, Criminal, Administrative and Family Cases

LAF Branch	Criminal		Civil		Family		Administrative		Non-Litigation		Total (f=a+b+c+d+e)
	Case Total (a)	Percentage (a/f)	Case Total (b)	Percentage (b/f)	Case Total (c)	Percentage (c/f)	Case Total (d)	Percentage (d/f)	Case Total (e)	Percentage (e/f)	
Taipei	1737	57.55%	679	22.50%	513	17.00%	26	0.86%	63	2.09%	3018
Taichung	945	62.01%	281	18.44%	284	18.64%	3	0.20%	11	0.72%	1524
Tainan	793	51.49%	363	23.57%	376	24.42%	6	0.39%	2	0.13%	1540
Kaohsiung	1119	56.86%	408	20.73%	430	21.85%	4	0.20%	7	0.36%	1968
Hualien	293	65.99%	72	16.22%	76	17.12%	2	0.45%	1	0.23%	444
Taoyuan	863	60.86%	280	19.75%	262	18.48%	7	0.49%	6	0.42%	1418
Hsinchu	270	59.73%	93	20.58%	89	19.69%	0	0.00%	0	0.00%	452
Changhua	412	53.23%	203	26.23%	156	20.16%	3	0.39%	0	0.00%	774
Yilan	250	59.81%	91	21.77%	74	17.70%	2	0.48%	1	0.24%	418
Taitung	118	40.69%	92	31.72%	78	26.90%	0	0.00%	2	0.69%	290
Keelung	236	47.87%	124	25.15%	128	25.96%	3	0.61%	2	0.41%	493
Miaoli	246	49.80%	128	25.91%	108	21.86%	5	1.01%	7	1.42%	494
Yunlin	292	63.07%	69	14.90%	97	20.95%	0	0.00%	5	1.08%	463
Chiayi	263	37.30%	199	28.23%	236	33.48%	6	0.85%	1	0.14%	705
Pingtung	534	49.63%	298	27.70%	234	21.75%	2	0.19%	8	0.74%	1076
Nantou	134	42.01%	73	22.88%	102	31.97%	3	0.94%	7	2.19%	319
Penghu	53	41.09%	41	31.78%	31	24.03%	1	0.78%	3	2.33%	129
Kinmen	15	34.09%	16	36.36%	13	29.55%	0	0.00%	0	0.00%	44
Matsu	2	66.67%	1	33.33%	0	0.00%	0	0.00%	0	0.00%	3
Banciao	1416	58.66%	505	20.92%	433	17.94%	22	0.91%	38	1.57%	2414
Shilin	189	55.43%	86	25.22%	61	17.89%	4	1.17%	1	0.29%	341
Total	10180	55.55%	4102	22.38%	3781	20.63%	99	0.54%	165	0.90%	18327

Note:1. A legal aid case is closed when the legal aid attorney finishes the case and applies to LAF for closure remuneration. In the case of document drafting, an attorney finishes the case by completion of drafting; in the case of mediation or settlement negotiations, by obtaining an outcome (successfully reached a mutually acceptable settlement or otherwise); in the case of litigation, when all proceedings in the adjudication level have concluded (rather than when the court issues a judgment or verdict or when the Prosecutor's Office issues a decision to prosecute or otherwise). Hence a closed case may include one still in court.

2. The closed cases shown in this table exclude those which were closed after Variation Assessment (e.g. cases withdrawn, cancelled or terminated).

Table 14. Service Categories and Percentages of Closed Cases

LAF Branch	Court Representation		Legal Document Drafting		Mediation or Settlement Negotiation		Analytical Legal Consultation		Total (e=a+b+c+d)
	Case Total (a)	Percentage (a/e)	Case Total (b)	Percentage (b/e)	Case Total (c)	Percentage (c/e)	Case Total (d)	Percentage (d/e)	
Taipei	2686	89.00%	320	10.60%	11	0.36%	1	0.03%	3018
Taichung	1324	86.88%	195	12.80%	5	0.33%	0	0.00%	1524
Tainan	1260	81.82%	263	17.08%	17	1.10%	0	0.00%	1540
Kaohsiung	1673	85.01%	293	14.89%	2	0.10%	0	0.00%	1968
Hualien	395	88.96%	47	10.59%	2	0.45%	0	0.00%	444
Taoyuan	1270	89.56%	142	10.01%	5	0.35%	1	0.07%	1418
Hsinchu	405	89.60%	43	9.51%	4	0.88%	0	0.00%	452
Changhua	594	76.74%	179	23.13%	1	0.13%	0	0.00%	774
Yilan	373	89.23%	44	10.53%	1	0.24%	0	0.00%	418
Taitung	253	87.24%	36	12.41%	1	0.34%	0	0.00%	290
Keelung	408	82.76%	85	17.24%	0	0.00%	0	0.00%	493
Miaoli	356	72.06%	129	26.11%	9	1.82%	0	0.00%	494
Yunlin	402	86.83%	59	12.74%	2	0.43%	0	0.00%	463
Chiayi	569	80.71%	132	18.72%	4	0.57%	0	0.00%	705
Pingtung	838	77.88%	229	21.28%	9	0.84%	0	0.00%	1076
Nantou	250	78.37%	60	18.81%	9	2.82%	0	0.00%	319
Penghu	88	68.22%	41	31.78%	0	0.00%	0	0.00%	129
Kinmen	38	86.36%	6	13.64%	0	0.00%	0	0.00%	44
Matsu	3	100.00%	0	0.00%	0	0.00%	0	0.00%	3
Banciao	2116	87.66%	282	11.68%	15	0.62%	1	0.04%	2414
Shilin	265	77.71%	74	21.70%	2	0.59%	0	0.00%	341
Total	15566	84.93%	2659	14.51%	99	0.54%	3	0.02%	18327

Table 15. Analysis of Civil Litigation Cases Closed

LAF Branch	Recovery	Defeat	Partial Recovery and Partial Defeat	Mediation or Settlement Negotiation	Withdrawal	Court Ruling	Withdrawal of Initial Court Ruling and Remand to Previous Trial Court	Others	Total
Taipei	82	113	105	140	24	35	2	32	533
Taichung	17	30	37	65	26	3	0	23	201
Tainan	33	32	60	79	27	1	2	15	249
Kaohsiung	47	49	73	84	23	2	1	15	294
Hualien	7	7	8	22	5	2	0	10	61
Taoyuan	29	18	75	77	9	2	0	8	218
Hsinchu	12	10	11	27	9	1	0	7	77
Changhua	30	20	20	27	12	0	1	11	121
Yilan	8	9	17	31	6	1	0	2	74
Taitung	16	17	12	24	1	0	0	1	71
Keelung	10	20	22	19	9	1	0	6	87
Miaoli	22	14	13	19	6	0	3	2	79
Yunlin	3	2	16	16	6	0	0	3	46
Chiayi	23	25	48	34	11	1	0	5	147
Pingtung	17	22	44	70	11	1	0	11	176
Nantou	16	6	7	13	3	1	0	1	47
Penghu	9	0	11	3	4	0	0	1	28
Kinmen	0	0	2	7	1	0	0	2	12
Matsu	0	0	0	1	0	0	0	0	1
Banciao	63	55	107	113	28	7	1	11	385
Shilin	10	7	11	14	13	0	0	2	57
Total	454	456	699	885	234	58	10	168	2964
Percentage	15.32%	15.38%	23.58%	29.86%	7.89%	1.96%	0.34%	5.67%	100.00%

Notes:1. “Mediation or settlement” in this table refers to a case which legal aid in court representation was initially granted, but later resolved by the legal aid attorney’s petition for mediation, in-court or out-of-court settlement or other means of conciliation.
2. “Withdrawal” in this table means either party (or both parties) to the litigation withdraws from an action for reasons other than mediation or settlement.

Table 16. Analysis of Family Litigation Cases Closed

LAF Branch	Recovery	Defeat	Partial Recovery and Partial Defeat	Mediation or Settlement Negotiation	Withdrawal	Court Ruling	Withdrawal of Initial Court Ruling and Remand to Previous Trial Court	Others	Total
Taipei	141	37	33	139	28	57	1	23	459
Taichung	70	10	13	60	17	48	0	8	226
Tainan	124	19	11	112	13	25	0	10	314
Kaohsiung	103	9	18	152	43	35	1	12	373
Hualien	20	3	0	28	7	5	0	2	65
Taoyuan	57	16	15	73	20	36	1	7	225
Hsinchu	17	3	5	28	7	5	0	7	72
Changhua	37	12	3	26	16	0	0	5	99
Yilan	23	4	1	33	0	7	0	2	70
Taitung	29	2	2	26	10	4	0	0	73
Keelung	33	2	6	30	10	22	0	8	111
Miaoli	23	3	2	21	7	11	0	4	71
Yunlin	21	2	3	44	10	2	0	1	83
Chiayi	57	10	18	62	17	29	0	6	199
Pingtung	65	8	10	70	14	23	0	4	194
Nantou	7	1	1	53	3	11	0	6	82
Penghu	3	2	1	4	8	2	0	1	21
Kinmen	4	0	0	3	2	1	0	1	11
Matsu	0	0	0	0	0	0	0	0	0
Banciao	110	5	27	131	51	57	1	7	389
Shilin	10	3	2	21	5	8	0	2	51
Total	954	151	171	1116	288	388	4	116	3188
Percentage	29.92%	4.74%	5.36%	35.01%	9.03%	12.17%	0.13%	3.64%	100.00%

Notes:1. “Mediation or settlement” in this table refers to a case which legal aid in court representation was initially granted, but later resolved by the legal aid attorney’s petition for mediation, in-court or out-of-court settlement or other means of conciliation.
2. “Withdrawal” in this table means either party (or both parties) to the litigation withdraws from an action for reasons other than mediation or settlement.

Table 17. Analysis of Administrative Litigation Cases Closed

LAF Branch	Recovery	Defeat	Partial Recovery and Partial Defeat	Others	Total
Taipei	0	12	1	8	21
Taichung	0	2	0	0	2
Tainan	0	0	0	1	1
Kaohsiung	0	0	0	0	0
Hualien	0	0	0	0	0
Taoyuan	0	1	0	0	1
Hsinchu	0	0	0	0	0
Changhua	0	0	0	0	0
Yilan	0	1	0	0	1
Taitung	0	0	0	0	0
Keelung	0	0	0	0	0
Miaoli	3	1	0	0	4
Yunlin	0	0	0	0	0
Chiayi	0	0	1	1	2
Pingtung	0	0	0	0	0
Nantou	0	1	0	1	2
Penghu	0	0	0	0	0
Kinmen	0	0	0	0	0
Matsu	0	0	0	0	0
Banciao	0	7	0	7	14
Shilin	0	0	0	1	1
Total	3	25	2	19	49
Percentage	6.12%	51.02%	4.08%	38.78%	100.00%

Table 18. Analysis of Criminal Litigation Cases Closed

LAF Branch	Favorable to Recipients				Not Favorable to Recipients				Unable to Decide	Total
	Subtotal	Complainant	Accused	Others	Subtotal	Complainant	Accused	Others		
Taipei	825	141	678	6	733	75	644	14	79	1637
Taichung	407	37	369	1	393	21	369	3	86	886
Tainan	287	31	255	1	286	10	275	1	122	695
Kaohsiung	456	58	393	5	514	30	483	1	32	1002
Hualien	190	4	173	13	47	2	43	2	32	269
Taoyuan	506	56	269	181	295	32	198	65	23	824
Hsinchu	151	17	131	3	88	10	77	1	17	256
Changhua	333	16	275	42	40	7	23	10	1	374
Yilan	127	8	117	2	73	7	66	0	27	227
Taitung	59	3	56	0	42	2	40	0	8	109
Keelung	141	16	124	1	65	11	53	1	2	208
Miaoli	120	19	100	1	66	5	61	0	14	200
Yunlin	231	5	212	14	22	0	21	1	18	271
Chiayi	200	35	164	1	16	7	9	0	5	221
Pingtung	231	60	169	2	206	26	179	1	25	462
Nantou	55	11	44	0	44	7	37	0	14	113
Penghu	19	5	14	0	15	3	12	0	2	36
Kinmen	7	1	6	0	6	1	5	0	2	15
Matsu	1	1	0	0	0	0	0	0	1	2
Banciao	630	86	542	2	491	67	419	5	200	1321
Shilin	78	17	61	0	56	6	50	0	22	156
Total	5054	627	4152	275	3498	329	3064	105	732	9284
Percentage	54.44%				37.68%				7.88%	100.00%

CDCP Case Analyses

Table 19. Statistics of Assessment Results

LAF Branch	Application	Assessment Result		Legal Consultation	No Consultation Provided	Approval Percentage (a/(a+b))
		Approval (a)	Refusal (b)			
Taipei	999	270	140	477	112	65.85%
Taichung	509	16	36	346	111	30.77%
Tainan	417	151	25	216	25	85.80%
Kaohsiung	870	139	58	494	179	70.56%
Hualien	14	10	3	1	0	76.92%
Taoyuan	464	31	37	266	130	45.59%
Hsinchu	137	10	11	49	67	47.62%
Changhua	96	21	9	62	4	70.00%
Yilan	51	7	2	39	3	77.78%
Taitung	132	28	3	74	27	90.32%
Keelung	133	41	25	55	12	62.12%
Miaoli	82	14	6	59	3	70.00%
Yunlin	68	15	2	45	6	88.24%
Chiayi	101	4	2	63	32	66.67%
Pingtung	207	53	8	110	36	86.89%
Nantou	93	15	14	60	4	51.72%
Penghu	7	5	2	0	0	71.43%
Kinmen	3	2	1	0	0	66.67%
Matsu	1	0	1	0	0	0.00%
Banciao	448	111	134	168	35	45.31%
Shilin	641	136	79	306	120	63.26%
Total	5473	1079	598	2890	906	64.34%

Table 20. Analysis of Approved Case Categories

LAF Branch	Total	Categories of Approved Cases				
		Negotiation and Restructuring	Negotiation and Clearance	Restructuring	Clearance	Legal Document Drafting
Taipei	270	147	18	84	17	4
Taichung	16	8	1	7	0	0
Tainan	151	98	3	46	4	0
Kaohsiung	139	114	11	7	6	1
Hualien	10	6	0	3	1	0
Taoyuan	31	11	4	14	2	0
Hsinchu	10	5	1	4	0	0
Changhua	21	11	0	10	0	0
Yilan	7	1	0	6	0	0
Taitung	28	19	2	7	0	0
Keelung	41	28	0	11	2	0
Miaoli	14	12	0	2	0	0
Yunlin	15	10	1	4	0	0
Chiayi	4	0	0	4	0	0
Pingtung	53	48	0	5	0	0
Nantou	15	9	0	3	3	0
Penghu	5	3	2	0	0	0
Kinmen	2	2	0	0	0	0
Matsu	0	0	0	0	0	0
Banciao	111	72	7	30	2	0
Shilin	136	86	9	31	9	1
Total	1079	690	59	278	46	6
Percentage	100.00%	63.95%	5.47%	25.76%	4.26%	0.56%

Table 21. Case Total and Percentage of Review Results

LAF Branch	Total No. of unfinalized cases at beginning of the Year (a)	New Applications (b)	Case Finalized					Total No. of unfinalized cases at the end of the year (a)+(b)-(c)-(d)-(e)
			Initial Decision Sustained		Initial Decision Revoked		Withdrawal (e)	
			Case Total (c)	Percentage (c/(a+b))	Case Total (d)	Percentage (d/(a+b))		
Taipei	0	20	7	35.00%	13	65.00%	0	0
Taichung	0	9	8	88.89%	1	11.11%	0	0
Tainan	0	2	0	0.00%	2	100.00%	0	0
Kaohsiung	0	14	14	100.00%	0	0.00%	0	0
Hualien	0	1	0	0.00%	1	100.00%	0	0
Taoyuan	0	8	6	75.00%	2	25.00%	0	0
Hsinchu	0	4	2	50.00%	2	50.00%	0	0
Changhua	0	1	0	-	0	-	1	0
Yilan	0	0	0	-	0	-	0	0
Taitung	0	2	1	50.00%	0	0.00%	1	0
Keelung	0	8	3	37.50%	3	37.50%	1	1
Miaoli	0	0	0	-	0	-	0	0
Yunlin	0	0	0	-	0	-	0	0
Chiayi	0	2	1	50.00%	1	50.00%	0	0
Pingtung	0	0	0	-	0	-	0	0
Nantou	0	5	4	0.00%	1	0.00%	0	0
Penghu	0	3	1	33.33%	2	66.67%	0	0
Kinmen	0	2	1	50.00%	1	50.00%	0	0
Matsu	0	0	0	-	0	-	0	0
Banciao	0	32	19	59.38%	12	37.50%	1	0
Shilin	0	8	5	62.50%	3	37.50%	0	0
Total	0	121	72	59.50%	44	36.36%	4	1

Analyses of 1st Interrogation Program

Table 22. Analysis of Case Sources

Branch	Total Applications	Case Sources					
		Civilian	Police	Prosecutor	Court	Investigation Bureau	Others
Taipei	149	30	111	1	5	0	2
Taichung	40	13	12	13	1	0	1
Tainan	18	12	5	1	0	0	0
Kaohsiung	28	15	8	1	0	0	4
Hualien	3	0	3	0	0	0	0
Taoyuan	29	15	5	4	1	0	4
Hsinchu	7	4	0	2	1	0	0
Changhua	13	0	9	3	1	0	0
Yilan	46	8	20	7	11	0	0
Taitung	5	5	0	0	0	0	0
Keelung	39	4	11	1	23	0	0
Miaoli	23	0	18	5	0	0	0
Yunlin	2	1	0	1	0	0	0
Chiayi	28	4	2	4	18	0	0
Pingtung	7	1	5	1	0	0	0
Nantou	2	2	0	0	0	0	0
Penghu	0	0	0	0	0	0	0
Kinmen	0	0	0	0	0	0	0
Matsu	0	0	0	0	0	0	0
Banciao	64	43	12	3	0	0	6
Shilin	89	18	61	10	0	0	0
Total	592	175	282	57	61	0	17

Note: The “others” included military sources and social workers.

Table 23. Analysis of Case Categories

LAF Branch	Total Applications	Refusal	No Attorneys Needed	Attorneys Needed to be Appointed	
				Case with Attorney Appointed	Case with no Attorney Appointed
Taipei	149	27	0	120	2
Taichung	40	8	0	32	0
Tainan	18	7	0	10	1
Kaohsiung	28	8	0	20	0
Hualien	3	0	0	1	2
Taoyuan	29	6	2	15	6
Hsinchu	7	1	1	3	2
Changhua	13	0	1	12	0
Yilan	46	7	1	30	8
Taitung	5	1	0	4	0
Keelung	39	2	1	36	0
Miaoli	23	2	1	15	5
Yunlin	2	2	0	0	0
Chiayi	28	3	2	23	0
Pingtung	7	0	0	7	0
Nantou	2	0	0	2	0
Penghu	-	-	-	-	-
Kinmen	-	-	-	-	-
Matsu	-	-	-	-	-
Banciao	64	25	2	37	0
Shilin	89	18	1	70	0
Total	592	117	12	437	26

Note: The cases under the “No Attorneys Needed” category include those withdrawn by applicants or the interrogations were finished before attorneys were appointed.

Analyses of Expanded Legal Consultation Program

Table 24. Case Statistics

LAF Branch	Legal Consultation		No Consultation Provided		Total (c=a+b)
	Case Total (a)	Percentage (a/c)	Case Total (b)	Percentage (b/c)	
Taipei	6960	65.13%	3726	34.87%	10686
Taichung	2379	56.10%	1862	43.90%	4241
Tainan	4108	74.58%	1400	25.42%	5508
Kaohsiung	4495	54.07%	3818	45.93%	8313
Hualien	902	67.72%	430	32.28%	1332
Taoyuan	4900	89.97%	546	10.03%	5446
Hsinchu	581	38.40%	932	61.60%	1513
Changhua	1145	96.06%	47	3.94%	1192
Yilan	740	91.36%	70	8.64%	810
Taitung	600	54.30%	505	45.70%	1105
Keelung	738	72.07%	286	27.93%	1024
Miaoli	1269	88.93%	158	11.07%	1427
Yunlin	546	66.75%	272	33.25%	818
Chiayi	698	67.18%	341	32.82%	1039
Pingtung	1316	65.15%	704	34.85%	2020
Nantou	1937	93.44%	136	6.56%	2073
Penghu	316	97.53%	8	2.47%	324
Kinmen	204	68.23%	95	31.77%	299
Matsu	16	33.33%	32	66.67%	48
Banciao	4322	45.81%	5112	54.19%	9434
Shilin	5311	68.56%	2435	31.44%	7746
Total	43483	65.49%	22915	34.51%	66398

Table 25. Analysis of Case Categories

LAF Branch	Legal Consultation							No Consultation Provided						
	Subtotal	Criminal	Civil	Family	Administrative	NonLitigation	Unrecorded	Subtotal	Criminal	Civil	Family	Administrative	NonLitigation	Unrecorded
Taipei	6960	1496	3998	1296	163	7	0	3726	749	2129	764	80	0	4
Taichung	2379	645	1166	506	60	0	2	1862	440	967	409	46	0	0
Tainan	4108	889	2033	1063	76	3	44	1400	278	710	380	23	0	9
Kaohsiung	4495	1413	2095	871	112	0	4	3818	1036	1967	747	62	0	6
Hualien	902	184	417	266	31	4	0	430	74	218	129	8	1	0
Taoyuan	4900	1335	2578	884	95	0	8	546	105	329	97	13	0	2
Hsinchu	581	225	205	141	8	1	1	932	232	435	254	11	0	0
Changhua	1145	309	500	304	22	3	7	47	9	22	15	1	0	0
Yilan	740	208	319	193	19	0	1	70	9	52	6	3	0	0
Taitung	600	164	235	190	11	0	0	505	90	238	156	20	1	0
Keelung	738	196	317	211	12	2	0	286	60	141	75	10	0	0
Miaoli	1269	381	520	342	25	1	0	158	36	72	44	6	0	0
Yunlin	546	136	236	156	14	3	1	272	57	129	77	8	1	0
Chiayi	698	191	283	211	11	1	1	341	73	155	98	13	0	2
Pingtung	1316	527	446	323	20	0	0	704	203	300	185	16	0	0
Nantou	1937	471	901	499	61	4	1	136	27	70	37	2	0	0
Penghu	316	95	137	72	12	0	0	8	4	3	1		0	0
Kinmen	204	44	99	51	10	0	0	95	22	53	14	6	0	0
Matsu	16	1	9	3	3	0	0	32	7	18	6	1	0	0
Banciao	4322	1148	2054	1007	99	0	14	5112	1147	2672	1135	114	0	44
Shilin	5311	1605	2433	1112	86	2	73	2435	613	1213	540	33	0	36
Total	43483	11663	20981	9701	950	31	157	22915	5271	11893	5169	476	3	103

Analyses of Labor Litigation Program

Table 26. Case Statistics

Labor Litigation Program - the Result of Application						
LAF Branch	Total Application	Full Aid Case (a)	Partial Aid Case (b)	Total Refusal (c)	Percentage of Approval (a+b)/(a+b+c)	Percentage of Branch Offices' Cases in the Program
Taipei	892	762	4	126	85.87%	29.59%
Taichung	245	214	0	31	87.35%	8.13%
Tainan	222	204	0	18	91.89%	7.36%
Kaohsiung	164	137	3	24	85.37%	5.44%
Hualien	14	13	0	1	92.86%	0.46%
Taoyuan	239	186	0	53	77.82%	7.93%
Hsinchu	57	44	5	8	85.96%	1.89%
Changhua	62	60	0	2	96.77%	2.06%
Yilan	40	37	0	3	92.50%	1.33%
Taitung	30	27	0	3	90.00%	1.00%
Keelung	54	36	1	17	68.52%	1.79%
Miaoli	49	41	0	8	83.67%	1.63%
Yunlin	24	21	0	3	87.50%	0.80%
Chiayi	121	108	0	13	89.26%	4.01%
Pingtung	261	256	0	5	98.08%	8.66%
Nantou	34	27	0	7	79.41%	1.13%
Penghu	3	3	0	0	100.00%	0.10%
Kinmen	6	1	0	5	16.67%	0.20%
Matsu	0	0	0	0	0.00%	0.00%
Banciao	394	332	4	58	85.28%	13.07%
Shilin	104	81	0	23	77.88%	3.45%
Total	3,015	2,590	17	408	86.47%	-

Notes:1.The numbers in this table are classified according to the category decided by the Assessment Committee (decisions of the Review Committee are excluded).
2.The totals are calculated by case numbers. Where a case involves two matter types, the case is calculated only once by its case number.
3.The numbers listed in this table exclude cases which have been transferred to another branch office. Transferred cases will only be counted once in the receiving branch office. Where a case has been transferred but not yet accepted by the receiving branch office, the case is still counted in the original office.
4. The percentage of labor litigation cases is the highest in the Greater Taipei area (Taipei City and New Taipei City), followed by other cities under the Executive Yuan and metropolitan areas (Taichung, Kaohsiung, Tainan).

Analyses of Applicants and Recipients

Table 27. Analysis of Applicants' and Recipients' Places of Residence

Place of Residence	General Case		CDCP Case			Expanded Consultation		Labor Litigation Program Case	
	Application	Approval	Application	Approval	Legal Consultation/ No Consultation	Application	Legal Consultation	Application	Approval
Keelung City	1007	639	133	40	66	1045	729	65	46
Taipei City	5090	2844	848	202	535	11301	7507	354	272
New Taipei City	8359	5143	1153	302	620	16091	9035	682	569
Taoyuan County	3266	2040	474	37	399	5246	4531	486	431
Hsinchu County	1067	729	137	8	118	1517	622	53	40
Miaoli County	880	614	82	15	60	1455	1259	68	61
Taichung City	2603	1441	500	17	448	4019	2281	216	185
Nantou County	840	550	89	16	57	1869	1732	46	37
Changhua County	1566	1000	114	20	81	1336	1222	91	88
Chiayi City	817	604	42	1	40	859	585	42	38
Chiayi County	589	361	53	2	51	524	332	79	72
Yunlin County	908	558	71	16	53	547	389	29	25
Tainan City	2763	1873	416	148	246	5288	3908	252	234
Kaohsiung City	4283	2743	878	142	673	8432	4637	197	169
Pintung County	2255	1383	208	52	149	2064	1337	253	250
Yilan County	1000	603	52	7	43	831	744	37	34
Hualien County	693	489	16	10	3	1314	891	16	15
Taitung County	587	473	139	30	105	1090	596	32	29
Penghu County	216	160	9	5	1	300	289	6	6
Kinmen County	89	54	2	1	0	288	197	8	3
Lianjian County	18	14	1	0	0	43	14	2	2
Unrecorded	497	19	56	8	48	939	646	1	1
Total	39393	24334	5473	1079	3796	66398	43483	3015	2607

Note: Applicants of the 1st Interrogation Program were not included in this Table because they were not requested to file their residence information due to the urgent nature of their cases.

Table 28. Gender Analysis of Applicants and Recipients

Gender		General Case		CDCP Case		1st Interrogation Case		Expanded Consultation		Labor Litigation Program Case	
		Application	Approval	Application	Approval	Application	Approval	Application	Legal Consultation	Total Application	Approval
Male	Total	22925	14252	2518	487	369	369	30453	19971	1682	1427
	Percentage	58.20%	58.57%	46.01%	45.13%	62.33%	77.68%	45.86%	46.84%	55.78%	54.74%
Female	Total	16468	10082	2955	592	50	50	35945	23512	1333	1180
	Percentage	41.80%	41.43%	53.99%	54.87%	8.45%	10.53%	54.14%	53.16%	44.22%	45.26%
Unrecorded	Total	0	0	0	0	173	56	0	0	0	0
	Percentage	0.00%	0.00%	0.00%	0.00%	29.22%	11.79%	0.00%	0.00%	0.00%	0.00%
Total		39393	24334	5473	1079	592	475	66398	43483	3015	2607

Table 29. Age Analysis of Applicants

Age Group	General Case		CDCP Case		Expanded Consultation		Labor Litigation Program Case	
	Total	Percentage	Total	Percentage	Total	Percentage	Total	Percentage
Under 18	3357	8.52%	0	0.00%	636	0.96%	14	0.46%
19～30	7809	19.82%	411	7.51%	8235	12.40%	345	11.44%
31～40	10478	26.60%	2130	38.92%	16723	25.19%	780	25.87%
41～50	9293	23.59%	1857	33.93%	17620	26.54%	832	27.60%
51～65	6496	16.49%	978	17.87%	18029	27.15%	932	30.91%
Over 66	1960	4.98%	79	1.44%	4975	7.49%	107	3.55%
Unrecorded	0	0.00%	18	0.33%	180	0.27%	5	0.17%
Total	39393	100.00%	5473	100.00%	66398	100.00%	3015	100.00%

Note: Applicants for legal aid of 1st Interrogation Program were not included in this Table because they were not requested to file their date of birth information due to the urgent nature of their cases.

Table 30. Vocation Analysis of Legal Aid Recipients

Category	General Case		CDCP Case		Labor Litigation Program Case	
	Total	Percentage	Total	Percentage	Total	Percentage
Unemployed	13809	56.75%	149	13.81%	1706	65.44%
Labor	6197	25.47%	551	51.07%	664	25.47%
Service	1800	7.40%	239	22.15%	151	5.79%
Housekeeping	346	1.42%	8	0.74%	24	0.92%
Freelance	480	1.97%	55	5.10%	14	0.54%
Business	345	1.42%	23	2.13%	17	0.65%
Farming	220	0.90%	1	0.09%	7	0.27%
Military	99	0.41%	1	0.09%	0	0.00%
Teaching	50	0.21%	5	0.46%	15	0.58%
Civil Service	44	0.18%	8	0.74%	5	0.19%
Fishery	37	0.15%	0	0.00%	3	0.12%
Others	907	3.73%	39	3.61%	1	0.04%
Total	24334	100.00%	1079	100.00%	2607	100.00%

Note: Applicants of the 1st Interrogation Program were not included in this Table because they were not requested to file their vocation information due to the urgent nature of their cases.

Table 31. Numbers and Percentages of Disabled Recipients' General Cases and Labor Litigation Program Cases

Branch	General Case			Labor Litigation Program Case		
	Disabled Recipients	Approval	Percentage of Approvals	Disabled Recipients	Approval	Percentage of Approvals
Taipei	570	4145	13.75%	17	766	2.22%
Taichung	93	1601	5.81%	5	214	2.34%
Tainan	197	1899	10.37%	4	204	1.96%
Kaohsiung	188	2639	7.12%	4	140	2.86%
Hualien	51	546	9.34%	0	13	0.00%
Taoyuan	154	1807	8.52%	16	186	8.60%
Hsinchu	72	651	11.06%	2	49	4.08%
Changhua	85	966	8.80%	8	60	13.33%
Yilan	82	567	14.46%	1	37	2.70%
Taitung	71	469	15.14%	2	27	7.41%
Keelung	112	724	15.47%	2	37	5.41%
Miaoli	56	619	9.05%	5	41	12.20%
Yunlin	62	602	10.30%	1	21	4.76%
Chiayi	138	866	15.94%	13	108	12.04%
Pingtung	175	1337	13.09%	10	256	3.91%
Nantou	61	468	13.03%	1	27	3.70%
Penghu	32	157	20.38%	0	3	0.00%
Kinmen	2	59	3.39%	1	1	100.00%
Matsu	0	13	0.00%	0	0	-
Banciao	309	2999	10.30%	17	336	5.06%
Shilin	206	1200	17.17%	3	81	3.70%
Total	2716	24334	11.16%	112	2607	4.30%

Note: "Disabled Recipients" in this table were disabled persons who have the "Physical or Intellectual Disability Handbook" certified by the Department of Social Welfare. The figures do not further differentiate disability types.

Table 32. Numbers and Percentage of Indigenous Recipients' Cases

Branch	General Case			CDCP Case			Labor Litigation Program Case		
	Indigenous Recipients	Approval	Percentage	Indigenous Recipients	Approval	Percentage	Indigenous Recipients	Approval	Percentage
Taipei	180	4145	4.34%	9	270	3.33%	6	766	0.78%
Taichung	24	1601	1.50%	0	16	0.00%	0	214	0.00%
Tainan	8	1899	0.42%	1	151	0.66%	0	204	0.00%
Kaohsiung	13	2639	0.49%	2	139	1.44%	2	140	1.43%
Hualien	137	546	25.09%	5	10	50.00%	9	13	69.23%
Taoyuan	109	1807	6.03%	3	31	9.68%	2	186	1.08%
Hsinchu	34	651	5.22%	0	10	0.00%	0	49	0.00%
Changhua	12	966	1.24%	0	21	0.00%	0	60	0.00%
Yilan	41	567	7.23%	0	7	0.00%	1	37	2.70%
Taitung	204	469	43.50%	7	28	25.00%	2	27	7.41%
Keelung	12	724	1.66%	1	41	2.44%	0	37	0.00%
Miaoli	39	619	6.30%	1	14	7.14%	0	41	0.00%
Yunlin	0	602	0.00%	0	15	0.00%	0	21	0.00%
Chiayi	9	866	1.04%	0	4	0.00%	0	108	0.00%
Pingtung	67	1337	5.01%	7	53	13.21%	16	256	6.25%
Nantou	50	468	10.68%	0	15	0.00%	0	27	0.00%
Penghu	0	157	0.00%	0	5	0.00%	0	3	0.00%
Kinmen	0	59	0.00%	0	2	0.00%	0	1	0.00%
Matsu	0	13	0.00%	0	0	-	0	0	-
Banciao	77	2999	2.57%	2	111	1.80%	10	336	2.98%
Shilin	23	1200	1.92%	1	136	0.74%	0	81	0.00%
Total	1039	24334	4.27%	39	1079	3.61%	48	2607	1.84%

Note: Applicants of the 1st Interrogation Program were not included in this Table because they were not requested to file their indigenous background information due to the urgent nature of their cases.

Table 33. Numbers and Percentages of Non-National Recipients' Cases

Branch	General Case			CDCP Case			1st Interrogation Case			Labor Litigation Program Case		
	Non-National Recipients	Approval	Percentage	Non-National Recipients	Approval	Percentage	Non-National Recipients	Approval	Percentage	Non-National Recipients	Approval	Percentage
Taipei	236	4145	5.69%	2	270	0.74%	1	122	0.82%	2	766	0.26%
Taichung	82	1601	5.12%	0	16	0.00%	6	32	18.75%	0	214	0.00%
Tainan	63	1899	3.32%	0	151	0.00%	0	11	0.00%	0	204	0.00%
Kaohsiung	111	2639	4.21%	0	139	0.00%	0	20	0.00%	1	140	0.71%
Hualien	34	546	6.23%	0	10	0.00%	0	3	0.00%	0	13	0.00%
Taoyuan	318	1807	17.60%	0	31	0.00%	0	23	0.00%	0	186	0.00%
Hsinchu	43	651	6.61%	0	10	0.00%	0	6	0.00%	0	49	0.00%
Changhua	22	966	2.28%	0	21	0.00%	0	13	0.00%	1	60	1.67%
Yilan	40	567	7.05%	0	7	0.00%	0	39	0.00%	0	37	0.00%
Taitung	6	469	1.28%	0	28	0.00%	0	4	0.00%	0	27	0.00%
Keelung	48	724	6.63%	0	41	0.00%	3	37	8.11%	0	37	0.00%
Miaoli	18	619	2.91%	0	14	0.00%	0	21	0.00%	0	41	0.00%
Yunlin	15	602	2.49%	0	15	0.00%	0	0	-	0	21	0.00%
Chiayi	27	866	3.12%	0	4	0.00%	0	25	0.00%	1	108	0.93%
Pingtung	102	1337	7.63%	0	53	0.00%	0	7	0.00%	1	256	0.39%
Nantou	52	468	11.11%	0	15	0.00%	0	2	0.00%	0	27	0.00%
Penghu	8	157	5.10%	0	5	0.00%	0	0	-	0	3	0.00%
Kinmen	3	59	5.08%	0	2	0.00%	0	0	-	0	1	0.00%
Matsu	2	13	15.38%	0	0	-	0	0	-	0	0	-
Banciao	195	2999	6.50%	0	111	0.00%	1	39	2.56%	4	336	1.19%
Shilin	44	1200	3.67%	0	136	0.00%	2	71	2.82%	1	81	1.23%
Total	1469	24334	6.04%	2	1079	0.19%	13	475	2.74%	11	2607	0.42%

Table 34. Numbers and Percentages of Low-Income Household Recipients' Cases

Branch	General Case			CDCP Case		
	Low-Income Household Recipients	Approval	Percentage	Low-Income Household Recipients	Approval	Percentage
Taipei	782	4145	18.87%	38	270	14.07%
Taichung	141	1601	8.81%	2	16	12.50%
Tainan	193	1899	10.16%	19	151	12.58%
Kaohsiung	415	2639	15.73%	30	139	21.58%
Hualien	39	546	7.14%	3	10	30.00%
Taoyuan	122	1807	6.75%	1	31	3.23%
Hsinchu	62	651	9.52%	0	10	0.00%
Changhua	82	966	8.49%	2	21	9.52%
Yilan	46	567	8.11%	1	7	14.29%
Taitung	104	469	22.17%	3	28	10.71%
Keelung	57	724	7.87%	0	41	0.00%
Miaoli	61	619	9.85%	0	14	0.00%
Yunlin	76	602	12.62%	1	15	6.67%
Chiayi	64	866	7.39%	0	4	0.00%
Pingtung	140	1337	10.47%	2	53	3.77%
Nantou	69	468	14.74%	1	15	6.67%
Penghu	25	157	15.92%	1	5	20.00%
Kinmen	3	59	5.08%	0	2	0.00%
Matsu	0	13	0.00%	0	0	-
Banciao	413	2999	13.77%	23	111	20.72%
Shilin	290	1200	24.17%	36	136	26.47%
Total	3184	24334	13.08%	163	1079	15.11%

Table 35. Low-Income Household Recipients' Cases by Matter Types

Rank	Matter Type	Case Total	Percentage
1	Civil Salaries Dispute	256	18.59%
2	Civil Tort	153	9.61%
3	Criminal Injury/ Serious Injury	65	8.26%

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