

**Legislative Council Panel on Welfare Services  
Special Meeting on 6 February 2016**

**The Second Phase of the Pilot Scheme on  
Community Care Service Voucher for the Elderly**

**Supplementary Information**

At the special meeting of the Legislative Council Panel on Welfare Services (the Panel) on 6 February 2016, the item on the Second Phase of the Pilot Scheme on Community Care Service (CCS) Voucher for the Elderly (the Pilot Scheme) was discussed. Members requested the Government to provide the following supplementary information after the meeting –

- (a) the caseload per social worker of the Centralised Team to be set up under the Social Welfare Department (SWD); and
- (b) a flowchart illustrating the workflow in relation to the Second Phase of the Pilot Scheme which should include –
  - (i) arrangements for elderly persons' applications on the Central Waiting List (CWL) for subsidised long term care (LTC) services who had participated in the Second Phase of the Pilot Scheme;
  - (ii) processing of applications received in the Second Phase of the Pilot Scheme;
  - (iii) processing of voucher holders' requests for switching to another recognised service provider (RSP);
  - (iv) complaint-handling procedures; and
  - (v) monitoring of service quality and auditing of the books of account of an RSP, etc.

This note provides the requested information.

## **Caseload of the Centralised Team**

2. To step up service monitoring of RSPs and provide assistance for voucher holders, a Centralised Team will be set up under the existing Voucher Office of SWD by October 2016 when CCSV Phase 2 commences service. The Centralised Team will serve as the first point of contact for potential voucher holders and provide in collaboration with Responsible Workers (RWs) dedicated support and assistance for voucher holders, including providing information on RSPs, helping elderly persons decide whether they should apply for vouchers, selecting suitable RSPs and service packages, transferring to another RSP where necessary, etc. Seven new posts, among which five are social work officer posts, will be created in the staff establishment of the Centralised Team. The caseload of the Centralised Team will depend on the actual number of elderly persons requiring assistance.

## **Workflow in relation to Second Phase of the Pilot Scheme**

3. A flowchart illustrating the workflow on the arrangement for handling applications on CWL for subsidised LTC services of elderly persons participating in the Second Phase of the Pilot Scheme and the processing of elderly persons' applications for vouchers is at **Annex 1**.

4. A flowchart illustrating the workflow on the processing of voucher holders' requests for switching to another RSP is at **Annex 2**.

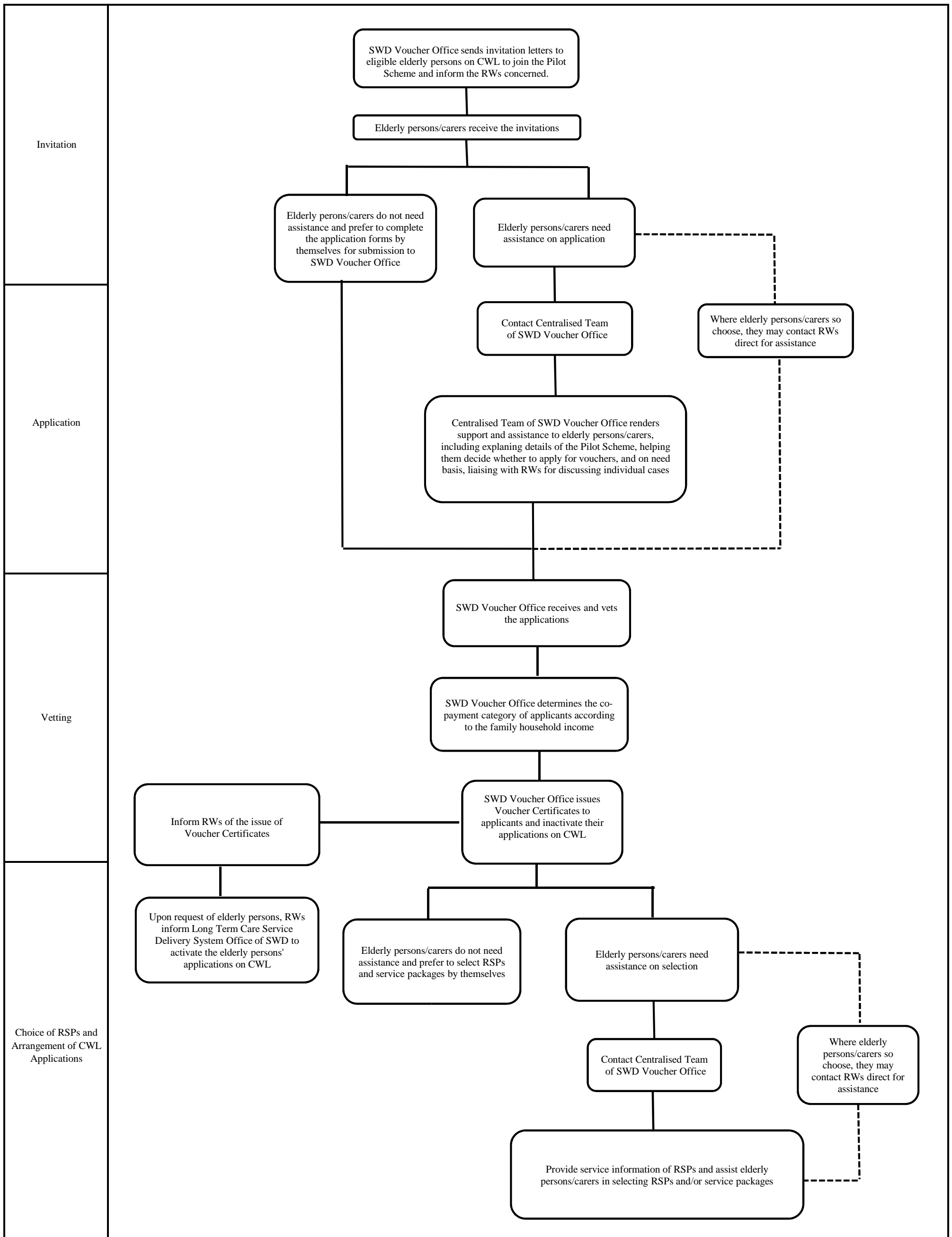
5. A flowchart illustrating the workflow on the handling of complaints is at **Annex 3**.

6. SWD will continue monitoring the service quality of individual RSPs through unannounced visits and random checks to audit the relevant records and files, such as services packages, records on payment and service hours and complaint investigations. SWD will also monitor RSPs by checking the receipts issued to users for the service items and the expenditure with reference to the RSPs' proposed price lists as agreed by SWD. In case of non-compliance with the price lists, SWD will follow up with the RSPs and the voucher users concerned to examine the cases and take appropriate follow-up action, including issue of advisory

or warning letters where necessary. SWD may suspend or terminate an RSP's status if the RSP fails to deliver the agreed scope, level, volume and quality of service.

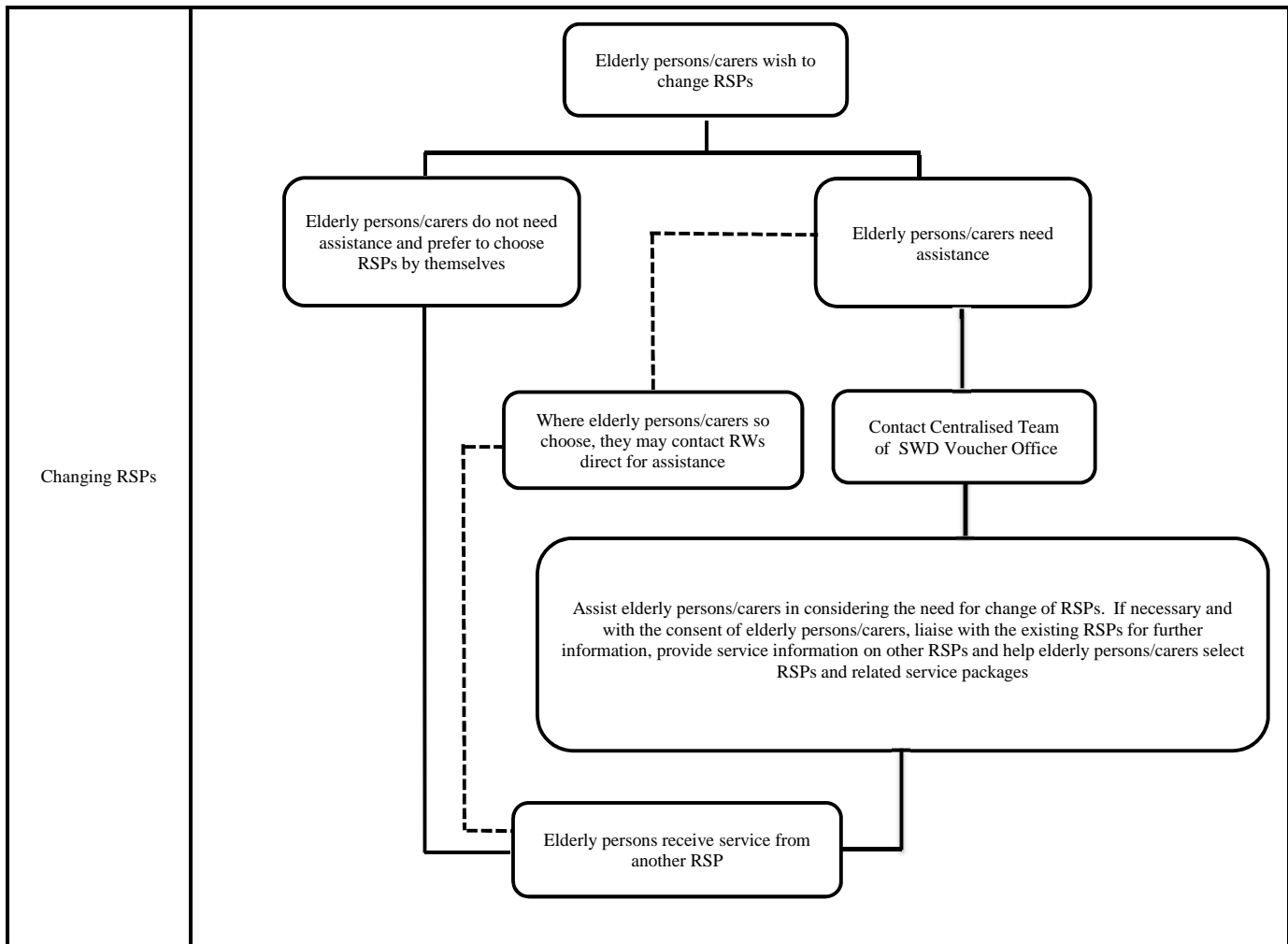
**Labour and Welfare Bureau  
Social Welfare Department  
September 2016**

**Arrangements for Handling Central Waiting List (CWL) Applications of Voucher Holders and Processing of Voucher Applications under the Second Phase of the Pilot Scheme**



**Legend:**  
 CWL - Central Waiting List  
 RSP - Recognised Service Provider  
 RW - Responsible Worker  
 SWD - Social Welfare Department

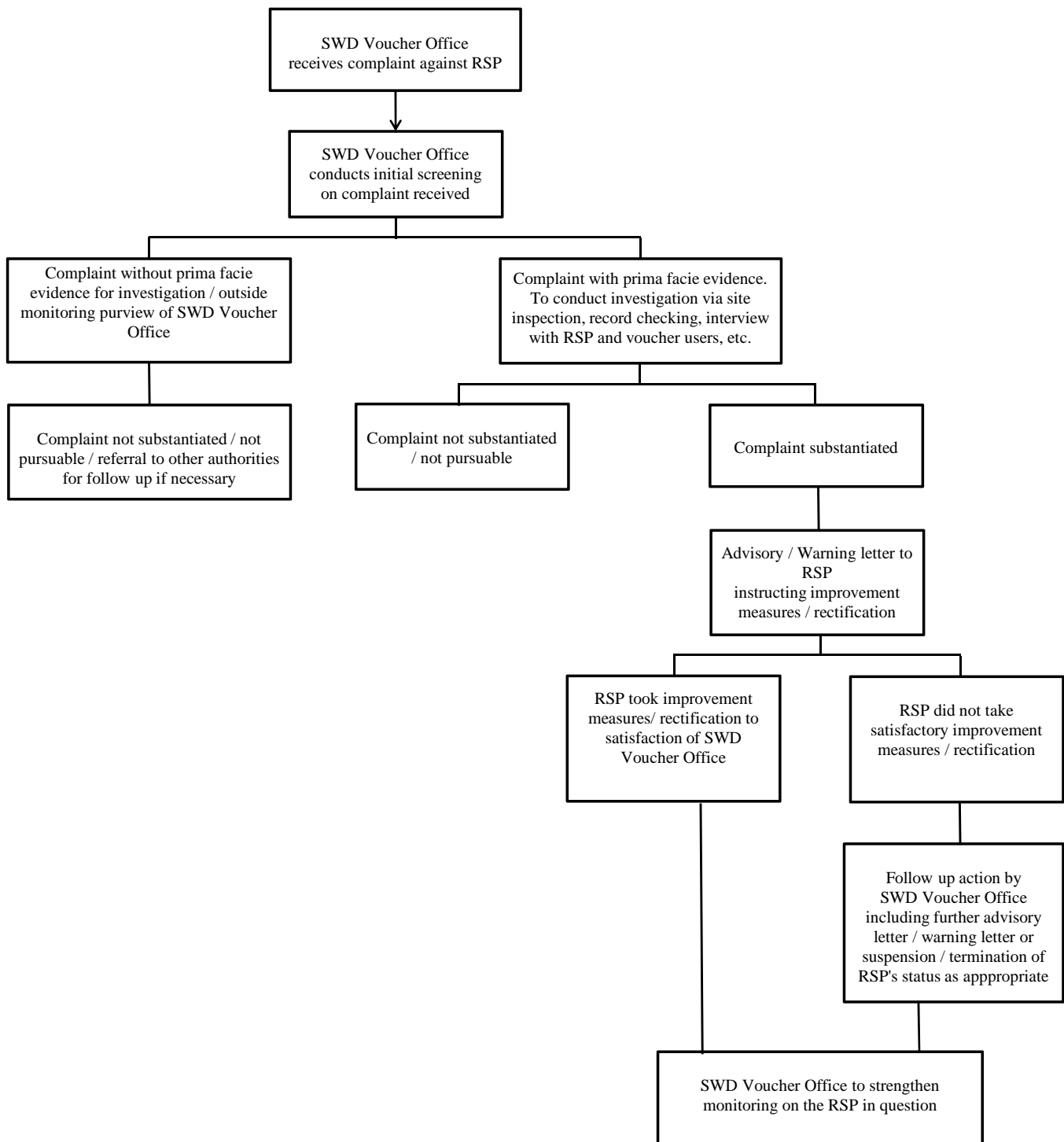
**Processing of Voucher Holders' Request for Switching to another RSP  
under the Second Phase of the Pilot Scheme**



**Legend:**

- RSP - Recognised Service Provider
- RW - Responsible Worker
- SWD - Social Welfare Department

**Complaint Handling Procedures under the Second Phase of the Pilot Scheme**



**Legend:**

- RSP - Recognised Service Provider
- SWD - Social Welfare Department