

立法會
Legislative Council

LC Paper No. CB(2)2854/11-12
(These minutes have been
seen by the Administration)

Ref : CB2/PL/WS

Panel on Welfare Services

**Minutes of special meeting
held on Friday, 27 April 2012, at 9:30 am
in Conference Room 1 of the Legislative Council Complex**

Members present : Hon CHEUNG Kwok-che (Chairman)
Hon WONG Sing-chi (Deputy Chairman)
Hon LEE Cheuk-yan
Hon CHAN Kam-lam, SBS, JP
Hon LEUNG Yiu-chung
Hon TAM Yiu-chung, GBS, JP
Hon LI Fung-ying, SBS, JP
Hon Frederick FUNG Kin-kee, SBS, JP
Hon Paul CHAN Mo-po, MH, JP
Hon WONG Kwok-kin, BBS
Hon IP Wai-ming, MH
Dr Hon Samson TAM Wai-ho, JP
Hon Alan LEONG Kah-kit, SC
Hon LEUNG Kwok-hung

Members absent : Hon Albert HO Chun-yan
Hon Ronny TONG Ka-wah, SC
Dr Hon LEUNG Ka-lau
Dr Hon PAN Pey-chyou

Public Officers attending : Item I

Ms Irene YOUNG Bick-kwan, JP
Deputy Secretary for Labour and Welfare (Welfare) 2
Labour and Welfare Bureau

Mrs Elina CHAN NG Ting-ting
Principal Assistant Secretary for Labour and Welfare
(Welfare) 3
Labour and Welfare Bureau

Miss Cecilla LI
Assistant Director of Social Welfare (Elderly)
Social Welfare Department

**Attendance by : Item I
invitation**

The Elderly Services Association of Hong Kong

Mr Kenneth CHAN
Chairman

The Elderly Service Attention Alliance

Ms TONG Leong-kwan
Convenor

長者社區服務關注組

Mr NG Siu-wing
Committee Member

安老服務關注組

Miss YUEN Shuk-yan
Community Organizer

Elderly Rights League (HK)

Miss LEUNG Wai-chun
Committee Member

Society for Community Organization

Mr NG Wai-tung
Community Organizer

長者輪候院舍關注組

Miss NG Siu-mei
Committee Member

Unison House (Kwai Shing West)

Miss May YAU
President

Civic Party

Miss Bonnie LEUNG
District Developer

將軍澳長者民生關注會

Mr KAM Cheuk-kin

全港長者及護老者權益聯席

Mr KWONG Wing-tai

The Hong Kong Council of Social Service

Ms Grace CHAN
Chief Officer (Elderly Service)

The Hong Kong Psychogeriatric Association

Ms Anita WONG
Vice President

Hong Kong Association of Gerontology

Ms Stella CHEUNG
Executive Director

Monitoring Alliance on Elderly Policies

Mr LEUNG Kwong-sum
Representative

The Salvation Army Carer Association

Ms CHAN Fat-chuen
Chairman

全港認知障礙症照顧者聯盟

Ms CHEUNG Yuet-kum
Chairman

The Hong Kong Council of Social Service - Specialized
Committee on Elderly Service

Ms Alice LEE
Chairperson

Caritas Hong Kong - Services for the Elderly Caritas
Federation of Senior Citizens

Mr LEUNG Kai-king
Chairperson

Hong Kong Evergreen Association of the Elderly

Mr LO Wei-kai
Vice Chairman

西貢長者地區網絡

Miss LIU Wai-fong
Member

Social Affairs Committee of the Federation of Hong
Kong and Kowloon Labour Unions

Miss CHU Kam-wa
Community Officer

New People's Party

Mr Thomas CHIU
Member of Tsuen Wan District Council

Senior Citizen Home Safety Association

Ms Carmen MG
Chief Operating Officer

Grassroots Development Centre

Mr NG Kin-wing

Chinese Grey Power

Mr CHENG Biu

Care-takers' Concern

Ms CHU Moon-chun

The Labour-Welfare Group of Democratic Party

Mr Ricky OR Yiu-lam

Member

Concern Group on Elderly Community Care Services

Mr Simon NGAI

Clerk in attendance : Miss Betty MA
Chief Council Secretary (2) 4

Staff in attendance : Ms Candice LAM
Senior Council Secretary (2) 4

Miss Maggie CHIU
Legislative Assistant (2) 4

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I. Pilot Scheme on Community Care Service Voucher for the Elderly
[LC Paper Nos. CB(2)950/11-12(01), CB(2)1567/11-12(01),
CB(2)1781/11-12(01) to (05), CB(2)1824/11-12(01) to (05) and
CB(2)1858/11-12(01) to (06)]

At the invitation of the Chairman, Deputy Secretary for Labour and Welfare (Welfare)2 ("DS(W)2") elaborated that main objective of the Pilot Scheme on community care service ("CCS") voucher for the elderly ("Pilot Scheme") was to test a new funding mode, whereby the Government would provide subsidy directly to the service users instead of service providers, i.e. the money follows the user principle. The elderly would be offered with

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more choices of services as well as service providers. Having said that, in line with the existing arrangement for using subsidised CCS, only elders who had been assessed by the Social Welfare Department ("SWD")'s Standardised Care Need Assessment Mechanism for the Elderly ("SCNAMES") to have impairment at moderate level or above might participate in the Pilot Scheme. The voucher holders would have access to various home care services which were similar to the existing Enhanced Home and Community Care Services and might choose to use day care services at day care centres. DS(W)2 advised that to ensure smooth implementation of the Pilot Scheme, the Administration would adopt a simple design in the first phase, i.e. only elders with moderate impairment would be eligible to join, and one single voucher value would apply to all users. More complex features might be introduced in the second phase. DS(W)2 stressed that the Administration would continue to provide conventional CCS to meet different care needs of the elderly.

2. The Chairman then invited deputations to present their views on the subject. The major concerns of 29 attending deputations are summarised in the **Appendix**.

Discussion

3. Responding to the deputations' views and concerns, DS(W)2 made the following remarks -

- (a) elders, including demented elders, who had been assessed by SCNAMES to have impairment at moderate level might participate in the first phase of the Pilot Scheme. To cater for the specific care needs of demented elders, the Administration had increased the recurrent expenditure on Dementia Supplement by three-fold;
- (b) the Pilot Scheme aimed to test the viability of the new funding mode of providing direct subsidy to service users, and the existing service provision for CCS would not be reduced;
- (c) the Administration would continue its efforts in providing additional resources for elderly care services, notably, 2 000 additional subsidised home care places had been provided in the past two years. Over 1 500 additional RCS places would be provided from now to 2014-2015 and 10 new sites had been earmarked for the construction of new contract residential care homes for the elderly ("RCHEs"). Additional respite places had also been provided in existing day care centres for the elderly and RCHEs which participated in the

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Enhanced Bought Place Scheme ("EBPS");

- (d) SWD would closely monitor the service fees and quality as well as the performance of the service providers under the Pilot Scheme; and
- (e) the voucher holders' co-payment amount would be comparable to the existing fee for consumption of similar subsidised CCS, and elders receiving Comprehensive Social Security Assistance ("CSSA") could apply for special grant to pay the co-payment amount as appropriate.

4. Ms LI Fung-ying expressed concern about the complementary measures adopted and manpower to tie in with the implementation of the voucher scheme and the mechanism in place to monitor the performance of service providers. Ms LI asked whether the Administration would, in the light of deputations' concerns, consider increasing the voucher value and extending the scope of services under the scheme. In her view, the provision of CCS could by no means replace residential care services ("RCS") as frail elders would eventually need institutional care for health or family reasons.

5. DS(W)2 said that the Administration had been working on the overall healthcare manpower planning for the healthcare and social welfare sectors. Specifically, the Health and Food Bureau would review the manpower projection for the sectors concerned from time to time. The Administration had solicited the support of various training institutes to increase the supply of training places. For instance, the Hong Kong Polytechnic University had increased the training places for occupational therapy and physiotherapy professionals. SWD and Hospital Authority had jointly organised courses to train enrolled nurses. The Education Bureau had undertaken to develop a qualifications framework for the elderly care service sector, with a view to attracting more new entrants to the field. DS(W)2 stressed that the Administration would set up a monitoring mechanism to ensure that quality services would be provided by service providers under the Pilot Scheme.

6. On the voucher value, DS(W)2 said that the amount was set at \$5,000 with reference to the costs of existing subsidised CCS which covered core services that the users needed. At present, the unit cost for subsidised day care service was around \$7,500 per month while that for the Enhanced Home and Community Care Services was around \$3,500 per month. These amounts provided some indication of what the voucher value might be where the services offered were either in a mixed mode (comprising home care and day care services) or in a single mode

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(part-time day care services only). As explained earlier, one single voucher value for all users was proposed for the first phase participants. DS(W)2 further said that the Administration had no intention to introduce a carer allowance under the Pilot Scheme. Voucher holders needed professional care services which would more appropriately be provided by professionals. DS(W)2 added that the Administration would continue to allocate more resources for elderly care services.

7. Assistant Director of Social Welfare (Elderly) ("ADSW(E)") advised that SWD would put in place an objective quality monitoring mechanism to monitor the performance of service providers. Moreover, service users could change service providers if they were dissatisfied with the service.

8. Mr LEUNG Yiu-chung took the view that in the light of an ageing population, the Administration should, instead of introducing the pilot voucher scheme, formulate a long-term policy on elderly care services and increase the provision of RCS to meet the diversified needs of the elderly. Mr LEUNG was concerned about the effectiveness of the voucher scheme to address the inadequacy of elderly care services having regard to the fact that the eligibility of voucher users were assessed by SCNAMES and means-tested. Moreover, the voucher value was too low to meet the diversified needs of users.

9. DS(W)2 advised that it was the Government's policy to promote "ageing in place as the core, institutional care as back-up". While increasing the provision of CCS places, the Administration would also continue its efforts in providing more subsidised residential care places. Notably, it had earmarked 10 sites for the construction of new contract RCHEs. However, the waiting time for admission to subvented/contract RCHEs would be longer if the applicant indicated preference for a particular location or RCHE. All in all, the Government's commitment in elderly care services would not be reduced, and the provision of existing CCS would not be adversely affected after the launch of the Pilot Scheme. With regard to the voucher value, DS(W)2 said that the amount was set with reference to the unit cost of existing subsidised home care and day care services.

10. Mr TAM Yiu-chung advised that having regard to the fact that 80% of RCHE residents were on CSSA, the Elderly Commission had since the last decade discussed the co-payment arrangement so as to provide greater flexibility for elders to choose specific RCHEs that most suited their needs. Mr TAM said that while the Administration had taken unduly long time to study the voucher scheme, he was concerned that some elders would not participate in the Pilot Scheme because the means test would assess the household income of the service users. It was also worried that the

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service fees would be increased after the private service operators joined the market. Mr TAM urged the Administration to formulate a long-term plan for elderly care services for effective resources and manpower deployment.

11. DS(W)2 advised that the Administration would seek one-off funding support from the Lotteries Fund for the Pilot Scheme. Similar to the existing requirements for contract RCHEs, the prospective service providers would have to set out the details of the service contents and fees in the service proposals, which would be subject to the monitoring of SWD and highly transparent.

12. Mr LEUNG Kwok-hung was of the view that the Pilot Scheme could not fully meet the needs of the elderly population for elderly care services, not to mention resolving the problem of long waiting time for subsidised RCS. In his view, the Administration should allocate more resources for the construction of subvented RCHEs and the introduction of a universal retirement protection scheme to protect the retirement life of needy elders.

13. Mr WONG Sing-chi said that while the voucher scheme would help relieve the pressure of family carers of elders, it remained the Government's responsibility to resolve the problem of inadequate provision of RCS. He urged the Administration to honour its pledge for providing more resources for various elderly care services. As regards the voucher value, Mr WONG pointed out that the Administration should have taken into account the total operation cost of NGOs in providing CCS, such as rental and administrative cost, in calculating the unit service costs and setting the amount of the voucher. In addition, the Administration should strike a proper balance between the market share of NGOs and the private sector for service delivery under the Pilot Scheme so as to maintain the provision of quality service at reasonable fees. Mr WONG asked when the Administration would make available the implementation details of the voucher scheme.

14. DS(W)2 pointed out that the institutionalisation rate of the elderly population in Hong Kong was 7%, which was relatively high as compared to other Asian cities. Given that most elders actually wished to age in place, a more balanced development of CCS and RCS should be promoted. DS(W)2 stressed that the Pilot Scheme would complement but not replace RCS for the elderly. The Pilot Scheme would provide more incentives and flexibility for service providers to offer self-financing CCS services, and the Administration would consider inviting private operators to participate in the second phase. In the meantime, the Administration would continue to provide more subsidised CCS and RCS places funded by the conventional financing mode to meet the service demand.

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15. ADSW(E) assured members that the Administration would take into account the views of the stakeholders and users' organisations in working out the implementation details of the Pilot Scheme. SWD would invite NGOs and social enterprises to express their interest in the Pilot Scheme and submit proposals in the next few months. It was expected that the selection process would be completed by early 2013 and the scheme could be launched by the third quarter of 2013.

16. Mr Alan LEONG supported the policy direction of the voucher scheme with a view to underpinning the policy of ageing at home. To facilitate an effective evaluation of the Pilot Scheme, Mr LEONG took the view that the Administration should set out clearly the objectives of the voucher scheme, the parameters of statistical data collection, the assessment tools and proponents of the evaluation report. The Chairman shared Mr Alan LEONG's view.

17. DS(W)2 reiterated that the Pilot Scheme aimed to allow the service users to have more choices of service providers and the types of services which best suited their needs, as well as provide more incentives and flexibility for service providers to develop diversified services and encourage different types of service providers to join the market. The Administration would collate statistics on users' satisfaction in evaluating the first phase of the Pilot Scheme. This apart, a set of standardised assessment tool to measure service outcomes would be adopted to monitor the performance of the service providers.

18. ADSW(E) added that evaluation of the Pilot Scheme would be conducted in line with the existing arrangements for other pilot schemes. The Administration would report progress of the Pilot Scheme to the Panel in due course.

19. Mr Frederick FUNG took a strong view that it was incumbent upon the Administration to continue to increase the provision of RCS and make a pledge for the waiting time for various subsidised RCS. As regards the voucher scheme, Mr FUNG were concerned whether the voucher amount of \$5,000, as well as the service capacity and staffing of the service providers were adequate to meet the anticipated huge service needs after the launch of the scheme.

20. DS(W)2 advised that as explained earlier, CCS and RCS were complement to each other, and the existing CCS provision would not be reduced. While the unit cost for subsidised day care service was around \$7,500 per month, the voucher value of \$5,000 was set on the assumption that the service users would either use part-time day care services or a mixed mode of services comprising home care and part-time day care

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services. Individual service users who were in need of full-time day care services could apply for conventional CCS. DS(W)2 further advised that an additional 185 day care places would be provided in 2012-2013 to meet the increasing demand.

21. The Chairman was concerned that some waitlistees for subsidised full-time day care services would join the voucher scheme in order to receive immediate service, although they were in need of full-time day care services. In the circumstances, he asked whether the Administration would consider setting the voucher value ranging from \$5,000 to \$7,500 to meet different needs of elders. DS(W)2 advised that to ensure smooth implementation of the Pilot Scheme, the Administration would start with one single voucher value in the first phase. More complex features might be introduced to cater for elders' varied needs in the second phase.

22. Mr IP Wai-ming said that to address the concern that the Pilot Scheme was to test out privatisation of CCS, the Administration should state clearly the objective of the scheme as well as concrete measures to increase the provision of subsidised services and support for family carers of the elderly to enable elders to stay at home.

23. DS(W)2 stressed that the Pilot Scheme aimed to provide elders with more choices of services, attract more diversified service providers and enhance competition in the market. However, the Administration did not rely on it alone to increase service supply. The Administration would continue to allocate more resources to increase the provision of existing forms of subsidised CCS and RCS. In line with the existing arrangement, the Administration would consider turning pilot schemes into regular service if they were proven effective.

[To allow sufficient time for discussion, the Chairman directed that the meeting be extended for 15 minutes beyond the appointed time.]

24. Mr LEE Cheuk-yan expressed grave concern that the adoption of the money follows the user principle was a move towards privatisation of subsidised services. With reference to the pre-primary education voucher scheme, he was concerned that service fees would be increased after the launch of the voucher scheme. More importantly, the Administration might not make corresponding upward adjustments to the voucher value and therefore those voucher holders who could not afford the soaring service fees had to reduce their service demand. He said that the Labour Party would appeal to the deputations not to support the voucher scheme.

25. The Chairman expressed a similar concern with Mr LEE Cheuk-yan, and considered that the Panel might wish to follow up the subject at the

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next Legislative Council term. The Chairman urged the Administration to take note of various issues of concern raised by members and deputations in respect of the voucher scheme, including abolishing the means test mechanism for CCS voucher, establishing a quality monitoring mechanism to monitor the performance of service providers, working out the case management system in consultation with the stakeholders, spelling out clearly the service contents and fees of CCS under the voucher scheme. In addition, the Administration should consult and collaborate with the stakeholders in working out the implementation details of the scheme as well as service data to be collected for evaluation of the scheme.

26. The Chairman said that in the light of the concern that the launch of the voucher scheme would eventually replace the provision of subsidised CCS, the Administration should demonstrate its commitment in providing RCS and CCS by formulating a long-term policy on elderly care services and allocating more resources for the purpose. This apart, the Administration should take the opportunity to make projection for manpower requirement of paramedical professionals for the health and social welfare sectors, respond to the strong call from the community for the introduction of carer allowance, and conduct a review of SCNAMES.

27. DS(W)2 said that the Administration would take note of the concerns of members and deputations in working out the details of the Pilot Scheme. Responding to the Chairman's enquiry about the selection of service providers, DS(W)2 said that experiences and performance records of the service proponents would be among the factors to be taken into account in the selection process.

II. Any other business

28. There being no other business, the meeting ended at 12:52 pm.

Panel on Welfare Services

Special meeting on Friday, 27 April 2012 at 9:30 am

Pilot Scheme on Community Care Service Voucher for the Elderly

Summary of views and concerns expressed by deputations

No.	Name of deputation	Major views and concerns
1.	The Elderly Services Association of Hong Kong [LC Paper No. CB(2)1824/11-12(01)]	<ul style="list-style-type: none"> ● welcomed the launch of the pilot scheme on community care services ("CCS") voucher for the elderly which allowed the users to choose services and service providers that suited their specific needs as well as promoted competition and enhanced service quality ● the voucher scheme should be extended to cover respite care services in residential care homes for the elderly ("RCHEs") ● objected that private operators were not included in the first phase of the pilot scheme, as the engagement of different stakeholders would bring about more diversified service providers
2.	The Elderly Service Attention Alliance	<ul style="list-style-type: none"> ● welcomed the pilot scheme and the co-payment arrangement which would provide the elderly and their family members with more choices of CCS ● the network of service providers should be extended such that the elderly and their families could have more choices of CCS provided by the private sector ● the pilot scheme would introduce competition in the CCS market and thereby improve service quality ● the scope of CCS under the scheme should be extended to include respite care service, acupuncture, traditional Chinese medicine, dental care, emergency call bell service, etc. ● service hours under the pilot scheme should be flexible

No.	Name of deputation	Major views and concerns
		<ul style="list-style-type: none"> ● the means test under the pilot scheme should assess individual income of service users, and not household income
3.	長者社區服務關注組 [LC Paper No. CB(2)1858/11-12(01)]	<ul style="list-style-type: none"> ● the current provision of subsidised CCS was far from adequate to meet the huge service demand arising from the ageing population ● as a result of the long waiting list for subsidised RCHE places, over 5 200 waitlistees passed away last year during the course of application ● elderly couples should be allowed to stay together at the same RCHE
4.	安老服務關注組 [LC Paper No. CB(2)1858/11-12(01)]	<ul style="list-style-type: none"> ● supported in principle the launch of the pilot scheme ● in 2010, of the 86 000 persons with dementia living in the community, only 20 000 of them were provided with home care services and some 2 000 were on the waiting list for the service ● the Administration should review the Standardised Care Need Assessment Mechanism for Elderly Service ("SCNAMES") prior to the launch of the pilot scheme ● the means test mechanism for CCS voucher should based on individual income of users, rather than based on household income
5.	Elderly Rights League (HK) [LC Paper No. CB(2)1858/11-12(01) to (02)]	<ul style="list-style-type: none"> ● the elderly generally welcomed the launch of CCS voucher and indicated their wish to age at home ● the existing provision of home care service was not sufficient to support elders to age at home ● needy elders could not afford the charges of existing CCS which were not fully reimbursable under the Comprehensive Social Security Assistance ("CSSA")
6.	Society for Community Organization [LC Paper No. CB(2)1858/11-12(01) to (02)]	<ul style="list-style-type: none"> ● in setting the value of CCS voucher, the Administration should take into account elders' need to attend regular medical appointments as well as the time and costs for attending the medical appointments, such as travelling expenses and escort service

No.	Name of deputation	Major views and concerns
		<ul style="list-style-type: none"> ● expressed reservations with the proposed means test mechanism under the pilot scheme. Under no circumstance should the eligibility criteria of CCS vouchers be more stringent than other government subsidy schemes, such as the Community Care Fund ● the CCS voucher should be applicable to carer support service ● the service hours of day care centres for the elderly should be extended to better meet the needs of working family members of elders
7.	<p>長者輪候院舍關注組 [LC Paper No. CB(2)1858/11-12(01)]</p>	<ul style="list-style-type: none"> ● cast doubt as to whether the pilot scheme could adequately fill the service gaps in the current provision of CCS and residential care services ("RCS") ● appealed to the admission of elderly couples into the same RCHE, irrespective of their difference in impairment levels ● the first phase of the pilot scheme should be extended to cover elders with severe impairment ● the operation and provision of CCS at day care centres/units should take into account the transportation needs of elderly users to access the service ● the voucher value of \$5,000 was not sufficient for elders to meet the service needs to age at home ● the Administration should consider allowing the voucher holders to employ domestic helpers to take care of them at home ● the Administration should consider introducing a carers' allowance to alleviate the financial burden of family members of elders to take care of elders at home ● the Administration should ensure an adequate supply of professional manpower required in support of the pilot scheme ● the Administration should continue to increase the supply of subsidised RCHE places after the launch of the pilot scheme

No.	Name of deputation	Major views and concerns
8.	Unison House (Kwai Shing West)	<ul style="list-style-type: none"> ● welcomed the introduction of the pilot scheme which would allow the voucher holders to choose specific types of CCS that most suited their needs ● the voucher value of \$5,000 would not be sufficient for elders with severe impairment. The voucher value should vary in accordance with the impairment levels of users ● the administrative cost of the pilot scheme would not be high ● the voucher holders should be allowed to procure rehabilitation device to support them to age at home, and to meet the cost for attending social functions, traditional Chinese medicine, and escort services, etc.
9.	Civic Party [LC Paper No. CB(2)1858/11-12(03)]	<ul style="list-style-type: none"> ● the Administration should formulate long-term welfare planning for CCS to enable the elderly to age at home, instead of introducing various pilot schemes ● in implementing the first phase of the pilot scheme, the Administration should conduct a comprehensive assessment of the affordability of elders for various types of CCS, with a view to formulating a long-term policy in this respect ● in view of the sound financial position of the Government, it did not see the need for introducing the means-tested mechanism and co-payment arrangement under the pilot scheme ● private service providers and RCHEs should be allowed to provide CCS under the pilot scheme ● the Administration should provide support to existing service providers of CCS with a view to enhancing their service quality and capacity ● the Administration should continue to increase the supply of subsidised RCHE places to shorten the average waiting time for RCS
10.	將軍澳長者民生關注會	<ul style="list-style-type: none"> ● welcomed the launch of the pilot scheme, but objected to the means test mechanism under the scheme and in particular the means test to assess the household income of the service users ● the implementation of the pilot scheme should be deferred until adequate resources had been allocated to enhance the existing service provision of day care and home care services as well as

No.	Name of deputation	Major views and concerns
		<p>increase manpower of care workers to cope with future demand</p> <ul style="list-style-type: none"> ● the Administration should expand the existing service provision of CCS and RCS for the elderly
11.	<p>全港長者及護老者權益聯席 [LC Paper No. CB(2)1824/11-12(02)]</p>	<ul style="list-style-type: none"> ● commented that the Administration lacked of long-term planning for provision of CCS to enable the elderly to age at home ● the Administration should step up the monitoring mechanism for the service quality of subsidised RCHEs participating in the Enhanced Bought Place Scheme ● the Administration should put in place a mechanism to monitor the performance of service providers under the pilot scheme ● cast doubt as to whether adequate professional and care workers were available to cope with the service demand from voucher holders
12.	<p>The Hong Kong Council of Social Service [LC Paper No. CB(2)1824/11-12(03)]</p>	<ul style="list-style-type: none"> ● since the launch of the pilot scheme would have great impact on the future service provision for CCS, the Administration should give due attention to the service costs, co-payment rate, quality assurance, eligibility criteria and service contents of the voucher, and the implementation details of a case management approach ● service costs should be linked with the impairment level of voucher holders and adequate resources should be deployed to ensure service quality of CCS ● the proposed co-payment rates were on the high side ● the household income limits under the means test mechanism were too low and should be adjusted upward
13.	<p>The Hong Kong Psychogeriatric Association [LC Paper No. CB(2)1824/11-12(04)]</p>	<ul style="list-style-type: none"> ● agreed with the concerns raised by the Hong Kong Council of Social Service ● the unit cost for CCS should be determined in accordance with specific service needs of voucher users ● the service quality under the pilot scheme should be assessed objectively

No.	Name of deputation	Major views and concerns
		<ul style="list-style-type: none"> ● the Administration should undertake a case-mix study, making reference to the service matching of MDS-HC, to assess the effectiveness of the pilot scheme in the light of the bio-psycho-social conditions of the voucher users ● in adopting a case management approach under the pilot scheme, the Administration should regulate the entry requirements and qualifications of case managers, and draw up a code of practice for the service providers
14.	Hong Kong Association of Gerontology [LC Paper No. CB(2)1781/11-12(02)]	<ul style="list-style-type: none"> ● prior to the launch of the pilot scheme, the Administration should establish a mechanism to monitor the performance of service providers as well as a complaint mechanism for the pilot scheme ● after the launch of the scheme, the Administration should undertake systematic data collection on health conditions of voucher users, changes in service utilization and user satisfaction, for the sake of service improvement, development and future planning ● the Administration should launch public education on how to make the right choices for CCS to meet users' specific needs ● the second phase of the scheme should be launched only after a comprehensive review of the first phase was completed ● the Administration should formulate long-term manpower planning and training for professionals and care workers in the field
15.	Monitoring Alliance on Elderly Policies	<ul style="list-style-type: none"> ● the eligibility of voucher users should be assessed by SCNAMES ● the Administration should explain to the prospectus applicants the eligibility criteria and application procedures before launching the pilot scheme as well as provide simple illustrations on how to use mixed mode and single mode of home care and day care services under the scheme ● the Administration should ensure the quality of manpower and services under the pilot scheme especially when launching the second phase which would involve service providers from the

No.	Name of deputation	Major views and concerns
		<p>private sector</p> <ul style="list-style-type: none"> ● the Administration should require case managers to conduct regular reviews of the health conditions of voucher users and revise their personal care plans as appropriate, as well as address the concerns about possible conflict of interest of case managers in service provision
16.	The Salvation Army Carer Association [LC Paper No. CB(2)1781/11-12(03)]	<ul style="list-style-type: none"> ● supported in principle the launch of the pilot scheme, but the operation of the scheme should be simple and user-friendly ● the means test should only assess individual income of service users ● the co-payment rates were too high; service users in Category I should receive 100% subsidy from the Government ● the voucher value should be determined based on the health conditions and care needs of individual elders ● the Administration should establish a monitoring mechanism for the scheme, conduct a review of the scheme one year after its implementation ● if voucher users decided to discontinue with the pilot scheme, they should retain their original position in the waiting list for conventional subsidised CCS ● the Administration should formulate a long-term elderly care policy ● suggested that a monthly cash subsidy of \$2,000 should be provided to those carers who spent more than 28 hours weekly in taking caring of elders at home, with a view to recognising their contribution and alleviating their financial burden
17.	全港認知障礙症照顧者聯盟	<ul style="list-style-type: none"> ● the care needs of demented elders were different from other frail elders, therefore the voucher value should be varied in accordance with the specific care needs of individual elders ● the Administration should set up dedicated day care centres for demented elders; and provide respite care service to relieve the burden of their carers

No.	Name of deputation	Major views and concerns
		<ul style="list-style-type: none"> ● the pilot scheme should be extended to elders with different levels of impairment, including demented elders ● the pilot scheme should be non-means-tested ● the Administration should ensure the quality and performance of service providers
18.	The Hong Kong Council of Social Service - Specialized Committee on Elderly Service	<ul style="list-style-type: none"> ● agreed that the scheme aimed to provide more choices for CCS for the elderly, but not to replace the existing provision of subsidised CCS ● the Administration should ensure the impartiality of the case managers in drawing up personal care plans and identifying suitable services for voucher users, as well as stipulate qualifications and put in place assessment mechanism for case managers ● the Administration should monitor the quality and implementation progress of the scheme, and ensure the transparency of fee charging system ● service content of the scheme should be diversified and complementary to existing subsidised CCS so as to meet the different needs of users
19.	Caritas Hong Kong - Services for the Elderly Caritas Federation of Senior Citizens [LC Paper No. CB(2)1781/11-12(04)]	<ul style="list-style-type: none"> ● supported the scheme as it would enhance the provision of CCS for the elderly ● the co-payment rates for the lowest income group should be reduced from 10% to 5%, and preferably free of charge ● the voucher value of \$5,000 would not be sufficient for using day care centre service as the unit cost was about \$7,500, and hence the elderly and their family members would prefer waiting for subvented RCS which was departed from the policy of ageing at home ● the Administration should advance the timing for review of the scheme to 18 months after its launch ● the pilot scheme should be extended to cover elders with moderate or severe impairments, which would help defer unnecessary institutionalisation

No.	Name of deputation	Major views and concerns
		<ul style="list-style-type: none"> ● the Administration should take into account the impact of inflation in determining the voucher value ● the Administration should set out clearly the service contents and fees for various services under the pilot scheme ● the Administration should ensure the provision of complementary services and manpower to tie in with the implementation of the pilot scheme ● the Administration should put in place monitoring and complaint mechanisms to ensure the service quality of the scheme
20.	Hong Kong Evergreen Association of the Elderly	<ul style="list-style-type: none"> ● it did not see the need to implement the scheme by phases ● the Administration should consider allowing the importation of care workers to alleviate the problem of manpower shortage for elderly care service ● considered that the means test mechanism to assess the household income of service users was unfair and would cause nuisance to the voucher users
21.	西貢長者地區網絡	<ul style="list-style-type: none"> ● commented that the scheme was not well planned, as service users would have to top up a fee difference of about \$2,500 for using subsidised day care centre where the monthly unit cost was about \$7,500 if the voucher value was set at \$5,000 ● the scheme should be extended to cover elders users with different levels of impairment so as to prevent the health conditions of elders with mild impairments from further deteriorating ● the Administration should address the problem of manpower shortage in elderly care service ● the Administration should formulate long-term planning for elderly care services to support the policy of ageing at home
22.	Social Affairs Committee of the Federation of Hong Kong and Kowloon Labour Unions [LC Paper No. CB(2)1858/11-12(04)]	<ul style="list-style-type: none"> ● concerned about a lack of complementary measures to tie in with the implementation of the pilot scheme and consequently the elderly would choose to wait for conventional subsidised CCS and RCS

No.	Name of deputation	Major views and concerns
		<ul style="list-style-type: none"> ● the scheme should be extended to elders with mild impairment so as to prevent their health conditions from further deteriorating and thus delay the need for institutionalisation or intensive home care service ● the Administration should establish a monitoring mechanism to ensure the service quality and fee charging system under the pilot scheme ● the voucher value should be increased, otherwise the voucher holders could only choose the mixed mode of day care and home care services if they could not afford the amount of co-payment ● there was a lack of case management professionals among social workers or health care professionals ● the Administration should formulate manpower planning for professionals and care workers for the pilot scheme and reserve suitable premises for the provision of elderly care services
23.	New People's Party [LC Paper No. CB(2)1824/11-12(05)]	<ul style="list-style-type: none"> ● considered that the provision of CCS vouchers could help elders to age at home ● the Administration should consider extending the scope of service under the scheme to the employment of part-time or full-time domestic helpers ● the Administration should set out clearly the services to be provided by day care centres under the scheme to facilitate the users to make an informed choice ● the Administration should establish an independent mechanism to monitor the performance of service providers ● the Administration should consider allowing the importation of care workers for service delivery under the scheme ● the Administration should further consult the stakeholders on the service contents and operational details of the scheme

No.	Name of deputation	Major views and concerns
24.	Senior Citizen Home Safety Association [LC Paper No. CB(2)1781/11-12(05)]	<ul style="list-style-type: none"> ● supported the voucher scheme which would provide the service users with more choices ● concerned about the impartiality of case managers in drawing up personal care plans for service users ● the Administration should tackle the problem of manpower shortage for elderly care services ● diversified services should be introduced and provided under the scheme in order to meet the specific needs of individual elders
25.	Grassroots Development Centre [LC Paper No. CB(2)1858/11-12(05)]	<ul style="list-style-type: none"> ● the policy of ageing at home could be fostered only if elders were both physically and financially capable as well as being provided with adequate care support to stay at home. Apart from providing CCS, the Administration should consider introducing carer allowance and retirement protection system in support of the elderly to age at home ● in addition to the pilot scheme, the Administration should continue to increase the provision of subsidised RCHE places ● objected to privatisation of elderly care service and introducing means test mechanism to determine the eligibility of service users
26.	Chinese Grey Power [LC Paper No. CB(2)1858/11-12(06)]	<ul style="list-style-type: none"> ● appealed to the Administration to increase the supply of subsidised RCS to take care of frail elders
27.	Care-takers' Concern	<ul style="list-style-type: none"> ● the care needs of individual elders should be determined based on their health conditions and mobility levels ● the Administration should increase the supply of subsidised RCHE places, in particular nursing homes, and the provision of matching community care and support services to meet the varied needs of the elderly
28.	The Labour-Welfare Group of Democratic party	<ul style="list-style-type: none"> ● supported the voucher scheme which would provide more service choices for the elderly and help enhance the service quality ● the Administration should clarify whether the scheme would be applicable to the existing CCS

No.	Name of deputation	Major views and concerns
		<p>users and/or new service users</p> <ul style="list-style-type: none"> ● the Administration should set up a monitoring mechanism to ensure the quality of service provision as well as establish channels for disseminating information relating to the scheme, such service contents ● did not support a means test mechanism for determining the eligibility of service users ● the Administration should consider introducing discount vouchers for those elderly who wished to use more expensive home care services such that elderly could have more choices of quality services
29.	Concern Group on Elderly Community Care Services	<ul style="list-style-type: none"> ● objected to the voucher scheme since the Administration had yet to formulate a long-term policy on elderly care services ● the Administration should establish a monitoring mechanism to ensure the impartiality of case managers in drawing up personal care plans for service users and the performance of service providers ● the administration cost for service delivery should not be transferred to service users ● the Government's subsidy level should be on par with the care needs of voucher users ● the co-payment rates were too high especially for those elders on CSSA ● the Administration should establish a consultation mechanism comprising the stakeholders and service users on service provision under the scheme