

Our Ref. : SWD/S/111/1 Pt.2  
Tel. No. : 2832 4308  
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23 May 2017

Chairperson / Organisation Head  
Non-governmental Organisation  
operating subvented welfare services

Dear Sir/Madam,

### Reporting of Special Incidents

Following my letter of 28 March 2017, we have received enquiries and comments on the reporting of special incidents and we have subsequently exchanged views with representatives of The Hong Kong Council of Social Service and its Standing Committee on Service Development to discuss and sort out the requirements. To facilitate subvented NGOs to report special incidents, the following points, clarified or agreed in the meeting, are of note -

- as stated in footnote no. 1 of the Special Incident Report form, only the special incidents which **happen in the service units** and/or **other places in the course of service delivery** need to be reported;
- as stated in the letter of 28 March 2017, the operators of subvented residential care homes for the elderly (RCHes) and residential care homes for persons with disabilities (RCHDs) need **not** use the Special Incident Report form to report special incidents. They should continue to follow their existing practice to report special incidents to the respective licensing offices with the prescribed forms currently in use;

- the reporting timeframe is revised to “**not more than three working days**”, while the operators of subvented RCHEs and RCHDs should continue to follow the prevailing reporting timeframe applicable to RCHEs and RCHDs; and
- for “**dispute requiring police assistance**”, it has been revised to “dispute resulting in physical injury to anyone and reported to the police for assistance” to make clear what it refers to.

A set of frequently asked questions (FAQs) has been prepared for reference. The FAQs and the revised bilingual Special Incident Report form are now available on the Department’s website. You may download these documents through the following link -

[http://www.swd.gov.hk/en/index/site\\_ngo/page\\_serviceper/sub\\_SpecialIncidents/](http://www.swd.gov.hk/en/index/site_ngo/page_serviceper/sub_SpecialIncidents/)

I would like to take this opportunity to thank you for your cooperation in the implementation of this measure which is to make sure that timely follow-up actions are taken on matters arising from the special incidents.

Should you have any enquiries, please contact me or Mrs Fanny Cheung on 2116 4295.

Yours faithfully,



( Ricky Yu )  
for Director of Social Welfare