



社會福利署  
Social Welfare Department



長者社區照顧  
服務券  
Community Care Service  
Voucher for the Elderly

# 長者社區照顧服務券計劃

Community Care Service Voucher Scheme  
for the Elderly



# Social Welfare Department (SWD) - Community Care Service Voucher Scheme for the Elderly (CCSV Scheme)

## Characteristics of the Scheme

**Money-following-the-user:** Elderly persons can choose the community care services that suit their individual needs with the use of community care service vouchers.

**Affordable users pay:** The less that elderly persons and the family members living with them can afford, the more the Government will subsidise.

**Diversified Service Options:** Elderly persons can choose service items and service packages from up to any two Recognised Service Providers (RSPs) in a calendar month within the voucher value.

## Eligibility Criteria

Elderly persons who have been assessed and recommended for Community Care Services (CCS) or Residential Care Services (RCS) under the Standardised Care Need Assessment Mechanism for Elderly Services, and are waitlisting for subsidised CCS and/or RCS on the Central Waiting List (CWL) for subsidised Long Term Care (LTC) services without any kind of RCS or subsidised CCS being received.

## Recognised Service Providers (RSPs)

RSPs include non-governmental organisations receiving subventions from SWD, non-profit-making organisations/social enterprises, private organisations, medical/rehabilitation service operators and licensed private hospitals.

For the information of the RSPs, please visit the SWD Elderly Information Website at [www.elderlyinfo.swd.gov.hk](http://www.elderlyinfo.swd.gov.hk)

## Scope of Service

The services are similar to those of the existing subsidised Day Care Centre for the Elderly and Enhanced Home and Community Care Services.

The services include **rehabilitation exercise** (such as physiotherapy, occupational therapy, etc.), **nursing care** (such as blood pressure monitoring, wound management, etc.), **personal care** (such as feeding, bathing, etc.), **home making, escort, meals delivery, elder sitting, on-site carer training and environmental risk assessment / home modifications recommendation**. Some RSPs also provide **residential respite service, speech therapy service, soft meals** (additional item for day care service / meals delivery) and **rental service of assistive technology products**.

## Service Delivery Mode

**Three service delivery modes:**

1. Centre-based
2. Home-based
3. Centre-based and Home-based

## Co-payment

Under the “affordable users pay” principle, the less that elderly persons and the family members living with them can afford, the more the Government will subsidise.

According to the household income of the elderly persons, there are six categories of co-payment set at 5%, 8%, 12%, 16%, 25% and 40% of the service package values.

Social Security Allowance, including Old Age Living Allowance, Old Age Allowance, Disability Allowance, is not counted as household income.

Applicants who choose not to disclose their household income are required to pay the maximum co-payment amount (i.e. 40% of the service package value).

The family’s assets will not be assessed.

## How to Apply

SWD will send invitation letters to the eligible elderly persons on the CWL for subsidised LTC services, inviting them to join the Scheme.

Eligible elderly persons can download the application form from SWD Homepage or submit online application through “Voucher Information System for the Elderly”.



Voucher Information System for the Elderly  
<https://vise.swd.gov.hk>

## Enquiry

SWD Community Care Service Voucher Office (Telephone: 3107 3013)  
(from Monday to Friday, 9:30 am to 1:00 pm and 2:30 pm to 5:00 pm,  
except public holidays)

Responsible workers of the elderly persons

Please visit SWD Homepage and SWD Elderly Information Website for  
the details of the Scheme and the information of RSPs



SWD Homepage  
[www.swd.gov.hk](http://www.swd.gov.hk)



SWD Elderly Information Website  
[www.elderlyinfo.swd.gov.hk](http://www.elderlyinfo.swd.gov.hk)

## Tips for Smart Choice

Get the service information through websites of SWD and RSPs;

Seek advice from social worker / SWD Community Care Service Voucher Office if required;

Visit RSPs to get detailed information about the services to be provided and clarify details;

Discuss with RSPs the items and packages of services to be provided to suit individual needs;

If RSP proposes top-up services or items to you, please consider whether you have genuine need before purchase. You may also discuss with your family members, or consult social worker / SWD Community Care Service Voucher Office.

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