

# Central Referral System for Rehabilitation Services (CRSRehab)

## Manual of Procedures

April 2025  
(Revised Edition)



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## Chapter I Introduction

1.1 The Central Referral System for Rehabilitation Services (CRSRehab) covers rehabilitation services for pre-school children with disabilities, children with mild intellectual disabilities, persons with intellectual and/or physical disabilities, persons in mental recovery and elderly persons with visual impairment in day training and residential care. Rehabilitation services that can be waitlisted at CRSRehab are summarised in the following table:

Age	0 to 6	6 to 18	15 or above			60 or above	
Target group	Pre-school Children with Disabilities	Persons with Intellectual Disabilities	Persons with Intellectual Disabilities	Persons with Physical Disabilities	Persons in Mental Recovery	Elderly Persons with Visual Impairment	
Subsystem	CRSRehab-PS	CRSRehab-SGHCMID	CRSRehab-SET			CRSRehab-VI	
			CRSRehab-IPD		CRSRehab-PMR		
Day Training	Early Education and Training Centre		Supported Employment Training for Persons with Disabilities (SET)/Sheltered Workshop (SW) <sup>i</sup> / Integrated Vocational Rehabilitation Services Centre (IVRSC)				
	Special Child Care Centre		Day Activity Centre (DAC)				
	Integrated Programme in Kindergarten-cum-Child Care Centre						
	On-site Pre-school Rehabilitation Services						
Residential Care Service	Residential Special Child Care Centre	Small Group Home for Mildly Mentally Handicapped Children (SGHMMHC)	Supported Hostel (SHOS) <sup>ii</sup>			Care & Attention Home for the Aged Blind (C&A/AB)	
			Integrated Small Group Home (ISGH)	Hostel for Moderately Mentally Handicapped Persons <sup>ii</sup> (HMMH)			Halfway House <sup>ii</sup> (HWH)
				Hostel for Severely Mentally Handicapped Persons (HSMH)	Hostel for Severely Physically Handicapped Persons (HSPH)		Halfway House (with Special Provision) (HWH-SP)
				Hostel for Severely Physically and Mentally Handicapped Persons (HSPH/MH)			Long Stay Care Home <sup>ii</sup> (LSCH)
		Care & Attention Home for Severely Disabled Persons (C&A/SD)					

<sup>i</sup> Includes the Factory for the Blind, operated by the Hong Kong Society for the Blind.

<sup>ii</sup> Under the Bought Place Scheme (BPS) for Private Residential Care Home for Persons with Disabilities, service places of Bought Place Providing High Level of Care (Category 1) (BH1) and Bought Place Providing High Level of Care (Category 2) (BH2) are offered to the applicants on the waiting lists for LSCH or HMMH, while service places of Bought Place Providing Medium Level of Care (BM) are offered to the applicants on the waiting lists for HWH or SHOS in accordance to their indication of acceptance of BPS.

1.2 The Central Referral System for Rehabilitation Services (CRSRehab) comprises the following sub-systems:

Subsystem for Pre-School Children with Disabilities (CRSRehab-PS)

Subsystem for Persons with Intellectual/Physical Disabilities (CRSRehab-IPD)

Subsystem for Persons in Mental Recovery (CRSRehab-PMR)

Subsystem for Elderly Persons with Visual Impairment (CRSRehab-VI)

Subsystem for Small Group Home for Children with Mild Intellectual Disabilities (CRSRehab-SGHCMID)

Subsystem for the Supported Employment Training for Persons with Disabilities (CRSRehab-SET)

1.3 The contact telephone numbers for general enquiries for the respective subsystems are summarised as below:

Subsystem	Contact Tel. No.	
CRSRehab-PS	2892 5139 / 2892 5569	
CRSRehab-IPD	DAC/ HSMH/ HSPH/MH/ C&A/SD	3586 3809
	SW/ IVRSC/ SHOS/ HMMH/ HSPH	3586 3826
	Inactive Waitlisting Mechanism	3422 3995
CRSRehab-SET	3586 3952	
CRSRehab-PMR	2892 5134/ 2892 5347	
CRSRehab-VI		
CRSRehab-SGHCMID		

Information about the services is available on the website of the Social Welfare Department (SWD) at [https://www.swd.gov.hk/en/pubsvc/rehab/cat\\_residcare/](https://www.swd.gov.hk/en/pubsvc/rehab/cat_residcare/).

## Chapter II Referral Procedures

### Workflow in the Referral Process

2.1 The referral procedures are summarised in the following table:

Step	Action	By	Time Frame	Form Used
<b>Case identification</b>				
1	To assess the applicant's need for rehabilitation services	Referrer		
<b>Case registration and data updating</b>				
2	To waitlist the applicant for the appropriate service in CRSRehab	Referrer		<i>Form 1</i>
3	To register the applicant in the waiting list and to notify the referrer of the registration	CRSRehab	14 working days after receiving the completed <i>Form 1</i>	<i>Form 1A</i> and <i>Form 1B</i> (CRSRehab-IPD: <i>Form 1A</i> , <i>Form 1B</i> and/or <i>Annex to Form 1B - Notification of Assessment Result</i> )
4	To conduct regular case review to ensure that the applicant is being waitlisted for appropriate service(s) and to update CRSRehab any change of the applicant relating to the application	Referrer	as and when necessary	<i>Form 3</i>
5	To register the changes in CRSRehab and to notify the referrer of the changes which had been registered	CRSRehab	14 working days after receiving the completed <i>Form 3</i>	<u>For updating of changes:</u> <i>Form 1A</i> and <i>Form 1B</i> (CRSRehab-IPD: <i>Form 1A</i> , <i>Form 1B</i> and <i>Annex to Form 1B - Notification of Assessment Result</i> )  <u>For cases removed from CRSRehab:</u> <i>Form 4</i> (CRSRehab-IPD: <i>Form 4</i> and/or <i>Form 1C</i> )
6	Transfer of cases between the Active Waiting List (AWL) and the Inactive Waiting List (IWL) <b>under CRSRehab-IPD</b>			
	a To inform CRSRehab if the applicant opts to IWL with his/her application date of residential or paired up day and residential care services be retained	Referrer		<i>Form 3</i>  Please refer to para. 2.13 for details
	b To transfer the applicant to the IWL and to notify the referrer of the case transfer	CRSRehab	14 working days after receiving <i>Form 3</i>	<i>Form 4A</i> and <i>Annex to Form 4A - Letter to applicants applying for transfer to the IWL</i>
	c To remind the referrers to conduct annual review for applications on the IWL	CRSRehab		<i>Form 7C</i>

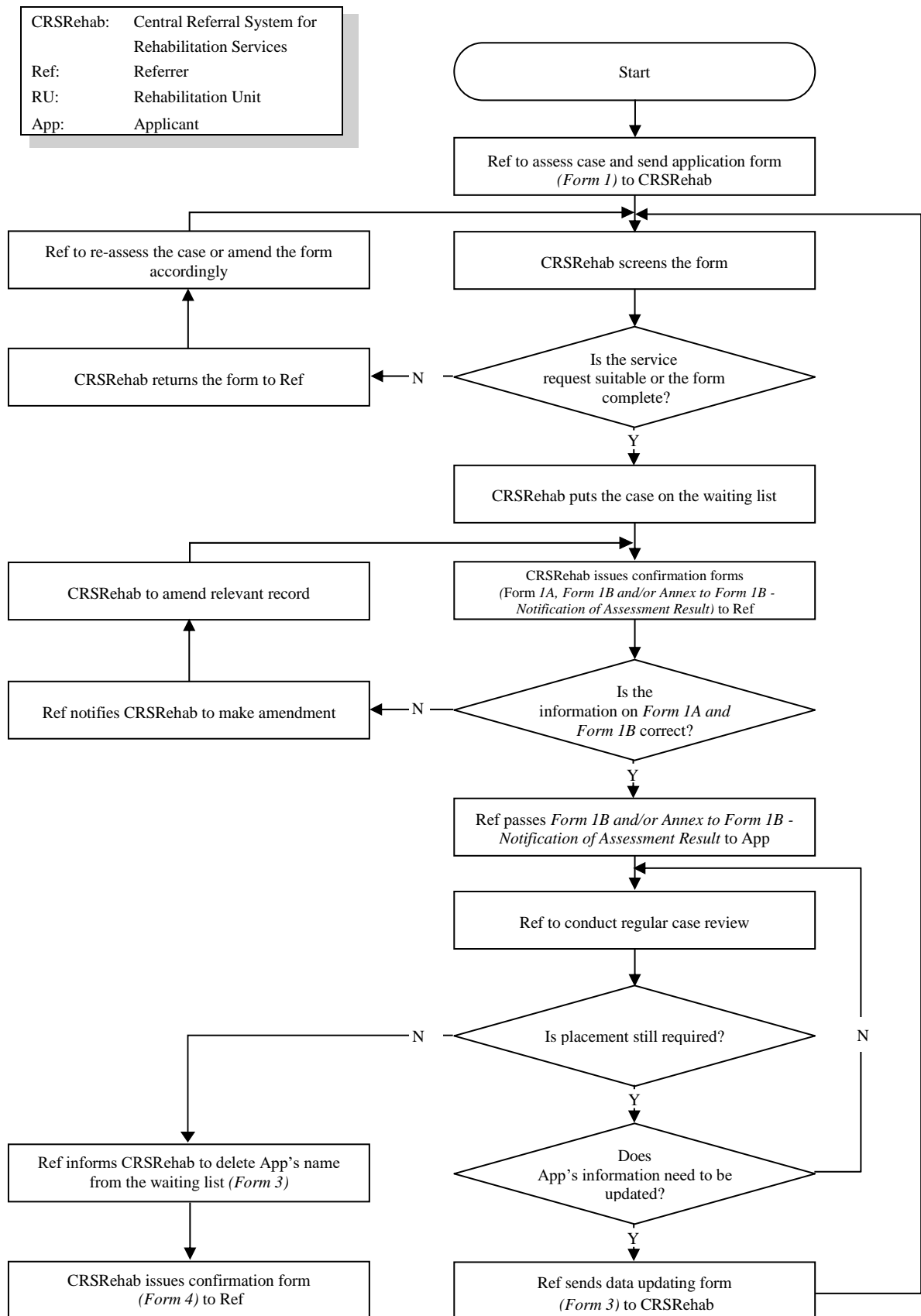


Step	Action	By	Time Frame	Form Used
	d To conduct annual review on applications on the IWL and to inform CRSRehab if the applicant would like to remain on the IWL continuously or to reactivate his/her application	Referrer	Within 3 weeks after receiving Form 7C	For applications to be remained on the IWL → <i>Form 3</i> For cases to be reactivated and returned to AWL: Change in health condition? (If Yes → <i>Form 3 + Form 1</i> ) (If No → <i>Form 3 + Form 1D</i> )  Please refer to para. 2.16 for details
	e To put the applicant requesting reactivation of his/her application back to the AWL and notify the referrer of the change	CRSRehab	14 working days after receiving <i>Form 3 + Form 1 / Form 1D</i>	<i>Form 1A, Form 1B and Annex to Form 1B - Notification of Assessment Result</i>
<b>Notification of vacancy</b>				
7	To confirm in writing with CRSRehab of the case discharge and vacancy available	Rehabilitation unit	Within 3 working days after a vacancy is identified	<u>To report case discharge:</u> <i>Form 9</i> <u>To report vacancy:</u> <i>Form 5</i>
<b>Case selection</b>				
8	To select the appropriate applicants from the waiting list and inform the referrers and rehabilitation units of the case selection	CRSRehab	3 working days	<u>To referrer:</u> <i>Form 6</i> <u>To rehabilitation unit:</u> <i>Form 6A</i>
<b>Case processing by referrer upon selection for placement</b>				
9	To inform CRSRehab (for CRSRehab-PMR & CRSRehab-SET, also the rehabilitation unit concerned) whether the placement is accepted by the applicant	Referrer	3 weeks	CRSRehab-IPD/VI/SGHCMID: <i>Form 7</i> to CRSRehab and attach relevant documents if applicant accepts the placement.  CRSRehab-SET: <i>Form 7</i> to CRSRehab and relevant documents to rehabilitation unit directly
			2 weeks	CRSRehab-PMR: <i>Form 7</i> to CRSRehab and relevant documents to rehabilitation unit directly.
10	For CRSRehab-IPD : To inform CRSRehab if the applicant would like to be transferred to IWL with his/her application date of residential care or paired up day and residential care services be retained	Referrer	3 weeks	<i>Form 7</i>  Please refer to para. 2.14 for details
11	For CRSRehab-IPD : To transfer the applicant to IWL and notify the referrer of the change	CRSRehab	14 working days after receiving <i>Form 7</i>	<i>Form 4A and Annex to Form 4A - Letter to applicants applying for transfer to the IWL</i>
12	To issue reminder(s) to referrer for delayed cases and to close those cases with no response	CRSRehab		CRSRehab-IPD/VI/SGHCMID/ SET: <i>Form 7A</i> CRSRehab-PMR: <i>Form 7A</i> or <i>Form 7B</i>  Please refer to para. 2.26 for details

Step	Action	By	Time Frame	Form Used
<b>Case intake by rehabilitation unit</b>				
13	To process the referral and inform the result to the CRSRehab and the referrer	Rehabilitation unit	CRSRehab-IPD/ VI/SGHCMID: 4 weeks CRSRehab- PMR: 2 weeks CRSRehab-SET: 3 weeks	<i>Form 9</i> with a copy to the referrer
14	To issue reminder(s) to rehabilitation units for delayed cases	CRSRehab		CRSRehab-IPD/VI/SGHCMID/SET: <i>Form 9A</i> CRSRehab-PMR: <i>Form 9A</i> or <i>Form 9B</i>  Please refer to para. 2.32 for details

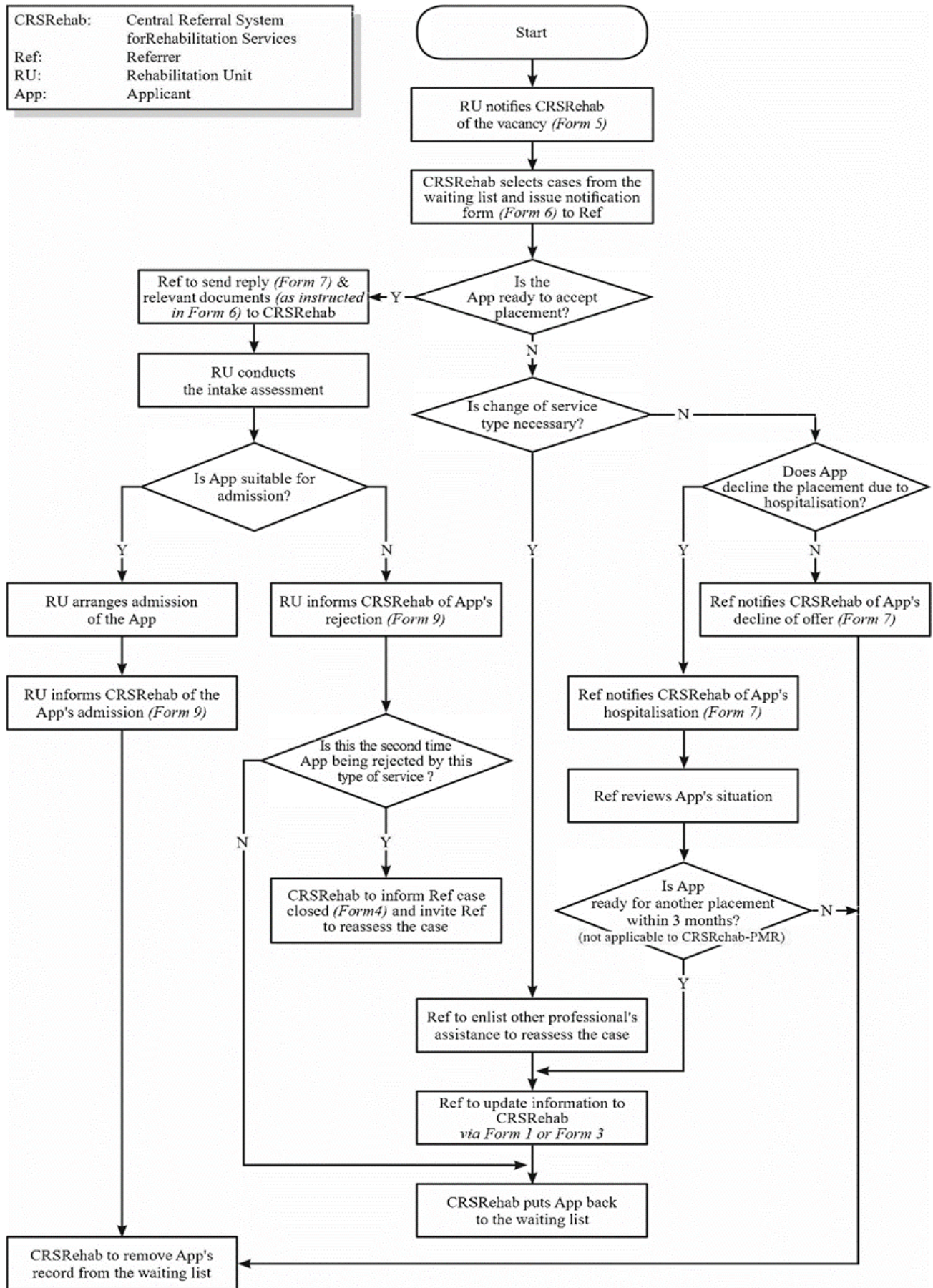
2.2 An overview of the workflow in the application and selection process is summarised in the flowcharts in Figure 1 and 2.

**Figure 1: New Application and Data Updating Process**



Note : Please refer to Appendix 6 to Appendix 8 for cases in need of transfer to the Inactive Waiting List under CRSRehab-IPD.

**Figure 2: Case Selection and Admission Process**



Note : Please refer to Appendix 6 to Appendix 8 for cases in need of transfer to the Inactive Waiting List under CRSRehab-IPD.

## Case Registration

2.3 Before making an application to CRSRehab, a referrer should arrange for the assessment(s) from relevant professional(s) in order to ensure that the applicant is eligible for the rehabilitation service to be applied for. These assessments include:

Disability Group	Assessment to be Conducted by
Persons with Intellectual Disabilities	Clinical Psychologist (CP) or Educational Psychologist (EP) conducted after 6 years of age #
Persons in Mental Recovery	Psychiatrist or medical officer in psychiatric unit
Elderly Persons with Visual Impairment	Medical officer in eye clinic/eye hospital or privately practised ophthalmologist
Persons with Physical Disabilities*, Visual / Hearing Impairment and Visceral Disabilities	Medical practitioner, ophthalmologist, audiologist, etc.

# Intellectual Report for Persons with Intellectual Disabilities issued by medical officer is not accepted. The referrer has to provide a valid Intellectual Report with assessment done after 6 years of age when placement is offered. To avoid delay in registration of the applicant to the required services, CRSRehab-IPD will accept an Intellectual Report with assessment done under 6 years of age as a valid document for **case registration** when fresh CRSRehab-IPD Form 1 is submitted for the first time. For applicants assessed with mild or moderate intellectual disabilities with assessment done under 6 years of age, the referrer should arrange intellectual re-assessment for them as soon as possible so as to ensure that a valid Intellectual Report with assessment done after 6 years of age be ready at the time when a placement is offered. For applicants assessed with severe or profound intellectual disabilities with assessment done under the age of 6, they are not compulsory to receive intellectual re-assessment and their intellectual reports (assessment done under 6 years of age) are accepted as valid documents for case processing upon selection for placement.

\* The referrer has to provide the Medical Report when applying for service for Persons with Physical Disabilities.

2.4 Applicants with intellectual and/or physical disabilities may have to submit additional document(s) together with the CRSRehab-IPD *Form 1* if they would like to apply for the following services:

	Application for DAC	Application for SW/IVRSC
Mild Intellectual Disability	Report from Occupational Therapist/ Physiotherapist done within 12 months before submission of the application, or Clinical/Educational Psychologist with assessment done after 6 years of age	Report from Occupational Therapist/ Physiotherapist done within 12 months before submission of the application, or Clinical/Educational Psychologist with assessment done after 6 years of age
Moderate Intellectual Disability	Report from Occupational Therapist/ Physiotherapist done within 12 months before submission of the application, or Clinical/Educational Psychologist with assessment done after 6 years of age	Not required
Severe or Profound Intellectual Disability	Not required	Not applicable
Physical Disability only	Not applicable	Not required

2.5 After the service need(s) of the applicant has/have been ascertained by relevant assessment(s), the referrer should explain to the applicant/family member(s)/carer(s)/guardian the criteria in the application for rehabilitation services via the “Notes of Application for Rehabilitation Services” (Appendix 2a/2b/2c) as appropriate and request him/her/them to sign on the lower portion of the Notes. A copy of the Notes signed by the applicant/family member(s)/carer(s)/guardian should be retained by the referrer on file for record purpose, and thereafter the referrer may make application via *Form 1* to CRSRehab for appropriate service(s). Due to the wide variety of rehabilitation services under CRSRehab, there are different application forms to be used when making application for different types of rehabilitation services. The referrer should be careful in choosing the appropriate form when making an application for their customers. An overview of the forms of the subsystems (excluding CRSRehab-PS) is detailed at **Central Referral System for Rehabilitation Services (CRSRehab) - Forms of Subsystems**. For forms of CRSRehab-PS, please refer to the related Manual of Procedures. Updated forms in word format for all the six subsystems can also be downloaded from the SWD website ([https://www.swd.gov.hk/en/pubsvc/rehab/cat\\_crsrehab/centralref/](https://www.swd.gov.hk/en/pubsvc/rehab/cat_crsrehab/centralref/)) or the Online Submission platform (<https://www.online-submission.swd.gov.hk/>) for use.

2.6 The referrer can then make the application to CRSRehab by the relevant subsystem *Form 1*. CRSRehab will process the new application in 14 working days after receiving the completed application form. After registering the application, CRSRehab will send the confirmation of registration (*Form 1A, Form 1B and/or Annex to Form 1B - Notification of Assessment Result*) together with the original *Form 1* (applicable to application submitted by NGOs) to the referrer. **The referrer should then verify the information recorded in these forms, and raise amendment, if any, to CRSRehab.** The referrer should pass the cleared *Form 1B and/or Annex to Form 1B - Notification of Assessment Result* to the applicant/family member(s)/carer(s)/guardian immediately for reference. For CRSRehab-IPD applications, after explanation by the referrer, the applicant/family member(s)/carer(s)/guardian should acknowledge receipt of the *Form 1B* by signing at the back with a copy retained by the referrer on file for record purpose. Whenever there is any change of information including change of type of placement concerning the application, the referrer should inform CRSRehab by the data updating form (*Form 3*) and CRSRehab will reply to the referrer with a fresh *Form 1A and Form 1B* together with the original *Form 3*. For cases applying for transfer to the IWL under CRSRehab-IPD, *Form 4A and Annex to Form 4A* “Letter to applicants applying for transfer to the Inactive Waiting List” would be issued by CRSRehab-IPD.

2.7 In making the application, please take note of the following remarks for CRSRehab-IPD, CRSRehab-PMR, CRSRehab-SGHCMID and CRSRehab-SET:

**CRSRehab-IPD** On admission to single hostel services, i.e. supported hostel and single hostel for persons with intellectual/physical disabilities, applicants should have already been engaged or arranged to be engaged in day programmes such as open employment, supported employment training for persons with disabilities (SET), sheltered workshop (SW) or other day activities, etc., to ensure that they will not be left unoccupied in the day time while residing in the hostel.

**CRSRehab-PMR** At the stage of admission, no commitment on day programme is required for halfway house referrals whereas day programme engagement is required for supported hostel referrals. Long stay care home applicant shall forfeit his/her placement in SW or SET and the referrer should submit *Form 3* to respective subsystem to withdraw the day service waitlisting once admission is completed.

**CRSRehab-SGHCMID** On admission to Small Group Home for Mildly Mentally Handicapped Children/Integrated Small Group Home, applicants are usually full-time students.

**CRSRehab-SET** Wherever possible, an applicant assessed to have the potential for SET should be encouraged to try the service. Nevertheless, if an applicant of SET is eventually assessed to be not suitable for SET service or discharged from a SET unit in less than 3 months, the referrer may, subject to justifications provided by the referrer and the rehabilitation unit, request CRSRehab-IPD/CRSRehab-PMR to retain the original date of application for placement of SW.

## **Location Preference**

2.8 Placement will normally be offered according to the preferences of the applicant as indicated in the relevant *Form 1*. Applicants/family member(s)/carer(s)/guardian are allowed to choose preferences by **region, district, individual rehabilitation unit, or a combination of them**. For details of the number and types of the preferences for respective rehabilitation services with waiting lists, please refer to Appendix 1. However, preference for a particular rehabilitation unit without valid grounds is not encouraged for it will delay the applicant in receiving rehabilitation service. The order of location preferences is of **equal weight** in the chance of being selected from the waiting list.

## **Updating of Case Information**

2.9 A referrer is required to update the applicant's changes that will affect the placement requested, such as personal particulars (e.g. name, residential district or address), type of disability, day placement required, location preference, referrer, preference for transfer to the IWL under CRSRehab-IPD and vice versa, etc. via *Form 3*. If the applicant with intellectual and/or physical disability requests to change day placement to paired up day and residential placement, the referrer has to submit CRSRehab-IPD *Form 1*. If the applicant with intellectual and/or physical disability requests to change residential placement to paired up day and residential placement, the referrer has to submit CRSRehab-IPD *Form 3*.

## **Change of Service/Addition of Service**

2.10 The referrer should notify CRSRehab via relevant subsystem *Form 3* if the applicant is assessed to be in need of other types of service. The referrer may have to submit additional documents as specified in para 2.4 if the applicant has to apply for the specific types of services under CRSRehab-IPD. The original application date will be retained for CRSRehab-IPD only. For CRSRehab-SGHCMID, the application date will be retained (with the earliest retrospective date when the applicant reaches the age of fifteen) should the applicant switch to apply for Supported Hostel under CRSRehab-IPD. For CRSRehab-PMR, new application date will be allotted for change type of service.

2.11 For applicant who is on waiting list of residential care service (RCS) at Long Term Care Services Delivery System (LDS) but wishes to apply for Care and Attention Home for the Aged Blind, the referrer shall make a fresh application to CRSRehab-VI. Upon confirming applicants' eligibility for the service, the referrer has to close the application for RCS at LDS. If dating back the application to the LTC date of RCS of the applicant at LDS is required, the referrer shall apply to CRSRehab-VI for consideration on individual case's merit.

## **Transfer of Application from Waiting List of Residential Care Service to Inactive Waiting List<sup>1</sup> and Vice Versa under CRSRehab-IPD**

2.12 To better utilise public resources and avoid premature admission to residential care service, applicants waitlisted for residential care service under CRSRehab-IPD are allowed to opt for deferment of allocation of placement by transferring to the Inactive Waiting List (IWL) with the original application date retained. No residential placement will be allocated as long as the applicants are on the IWL. Applicants may, through the referrer, apply to return to the Active Waiting List (AWL) with the original application date when necessary. Each applicant is allowed to opt to the IWL **once** only, unless with strong justification as assessed by referrer and approved by the SWD on individual case's merit.

2.13 For an applicant who wishes to apply for transfer to IWL, the referrer should notify CRSRehab-IPD via *Form 3* to transfer the applicant to the IWL with his/her original application date retained. Upon receipt of the notification, CRSRehab-IPD *Form 4A*, together with *Annex to Form 4A*, will be issued to confirm the referrer about transfer of the applicant to IWL. The referrer should pass the *Annex to Form 4A* to the applicant for information and retention.

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<sup>1</sup> Not applicable to applicants who are existing service users of subvented residential care units.



2.14 For an applicant who is offered a residential/paired up day and residential placement but prefers to maintain living in the community with support of his/her family members and/or community support services for the time being, the applicant/family member(s)/carer(s)/guardian may opt to transfer the application to the IWL. The referrer should notify CRSRehab-IPD via Form 7 to transfer the applicant to the IWL with his/her original application date retained. Upon receipt of the notification, CRSRehab-IPD will cancel the placement allocation, and then issue CRSRehab-IPD *Form 4A* together with *Annex to Form 4A* to notify the referrer about transfer of the applicant to IWL. The referrer should pass the *Annex to Form 4A* to the applicant for information and retention. For details, please refer to Appendix 6. For applicant who would like to be allocated day placement first but to retain his/her paired up day and residential care services application in the IWL, the referrer should submit CRSRehab-IPD *Form 3* together with the document(s) as specified in para 2.4.

2.15 For an applicant being hospitalised upon offer of residential placement, he/she will be allowed to be transferred to the IWL regardless of whether he/she has ever been transferred to the IWL before. For details, please refer to para. 2.27 to 2.28.

2.16 The referrer is required to review the cases on the IWL annually to ascertain whether the applicant would like to remain on the IWL, or to reactivate his/her application for residential care service and return to the AWL under CRSRehab-IPD. On the preceding month of each anniversary date of transfer to IWL, CRSRehab-IPD would issue *CRSRehab-IPD Form 7C* to the referrer. For instance, if the applicant was transferred to IWL on 1 April 2023, CRSRehab-IPD *Form 7C* will be issued to the referrer in March 2024, March 2025 and so on. The referrer should reply to CRSRehab-IPD within **3 weeks**. For applicant who would like to remain on the IWL, the referrer should submit *Form 3* to CRSRehab-IPD. For applicant who would like to return to the AWL and reactivate his/her application for residential care service under CRSRehab-IPD, the referrer should notify CRSRehab-IPD via CRSRehab-IPD *Form 3* together with an updated CRSRehab-IPD *Form 1* (standardised assessment) for applicant with changes in his/her health condition, or together with a CRSRehab-IPD *Form 1D* (assessment on the family coping condition) for applicant with no change on his/her health condition. Please refer to Appendix 7 for details.

2.17 Upon confirming applicant's readiness for receiving residential care service under CRSRehab-IPD, CRSRehab-IPD will put the applicant back to the AWL. For applicants with re-assessment conducted via CRSRehab-IPD *Form 1*, CRSRehab-IPD will then issue *Form 1A*, *Form 1B* and *Annex to Form 1B - Notification of Assessment Result* to the referrer. Placement will be offered according to the original date of application and applicant's placement choice as ascertained by the updated assessment when his/her turn arrives. Please refer to Appendix 8 for details.

## **Change of Application from CRSRehab Residential Care Service to Infirmery and Backdating Arrangement**

2.18 The referrer should review the type of rehabilitation care service suitable for the case regularly. For a case on the waiting list of CRSRehab residential care service and whose health condition has deteriorated to require the level of care beyond C&A/SD, the referrer should refer the case to the Hospital Authority (HA) (Central Infirmery Waiting List Office for General Infirmery Service and Central Waiting List for Severe Mental Handicap Infirmery and Rehabilitation Services) for assessment. Once the case is confirmed to be suitable for infirmery service, the referrer should notify CRSRehab to close the case via *Form 3* and pass *Form 1A* and *Form 4* to respective office of HA for backdating the application for infirmery service to that of CRSRehab residential care service.

2.19 If a case is rejected for admission to a CRSRehab residential placement with the reason that the case is considered in need of residential care services beyond C&A/SD during the intake process, the referrer may consider to refer the case to HA for arranging an early assessment on the suitability for infirmery service. During the interim period, the case will be put back on the waiting list of CRSRehab-IPD, CRSRehab-PMR, CRSRehab-VI and CRSRehab-SGHCMID as appropriate for another matching. The referrer should notify CRSRehab of the assessment result of HA via *Form 3*. If the case is confirmed to be suitable for infirmery service, the referrer should follow the same procedures as mentioned in para. 2.18 above.

2.20 The details of the aforementioned procedures are described at the flow chart at Appendix 4 and a referral form to HA at Appendix 5. As there has been an agreement reached with HA to mutually recognise the application dates for cases initially applying CRSRehab residential care service and later change to infirmery service and vice versa, there should not be applications both for CRSRehab residential care service and infirmery service at the same time. At regular intervals, CRSRehab and HA would conduct data checking to reject such cases waiting for both services. For those cases that are found to have double applications, the referrers would be requested to re-examine the actual service need of their customers within one month. Otherwise, the case would be removed from the waiting list of CRSRehab.

- 2.21 List of recognised CRSRehab residential care services for backdating from HA
- a. Residential Special Child Care Centre
  - b. Small Group Home for Mildly Mentally Handicapped Children / Integrated Small Group Home
  - c. Hostel for Severely Mentally Handicapped Persons
  - d. Hostel for Moderately Mentally Handicapped Persons
  - e. Hostel for Severely Physically Handicapped Persons
  - f. Hostel for Severely Physically and Mentally Handicapped Persons
  - g. Care and Attention Home for Severely Disabled Persons
  - h. Care and Attention Home for the Aged Blind
  - i. Supported Hostel
  - j. Halfway House
  - k. Long Stay Care Home

## **Offer of Placement**

2.22 When an applicant declines a placement offer, his/her application will be deleted from the waiting list, except under the following circumstances:

- a. the placement offered does not match the applicant's service request or location preferences;
- b. the applicant (except those applying for residential or paired up day and residential care services under CRSRehab-IPD) is temporarily hospitalised (please refer to para. 2.27 to 2.28 for details);
- c. the applicant is assessed by relevant professionals to be in need of alternative rehabilitation service with supporting document(s);
- d. the applicant declines a single day placement while awaiting a paired up day and residential placement;
- e. the applicant declines a BPS placement while awaiting for a subvented residential placement;
- f. the applicant has been approved to be temporarily frozen in the waiting list because of Continuation of Study and/or Extension of Years of Study in Aided Special Schools (please refer to para. 3.1 to 3.3 for details); or
- g. the applicant applying for residential or paired up day and residential care services under CRSRehab-IPD requests to be transferred to the IWL (please refer to para. 2.12 to 2.17 for details).

## **Placement out of Applicant's Preference**

2.23 **CRSRehab-IPD** In order to enable the applicants to receive rehabilitation training as soon as possible, those waiting for paired up day and residential care services may be offered a single day placement in the first instance. Such offer only partially meets the need of their required service. No matter whether the applicants accept or decline the offer, their turn for paired up day and residential care services will not be affected.

## **Case Processing by the Referrer Upon Selection for Placement**

2.24 When an applicant is selected for admission, CRSRehab will notify the referrer by *Form 6* and a "Notification of Case Selection to Rehabilitation Unit" (*Form 6A*) will also be sent to the rehabilitation unit concerned in order to facilitate early communication among referrers, applicants and rehabilitation units for case intake.

**CRSRehab-VI and CRSRehab-SGHCMIID** Upon receiving the "Selection for Placement" (CRSRehab-VI *Form 6* and CRSRehab-SGHCMIID *Form 6*), a referrer should inform CRSRehab whether the applicant accepts the placement or not via *Form 7* within **3 weeks**. The referrer should also attach relevant documents as specified in *Form 6* to CRSRehab for applicant who accepts the placement offer.

**CRSRehab-IPD** Upon receiving the “*Selection for Placement*” (CRSRehab-IPD Form 6), the referrer should inform CRSRehab whether the applicant accepts the placement or not via Form 7 within **3 weeks**. For applicant who accepts the placement offer, the referrer should also attach relevant documents as specified in Form 6 to CRSRehab and a standardised medical examination form for CRSRehab-IPD (*Annex to CRSRehab-IPD Form 7*) directly to the rehabilitation unit concerned. For applicant who declines the placement offer of residential or paired up day and residential care services, the referrer should explore if he/she would like to be transferred to the IWL. If affirmative, the referrer should inform CRSRehab-IPD via Form 7. The applicant/family member(s)/carer(s)/guardian should be notified that the applicant would not be selected for offer of residential or paired up day and residential placement as long as he/she is on IWL. For applicants opt to be transferred to the IWL upon offer of placement, please refer to para. 2.14 to 2.15 and Appendix 6 for details.

**CRSRehab-PMR** Upon receiving the “*Selection for Placement*” (CRSRehab-PMR Form 6), a referrer should inform CRSRehab whether the applicant accepts the placement or not via Form 7 within **2 weeks**. Unlike the procedures of other CRSRehab subsystems, the referrer should send all relevant documents as specified in Form 6 to the rehabilitation unit concerned directly in parallel when he/she replies to CRSRehab with the acceptance of the placement offer.

**CRSRehab-SET** Upon receiving the “*Selection for Placement*” (CRSRehab-SET Form 6), a referrer should inform CRSRehab whether the applicant accepts the placement or not via Form 7 within **3 weeks**. Unlike the procedures of other CRSRehab subsystems, the referrer should send all relevant documents as specified in Form 6 to the rehabilitation unit concerned in parallel when he/she replies to CRSRehab with the acceptance of the placement offer.

## Essential Documents for Processing of Applications

2.25 Essential documents specifically required by each subsystem for processing of the applications are as follows:

Subsystem	Essential Document	Validation Period
CRSRehab-IPD	<ul style="list-style-type: none"> <li>For applicants with intellectual disabilities: Clinical Psychologist/Educational Psychologist's report with indication on intellectual disability and assessment conducted after 6 years old. For applicants assessed with severe or profound intellectual disabilities with assessment done under the age of 6, they are not compulsory to receive intellectual re-assessment and their intellectual reports (assessment done under 6 years old) are accepted as valid documents for case processing upon selection for placement.</li> <li>For applicants with physical disabilities: Medical Report with indication on the applicant's physical disability, diagnosis and mobility level.</li> <li>Medical Examination Form (MEF) (Annex to CRSRehab-IPD Form 7) (to be submitted to the rehabilitation unit concerned directly).</li> <li>For additional documents required for specific types of services, please refer to para 2.4.</li> </ul>	<ul style="list-style-type: none"> <li>Please refer to Appendix 3.</li> <li>Valid for 6 months from the date of issue.</li> </ul>
CRSRehab-PMR	<ul style="list-style-type: none"> <li>Standard Agency Application Form (CRSRehab-PMR Form 2) (to be submitted to the rehabilitation unit concerned directly).</li> </ul>	<ul style="list-style-type: none"> <li>Valid for 3 months from the date of issue.</li> </ul>
CRSRehab-VI	<ul style="list-style-type: none"> <li>Annex 1 to CRSRehab-VI Form 1.</li> <li>CRSRehab-VI Form 2.</li> </ul>	<ul style="list-style-type: none"> <li>The period is either permanent or as stated in the form.</li> <li>Valid for 6 months from the date of issue.</li> </ul>
CRSRehab-SGHCMID	<ul style="list-style-type: none"> <li>Clinical Psychologist/Educational Psychologist's report with indication on Mild Intellectual Disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>Please refer to Appendix 3.</li> </ul>

Subsystem	Essential Document	Validation Period
CRSRehab-SET	<ul style="list-style-type: none"> <li>• For applicants with intellectual disability: Clinical Psychologist/ Educational Psychologist's report with indication on intellectual disability and assessment conducted after 6 years old</li> <li>• Medical/Psychiatric Report.</li> <li>• Medical Practitioner's report with certification on Hearing/Visual Impairment, Visceral Disability and Physical Disability.</li> </ul>	<ul style="list-style-type: none"> <li>• Please refer to Appendix 3.</li> <li>• Valid for 1 year from the date of issue.</li> <li>• The period is either permanent or as stated in the report.</li> </ul>

Referrers should make sure that these documents are available and valid for submission by the time of application. Additional requirements for documents other than the above will be indicated in the relevant subsystem *Form 6*.

## Reminder to Referrers

2.26 When a referrer cannot make a reply upon case selection within the time frame designated by CRSRehab, CRSRehab will issue a reminder with a copy to the concerned Assistant District Social Welfare Officers for SWD units or agency heads for NGOs. If the reminder(s) is/are still unanswered or without final decision on the placement offered within the specific time frame, case will be closed automatically. The time frame for different subsystems is shown below:

Subsystem	Processing time for referrer/Action by CRSRehab				
CRSRehab-IPD	3 weeks	<i>1<sup>st</sup> reminder</i>	2 weeks		<i>Case closed</i>
CRSRehab-SET	3 weeks		2 weeks		
CRSRehab-VI	3 weeks		2 weeks		
CRSRehab-SGHC MID	3 weeks		2 weeks		
CRSRehab-PMR	2 weeks		1 week	<i>2<sup>nd</sup> reminder</i>	

## Hospitalisation of Applicants

2.27 When an offer (except residential or paired up day and residential placement under CRSRehab-IPD) is given but the applicant has been admitted into hospital, the referrer should notify CRSRehab by *Form 7* and the application will become non-active for 3 months and the referrer would be notified by *Form 4*. If the applicant could be discharged from hospital and ready for placement in rehabilitation service within **3 months since the admission to hospital**, the referrer can inform CRSRehab via *Form 3* and CRSRehab will re-activate the application with the original application date retained. It can be extended for **another 3 months** (i.e. a total of 6 months) only when there are valid grounds that the applicant can be discharged from hospital within the time frame and by that time the applicant can still fulfill the admission criteria of the service requested. Or else, the original application date will NOT be retained. The next offer will be provided according to the applicant's location preference. If CRSRehab does not receive any request for re-activating the application within the designated period, the application will be automatically deleted from the waiting list. Should the applicant still require rehabilitation services upon reassessment of his/her service needs when he/she is ready for discharge from hospital, a fresh application is needed.



**CRSRehab-PMR** When an offer is given but the applicants has been admitted to psychiatric hospital or psychiatric ward of general hospital the referrer should consult the case psychiatrist to confirm whether the applicant is mentally stable to be discharged shortly and suitable to receive the offered residential or day rehabilitation placement or not. If the applicant is unlikely to be discharged shortly, the referrer should notify CRSRehab-PMR by Form 7 for declining the offer first and submit the fresh application for suitable service once the applicant is fit for discharge. For those applicants admitted to general hospital for treatment other than psychiatric treatment, the procedure will follow that of para. 2.27 above.

2.28 When an offer of residential or paired up day and residential placement under CRSRehab-IPD is given but the applicant has been admitted into hospital and is unlikely to be discharged shortly, the referrer should notify CRSRehab-IPD by *Form 7*. The placement allocation will be cancelled and the applicant will be transferred to the IWL temporarily. CRSRehab-IPD will issue *Form 4A* to the referrer to confirm that the date of application will be retained. Upon discharge of the applicant from hospital and the applicant is ready for admission to residential care services, the referrer should conduct reassessment on his/her service needs. If the applicant is still in need of residential care services but his/her health condition has been changed, the referrer should submit both *Form 3* and *Form 1* (standardised assessment) to CRSRehab-IPD to update his/her service needs. If there is no change in the applicant's health condition and he/she is in need of the same service as registered, the referrer should submit both *Form 3* and *Form 1D* (assessment on family coping condition) to CRSRehab-IPD to reactivate his/her application. If CRSRehab-IPD does not receive any request for re-activating the application, the applicant will remain on the IWL and no residential placement will be offered. For details, please refer to Appendix 6 and Appendix 7.

### **Request for Non-activation**

2.29 Except the condition stipulated in para. 2.27-2.28 and para. 3.1-3.3, request for non-activation or suspension will not be accepted. Applicants who have no immediate need of service should apply at a later stage.

### **Case Deletion/Re-application**

2.30 The referrer should notify CRSRehab via relevant subsystem *Form 3* for deletion from the waiting list when an applicant is not in need of service. Upon receipt of the notification, CRSRehab will issue a *Form 4* to confirm the closure of the case. In case the applicant is subsequently in need of rehabilitation service again, the referrer should submit a fresh *Form 1* to apply for service again.

## **Report of Vacancies**

2.31 Rehabilitation units should inform CRSRehab any vacancy or anticipated vacancy via *Form 5* within **3 working days**. Upon receiving the notification of a vacancy, CRSRehab will arrange for case matching and a list of applicants selected to the rehabilitation units concerned via *Form 6A*, subject to availability of referrals at hand. This practice is to encourage rehabilitation units and referrers to begin the intake process as soon as possible.

## Case Intake by Rehabilitation Units

2.32 Rehabilitation units should complete the intake process and admit the applicants within the designated time frame. Any rehabilitation unit that fails to do so will receive a reminder from CRSRehab with copies to the referrer and the agency head concerned. The time frame for different subsystems in CRSRehab is summarised below:

Subsystem	Processing time for Rehabilitation Unit/Action by CRSRehab					
CRSRehab-IPD	4 weeks	<i>1<sup>st</sup> reminder</i>	2 weeks	CRSRehab Office will check with the respective unit		
CRSRehab-SET	3 weeks		2 weeks			
CRSRehab-VI	4 weeks		2 weeks			
CRSRehab-SGHCMID	4 weeks		2 weeks			
CRSRehab-PMR	2 weeks		1 week	<i>2<sup>nd</sup> reminder</i>	1 week	CRSRehab Office will check with the respective unit

***CRSRehab-IPD and CRSRehab-SET*** The purpose of medical examination in CRSRehab-IPD and CRSRehab-SET is for formulating individual care plan rather than serving as a screening purpose. Pending medical examination should not be a reason for delaying admission of the applicant and flexibility should be applied whenever appropriate.

***CRSRehab-PMR*** If the rehabilitation unit cannot complete the intake process within the designated time frame, i.e. 2 weeks, the case should be returned to CRSRehab for another placement. If justification (e.g. pending Part II Medical History of Standard Agency Application Form) can be provided, the rehabilitation unit should apply to CRSRehab for delaying admission.

2.33 For new rehabilitation units with bulk vacancies, the pace of admission should be kept in accordance with the schedule of phased admission as agreed with the SWD .

## Rejection of Cases

2.34 An applicant who is rejected by a rehabilitation unit will be given another offer in accordance with the location preferences indicated by him/her. However, if the applicant has been rejected by two different agencies of the same type of service, the case would be closed and *Form 4* would be issued to referrer. The referrer is required to reassess the service need of the applicant. If the applicant is still in need of such service, the referrer should make fresh application to CRSRehab by *Form 1*. For applicants who indicate preference at one centre only, no second placement can be offered if he/she is rejected by that centre. However, the referrer may inform CRSRehab for updating the location preference by *Form 3* if the applicant wishes to be given a second offer.

***CRSRehab-IPD and CRSRehab-SET*** Cases having two records of rejection by different agencies of the same type of service (except the reason of no vacancy) will be taken out from the waiting list and the referrer will be requested to arrange for reassessment enlisting the input of concerned disciplines such as Medical Officer, Clinical Psychologist, Vocational Training Assessment Team, etc., as far as possible. After reassessment and upon the advice of the referrer, an applicant can be waitlisted for placement in the same service type or other types as appropriate and **the original application date will be retained.**

***CRSRehab-PMR, CRSRehab-VI and CRSRehab-SGHCMID*** Cases having two records of being rejected for the same service type by different agencies will be taken out from the waiting list and the referrer will be asked to arrange for reassessment. After reassessment and upon the advice of the referrer, an applicant can be waitlisted for placement of the same type or other types of service as appropriate as a **fresh** application with a **new application date**. If the case is in urgent need for placement, the referrer may consider applying for priority placement (please refer to para. 3.12).

## Cases Admitted into Rehabilitation Units

2.35 Upon the applicant's admission to the required service, case will be closed in CRSRehab and be removed from the waiting list.

***CRSRehab-VI*** There will be times when applicant, who has been admitted into Care and Attention Home for the Aged Blind, is assessed to be in need of infirmary care and later transferred to the Infirmary Unit of the Home. The concerned Home should notify CRSRehab to update the case position via *Form 9*.

## **Removal from the Waiting List**

2.36 An applicant will be removed from the waiting list under the following circumstances:

- a. the applicant has been admitted to the required service;
- b. the applicant requests withdrawal;
- c. the applicant declines a placement offer of his/her indicated preference(s) without the approval of Continuation of Study/Extension of Years of Study, or has not applied to be transferred to the IWL under CRSRehab-IPD;
- d. no application for re-activation before the end of the Continuation of Study/Extension of Years of Study, which is the date indicated in CRSRehab-IPD *Form 4* (please refer to para. 3.1 to 3.4 for details);
- e. the referrer does not respond to CRSRehab even after reminder(s) are sent;
- f. the applicant is rejected by two different agencies of the same type of service (according to para. 2.34, CRSRehab-IPD and CRSRehab-SET application date can be retained); or
- g. the applicant has been hospitalised when a placement offer (except for residential or paired up day and residential care services under CRSRehab-IPD) is available (please refer to para. 2.27 to 2.28 for circumstances in which the applicant can be placed back to the waiting list).

2.37 Closed cases in need of rehabilitation service can make a fresh application by submitting *Form 1* through the referrer. The date of application of such cases will be counted anew.

### Retention of Original “Date of Application” at Central Referral System for Rehabilitation Service - Subsystem for the Persons with Intellectual/Physical Disabilities (CRSRehab-IPD) for Students applying for “Continuation of Study” and “Extension of Years of Study” at Aided Special Schools

#### Continuation of Study (COS)

3.1 In view of the measures undertaken by the Education Bureau (EDB) in respect of extension of years of study for needy special school students, the SWD has put in place the following arrangement for the students applying for Continuation of Study (COS). Students who are approved for COS may decline a placement offer and apply for a retention of their original date of application when they are selected by CRSRehab-IPD for admission to adult rehabilitation services, viz, day training [i.e. Day Activity Centre (DAC), Sheltered Workshop (SW) and Integrated Vocational Rehabilitation Service Centre (IVRSC)] and various residential care services, during the COS :

- a. The referrer has to notify CRSRehab vide CRSRehab-IPD *Form 7* of the applicant’s request for COS and not accepting the offer.
- b. Upon notification, CRSRehab will reply the referrer vide CRSRehab-IPD *Form 4* (for day rehabilitation services) to confirm the approval of COS, or *Form 4A* (for residential or paired up day and residential care services) to confirm the transfer of the application to the IWL. The placement allocation will be cancelled and the application for all services under CRSRehab-IPD will be put aside with the original date of application retained.
- c. For applications of day rehabilitation services, the case will be removed from the waiting list temporarily. The referrer has to re-activate the application by **submitting *Form 1* (only required to fill in Sections I, II, VIII and IX) before the end of COS to retrieve the original application date, otherwise, the application will be removed from CRSRehab-IPD automatically.**
- d. For applications of residential or paired up day and residential care services, the applications will be transferred to the IWL. The referrer has to inform CRSRehab vide an updated CRSRehab-IPD *Form 1* (for cases in need of changing service type) / *Form 1D* (for cases continue to waitlist for the original services) and *Form 3* to re-activate the application for placement allocation. The case will then be put back to the AWL. If CRSRehab-IPD does not receive any request from the referrer for re-activating the application, it will remain on the IWL and no residential placement will be offered.

## **Extension of Years of Study (EoS) for Students of Aided Special School**

3.2 Students of aided special schools under the New Senior Secondary (NSS) academic structure will graduate from school upon completion of Secondary 6. The norm is that students with intellectual disabilities complete the primary and secondary education in 12 years, and students with normal intelligence pursuing ordinary curriculum in schools for children with physical disabilities and schools for children with hearing impairment complete the primary and secondary education in 13 years. Individual students may need to extend their years of study due to “valid reasons” and schools are provided with “pre-set quota” of additional places to address such needs. For details, please refer to the Circular on “Improvement Measures on Extension of Years of Study for Students of Aided Special Schools” and Guidelines for Special Schools on School-based Mechanism for Handling the Extension of Years of Study for Students on the website of EDB.

3.3 The SWD has put in place the arrangement as similar to COS as mentioned above for the students being granted the EoS to decline a placement offer and apply for a retention of their original date of application when they are selected by CRSRehab-IPD for admission to adult rehabilitation services during the EoS.

### **Re-activation of Applications under CRSRehab**

3.4 The referrer is expected to conduct regular case review to ensure timely re-activation of application under CRSRehab. If CRSRehab does not receive any request for re-activation of the application before the end of the COS or EoS, the original date of application for day rehabilitation service will not be retained. A fresh application is needed if the applicant requires the service in the future. As for residential and paired up day and residential care services, the application will remain on the IWL and no placement will be offered to the applicant unless request for reactivation from the referrer is received. For applicants who would like to be allocated day rehabilitation services first but to retain their paired up application in the IWL, the referrer has to submit CRSRehab-IPD *Form 3* together with the documents as specified in para. 2.4.

## Rectification of Service Requests

3.5 There may be situations that require special consideration and rectification of data in the CRSRehab Systems. Some examples are provided below for reference:

- a. **Uncounted offer** – when a placement offer is declined by the applicant with strong justification(s) (for example: the circumstances or health conditions of the applicant have been changed but the referrer has not yet submitted the updated information before the placement is offered; the facilities of the selected rehabilitation unit may not cater the special need of the applicant, etc.), and request to uncount the offer and retain the application date in waitlisting of same type of service;
- b. **Dating back of application** – the application date is wrongly inputted or the application date could not be processed in the CRSRehab Systems when the applicant changes to waitlist the other type of service;
- c. **CRSRehab-IPD/SET/PMR Re-application** – the applicant was admitted to the services but applies for the same type of service on an exceptional basis with strong justification(s);
- d. **CRSRehab-IPD Direct application** – the applicant was admitted to the services through direct application instead of CRSRehab-IPD (An example is a Day Activity Centre catering for English speaking users). The service operator is required to submit the necessary forms to CRSRehab-IPD for records on service admission and discharge while the officer of CRSRehab-IPD may submit a rectification of service request for record and conduct regular checks, including checks on the applications and placement procedures, to avoid any duplicated applications in CRSRehab-IPD; and
- e. **Rectification on system error(s)** – placement may be wrongly selected and/or bypassed owing to system error(s).

3.6 The examples set out at para. 3.5 are not exhaustive and the application of rectification of service should be examined on case-by-case basis. For rectification of service request, the referrer (where applicable) is required to submit a **written application** to CRSRehab, with the endorsement of either:

- a. Assistant District Social Welfare Officer (ADSWO)/Officer of Senior Social Work Officer (SSWO) rank or above (for SWD service units);
- b. Agency Head/Service Coordinator/designated representative (for NGO service units);
- c. Departmental Manager (for MSSD/HA); or
- d. Principal of Special School.

3.7 If clarification or further information is required, CRSRehab will contact the referrer within 2 weeks upon receipt of the application.

3.8 The referrer should justify the need for rectification of service request (where applicable) by requiring the applicant to submit relevant documentary proof, such as medical certificate, birth certificate/identity card, bank account, employment proof, statutory declaration, etc., for verification.



3.9 CRSRehab may ask the referrer (where applicable) to submit supplementary supporting documents for checking and conduct further investigations, e.g. phone enquiry, interview, home visit, etc., if necessary.

3.10 The application for rectification of service request will be approved/disapproved by an officer of SSWO rank or above with recommendation made by an officer of Social Work Assistant (SWA) rank or above and supported by an officer of Social Work Officer (SWO) rank or above.

3.11 CRSRehab will proceed with the rectification of service request and issue a new set of CRSRehab Form 1A & 1B (where applicable) with the updated service status within 4 weeks upon receiving all essential documents for the request.

## Priority Placement

### 3.12 Purposes

Priority placement is a measure to meet urgent needs of applicant for services. Those approved for priority placement will be put on the top of the waiting list and accorded priority in allocation of service.

### 3.13 Criteria

- a. Priority placement will only be granted on an exceptional basis for applicant with strong justification(s) for urgent services. The referrer should consider individual situation case by case, including exploring the alternative services in the community and seek their supervisors' views when drawing up the recommendations for priority placement application.
- b. The following are some of the examples that may warrant urgent services:
  - I. The parents/carers are suffering from health/mental problem and are unable to continue assuming the caring role;
  - II. The applicant is facing moral/physical danger or abuse by family member(s) or carer(s);
  - III. The applicant is homeless and has no relatives/carers to look after him/ her;
  - IV. The applicant is a Ward of DSW/High Court; or
  - V. Other justified social and/or medical grounds, etc.

### 3.14 Application Procedures

- a. The referrers are required to submit to CRSRehab a completed relevant subsystem *Form 10* for priority placement, with endorsement of:
  - I. Assistant District Social Welfare Officer/Senior Social Work Officer rank or above (for SWD service units);
  - II. Agency Head/ Service Coordinator/designated representative (for NGO service units);
  - III. Department Manager (for MSSD/HA); or
  - IV. Principal of Special School.
- b. For CRSRehab-IPD services, the referrers are also required to submit an updated CRSRehab-IPD *Form 1*.
- c. As the applicants applying for priority placement are in need of urgent services, any preference on service units or location will not be considered, except those with compelling grounds.
- d. If clarification or further information is required, CRSRehab will contact the referrer within two weeks upon receipt of the application.

- e. The referrer should justify the applicant's need and/or urgency for priority placement by requiring the applicant to submit relevant documentary proof, such as medical certificate, birth certificate/identity card, bank account, employment proof, statutory declaration, etc., for checking.
- f. CRSRehab may ask referrers to submit supporting document for checking and conduct further inspections, e.g. phone enquiry, interview, home visit, etc., if necessary.
- g. CRSRehab will take proper follow up actions on any revealed irregularities and cases of undue delay.

### 3.15 Approval of Applications

- a. The application will be approved/disapproved by an officer of SSWO rank or above with support of an officer of SWO rank or above and recommendation by an officer of SWA rank or above.
- b. The result of the application will be given to the referrer via relevant subsystem *Form 10A* within 4 weeks upon receipt of referrer's application and all relevant information/documentary proofs.

### 3.16 Review of Applications

- a. The referrer should review the conditions of the applicant periodically or as needed. A renewed application has to be submitted to CRSRehab according to the set procedures at para. 3.14 should the reasons for priority placement be changed.
- b. When a priority placement is offered, the referrer has to confirm whether the reasons for priority placement as stated in the latest submission of relevant subsystem *Form 10* is still valid.
- c. Should the reasons for priority placement have subsided, the applicant could still be waitlisted for the placement on normal waiting list.
- d. Under normal circumstances, if the applicants decline the placement offered under priority placement, the applicants will be removed from the waiting list immediately.

## **Case Swapping**

3.17 Case swapping is only allowed in CRSRehab-IPD and CRSRehab-SET:

***CRSRehab-IPD*** Two service users in different rehabilitation units of the same type of service may sometimes want to swap their places because of, say, the locations of the rehabilitation units are so far away from home that their aged parents have difficulty in taking them out for home leave. Normally, swapping between agencies on the same type of service within the same district will not be allowed. The rehabilitation units concerned may write to CRSRehab-IPD for approval by giving the reason for the swapping together with the consent letters of the service users/family member(s)/carer(s)/guardian. If the case is considered justified, CRSRehab-IPD will issue a written reply to endorse the arrangement. Any swapping without formal approval from CRSRehab-IPD will not be recognised.

***CRSRehab-SET*** In view of the expertise of individual rehabilitation units in delivering particular SET models and serving clientele of special disability groups, case swapping/case transfer between two agencies operating SET is allowed if it is for the best interest of the service users involved. The concerned agencies should write to CRSRehab-SET for approval for the swapping/case transfer together with the consent letters of the service users/family member(s)/carer(s)/guardian. If the case is considered justified, CRSRehab-SET will issue a written reply to endorse the arrangement. Any swapping/case transfer without formal approval from CRSRehab-SET will not be recognised.

***CRSRehab-PMR, CRSRehab-VI and CRSRehab-SGHCMID*** Case swapping in these three subsystems are not allowed.

## **Transfer to Other Residential Care Unit Under Same Service Type**

3.18 Application for transfer to other residential care unit under same service type is allowed in CRSRehab and it will be considered on exceptional basis for applicant (existing resident of a residential care unit) with strong justification(s). After residing in a residential care unit for a considerable period, resident may sometimes request transfer to other residential care unit under the same service type. The followings are some of the examples:

- a. The family member(s)/carer(s)/guardian of the resident is/are getting old and he/she/they has/have difficulty in paying visit to the resident and/or taking the resident for home leave as the location of the residential care unit is far away from his/her/their home.
- b. The family member(s)/carer(s)/guardian of the resident has/have moved to a place where it is far away from the location of the existing residential care unit.

### 3.19 Criteria

- a. The applicant (i.e. existing resident) has received care at the current residential care unit for not less than 3 years; and
- b. The current residential care unit has made reasonable effort to address the need(s) of the applicant, such as case swapping (applicable in CRSRehab-IPD and CRSRehab-SET only) but in vain.

### 3.20 Application Procedures

- a. The applicant is required to submit a completed CRSRehab Form 1F with endorsement of agency head/service coordinator through the residential care rehabilitation unit he/she is residing.
- b. If clarification or further information is required, CRSRehab will contact the referrer within two weeks upon receipt of the application.
- c. The referrer should justify the applicant's need for transfer to other residential care unit under same service type by requiring the applicant to submit relevant documentary proof, such as residential proof, medical certificate, etc. for checking.

### 3.21 Approval of Applications

- a. The application will be approved/disapproved by an officer of SSWO rank or above with support of an officer of SWO rank or above and recommendation by an officer of SWA rank or above.
- b. The result of the application will be given to the referrer via CRSRehab Form 1G within 14 working days upon receipt of referrer's application and all relevant information/documentary proof.
- c. If the application is approved, the resident will be put back to the active waiting list with his/her original application date, i.e. the application date for the current residential placement. Residential placement of the same service type will be offered according to the original application date and applicant's placement choice when his/her turn arrives.
- d. Under normal circumstances, each applicant is granted for transfer once, unless with strong justification(s).

3.22 Existing resident who is in need of other residential care service under different service type should submit a fresh CRSRehab Form 1 together with all necessary supporting documents in accordance with the procedures stipulated in para. 2.3 to 2.8.

### **Appeal Against Decision Made by Rehabilitation Units**

3.23 It is the responsibility of the referrer to re-assess those cases being rejected by rehabilitation units. If the referrer finds the reason for rejection given by rehabilitation unit is not justified, he/she can inform CRSRehab by telephone in the first instance and then send an appeal letter to the concerned rehabilitation unit with a copy to the respective Social Work Officer (Rehabilitation & Medical Social Services) of CRSRehab. The Social Work Officer (Rehabilitation & Medical Social Services) should then liaise with the concerned rehabilitation unit to identify any operational difficulties it may have. During the interim period, CRSRehab will not select the case to another rehabilitation unit until the appeal is settled. If the rehabilitation unit insists on the original decision and the referrer disagrees to it, the case should be brought up to the District Social Welfare Officer overseeing the concerned rehabilitation unit for assistance.

## **Chapter IV Roles and Responsibilities**

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### **Roles and Responsibilities of Referrers**

4.1 Within the context of the referral process in CRSRehab, a “Referrer” refers to any social worker/professional accepted by CRSRehab subsystems that makes an application to CRSRehab on behalf of his/her customer for rehabilitation service.

4.2 The activities of referrers include:

- a. To assume the role of a case manager for the customer in respect of the referral for rehabilitation service, a referrer should identify and assess the applicant’s genuine need for rehabilitation services. In order to assess the applicant’s suitability for different types of placement, a referrer should consider enlisting assistance from the Medical Officer, the Clinical Psychologist or the Vocational Assessment Team, etc., so as to ensure that the service(s) referred for best suits the need of the applicant.
- b. To realise the objective of integrating persons with disabilities into the community and to strengthen the concept of care in the family, the referrer should, wherever appropriate, encourage the applicant to make use of community resources including day training/vocational rehabilitation to meet the latter’s and the family’s needs. Should the problem encountered by the applicant is solely on transportation and mobility, appropriate transport service or arrangement for change of work, schools or training centres should be considered before resorting to residential care services.
- c. If the applicant has need for rehabilitation services, a referrer has to explain clearly to the applicant/family member(s)/carer(s)/guardian of the criteria in the application for rehabilitation services via the “Notes of Application for Rehabilitation Services” (Appendix 2a/2b/2c), and thereafter make application via *Form 1* to CRSRehab for appropriate service.
- d. To carry out regular case review, especially for the applicant's family situation and any changes in the applicant's disability or functioning level that may affect the placement need of the applicant. For applicants waitlisted for residential or paired up day and residential care services under CRSRehab-IPD, the referrer may have to assess the readiness of the applicants for admission to residential care services, and to apply for transferring them to the IWL or returning back to the AWL as appropriate. The referrer should immediately update any relevant information/changes to CRSRehab via *Form 3* together with appropriate CRSRehab Forms / supporting documents as required.
- e. To process the case within 3 weeks (2 weeks for CRSRehab-PMR) upon selection for placement and prepare the applicant and the parents for intake by the rehabilitation unit.
- f. To accompany and assist the applicant/family member(s)/carer(s)/guardian in the intake process conducted by the rehabilitation unit so as to prepare them for admission to the rehabilitation programme.

- g. To reassess the applicant's service need upon the refusal or withdrawal of placement offer by the applicant.
- h. To re-examine the applicant's suitability for the placement offered upon rejection by the rehabilitation unit. If the reason for rejection is not justified, the referrer should consider initiating an appeal.
- i. To notify CRSRehab via *Form 3* if the case is transferred to another referrer.
- j. To pass relevant notices issued by CRSRehab to the applicant upon the latter's application, change of placement type, and removal from the waiting list.

### **Roles and Responsibilities of Rehabilitation Units**

4.3 "Rehabilitation unit" refers to any service unit providing rehabilitation services and receiving case referrals from CRSRehab. Its activities include:

- a. To assess the referral and arrange for the admission of the successful applicant within 4 weeks (2 weeks for CRSRehab-PMR and 3 weeks for CRSRehab-SET) and to inform CRSRehab and the referrer of the intake result via *Form 9*.
- b. To reassess those rejected cases put up for appeal.
- c. To inform CRSRehab of the discharge of trainees/residents via *Form 9* (*Form 3* for CRSRehab-PMR) and the vacancy situation via *Form 5*.
- d. To provide regular statistics to the SWD.

### **Roles and Responsibilities of CRSRehab**

4.4 Its activities include:

- a. To vet the applications and ascertain whether the information is complete and relevant in connection to the rehabilitation service being applied for.
- b. To arrange for case selection from the waiting list and notify referrers within 3 working days upon the notification of a vacancy from the rehabilitation unit.
- c. To ensure that each step in the referral process be completed within the designated time frame, and to issue reminders to those referrers and rehabilitation units that fail to respond within schedule with copies to their supervisory bodies.
- d. To produce relevant statistics on the waiting lists of various rehabilitation services in CRSRehab.



## **Role and Responsibilities of Social Work Officers (Rehabilitation & Medical Social Services)**

- 4.5 Their activities include:
- a. To monitor the rehabilitation units of their enrolment, utilisation and pace of case admission.
  - b. To liaise with the concerned rehabilitation unit and the referrer on appeal cases.

## **Roles and Responsibilities of Assistant District Social Welfare Officers / District Social Welfare Officers / Agency Heads**

- 4.6 Their activities include:
- a. To ensure the effective delivery of services by the referrers and rehabilitation units in meeting the specified time frame in processing the referrals, in particular, those referrals with reminders.
  - b. To examine and endorse those applications with exceptionally strong justifications for rectification of service or genuine need for priority consideration to CRSRehab.
  - c. To examine and endorse those applications with genuine need for swapping placement or transfer to other unit under the same service.
  - d. To serve as a member of the Appeal Panel for Standardised Assessment for Residential Services for Persons with Disabilities (only applicable to Assistant District Social Welfare Officer of district concerned overseeing rehabilitation services).

### **Services for Persons with Intellectual/Physical Disabilities**

Q1: Do I need to attach a psychological report to the application for services for persons with intellectual disabilities?

A1: The applicant should be certified by a clinical/ educational psychologist to be a person with intellectual disability with assessment done after 6 years of age when applying for the services for the persons with intellectual disabilities. Although an intellectual report with assessment done under 6 years of age would be accepted as a valid document for case registration when CRSRehab-IPD Form 1 is submitted for the first time, the referrer is strongly advised to arrange the applicant for intellectual assessment as soon as possible to ensure that a valid intellectual report with assessment done after 6 years of age be ready at the time a placement is offered. For applicants assessed with severe or profound intellectual disabilities with assessment done under the age of 6, they are not compulsory to receive intellectual re-assessment and their intellectual reports (assessment done under 6 years of age) are accepted as valid documents for case processing upon selection for placement. Upon acceptance of the placement offer, the referrer should have the psychological report with indication on the applicant's intellectual disability and the level of severity readily available and submit to CRSRehab for processing.

Q2: What are the considerations to determine whether a psychological report is valid or not?

A2: Please refer to Appendix 3 for a detailed description on the validity of a psychological assessment report.

Q3: I find that the applicant's psychological report is no longer valid when he/she is selected for placement. What can I do?

A3: In case the psychological report is invalid upon selection for placement, it is worthwhile to conduct another psychological assessment, so that relevant information about the applicant's intellectual development as well as the functional level can be ascertained.

Q4: Is home leave a compulsory requirement for a placement in the rehabilitation units?

A4: Though home leave is encouraged for applicants who are receiving residential care service, it is not a compulsory requirement for those admitted to rehabilitation units providing 7-day-per-week hostel service. Therefore, the frequency of home leave can be agreed among the applicant, referrer and rehabilitation unit on individual case situation.

- Q5: Are applicants allowed to be transferred to the Inactive Waiting List (IWL) for once only?
- A5: Applicants are allowed to opt in and opt out of IWL once, unless with strong justification as assessed by referrer and approved by the SWD on individual case's merit. However, for those being hospitalised with uncertain date of discharge upon service matching, they will be allowed to be transferred to IWL no matter they have ever applied for transfer to IWL. For applicants opting out of IWL, they are supposed to be ready for acceptance of the placement(s) offered. Hence, applicants/family member(s)/carer(s)/guardian are advised to discuss with the referrer before returning to the AWL. Besides, they are advised to indicate the placement choice(s) clearly and specifically as appropriate so that applicants could be allocated with the services pertaining to their individual need.
- Q6: Would there be any minimum/maximum time limit for the applicants to stay on the IWL?
- A6: No. The applicant/family member(s)/carer(s)/guardian can apply for opt in and opt out of the IWL according to their own circumstances and needs. To ensure that the needs of the applicant/family member(s)/carer(s)/guardian could be identified timely, the referrer is required to conduct regular case review to explore if the applicant(s) would like to stay on the IWL continuously or return to the AWL. On the other hand, the applicant/family member(s)/carer(s)/guardian can also make direct request to the referrer for returning to the AWL.
- Q7: Would the referrer need to conduct standardised assessment every time upon case review?
- A7: No. The referrer only needs to explore the current condition of the applicant upon regular case review. Yet, if the applicant/family member(s)/carer(s)/guardian indicates his/her need to return to the AWL, the referrer has to assess and confirm if there is change in applicant's health condition. If affirmative, the referrer has to conduct standardised assessment again to confirm which type of services placement that the applicant is in need and submit *Form 1* together with *Form 3* to CRSRehab-IPD. Otherwise, the referrer only needs to assess the family coping condition and submit *Form 1D* together with *Form 3* to CRSRehab-IPD.

## **Services for Persons in Mental Recovery**

- Q1: Should the referrer play an active role to contact rehabilitation units for arrangement of pre-admission interview?
- A1: When a case is selected from the waiting list, CRSRehab-PMR will send the case information and the referrer's office telephone number to the rehabilitation unit. From this time point, the responsible worker of the rehabilitation unit should take initiative to contact the referrer while the referrer should prepare the reply to CRSRehab-PMR through *Form 7* after sending all relevant documents to the rehabilitation unit.
- Q2: If the applicant has declined the day placement offer, will his/her application for residential placement be cancelled?
- A2: Situation 1: If the referrer informs CRSRehab-PMR that the applicant has declined the day placement only, the latter's application for residential placement will still be valid.  
Situation 2: If the applicant has been admitted to psychiatric hospital or psychiatric ward of general hospital, the application for both day and residential placement will be voided.
- Q3: Can the applicant retain his/her original application date if he/she is in need of other type of service within the CRSRehab-PMR subsystem?
- A3: No, the applicant cannot retain his/her original application date for change of other type of service within CRSRehab-PMR subsystem. If the applicant is in urgent need of any type of placement, the referrer may consider applying for priority placement.

## **Services for Elderly Persons with Visual Impairment**

Q1: Can I waitlist a “suspected” elderly person with visual impairment for Care and Attention Home for the Aged Blind if he/she is identified to be in need?

A1: No, the client should be certified by Medical Officer of Eye Hospital / Eye Clinic or Ophthalmologist as blindness or with severe vision impairment before waitlisting the client for the service under the subsystem CRSRehab-VI. You may waitlist appropriate service for the client under Long Term Care Services Delivery System (LDS) first while pending the certification and apply for dating back of application date according to the prevailing procedures as stated in para. 2.11 if required.

## **Services for Children with Mild Intellectual Disabilities**

Q1: Do I need to attach a psychological report to the application for Small Group Home for Mildly Mentally Handicapped Children / Integrated Small Group Home?

A1: Yes, the referrer should attach a clinical psychologist / educational psychologist's report with indication on Intellectual Disabilities and assessment conducted.

Q2: How can I know whether a psychological report is valid or not?

A2: Please refer to Appendix 3 for a detailed description on the validity of a psychological assessment report.

Q3: Can children with borderline intelligence, moderate/severe grade intellectually disability waitlist for Small Group Home for Mildly Mentally Handicapped Children / Integrated Small Group Home?

A3: Small Group Home for Mildly Mentally Handicapped Children / Integrated Small Group Home is designed to cater for the needs of children with mild intellectual disabilities and adaptive functioning.

## **Supported Employment Training for Persons with Disabilities**

Q1: What is the “Fallback System” and its operational details?

A1: The Fallback System is set up to encourage customers of sheltered workshops (SWs) and waitlistees of SW to try supported employment training (SET). Its operational details are as follows:

i. For Ex-sheltered Workers:-

Who are found unable to benefit from the SET service within 3 months of discharge from SW and who are assessed to require SW service again, they can be readmitted into their original SW immediately if a vacancy exists, otherwise at the first opportunity available.

ii. For existing applicants who are waitlisted for SW placement:-

To encourage suitable applicants to try SET service, their original application date could be retained for transferring back to the waiting list for SW, subject to justifications as provided by the referrer, if they are subsequently assessed by operators of SET units to be not suitable for SET service and are discharged from SET service unit in less than three months.

Applicants who have applied for a paired up SW and residential placement may take up SET and attend a Hostel for Moderately Mentally Handicapped Persons (HMMH) or Supported Hostel (SHOS) when a residential placement becomes available.

# Appendices

**Summary of Procedures on Central Referral System for Rehabilitation Services**

Subsystem	Services Types	Maximum No. & Particulars of Preference	No. of Offer	Rejection by Agency	Hospitalisation of Applicant
Subsystem for Small Group Home for Children with Mild Intellectual Disabilities	Small Group Home for Mildly Mentally Handicapped Children/Integrated Small Group Home	5 preferences by region/district/centre	An offer will be made according to the indicated preference of the applicant. If an applicant declines the offer, his/her name will be removed from the waiting list (for exceptions, please refer to para. 2.22).	If applicant is rejected twice by different agencies for the same service, the referrer is required to reassess the type of service appropriate to the applicant.	(a) For person in mental recovery applicant who is admitted to a mental hospital or psychiatric ward of a general hospital and are unlikely to be discharged shortly while being offered a placement, his name will be removed from the waiting list. A fresh application is required if he/she is still in need of the service.
Subsystem for Persons with Intellectual/ Physical Disabilities	Supported Hostel, Hostels for Mentally / Physically Handicapped Persons, Care & Attention Home for Severely Disabled Persons				
	Sheltered Workshop, Day Activity Centre, Integrated Vocational Rehabilitation Services Centre	3 preferences by region/district/centre	He/She may make a fresh application if he/she is still in need of the service. For applicant of residential care service under CRSRehab-IPD, he/she may request to transfer his/her application to the IWL and retain the date of application if he/she is not yet ready to accept the offer (please refer to para. 2.12 to 2.17 for details).		(b) For an applicant admitted to a general hospital while being offered a placement (except residential placement under CRSRehab-IPD), his/her name will be retained on the list for 3 months, which may be extended to 6 months in exceptional circumstances.
Subsystem for Persons in Mental Recovery	Sheltered Workshop	3 preferences by region/district/centre			
	Supported Hostel	3 preference by region/district/centre			
	Halfway House	3 preferences by region/district/centre			
Subsystem for Elderly Persons with Visual Impairment	Long Stay Care Home	3 preferences by region/district/centre			(c) For an applicant admitted to a general hospital while being offered a residential placement under CRSRehab-IPD and is unlikely to be discharged shortly, the referrer should notify CRSRehab-IPD and his/her application would be transferred to the IWL temporarily. Upon his/her discharge, the referrer has to reassess his/her service needs and to reactivate his/her application with relevant forms to CRSRehab-IPD as appropriate according to para. 2.28.
	Care & Attention Home for the Aged Blind	3 preferences by region/district/centre			
Subsystem for the Supported Employment Training for Persons with Disabilities	Supported Employment Training for Persons with Disabilities	3 preferences by region/district/centre			



**Notes of Application for Rehabilitation Services**  
**Applicable to Central Referral System for Rehabilitation Services –**  
**Subsystem for Persons with Intellectual/Physical Disabilities (CRSRehab-IPD)**

1. An applicant will receive the confirmation of application for rehabilitation service (Form 1B) and Notification of Assessment Result issued by the Central Referral System for Rehabilitation Services - Subsystem for Persons with Intellectual/Physical Disabilities (CRSRehab-IPD) from the referring caseworker.
2. An applicant who indicates no preference in location will be given a day placement in his/her residential district whereas residential care services placement will be arranged to any service unit with vacancy on random basis.
3. An applicant who has no preference in location will wait shorter than those who indicate preference. However, in case there is a genuine need, the applicant may indicate preference by region(s)/district(s)/service unit(s).
4. Change of location preference will not affect the application date as long as the applicant has not been offered the required service.
5. An applicant can apply for transferring his/her application from the active to the inactive waiting list once for residential care service if he/she is not ready for admission at the current stage. This will not affect his/her application date but the applicant would not be offered any placement as long as he/she is on the inactive waiting list. His/her application would be reactivated when the referrer confirms the need for reactivation upon assessment.
6. Except under the following circumstances, the application will be removed from the waiting list when the applicant declines a placement offer:
  - a) the placement is not offered in accordance with the applicant's indicated preference;
  - b) the applicant declines the placement offer (except residential or paired up day and residential placement under CRSRehab-IPD) due to hospitalisation of not exceeding 3 months;
  - c) the applicant declines a single day placement while he/she awaits for a residential placement;
  - d) the applicant for residential or paired up day and residential care services requests to be transferred to the inactive waiting list under CRSRehab-IPD.
7. The SWD and the referring agency will not charge for the application and referral for service. The applicant/family member(s)/carer(s)/guardian should report to the Independent Commission Against Corruption (ICAC) immediately in case anyone offers to assist in application for residential placement in return for remuneration. Attempted bribery by any person is also an offence in law, the SWD will refer the case to ICAC for investigation.

After explanation by the Caseworker, I, \_\_\_\_\_, the applicant/family member(s)/carer(s)/guardian\* of \_\_\_\_\_, understand the content of the "Notes of Application for Rehabilitation Services" and agree to be waitlisted for the service(s) in accordance with the rules and regulations therein. I hereby give my consent to CRSRehab for releasing the personal information of the applicant to relevant Departments/Non-Governmental Organisations for processing of the application.

Signature : \_\_\_\_\_  
 (Applicant/Family Member/Carer /Guardian\*)

\_\_\_\_\_  
 (Name of Caseworker)

\_\_\_\_\_  
 (Name of Agency)

Date : \_\_\_\_\_

\* *Delete whichever is inapplicable*

**申請康復服務須知**  
**康復服務中央轉介系統 - 智障／肢體傷殘人士子系統 適用**

- (一) 康復服務中央轉介系統 - 智障／肢體傷殘人士子系統會透過轉介個案工作員，向每一位申請人派發一份康復服務申請登記書（表格1B）及評估結果通知書。
- (二) 申請人在申請康復服務時如無指定任何區域／地區／中心，康復服務中央轉介系統將按申請人居住的地區作出日間服務的編配，而住宿服務的申請則會被電腦隨機編配往有空缺的中心。
- (三) 在一般的情況下，申請人如沒有指定的區域／地區／中心，其輪候的時間會較有選擇的申請為短。倘若有實際需要，申請人可以指定選擇服務區域／地區／中心。
- (四) 申請人在未被安排所需的服務前，可隨時更改其區域／地區／中心的選擇。是項更改，將不會影響其在輪候冊上的申請日期。
- (五) 如果申請人目前並未作好接受住宿服務的準備，可透過轉介社工提出將他／她的申請暫時轉至「非活躍」輪候冊。這樣將不會影響其在輪候冊上的申請日期，但暫時申請人並不會獲編配任何宿位。日後申請人可按實際需要，透過轉介社工提出將他／她的申請轉回「活躍」輪候冊上。
- (六) 如申請人不接受所編配之日間或日間及住宿服務，除以下情況外，則該項申請會在輪候冊上被刪除：
  - a) 獲編配之日間或日間及住宿服務並非申請人所指定的選擇；
  - b) 申請人獲編配服務時入住醫院接受不超過三個月之治療（申請智障／肢體傷殘人士子系統中住宿／日間及住宿照顧服務除外）；
  - c) 沒有接受編配往純日間服務的日間及住宿服務申請人。
  - d) 申請智障／肢體傷殘人士子系統中住宿／日間及住宿照顧服務的申請人要求轉往「非活躍」輪候冊。
- (七) 就服務的申請及轉介事宜，社會福利署(社署)及轉介機構不會收取任何費用。若有人藉詞協助申請而索取利益，申請人／家屬／監護人／照顧者應立即向廉政公署舉報。任何人意圖行賄，亦屬違法，社署會將個案轉介廉政公署查究。

本人\_\_\_\_\_，為申請人／\_\_\_\_\_的家屬／監護人／照顧者\*，經個案工作員解釋《申請康復服務須知》後，已明白有關內容，並願意根據所列之細則輪候服務。本人同意康復服務中央轉介系統將申請人的資料轉往提供服務的政府部門／非政府機構，以便處理有關的申請。

簽署：

\_\_\_\_\_  
(服務申請人／家屬／監護人／照顧者\*)

\_\_\_\_\_  
(個案工作員姓名)

\_\_\_\_\_  
(服務機構)

\* 刪去不適用者

日期：

社會福利署  
康復服務中央轉介系統

**Notes of Application for Rehabilitation Services**  
**Applicable to Central Referral System for Rehabilitation Services –**  
**Subsystems for Elderly Persons with Visual Impairment (CRSRehab-VI) /**  
**Persons in Mental Recovery (CRSRehab-PMR)/**  
**Small Group Home for Children with Mild Intellectual Disabilities (CRSRehab-SGHCMID)**

1. An applicant will receive the “Notification of Registration for Rehabilitation Services” (*Form 1B*) issued by CRSRehab-VI/ CRSRehab-PMR/ CRSRehab-SGHCMID/ from the referring caseworker.
2. An applicant who indicates no location preference will be allocated the placement to any service unit with vacancy on random basis.
3. The waiting time for offering a placement to an applicant who has no location preference will be shorter than those with location preference. However, in case there is a genuine need, the applicant may indicate preference by region(s)/district(s)/service unit(s).
4. Change of location preference can be requested at any time and will not affect the application date as long as the applicant has not been offered the required service.
5. An application will be removed from the waiting list when the applicant declines a placement offer unless the placement was not offered in accordance with the applicant’s indicated preference; or due to hospitalisation of not exceeding 3 months (Not applicable to CRSRehab-PMR applicants who are admitted into psychiatric wards/hospitals and are unlikely to be discharged shortly).
6. Social Welfare Department (SWD) and the referring agency will not charge for the application and referral for service. The applicant/family member(s)/carer(s)/guardian should report to the Independent Commission Against Corruption (ICAC) immediately in case anyone offers to assist in application for rehabilitation placement in return for remuneration. Attempted bribery by any person is also an offence in law, the SWD will refer the case to ICAC for investigation.

After explanation by the Caseworker, I, \_\_\_\_\_, the applicant/family member(s)/carer(s)/guardian\* of \_\_\_\_\_, understand the content of the “Notes of Application for Rehabilitation Services” and agree to be waitlisted for the service(s) in accordance with the rules and regulations therein. I hereby give my consent to CRSRehab for releasing the personal information of the applicant to relevant Departments/ Non-Governmental Organisations for processing of the application.

Signature : \_\_\_\_\_  
 (Applicant/Family Member/Carer /Guardian\*)  
 \_\_\_\_\_  
 (Name of Caseworker)  
 \_\_\_\_\_  
 (Name of Agency)  
 Date : \_\_\_\_\_

\* Delete whichever is inapplicable

## 申請康復服務須知

康復服務中央轉介系統 - 視覺受損護理安老院服務子系統／

康復服務中央轉介系統 - 精神復元人士服務子系統／

康復服務中央轉介系統 - 輕度智障兒童之家服務子系統 適用

- (一) 申請人會透過轉介個案工作員收到由康復服務中央轉介系統發出的《申請康復服務登記書》(表格1B)。
- (二) 申請人在申請康復服務時如無指定任何區域／地區／中心，康復服務中央轉介系統將會隨機編配申請人往有空缺的服務單位。
- (三) 申請人如沒有選擇指定的區域／地區／中心，其輪候時間會較有選擇的申請為短。倘若有實際需要，申請人仍可以選擇指定所需服務之區域／地區／中心。
- (四) 申請人在未被安排所需的服務前，可隨時更改其區域／地區／中心的選擇。是項更改，將不會影響其在輪候冊上的申請日期。
- (五) 如申請人不接受所編配之服務，則該項申請會在輪候冊上被刪除。唯獲編配之服務並非申請人所指定的選擇，或在獲編配服務時入住醫院接受不超過三個月之治療(不適用於康復服務中央轉介系統-精神復元人士服務子系統的申請人入住精神科病床／醫院及未能在短期內離院)除外。
- (六) 就服務的申請及轉介事宜，社會福利署(社署)及轉介機構不會收取任何費用。若有人藉詞協助申請而索取利益，申請人／家屬／監護人／照顧者應立即向廉政公署舉報。任何人意圖行賄，亦屬違法，社署會將個案轉介廉政公署查究。

本人\_\_\_\_\_，為申請人／\_\_\_\_\_的家屬／監護人／照顧者\*，經個案工作員解釋《申請康復服務須知》後，已明白有關內容，並願意根據所列之細則輪候服務。本人同意康復服務中央轉介系統將申請人的資料轉往提供服務的政府部門／非政府機構，以便處理有關的申請。

簽署：

\_\_\_\_\_

(服務申請人/家屬/監護人/照顧者\*)

\_\_\_\_\_

(個案工作員姓名)

\_\_\_\_\_

(服務機構)

日期：

\_\_\_\_\_

\* 刪去不適用者

社會福利署  
康復服務中央轉介系統

**Notes of Application for Rehabilitation Services**  
**Applicable to Central Referral System for Rehabilitation Services –**  
**Subsystem for the Supported Employment Training for Persons with Disabilities**  
**(CRSRehab-SET)**

1. An applicant will receive the confirmation of application for rehabilitation service (Form 1B) issued by the Central Referral System for Rehabilitation Services - Subsystem for the Supported Employment Training for Persons with Disabilities (CRSRehab-SET) from the referring caseworker.
  2. An applicant who indicates no preference in location will be given a day placement in his/her residential district .
  3. An applicant who has no preference in location will wait shorter than those who indicate preference. However, in case there is a genuine need, the applicant may indicate preference by region(s)/district(s)/service unit(s).
  4. Change of location preference will not affect the application date as long as the applicant has not been offered the required service.
  5. Except under the following circumstances, the application will be removed from the waiting list when the applicant declines a placement offer:
    - a) the placement is not offered in accordance with the applicant’s indicated preference; and
    - b) the applicant declines the placement offer due to hospitalisation of not exceeding 3 months.
  6. The SWD and the referring agency will not charge for the application and referral for service. The applicant/family member(s) /carer(s)/guardian should report to the Independent Commission Against Corruption (ICAC) immediately in case anyone offers to assist in application for residential placement in return for remuneration. Attempted bribery by any person is also an offence in law, the SWD will refer the case to ICAC for investigation.
- 

After explanation by the Caseworker \_\_\_\_\_ (Name of Caseworker) of \_\_\_\_\_  
(Name of Agency), I, \_\_\_\_\_, the applicant/family member(s) /carer(s)/guardian\* of \_\_\_\_\_  
\_\_\_\_\_, understand the content of the “Notes of Application for Rehabilitation Services” and agree to be  
waitlisted for the service(s) in accordance with the rules and regulations therein. I hereby give my consent to  
CRSRehab for releasing the personal information of the applicant to relevant Departments/Non-Governmental  
Organisations for processing of the application.

Signature : \_\_\_\_\_  
(Applicant/Family Member/Carer /Guardian\*)

Date : \_\_\_\_\_

\* *Delete whichever is inapplicable*

**申請康復服務須知**  
**康復服務中央轉介系統 - 殘疾人士輔助就業培訓子系統適用**

- (一) 康復服務中央轉介系統 - 殘疾人士輔助就業培訓子系統會透過轉介個案工作人員，向每一位申請人派發一份康復服務申請登記書（表格1B）。
- (二) 申請人在申請服務時如無指定任何區域／地區／中心，康復服務中央轉介系統將按申請人居住的地區作出編配。
- (三) 在一般的情況下，申請人如沒有指定的區域／地區／中心，其輪候的時間會較有選擇的申請為短。倘若有實際需要，申請人可以指定選擇服務區域／地區／中心。
- (四) 申請人在未被安排所需的服務前，可隨時更改其區域／地區／中心的選擇。是項更改，將不會影響其在輪候冊上的申請日期。
- (五) 如申請人不接受所編配之服務，除以下情況外，則該項申請會在輪候冊上被刪除：
- e) 獲編配之服務並非申請人所指定的選擇；及
  - f) 申請人獲編配服務時入住醫院接受不超過三個月之治療。
- (六) 就服務的申請及轉介事宜，社會福利署(社署)及轉介機構不會收取任何費用。若有人藉詞協助申請而索取利益，申請人／家屬／監護人／照顧者應立即向廉政公署舉報。任何人意圖行賄，亦屬違法，社署會將個案轉介廉政公署查究。

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本人\_\_\_\_\_，為申請人／\_\_\_\_\_的家屬／監護人／照顧者\*，經個案工作人員\_\_\_\_\_ (姓名) \_\_\_\_\_ (服務機構) 解釋《申請康復服務須知》後，已明白有關內容，並願意根據所列之細則輪候服務。本人同意康復服務中央轉介系統將申請人的資料轉往提供服務的政府部門／非政府機構，以便處理有關的申請。

簽署： \_\_\_\_\_  
(申請人／家屬／監護人／照顧者\*)

日期： \_\_\_\_\_

\* 刪去不適用者

**Information Paper on the “Validity”  
of an Intellectual Assessment Report**

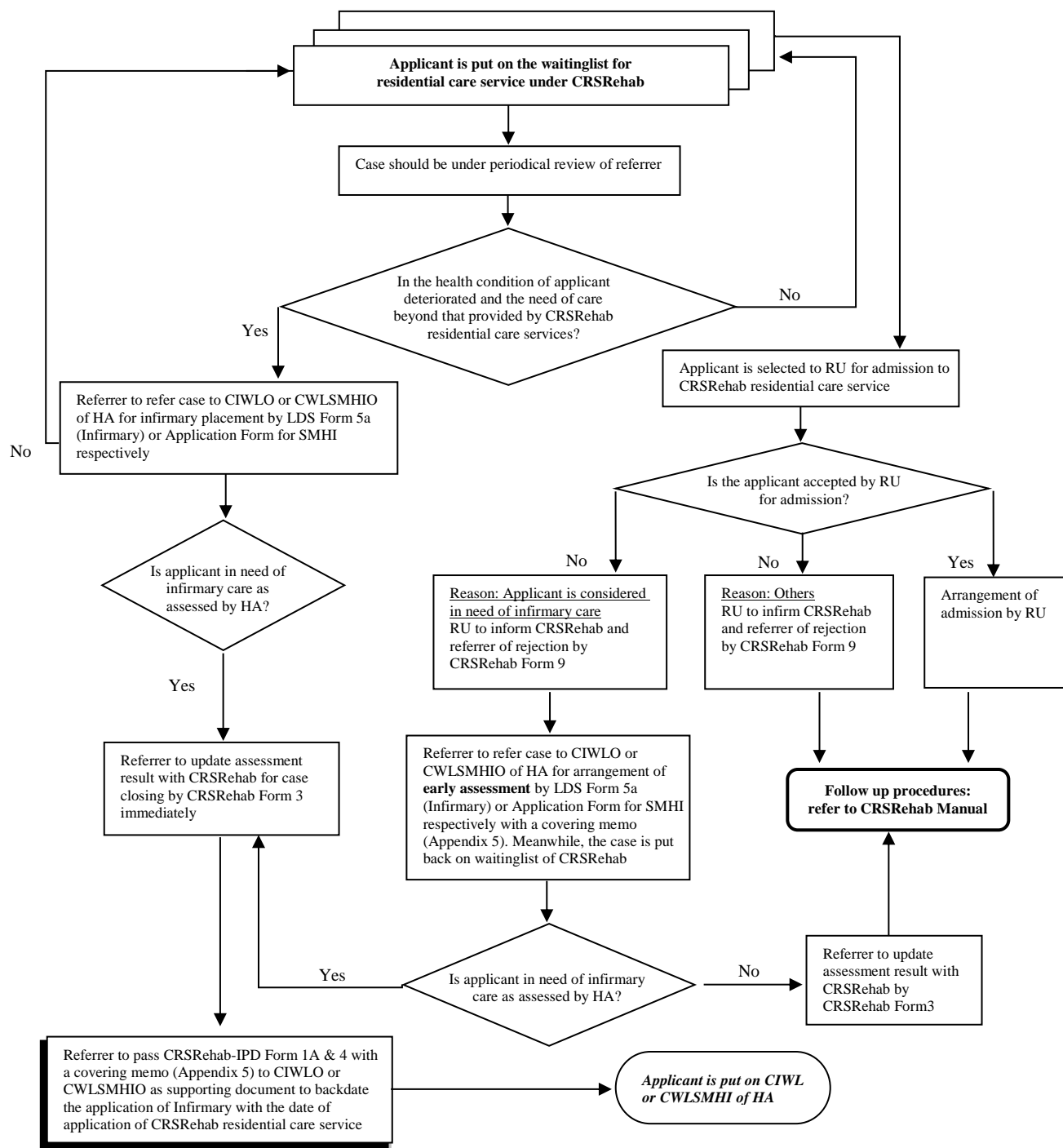
1. No “valid period” for intellectual assessment reports in general can be given, since time is neither a necessary factor nor the only factor that affects the functioning of a person. Each case has to be decided on an individual basis.
2. Intellectual assessment consists of assessment of both intellectual functioning and adaptive functioning. From a clinical psychologist’s point of view, the need for re-assessment of a customer’s intellectual and adaptive functioning may be indicated under the following circumstances:
  - (i) If the customer’s first assessment was conducted when he/she was at a very tender age, e.g. under six, it would be worthwhile, if necessary, for a re-assessment to be conducted in a few years’ time because the developments during childhood are vigorous and the abilities of the customer could change quite a lot during this period. There can be a lot of changes between age 3 and age 6, but there might not be that much of a change between age 26 and age 36 or even age 46, although the time span in the latter is much longer.
  - (ii) If the customer had been leading a deprived life when he/she underwent his/her first assessment, he/she may need a re-assessment after he/she has been given opportunity to learn and develop. For instance, new immigrants from mainland China might have lived in villages where there is little stimulation for development and opportunity to learn. Sometimes, they may even speak a dialect different from the local one. In that case, it might be advisable to re-assess the customer after he/she has settled down in the local community for a few years.
  - (iii) Events have taken place after the first assessment, and there is reason to believe that such events have brought about some changes in the customer. Examples of such events are a car accident which brings brain injury or a serious disease which leads to deterioration of a customer’s abilities. In these situations, a re-assessment may be needed to find out the customer’s current levels of intellectual functioning and adaptive functioning.
  - (iv) A customer who is placed in a certain training centre is found to be unsuitable for it. For instance, a customer who is placed in a day activity centre is found to be able to perform much better than the expected level, or a customer who is placed in a sheltered workshop is found to be unable to adjust to the programmes there. In these situations, a re-assessment can be conducted to facilitate the allocation of more appropriate training programmes or placements.

3. In sum, a re-assessment is conducted only when there is a genuine need, not just to fulfill some administrative requirements. For instance, if a customer has to be transferred from a day sheltered workshop to another sheltered workshop with residential care service, he/she will be assessed with the SAT (Standardised Assessment Tool for Residential Care Services for Persons with Disabilities), which covers a series of factors associated with his/her residential care service needs, instead of being evaluated for an updated severity of intellectual disability only. In this case, an updated assessment on the person's intellectual functioning and adaptive functioning is NOT necessary.

4. Lastly, it is essential to note that an intellectual assessment is basically different from a school examination or test. While the latter is designed to test a person's competence or knowledge in specific areas, the former gives an estimate of a person's levels of general intellectual functioning and adaptive functioning. Additionally, while a person's knowledge or abilities in specific areas can vary from time to time and from subject to subject, a person's IQ, which represents his/her overall intellectual abilities and potentials, can remain quite constant over a long time under normal circumstances. Similarly, his/her overall adaptive functioning standard score, though less constant than IQ, is generally stable within a period of time if no special circumstances arise.



**Procedures for Change of Application from CRSRehab Residential Care Service to Infirmiry and Backdating Arrangement**



- CRSRehab: Central Referral System for Rehabilitation Services
- RU: Rehabilitation Unit
- HA: Hospital Authority
- CIWLO: Central Infirmiry Waiting List Office (Enquiry: 2300 6364)
- CIWL: Central Infirmiry Waiting List (for General Infirmiry)
- CWLSMHIO: Central Waiting List for SMH Infirmiry Office (Enquiry: 2300 6717)
- CWLSMHI: Central Waiting List for SMH Infirmiry (for severely mentally handicapped)

## Referral for Infirmiry Service

From : _____ (Name of Referrer)	To : Central Infirmiry Waiting List Office	Central Waiting List for SMH Infirmiry Office
_____	(Attn: SEM(MSD))	(Attn: EM(PS)6)
(Name of Referring Office)	Hospital Authority	Hospital Authority
_____	Room 515 S, Hospital Authority Building	Room 514 S, Hospital Authority Building
(Address of Referring Office)	147B Argyle Street, Kowloon.	147B Argyle Street, Kowloon.
Ref. : _____	(for General Infirmiry)*	(for SMH Infirmiry)*
Tel. : _____	Tel.: 2300 6364	Tel.: 2300 6717
Fax : _____	Fax: 2881 5644	Fax: 2881 5848
Date : _____		

## 1. Case information

Name: \_\_\_\_\_ HKIC No.: \_\_\_\_\_ CRSRehab No.: \_\_\_\_\_

## 2. Referral for assessment of need for infirmiry service/backdating application\*:

2.1  The above-named has been referred for admission to a Care and Attention Home for Severely Disabled Persons (C&A/SD) / Hostel for Severely Mentally Handicapped Persons (HSMH) / Hostel for Moderately Mentally Handicapped Persons (HMMH) / \_\_\_\_\_\*, but is considered to be in need of infirmiry service at the intake assessment. Hence, I would like to refer the case to you for an early assessment to confirm his/her\* suitability for infirmiry service. Attached please find the referral document:

*LDS Form 5a (Infirmiry) for General Infirmiry*

*Application Form for SMH Infirmiry*

2.2  The above-named is referred to you for backdating the application for infirmiry service as on. The case has already been closed at CRSRehab. Attached please find the **CRSRehab-IPD Form 1A and Form 4** as the supporting documents for your follow up action.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

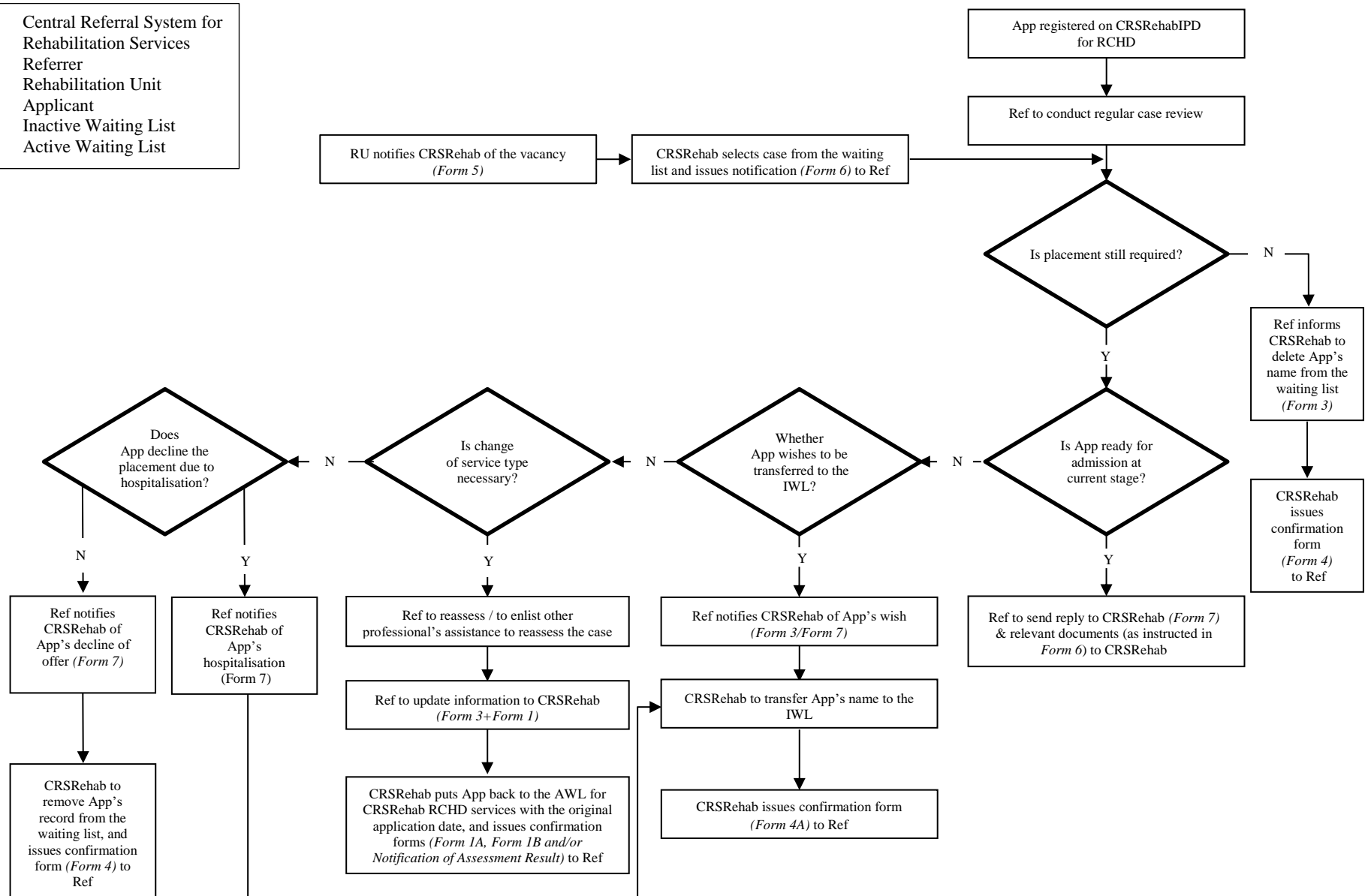
Post: \_\_\_\_\_

\* please delete as appropriate. For services other than these 3 services listed in the form, please fill in the blank with reference to paragraph 2.21.

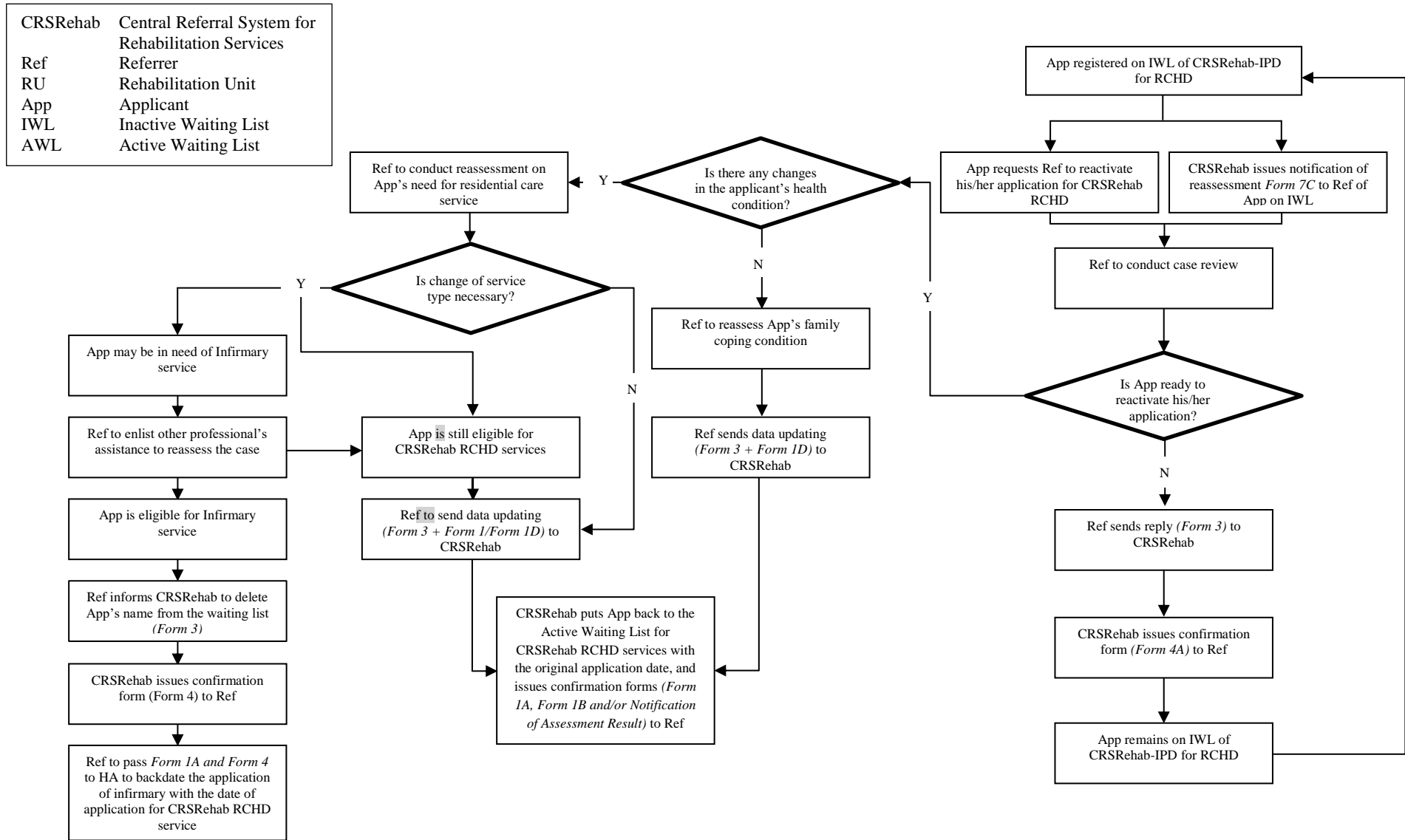
c.c. Oi/c CRSRehab-IPD (for 2.1 only) w/o encl.

### Transfer of cases to Inactive Waiting List under CRSRehab-IPD

CRSrehab	Central Referral System for Rehabilitation Services
Ref	Referrer
RU	Rehabilitation Unit
App	Applicant
IWL	Inactive Waiting List
AWL	Active Waiting List

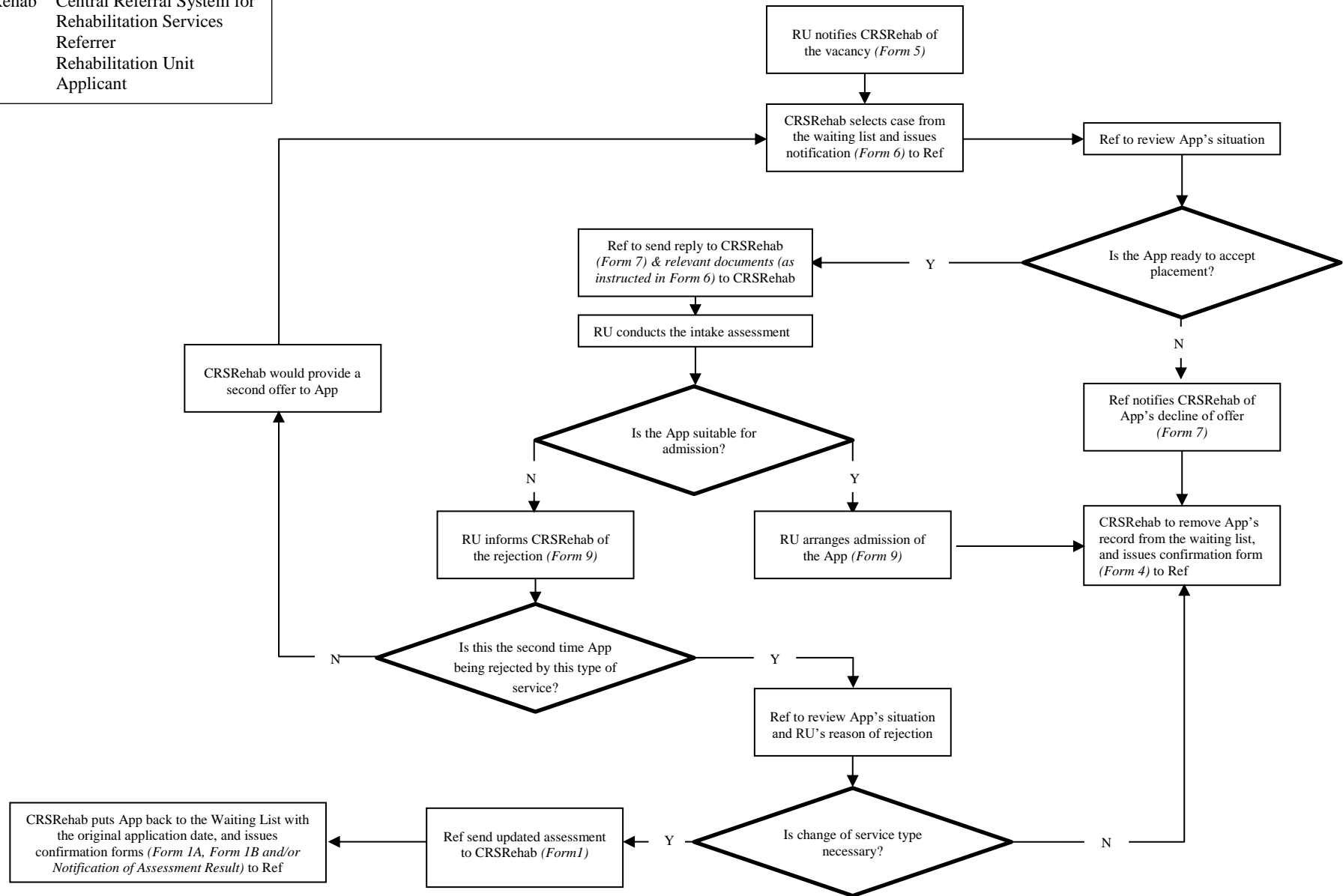


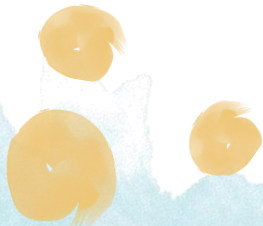
### Transfer of cases from Inactive Waiting List to Active Waiting List under CRSRehab-IPD



### Screening and Processing Admission to RCHD under CRSRehab-IPD

CRSRehab	Central Referral System for Rehabilitation Services
Ref	Referrer
RU	Rehabilitation Unit
App	Applicant





Central Referral System for  
Rehabilitation Services (CRSRehab)

Manual of Procedures

Rehabilitation & Medical Social Services Branch  
Social Welfare Department

[https://www.swd.gov.hk/tc/pubsvc/rehab/cat\\_crsrehab/centralref/](https://www.swd.gov.hk/tc/pubsvc/rehab/cat_crsrehab/centralref/)