

# **Central Referral System for Rehabilitation Services**

**Subsystem for Disabled Pre-schoolers  
(CRSRehab-PS)**

**Manual of Procedures**

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(Revised Edition)



社會福利署  
Social Welfare Department

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# ***INTRODUCTION***

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## *About this Manual*

- 1 The purpose of this manual is to provide a general depiction on the operation of the Central Referral System for Rehabilitation Services – Subsystem for Disabled Pre-schoolers (CRSRehab-PS). It provides all the relevant information about the operational procedures with regard to application and wait-listing for pre-school rehabilitation services, placement procedures, admission to services units/service teams, priority placement, discharge and extension of service.
  
- 2 This manual is designed and developed for the following types of readers and it will be reviewed regularly and modified to ensure the objectives of the CRSRehab-PS can be achieved:
  - ◆ **referrers** of the Social Welfare Department (SWD), Non-governmental Organisations (NGOs) and the Hospital Authority (HA).
  
  - ◆ **service operators** of pre-school rehabilitation services units/ service teams.

## *Objectives of the CRSRehab-PS*

- 3 The CRSRehab-PS, formerly known as the Co-ordinated Referral System for Disabled Pre-schoolers, was established by SWD in 1987 to waitlist and match children with disabilities for pre-school rehabilitation services. The main objectives of CRSRehab-PS are to:
  - (a) ensure uniformity of the referral procedures and the admission criteria of services by centralising referrals and placements;
  
  - (b) ensure effective utilisation and management of resources, thereby minimising the waiting time and wastage of resources; and
  
  - (c) provide information and statistical data on enrolment and waiting list for demand assessment and planning purposes.

## *Scope of the CRSRehab-PS*

- 4 The CRSRehab-PS covers all subvented pre-school rehabilitation services for children with disabilities as follows:
- (a) Early Education and Training Centre (EETC);
  - (b) Integrated Programme in Kindergarten-cum-Child Care Centre (IP);
  - (c) On-site Pre-school Rehabilitation Services (OPRS);
  - (d) Special Child Care Centre (SCCC); and
  - (e) Residential Special Child Care Centre (RSCCC).
- 5 The above pre-school rehabilitation services are having different service objectives and are serving different user groups. Readers of this Manual should refer to the website of SWD ([www.swd.gov.hk](http://www.swd.gov.hk)) for details of the services available and the admission criteria.

## *Enquiries*

- 6 The operating hours of CRSRehab-PS are from 9 a.m. to 1 p.m. and 2 p.m. to 6 p.m. from Monday to Friday (except Public Holidays). For enquiries, referrers and service operators may contact CRSRehab-PS by **telephone numbers at 2892 5139/2892 5569 or by fax numbers at 2119 9035/2893 6983.**

# ***PART I Referral Procedures***

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## *Basic Rules*

- 1.1 All applications for pre-school rehabilitation services for children with disabilities managed under CRSRehab-PS shall observe the rules guiding applications for pre-school rehabilitation services as follows:
- (a) All **applications** must be accompanied by a recommendation in CRSRehab-PS Form 2 certifying the applicants' disabilities and the type of pre-school rehabilitation service(s) required issued within 6 months by a paediatrician, clinical psychologist/educational psychologist, or other qualified professionals<sup>1</sup> as recognised by SWD;
  - (b) The latest recommendation issued by the paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD will supersede the former one on the same applicant;
  - (c) Applicants will be waitlisted for one long-term service only with reference to the recommendation of the paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD and the choice of applicants;
  - (d) Placement will be allocated according to the priority of the applicants' date of application on the waiting list;
  - (e) The applicants' date of application on the waiting list for pre-school rehabilitation services under CRSRehab-PS will cease to be effective after the application is closed;
  - (f) Upon admission to service, application for the same type of service is normally not allowed; and
  - (g) For service users confirmed to have need for other service type, their application date for the existing service will be adopted as basis for matching the service required.

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<sup>1</sup> Other qualified professionals include medical officer of the Child Psychiatry Department under Hospital Authority and medical doctor in private practice who is on the Specialist Register for Psychiatry under the Medical Council of Hong Kong

## *Assessment by Qualified Professionals*

- 1.2 Before making an application to CRSRehab-PS, the referrer should make sure that the applicant has already been assessed by a paediatrician/clinical psychologist of Child Assessment Centre (CAC), paediatrician/clinical psychologist of HA, paediatrician/clinical psychologist/educational psychologist in private practice, or other qualified professionals as recognised by SWD with recommendation on the type of pre-school rehabilitation service(s) meeting the applicant's need.
- 1.3 In case a paediatrician recommended the child for pre-school rehabilitation services but could not complete CRSRehab-PS Form 2, e.g. new born pre-term baby, the referrer can consult CRSRehab-PS for special arrangement.

## *Application for Services*

- 1.4 Referrals can be made by social workers of medical social services units, integrated family service centres, family and child protective services units, adoption unit or designated service units.
- 1.5 Parents/guardians are usually in distress on learning their children's disabilities. The referrer should provide counseling for the parents/guardians to ease their mental stress, followed by explanation on the recommendation of the paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD and the whole range of pre-school rehabilitation services to facilitate their consideration of the most suitable service type for their children.
- 1.6 Application for pre-school rehabilitation services can be made by using the *CRSRehab-PS Form 1 "Central Referral System for Rehabilitation Services Subsystem for Disabled Pre-schoolers Registration Form"*. Before submitting the application, the referrer should explain to the parents/guardians the wait-listing procedures, the rules guiding applications and obtain the parents/guardians' consent for data collection and transferring of data to concerned parties for the purpose of application for services. A copy of the "*Notes of Application for Pre-school Rehabilitation Services*" ([\*can be downloaded at SWD website\*](#)) should be shown to the parents/guardians who are required to acknowledge understanding by signing the lower portion of the Notes. The signed notes should be retained on case file for record purpose.

- 1.7 The completed CRSRehab-PS Form 1 can be forwarded to CRSRehab-PS via Client Information System (for SWD users only), by fax or by mail. The applicants' **date of application** for pre-school rehabilitation services will be the date on which CRSRehab-PS receives the completed CRSRehab-PS Form 1.
- 1.8 CRSRehab-PS accepts parents/guardians to register application for SCCC or IP service for children below the age of 2 in advance. However, when there are available places, these children have to meet the admission criteria of SCCC or IP, including reaching the age of 2, before they are eligible for service allocation.
- 1.9 OPRS applicants should provide information on the kindergartens (KGs) or kindergarten-cum-child care centres (KG-cum-CCCs) attending/to be attended in CRSRehab-PS Form 1 if the KG or KG-cum-CCC is participating in OPRS. Such information can be left blank if it is not yet available at the time of submission of the application. Selection of OPRS placement will only be made when the applicant has already secured a school placement in KG/KG-cum-CCC participating in OPRS. Meanwhile, selection of OPRS placement will not be made in the absence of the information of KG/KG-cum-CCC. Referrers can make reference to the code list of participating KG/KG-cum-CCC under OPRS, which can be found in SWD homepage, when filling in CRSRehab-PS Form 1. Referrers/caseworkers may, as far as possible, provide information for OPRS applicants to facilitate their application for school placement in KGs/KG-cum-CCCs participating in OPRS while waiting for allocation of OPRS placement.
- 1.10 Service team of OPRS may also, subject to availability of placement and prevailing policy directive, provide services for children who are waitlisted for assessment from CACs while attending KGs/KG-cum-CCCs participating in OPRS. For details, service operators of OPRS shall refer to the latest practice notes issued by CRSRehab-PS.

### *Transitional Placement of EETC and OPRS*

- 1.11 EETC and OPRS services, which serve children with disabilities aged 6 or below (for OPRS transitional service, para. 1.9 shall also apply), may be offered to the following applicants as stop-gap measures, if available, according to the priority of the applicant's date of application:

- (a) SCCC applicants will be put on the waiting list for EETC transitional service and/or OPRS transitional service, unless they choose not to receive such services. However, applicants cannot receive both transitional services at the same time. Application for EETC transitional service will be closed upon an applicant's admission to OPRS transitional service; and
  - (b) IP applicants who are below the age of 2 and OPRS applicants who are below the age of 3 will be put on the waiting list for EETC transitional service, unless they choose not to receive such service.
- 1.12 To facilitate allocation of transitional placement, if available, the applicants listed in Para. 1.11 (a) and (b) are allowed to indicate in the CRSRehab-PS Form 1 also their location preference for EETC when submitting the form.
- 1.13 Applicants who have enrolled in KGs/KG-cum-CCCs participating in OPRS during the waiting period should notify their referring worker as soon as possible in order to update their status in the application for long-term or transitional service of OPRS.
- 1.14 Transitional service will be terminated upon the applicant's admission into long-term service.

### *Case Registration*

- 1.15 On receiving the duly completed CRSRehab-PS Form 1, CRSRehab-PS will register the case on the waiting list of the respective service type in **2 weeks** and return the original CRSRehab-PS Form 1 together with the "*Confirmation of Registration*" *CRSRehab-PS Form 1A and 1B*.
- 1.16 Referrers should verify the information in the CRSRehab-PS Form 1A and 1B. Any amendment or updating should be raised to CRSRehab-PS as soon as possible. A copy of the cleared CRSRehab-PS Form 1B should be passed to the parents/guardians immediately for reference.
- 1.17 In case the referrer fails to receive any reply from CRSRehab-PS **within 3 weeks** from the day submitting CRSRehab-PS Form 1, he/she should contact CRSRehab-PS to enquire the progress of the application.



## *Updating of Information*

- 1.18 Whenever there are changes of information concerning the application, such as personal particulars, disability type, location preference, referrer, and enrolment on KG/KG-cum-CCC of OPRS applicants, etc., the referrer shall inform CRSRehab-PS by submitting the “*Data Updating Form*” *CRSRehab-PS Form 3*. CRSRehab-PS will reply to the referrer with a fresh CRSRehab-PS Form 1A and 1B together with the original CRSRehab-PS Form 3 **within 7 working days**.
- 1.19 In case the paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD has recommended more than one service type, the parents/guardians may indicate change of service type after making initial application. Such request should be made as soon as possible, preferably within 2 months, but the change of service type shall not deviate from the original recommendation made. CRSRehab-PS will reply to the referrer with a fresh CRSRehab-PS Form 1A and 1B together with the original CRSRehab-PS Form 3 **within 7 working days**. Request for change of service type after a placement is offered will normally not be accepted.

## *Location Preference (for SCCC/EETC/IP services only)*

- 1.20 Location preference is not applicable to OPRS applicants. For other applicants, parents/guardians may indicate their preference(s) in order of priority - by region, district, individual SCCC/EETC/IP or a combination of them. Placement will be offered according to the preference(s) of the applicant. In case vacancies are available from more than one of the indicated preferences at the time when the applicant is selected for placement, placement will be offered in accordance with the parents/guardians' stated priority with vacancy available.
- 1.21 There would be a possibility of applicants with an earlier date of application being by-passed because of no vacancy available in their indicated preferences. Therefore, the wider the choice of centre and/or location, the sooner the applicant gets the service. Referrer should explain such to the parents/guardians and assist them to access to information of individual SCCC/EETC/IP, which can be found on SWD homepage, to facilitate their consideration and decision making.

## *OPRS Service Team*

- 1.22 OPRS is mainly a school-based service provided by a service team at ordinary KGs/KG-cum-CCC. Each service team may network with more than one KG/KG-cum-CCC while each KG/KG-cum-CCC will only be served by one service team. OPRS applicants are required to provide information on the KG or KG-cum-CCC they are attending/to be attended and the date of admission, if applicable, in CRSRehab-PS Form 1. Documentary proof (such as acknowledgement receipt of “Registration Certificate for Kindergarten Admission”, acknowledgement receipt of “Kindergarten Admission Pass”, etc.) has to be provided for referrer’s checking.
- 1.23 OPRS applicants will be offered, if available, OPRS placement of a specific service team serving the KGs or KG-cum-CCCs they are attending/to be attended. Basic rules of selecting OPRS placement are as follows:
- (a) Selection for placement will normally be based on the provided information of KG/KG-cum-CCC attending/to be attended;
  - (b) If the applicants provide no information on KG/KG-cum-CCC to be attended, selection will be based on the KG/KG-cum-CCC attending, provided that the KG/KG-cum-CCC is participating in OPRS;
  - (c) If the KG or KG-cum-CCC attending/to be attended is not participating in OPRS, applicants are not required to provide any information of that KG/KG-cum-CCC in CRSRehab-PS Form 1; and
  - (d) Applicants will not be barred from applications even though they have no schooling arrangement at the time when submitting CRSRehab-PS Form 1, but they will not be selected for OPRS placement as long as the schooling arrangement is not updated.

## *Removal of cases from CRSRehab-PS*

- 1.24 Except for EETC and OPRS transitional services, the names of applicants who are admitted to pre-school rehabilitation services will be removed from the waiting list and their applications will be closed in CRSRehab-PS.
- 1.25 Removal of cases from the waiting list for pre-school rehabilitation services is also applicable under the following circumstances and CRSRehab-PS will issue “*Removal from Waiting List*” *CRSRehab-PS Form 4* to referrers to notify case removal:
- (a) the parents/guardians request withdrawal;
  - (b) the parents/guardians decline a placement offered in accordance with the indicated preference(s);
  - (c) the case does not respond to CRSRehab-PS even after reminder(s) are sent;
  - (d) expiry of the non-active period as stipulated in para. 2.6; or
  - (e) the child is over the age of 6.
- 1.26 Except for service users confirmed to be having need for another type of service as stipulated in para. 1.1(g) above, closed cases in need of pre-school rehabilitation services again have to submit a fresh application through the referrers. The date of application of such cases will be counted anew.

## ***PART II Placement Procedures***

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### *Offer of Placement*

- 2.1 Applicant on the waiting list will be selected for admission to pre-school rehabilitation services according to the priority of his/her date of application and location preference, if applicable. When the applicant is selected for admission, CRSRehab-PS will notify the referrer by “*Selection for Placement*” CRSRehab-PS Form 6 and the concerned service centre/service team by “*Notification of Case Selection to Rehabilitation Unit*” CRSRehab-PS Form 6A to facilitate early communication between parties concerned.
- 2.2 Upon receiving the CRSRehab-PS Form 6, the referrer should, **within 3 weeks**, contact the parents/guardians to confirm if they would accept the placement offer followed by informing CRSRehab-PS the parents/guardians’ decision vide “*Reply to CRSRehab-PS on Selection for Placement*” CRSRehab-PS Form 7. If the parents accept the offer, the referrer should contact the service centre/service team concerned direct for necessary arrangement, such as transfer of relevant case information, i.e. copies of CRSRehab-PS Form 1 and 2.
- 2.3 If the parents/guardians decline the placement offer, the applicant will be removed from the waiting list.
- 2.4 For parents/guardians who accept or decline the offer of EETC/OPRS transitional placement, their children’s application for SCCC will remain intact on the waiting list. For parents/guardians who accept or decline the offer of EETC transitional placement, their children’s application for IP or OPRS will remain intact on the waiting list.
- 2.5 SCCC applicants, if selected for admission to SCCC, should accept SCCC placement and decline/be discharged from OPRS transitional placement as OPRS providing school-based training for the children with mild disabilities only is considered not suitable to cater for SCCC applicants who require intensive training under better-equipped facilities. Likewise, SCCC applicants using EETC transitional service should accept SCCC placement as far as possible. If the parents/guardians decline the SCCC placement due to special reasons, they should discuss with the referrer so as to formulate the most suitable arrangement to fit the needs of their child.

- 2.6 If the applicant has been admitted to hospital and is not expected to be discharged within 2 weeks, the placement offer will be cancelled and the application will become non-active for 3 months. The referrer should review the applicant's service need periodically and inform CRSRehab-PS either to reactivate the application or to extend the non-active period for another 3 months vide CRSRehab-PS Form 3. The application will be closed if request for activation or extension of non-active period is not received by end of the 3-month non-active period. Should the applicant require the service again when he/she is discharged from hospital, a fresh application with a new date of application is needed.

### *Reminder to Referrers*

- 2.7 CRSRehab-PS will issue reminders to referrer in case the referrer fails to reply upon case selection **within 3 weeks**.
- 2.8 Reminders will be issued vide "*Reminder to Referrers*" CRSRehab-PS Form 7A with a copy to the concerned Assistant District Social Welfare Officers for SWD units or agency heads for NGOs units. If the reminders are still unanswered or without final decision on the placement offered **within another 2 weeks**, the case will be removed from the waiting list automatically.
- 2.9 CRSRehab-PS will issue reminder to the referrer of OPRS applicants who reach the appropriate age to start KG/KG-cum-CCC education if there is no KG/KG-cum-CCC information or the KG/KG-cum-CCC reported is not a participating KG/KG-cum-CCC under OPRS.
- 2.10 Reminders will be issued via "*Notification of Case Applying for OPRS for Reviewing KG/KG-cum-CCC Information*" CRSRehab-PS Form 13 with a copy to the Officer-in-charge of the concerned units. Referrer has to review the schooling arrangement and service needs of the OPRS applicants once reminder is received and update CRSRehab-PS via CRSRehab-PS Form 3 for any changes, such as change of KG/KG-cum-CCC or review of service type by arranging the children with disabilities to attend reassessment by paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD if necessary, etc.

## ***PART III Service Admission and Discharge***

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### *Reporting Vacancies*

- 3.1 The service providers are required to inform CRSRehab-PS immediately should any vacancy or anticipated vacancy identified by written confirmation vide “*Report of Immediate Vacancies*” CRSRehab-PS Form 5 **within 3 working days**. CRSRehab-PS will then arrange for case matching and the applicant selected will be sent to the service centre/service team concerned vide “*Notification of Case Selection to Rehabilitation Unit*” CRSRehab-PS Form 6A. Service centre/service team should contact the referrer concerned for the required information and the CRSRehab-PS forms as mentioned in para. 2.2 and to start the intake process as soon as possible.
- 3.2 The service providers are also required to assess and report the number of vacancies to be available by the coming new school year vide “*Report of Anticipated Vacancies in the New School Year*” CRSRehab-PS Form 5a as at 31 January each year.

### *Case Intake*

- 3.3 The service providers are required to complete the intake process and admit the applicants **within 6 weeks** from the date of issue of CRSRehab-PS Form 6A and reply CRSRehab-PS vide “*Report of Intake/Discharge*” CRSRehab-PS Form 9. If no reply is received from the concerned service centre/service team within 6 weeks after the date of issue of Form 6A, CRSRehab-PS will issue a reminder “*Reminder to Rehabilitation Unit*” CRSRehab-PS Form 9A to the service centre/service team with copies to the agency head concerned, requesting them to return the CRSRehab-PS Form 9 **within 2 weeks**.

## *Changing Service Needs of Service Users*

- 3.4 The service providers shall provide service, monitor progress and review service needs of their service users. In case the service user is observed to have need for other type of pre-school rehabilitation service either due to improvement/deterioration/other social circumstances, the service provider should discuss with the parents/guardians, and if necessary, refer the service user to the referrer concerned for arrangement of re-assessment by the paediatrician, clinical psychologist/educational psychologist, or other professionals as recognised by SWD together with the following documents:
- (a) case summary prepared by the service centre/service team; and
  - (b) progress report(s) prepared by therapists, e.g. occupational therapist, physiotherapist or speech therapist, etc.
- 3.5 On receiving the referral from the service provider, the referrer should arrange the children with disabilities to attend re-assessment by paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD. For cases followed up by the aforesaid professionals in the Department of Health or Hospital Authority, re-assessment should be arranged through the assistance of MSW concerned. In case the children with disabilities prefer follow-up consultation/re-assessment by private practicing paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD, the referrer should advise the parents/guardians to approach the concerned professionals direct and obtain from the parents/guardians the recommendation afterwards.
- 3.6 If the service user is confirmed to have need for other type of pre-school rehabilitation service by paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD, the referrer may apply for the appropriate type of service for the service user according to procedures in Para. 1.4 to 1.10. The service user can normally continue with the existing service while waiting for the service applying for. To assist the service user to obtain the most suitable service, *the date of application of existing service will be recognised for the purpose of matching of appropriate service type.*

- 3.7 In case the service user refuses the new service matched according to his/her stated preference, his/her date of application of existing service will not be recognised if in future he/she applied for the new service again.

### *Change of Service Centre/Service Team*

- 3.8 Children with disabilities admitted to pre-school rehabilitation services are considered as having their need met and will not be allowed to apply for the same type of service. In case the service user encounters difficulties requiring change of service centre/service team, such as home removal to other districts, the parents/guardians may raise a written request for changing of service centre/service team with justifiable reasons and supporting documents to CRSRehab-PS through the referrer. If the request is considered justified, CRSRehab-PS will arrange change of service centre/service team for the service user as soon as placement is available. However, service gap may appear for any change of service team under OPRS, especially when such change is resulted from the change of KG or KG-cum-CCC attending.

### *Case Swapping*

- 3.9 Two service users in service centres/service teams of the same type of service may sometimes want to swap their places because of, say, the location of the units is so far away from home that their parents/guardians have difficulties in taking them to the centre. Normally, swapping between agencies on the same type of service within the same district will not be allowed. The application date of service users for swapping should not be later than other cases offered to the service centres/service teams concerned. The service centres/service teams concerned may submit written request to CRSRehab-PS vide “*Application for Swapping of Case*” CRSRehab-PS Form 12 with reason for the swapping together with the consent letters of the parents/guardians. If the request is considered justified, CRSRehab-PS will issue a written reply vide “*Outcome of Application for Swapping of Case*” CRSRehab-PS Form 12A to endorse the arrangement within **7 working days**. Any swapping without formal approval from CRSRehab-PS will not be recognised.



## *Discharge from Service*

- 3.10 Service users will be discharged from pre-school rehabilitation service centre/service team under the following circumstances:
- (a) self-withdrawal;
  - (b) on the first 1st September after the child has attained the age of 6;
  - (c) when the child is admitted to primary school;
  - (d) condition improved and no longer in need of pre-school rehabilitation service;
  - (e) availability to service user other service/service type; or
  - (f) away from service for more than 30 days (e.g. as a result of long-term hospitalisation).
- 3.11 The service provider should review the progress and service needs of service user regularly and consider discharging service user if his/her condition meets any of the condition stipulated in paragraph 3.10 above. When the service user is discharged, service provider should inform CRSRehab-PS vide CRSRehab-PS Form 9 **within 3 working days**.
- 3.12 Service user already discharged from service should apply for the pre-school rehabilitation services again vide CRSRehab-PS with an application date anew, if he/she needs the service again.

## *Extension of Service*

- 3.13 Extension of service will only be granted on an exceptional basis for applicant with strong justification(s). Service users who have been admitted to service for 12 months or more will normally not be supported for extension of service. The referrers 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 extension of service.

- 3.14 Service users who are required to be discharged from service under para. 3.10 (b) but need to apply for service extension should via referrers apply for extension of service in writing with support from:
- a) existing service providers;
  - b) KG/KG-cum-CCC attending (for OPRS users only); and
  - c) support from paediatrician, clinical psychologist/educational psychologist or other qualified professionals, in public or private settings, as recognised by SWD.
- 3.15 For application, the referrer is required to submit a written application to CRSRehab-PS, with the endorsement of:
- (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); or
  - (c) Departmental Managers [for Medical Social Services Department (MSSD)/HA].
- 3.16 If clarification or further information is required, CRSRehab-PS will contact the referrer within 2 weeks upon receipt of the application.
- 3.17 The referrer should justify the applicant's need and/or urgency for extension of service 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.
- 3.18 CRSRehab-PS may ask the referrer to submit supporting documents for checking and conduct further investigations, e.g. phone enquiry, interview, home visit, etc. if necessary. Proper follow-up actions will be taken by CRSRehab-PS on any revealed irregularities and cases of undue delay.
- 3.19 The application will be approved/disapproved by an officer of SSWO rank or above with support of an officer of Social Work Officer (SWO) rank or above and recommendation made by an officer of Social Work Assistant (SWA) rank or above.

3.20 The result of the application will be given to the referrer via a reply memo for confirmation.

## ***PART IV Priority Placement***

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### *Purpose*

- 4.1 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.

### *Criteria*

- 4.2 Priority 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.
- 4.3 The following are some of the examples that may warrant urgent services:
- (i) The parents/guardians 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);
  - (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) The applicant is already aged 5 and should not have received a long-term placement matching his/her disability level through priority application before.

## *Application Procedures*

- 4.4 The referrers are required to submit to CRSRehab-PS completed *CRSRehab-PS Form 10-Application for Priority Placement*, with the endorsement of:
- (a) ADSWO/Officer of SSWO rank or above (for SWD service units);
  - (b) Agency Head/Service Coordinator/designated representative (for NGO service units); or
  - (c) Departmental Managers (for MSSD/HA).
- 4.5 As the applicants applying for priority placement are in need of urgent services, any preference on service units or location (applicable to SCCC/IP/EETC applicants only) will not be considered, except those with compelling grounds.
- 4.6 If clarification or further information is required, CRSRehab-PS will contact the referrer within 2 weeks upon receipt of the application.
- 4.7 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 verification.
- 4.8 CRSRehab-PS may ask referrers to submit supporting documents for checking and conduct further investigations, e.g. phone enquiry, interview, home visit, etc., if necessary.
- 4.9 CRSRehab-PS will take proper follow up actions on any revealed irregularities and cases of undue delay.

## *Approval of Applications*

- 4.10 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 made by an officer of SWA rank or above.
- 4.11 The result of the application will be given to the referrer via CRSRehab-PS Form10A within 4 weeks upon receipt of the referrer's application and all required information/documentary proofs.
- 4.12 The procedures for SCCC/IP/EETC placement offer and admission to priority placement are the same as set out in Part II & III above. For OPRS applicants approved for priority placement, selection will be based on the applicants' KG/KG-cum-CCC attending should the KG/KG-cum-CCC be participating in OPRS. Otherwise, selection will be based on the KG/KG-cum-CCC to be attended. If the parents/guardians decline the placement offer under priority placement, they will be removed from the waiting list immediately.

## Summary of the Operational Procedures

Step	Action	Responsible Parties	Time Frame	Form Used
<b>Assessment</b>				
1.	To check whether valid assessment is available	Referrer	As appropriate	
<b>Application and Registration</b>				
2.	To provide counseling to parents/guardians and to assist them to apply service	Referrer	As soon as possible	Form 1
3.	To register application on waiting list	CRSRehab-PS	2 weeks	Form 1A and Form 1B
<b>Updating of Information</b>				
4.	To verify Form 1A and Form 1B/review case and raise updating request	Referrer	As soon as possible	Form 3
5.	To register the change of information of the applicant	CRSRehab-PS	7 working days	Form 1A and Form 1B
<b>Offer of Placement</b>				
6.	Service matching for applicants on the waiting list according to the priority of the date of application and location preference	CRSRehab-PS	As soon as vacancy available	Form 6 to referrer Form 6A to service provider
7.	To reply CRSRehab-PS whether the applicant accept or decline the offer	Referrer	3 weeks	Form 7
8.	To remind referrer to reply CRSRehab-PS whether the applicant accept or decline the offer	CRSRehab-PS	3 weeks after upon case selection if there is no reply from referrer	Form 7A
<b>Service Admission and Discharge</b>				
9.	To inform CRSRehab-PS availability of immediate vacancies	Service Provider	As soon as possible	Form 5
10.	To inform CRSRehab-PS anticipated vacancies in new school term	Service Provider	On or before 31 January each year	Form 5a
11.	To complete intake process and admission procedures	Service Provider	Within 6 weeks from the date Form 6A is issued	Form 9
12.	To inform CRSRehab-PS discharge of user	Service Provider	Within 3 days after user's discharge	Form 9

<b>Changing Service Need of Users</b>				
13.	To review case progress and discuss with parents/guardians if need for change of service is observed	Service Provider	As appropriate	
14.	To prepare case summary and progress report(s) and refer users to referrers for re-assessment by qualified professional	Service Provider	As appropriate	
15.	To arrange user to attend re-assessment and apply appropriate service for user if need for other service type is confirmed	Referrer	As soon as possible	Form 1 for application of service
<b>Case Removal</b>				
16.	To remove applicant from waiting list, if (a) the parents/guardians request for withdrawal; (b) the parents/guardians decline a placement offer of his/her indicated preference(s) (c) the case does not respond to CRSRehab-PS even after reminder is sent; or (d) expiry of the non-active period	CRSRehab-PS	As appropriate	Form 4
<b>Review of KGs/KG-cum-CCCs Information</b>				
17.	To remind referrer to review the school arrangement of ORPS applicants and raise updating request if necessary	CRSRehab-PS	As appropriate	Form 13



### List of CRSRehab-PS Forms\*

Form No.	Issuing Office	Receiving Office	Name of the form
Notes of Application 申請須知	Referrer	To be retained on case file	Notes of Application for Pre-school Rehabilitation Services 申請學前兒童康復服務須知
CRSRehab-PS Form 1	Referrer	CRSRehab-PS	Registration Form
CRSRehab-PS Form 1A	CRSRehab-PS	Referrer	Confirmation of Registration
CRSRehab-PS Form 1B	CRSRehab-PS	Referrer	申請康復服務登記書
CRSRehab-PS Form 2	Paediatrician/ Clinical Psychologist/ Educational Psychologist/Other qualified professionals as recognised by SWD	Referrer	Application Form for Placement in Centres for Disabled Pre-schoolers
CRSRehab-PS Form 3	Referrer	CRSRehab-PS	Data Updating Form
CRSRehab-PS Form 4	CRSRehab-PS	Referrer	Removal from Waiting list
CRSRehab-PS Form 5	Service Provider	CRSRehab-PS	Report to Immediate Vacancies
CRSRehab-PS Form 5A	Service Provider	CRSRehab-PS	Report of Anticipated Vacancies in the New School Year
CRSRehab-PS Form 6	CRSRehab-PS	Referrer	Selection for Placement
CRSRehab-PS Form 6A	CRSRehab-PS	Service Provider	Notification of Case Selection to Rehabilitation Unit/Project Team
CRSRehab-PS Form 7	Referrer	CRSRehab-PS	Reply to CRSRehab-PS on Selection for Placement
CRSRehab-PS Form 7A	CRSRehab-PS	Referrer	Reminder to Referrer
CRSRehab-PS Form 9	Service Provider	CRSRehab-PS	Report of Case Intake/Discharge
CRSRehab-PS Form 9A	CRSRehab-PS	Service Provider	Reminder to Rehabilitation Unit/Project Team
CRSRehab-PS Form 10	Referrer	CRSRehab-PS	Application for Priority Placement
CRSRehab-PS Form 10A	CRSRehab-PS	Referrer	Outcome of Application for Priority Placement
CRSRehab-PS Form 12	Service Provider	CRSRehab-PS	Application for Swapping of Cases
CRSRehab-PS Form 12A	CRSRehab-PS	Service Provider	Outcome of Application for Swapping of Cases
CRSRehab-PS Form 13	CRSRehab-PS	Referrer	Notification of Case Applying for OPRS for Reviewing KG/KG-cum-CCC information

\* Project team in the CRSRehab-PS Forms refers to service team in this Manual.

Remarks: For CRSRehab-PS Forms to be submitted by referring workers, updated forms in WORD format can be downloaded from SWD website (<http://www.swd.gov.hk>) for use. For the forms to be issued by CRSRehab-PS, updated forms in pdf format can also be found in SWD website ([https://www.swd.gov.hk/tc/index/site\\_pubsvc/page\\_rehab/sub\\_bookshelf/#4](https://www.swd.gov.hk/tc/index/site_pubsvc/page_rehab/sub_bookshelf/#4)) for reference. CRSRehab-PS Forms will be updated as and when necessary, therefore the forms are not included in the manual.

Rehabilitation and Medical Social Services Branch  
Social Welfare Department  
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<http://www.swd.gov.hk>