

Community Care Service Voucher (CCSV) Scheme for the Elderly (the Scheme) Frequently Asked Questions

(A) Features of Voucher Services

1 Q: What are the features of voucher services?

A: The features of voucher services are as follows:

- ♦ “Money-following-the-user”: directly subsidise eligible elderly persons so that they can freely choose and switch Recognised Service Providers (RSPs) under the Scheme, and adjust service items and volumes according to their needs at different times.
- ♦ “Affordable users pay”: the less an elderly person can afford, the more government subsidy he/she receives.
- ♦ Mixed mode services: elderly persons can use both day care and home care services at the same time.

(B) CCSV Application

1 Q: Do elderly persons have to submit their applications before a certain date upon receiving the invitation letters?

A: The eligible elderly persons being invited may decide when to submit their applications based on their own preferences and service needs. They can submit application in paper form or make online application through “Voucher Information System for the Elderly” when service needs arise.

Elderly persons may also apply for CCSV through online application:
(Link: <https://vise.swd.gov.hk/vise/en/ep/appForm>)

The CCSV Office will issue the notification of issuance of voucher to eligible applicants after their eligibility is confirmed.

2 Q: Are elderly persons using Home Support Services eligible for voucher services?

A: Only elderly persons who are on the Central Waiting List for Subsidised Long Term Care (LTC) Services (Central Waiting List) of the SWD waiting for subsidised community care service (CCS) and/or residential care service (RCS) and have yet to receive any kind of RCS or subsidised CCS may apply for CCSV. Subsidised CCS includes Home

Support Services, Home Care Service for Persons with Severe Disabilities, Integrated Support Service for Persons with Severe Physical Disabilities, Integrated Discharge Support Program for Elderly Patients, etc. Users of these services are therefore ineligible for voucher services.

3 Q: What should the elderly persons do if they are eligible for CCSV but have never received an invitation letter, or they have been invited but have lost the application form?

A: SWD will send invitation letters to the eligible elderly persons in batches according to their application dates on the CWL for subsidised LTC services, inviting them to join the Scheme. The eligible elderly persons who are invited can submit the completed application form together with the supporting documents to CCSV Office. They can also submit the online application via VISE.

(Link: <https://vise.swd.gov.hk/vise/en/ep/appForm>)

The CCSV Office will issue the notification of issuance of voucher to eligible applicants once the vetting and approval process were completed.

4 Q: How long does it take for elderly persons to receive the vouchers after submitting applications?

A: In general, the CCSV Office will complete the vetting and approval process within four weeks upon receipt of applications. For applicants who have been randomly sampled for a household means test, they will be informed via a letter from the CCSV office, asking them to submit copies of relevant supporting documents in respect of the information provided on their application forms. The CCSV Office will inform applicants of the application results upon receipt of all necessary documents and completion of the vetting.

(C) Financial Assessment and Co-payment

1 Q: How is the co-payment category determined?

A: The CCSV Office will determine the co-payment category of an elderly person based on the average monthly incomes of the elderly person and specified household members (i.e. parents, children and spouse residing with him/her in Hong Kong) in the preceding three months prior to the date of application. It is not necessary for the elderly person to report

the incomes of other household members (e.g. siblings, daughter-in-law, son-in-law, grandchildren, etc.) and domestic helpers residing with him/her, or report his/her family asset.

2 Q: How to calculate the amount of co-payment payable each month by the elderly person?

A: The [co-payment](#) amount is calculated based on the “affordable users pay” principle, so that the less an elderly person can afford, the more government subsidy he/she receives. There are six co-payment categories, with the rates set respectively at 5%, 8%, 12%, 16%, 25% and 40% of the service package value. The Government will pay for the rest. For example, an elderly person buys a service package that costs \$5,000 and his/her co-payment rate is 8%. His/her co-payment amount will then be \$400 ($\$5,000 \times 8\% = \400).

3 Q: If an elderly person prefers not to disclose his/her household income, can he/she apply for CCSV?

A: If the elderly person agrees to pay at the highest co-payment rate (i.e. 40% of the service package value), he/she is not required to report his/her household income when applying for CCSV.

4 Q: Can the recipients of Comprehensive Social Security Assistance (CSSA) apply for reimbursement of co-payment fees from the Social Security Field Unit of SWD?

A: The 5% co-payment category is designated for the voucher holders receiving Comprehensive Social Security Assistance so that application for reimbursement of special grant from the Social Security Field Units is not required.

5 Q: Are income proofs necessary when applying for CCSV?

A: The CCSV Office will, upon receipt of applications, notify the elderly person who have been randomly sampled for a household means test to submit household income proofs.

6 Q: When there is a change in the elderly person’s household size or financial situation, should he/she apply for a reassessment of his/her co-payment category? What are the application procedures?

A: When there is a change in the elderly person’s household size or financial situation that invalidates the elderly person’s approved co-

payment category, he/she should apply to the CCSV Office for a reassessment of his/her co-payment category as soon as possible. He/she should provide proofs of household income in the preceding three months to the CCSV Office for the reassessment. Elderly person may obtain the Application Form for Change of Co-payment Category from RSPs or the CCSV Office.

7 Q: What should the elderly persons do if they cannot afford the co-payment rate assessed by SWD due to financial difficulties?

A: They may contact their responsible workers or the CCSV Office for enquiries on the matter. The CCSV Office will review the financial situation of their household to consider whether or not to lower their co-payment rate on a discretionary basis.

(D) Using the Electronic Voucher

1 Q: Once issued a CCSV, how does the elderly person obtain a list of RSPs, and learn more about the service items and charges of individual RSPs?

A: Paper voucher certificates will no longer be issued. Voucher holders can simply log into “Voucher Information System for the Elderly (VISE)” using their Hong Kong Identity Card numbers to verify their eligibility for CCSVs and check their voucher numbers.

When the elderly person is issued a notification of issuance of vouchers, he/she will be provided with a list of RSPs serving his/her residential district to make choosing an RSP easier for him/her. The list may also be downloaded from the SWD Website. Details about individual RSPs, including their service items, charge lists, service places, extra service items, etc., are available on the SWD Elderly Information Website.

Voucher Information System for the Elderly

<https://vise.swd.gov.hk/vise/en>

SWD Website

https://www.swd.gov.hk/en/pubsvc/elderly/cat_commcare/pccsv/index.html

SWD Elderly Information Website

https://www.elderlyinfo.swd.gov.hk/en/ccsv_introduction.html

- 2 Q: How to assess the service needs of elderly person?
A: Elderly persons may decide on their own the service items and service volume that best suit their needs. The professional staff of RSPs will also evaluate the elderly persons' conditions, formulate individual care plans and design service packages for them, and review their care needs regularly. Both sides should reach a consensus before entering into any service agreement.
- 3 Q: How many voucher services can the elderly person purchase with their vouchers every month?
A: Elderly persons may, in accordance with the individual care plans drawn up with RSPs, buy service packages of any values between the ceiling and floor voucher values. Voucher Services exceeding the ceiling voucher value will not be subsidised by the Government, and the difference should be paid by the service users.
- 4 Q: How many RSPs an elderly persons can be used each month?
A: Elderly persons can purchase voucher services from up to any two RSPs in a calendar month.
- 5 Q: Can elderly persons purchase services not recognised under the Scheme with their vouchers?
A: Apart from recognised service items under the Scheme, some RSPs also provide extra services like traditional Chinese medicine treatment, acupuncture, aromatherapy, etc. When considering whether or not to purchase these extra services, elderly persons should note that they will not be subsidised by the Government.
- 6 Q: In the event that the elderly persons admitted to RSPs have to stop using their voucher services for a period of time, can RSPs reserve service places for them so that they may resume anytime?
A: Elderly persons who have stopped using voucher services for more than one month should be discharged from the RSPs to vacate their places for those with immediate needs. RSPs may seek the CCSV Office's permission to reserve places for these elderly persons where justified. However, RSPs must ensure that doing so will not prevent others on the waiting list from using the voucher services. In addition, the RSPs/elderly persons concerned will receive no government subsidies for the period when service places are being reserved.

7 Q: Do CCSVs bear an expiry date?

A: If voucher holders did not use the vouchers for purchasing any CCS for six consecutive months, **the vouchers being held would become void.** If voucher holders would like to be re-issued with the vouchers, voucher holders, family members or carers could contact CCSV Office or respective responsible worker for re-applying CCSV. Upon receipt of the application and all supporting documents, if required, the CCSV Office will complete the vetting and approval process for voucher issuance within four weeks.

(E) Choosing a Recognised Service Provider

1 Q: What should elderly persons pay attention to when choosing an RSP and before signing a service agreement?

A: RSPs vary in their service mode, service item, and service charge. Elderly persons should therefore compare different offerings before making a decision. Prior to signing the service agreement, they should consider whether the chosen service package meets their needs, and pay close attention to the service arrangements of RSPs and related terms and conditions applied during public holidays, in the event of issuance of tropical cyclone and rainstorm warning signals, when there is a change of service hours or when the service is suspended, etc. In general, RSPs will not refund the co-payment received. Besides, only recognised service items and services within the voucher value will be subsidised. If RSPs suggest purchasing extra services and products, or the service package exceeds the ceiling voucher value, the elderly person should first consider whether he/she has a genuine need for these services and products and if he/she can afford them. They may consult their responsible workers or the CCSV Office if necessary.

2 Q: Can elderly persons switch their RSP or service package?

A: The Scheme has adopted the “money-following-the-user” approach and subsidises eligible elderly persons directly so that they can switch their RSPs and service packages based on their needs. Elderly persons can purchase voucher services from up to any two RSPs in a calendar month. If the elderly persons would like to change RSP when using the services of two RSPs in the same calendar month, the new RSP and service package they switched to will come into effect in the following month at the earliest.

(F) Other Related Matters

1 Q: What impact does receiving a CCSV have on an elderly person's LTC services waitlisting status?

A: Upon issuance of the voucher, the elderly person's application for LTC services on the Central Waiting List will be updated as an "inactive case". When the elderly person needs LTC services, he/she may reactivate his/her application to an "active case" through his/her responsible worker. His/her waitlisting position will follow the original application date. As a result, using the voucher will not affect the elderly person's waitlisting position in his/her LTC services application.

2 Q: How do elderly persons reapply for the VISE password?

A: Elderly persons/their family members/carers may contact the CCSV Office in person, or via the elderly persons' responsible workers to reapply the password.

3 Q: How do elderly persons withdraw from the Scheme?

A: Elderly persons may withdraw from the Scheme anytime, but the co-payment paid for the month will not be refunded. Elderly persons/their family members/carers may contact the CCSV Office in person, or via the elderly persons' responsible workers or RSPs to apply for withdrawal, and destroy the vouchers afterward.

Community Care Service Voucher Office
Social Welfare Department
April 2026