

Pilot Scheme on Community Care Service Voucher for the Elderly (Second Phase)

[12 minutes Video]

Scene I:

Mr. Wong:

Hello! Are you the social worker, Ms Lee?

What kind of letter received? From the Social Welfare Department? For service application?

Ms Lee, I am not feeling well these days.

Mr. Wong:

Pardon! Oh! The water is boiling. I need to hang up. Would you mind my daughter and I have a chat with you at your office on Friday? Bye!

Scene II:

Ms Lee:

Mr Wong and Miss Wong, nice to meet you.

Man Nui:

My dad got an invitation from the Social Welfare Department. We would like to know more about the Pilot Scheme on Community Care Service Voucher for the Elderly.

Ms Lee:

The Pilot Scheme adopts a ‘money-following-the-user’ approach to provide voucher for the purchase of community care services. The second phase has been launched in October 2016.

Mr. Wong:

What is ‘money-following-the-user’?

Ms Lee:

Each participant of the Pilot Scheme will receive a community care service voucher but not in cash. The elderly will be able to select the service providers recognised by Social Welfare Department, service types and service packages. During the service period, voucher users can select other service provider, suspend the service or opt out the Scheme.

Mr. Wong:

What kinds of services can be selected in the Pilot Scheme?

Ms Lee:

Community care services include the day care centre service and home care service. In day care centre, the elderly person may take rehabilitation exercise with the help of physiotherapist or occupational therapist. Nursing staff would also provide the nursing care service such as monitoring blood pressure and blood glucose as well as other caring service. Meals, social and recreational activities would be provided in the day care centre. Some centres would also provide transportation service.

Home care service is designed for the elderly persons who have mobility difficulties. Home-based rehabilitation exercise, nursing care service, personal care service such as bathing, meal delivery, home cleansing, escorting for medical follow-up may be arranged.

Ms Lee:

The voucher holder may select a full-time (i.e. 6 days per week) or part-time day care centre service, home care service, or a mix mode of these two services. Some of the Recognised Service Providers provide residential respite service to the needy elderly.

In conventional community care services, the Social Welfare Department allocates the service units to the elderly persons for service. Under the Pilot Scheme, elderly persons may select their preferred service units, or even select other service units, and receive a mix mode of day care centre service and home care services.

Man Nui:

It sounds nice and gives a free hand for selection of service.

Ms Lee:

Yes.

Man Nui:

Is my dad eligible for this Pilot Scheme? How can he apply for this Scheme?

Ms Lee:

The elderly must be on the Central Waiting List for Subsidised Long Term Care Service and has been assessed by the Standardised Care Need Mechanism for Elderly Service of the Social Welfare Department as moderately or severely impaired, as well as has not received any kind of residential

care service or subsidised community care service. The Social Welfare Department will invite the eligible elderly to join the Pilot Scheme according to the order of the elderly person's application date of the Subsidised Long Term Care Service. With reference to the notification of the Social Welfare Department, Mr Wong, you should have received the invitation. Ah! This is the invitation letter.

Mr. Wong:

If I participate in the Pilot Scheme, is it necessary for me to give up the application for residential care service?

Ms Lee:

You are not required to give up your application for residential care service. Once you have been issued the voucher, the Social Welfare Department would deactivate your application status in the Central Waiting List and would not allocate residential care place for you. However, while you still consider having the need for the residential care service, you may inform your responsible worker, it's me, to apply to the Social Welfare Department to reactivate your application status while your original date of application would not be changed. You would be notified immediately once the residential care place is available. In fact, Community Care Service Voucher offers another choice so that you can use the voucher without worries.

Man Nui:

How many Community Care Service Vouchers would be issued?

Ms Lee:

There will be 3 000 vouchers including the 1 200 for the existing users in the First Phase.

Man Nui:

What kinds of service providers can be selected in this Scheme?

Ms Lee:

Recognised Service Providers are operated by subvented non-governmental organisations, social enterprises and eligible private organisations. Some may provide specialised services for elderly person with dementia. You may browse the website of Social Welfare Department or read the leaflet to get the list of the Recognised Service Providers and the service information. You may also get more service information through the Recognised Service Providers' websites. Of course, you may have my help or approach the Centralised Team of the Social Welfare Department which is set up for the Scheme, for assistance.

Man Nui:

As the Community Care Service Voucher is not in cash, how can we purchase the services?

Ms Lee:

The voucher holder can purchase a monthly service package from Recognised Service Provider. There are a total of five service package values available for elderly persons for selection. Their values are set at \$3,600, \$5,200, \$6,500, \$7,300 and \$8,600.. The elderly person may select a service package with any of the above voucher package values according to his/her needs. The Recognised Service Provider is required to render services of the same value to the voucher user. The balance of service value of the voucher cannot be carried forward to the next month and the value of the voucher will be adjusted on yearly basis in accordance with the Composite Consumer Price Index.

The elderly person is required to pay for the co-payment according to the co-payment category stated on the voucher. The six co-payment categories accounts for 5% to 40% of the voucher value being selected for the purchase. The categories are set according to the elderly person's financial condition. Elderly person with lower income would have more subsidies from the government.

Ms Lee:

For example, an elderly person with a 5% co-payment category selects a service package value of \$8,600 is required to pay for a co-payment of \$430 per month and the government subsidises \$8,170. Similarly, elderly person may choose different monthly service package values to meet his/her own need.

Man Nui:

Any other issues that we should know?

Ms Lee:

The elderly persons can purchase services from the Recognised Service Provider once they have received the vouchers. When selecting service items, the elderly should pay attention to the price list. If the total value of the selected service items exceeds any of the five voucher values as set by the Social Welfare Department, the elderly person is required to pay for the additional charges.

Man Nui:

Can I select other service provider for service in the next month?

Ms Lee:

Sure, the voucher holder can select other Recognised Service Provider for service and notify the current service provider in advance.

Man Nui:

Thank you. Let us join the Scheme.

Mr Wong

Sure.

Ms Lee:

You may fill the application form and return it to the Social Welfare Department by post or fax.

Or you may let me help you to fill the form or approach the Centralised Team of the Social Welfare Department for assistance.

Scene III:

Man Nui:

Just forget to ask Ms Lee about the details of the means-test. She is on leave for these few days. Why not talk to the Centralised Team of the Social Welfare Department?

Ms Shum:

Good morning! I am Ms Shum of the Social Welfare Department. May I help you?

Man Nui:

Hello! Ms Shum, this is Miss Wong. I am helping my dad to fill the application form for the Pilot Scheme on Community Care Service Voucher for the Elderly. I would like to know how to calculate the family household income.

Ms Shum:

Family household income would take into account the income of the elderly person and the immediate family members living under the same roof. The co-payment category of the elderly person is determined by the total family household income. Any monetary contribution from the children living apart would be counted as income of the elderly person. Other income sources such as income from rental property, interest of shares, etc. which have been listed out in the application form should all be taken into account for the calculation. There is no need to report the assets value.

Man Nui:

I see. What kinds of documents should I provide?

Ms Shum:

You are required to fill the application form with the information of the family members and the family household income, and return the form to the Social Welfare Department by post or fax. The Social Welfare Department would issue voucher certificate to the elderly person after the completion of assessment.

Man Nui:

Thank you for your information.

Scene IV:

Man Nui:

Dad, this is the day care centre where Uncle Cheung used the Community Care Service Voucher. I have made an appointment with Ms Chan, the staff of the centre. Let's have a look.

Ms Chan:

Hi, I'm Ms Chan, the centre-in-charge. Here are our service pamphlets and price list of our service items. You may take these for your reference. May we have a tour around the centre?

Mr Wong:
Thank you.

Man Nui:
What kinds of procedures that we need to go through for the service?

Ms Chan:
If you prefer to receive our services, you may give the voucher for our retention and a receipt will be given to you as a proof. When you leave our centre in future, we will return the voucher to you. We would make an assessment and an 'Individual Care Plan' for Mr WONG. Based on the recommendation of the assessment, we would recommend appropriate service for Mr WONG's consideration and work out the service agreement. As the physical condition of Mr WONG may change from time to time, his 'Individual Care Plan' would be renewed in every six months to review his service need and discuss with Mr WONG on any need to adjust the service package. If you have question on how to select the Recognised Service Providers, you may contact your responsible worker or the Centralised Team of the Social Welfare Department for enquires.

Scene V:

Mr. Cheung:
Have your made the choice?

Mr. Wong:
I have sorted out a number of centres and finally select this one.

Mr. Cheung:
That's great! We may chat at the centre in future.

Mr. Wong:
That's good.

The End

Centralised Team of the Pilot Scheme on Community Care Service Voucher for the Elderly

Telephone No.: 3107 3013

(from Monday to Friday : 9:30 am to 1:00 pm and 2:30 pm to 5:00 pm, except public holidays)

Fax No.: 2117 1264

Website : www.swd.gov.hk