**Video (2): Eligibility to Apply for Community Care Service Voucher**

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| * The elderly persons who are on the Central Waiting List for Subsidised Long Term Care Services waiting for subsidised community care service and/or residential care service without receiving any kind of residential care service or subsidised community care service are eligible participants.
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| * SWD will send invitation letters to the eligible elderly persons directly to invite them to apply for CCSVs.
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| * Interested elderly persons may submit application forms to CCSV Office. In general, it takes 2 to 4 weeks to approve and issue vouchers.
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| * Some elderly persons have to undergo means tests for family households by random.
* CCSV Office will inform them by letter. The elderly persons have to submit copies of the relevant supporting documents. CCSV Office will release the assessment result in 10 working days after all required documents are available.
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| * The vouchers show voucher numbers and co-payment categories. After obtaining the vouchers, the elderly persons may approach RSPs direct to purchase suitable services.
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| * The elderly persons may browse the SWD Website and the SWD Elderly Information Website to search for suitable RSPs.
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| * The SWD Website contains information on RSPs of all 18 districts for downloading.
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| * After selecting the options in the Search Engine of SWD Elderly Information Website, the RSPs meeting your criteria will be shortlisted preliminarily. Going further to the homepages of individual RSPs, more details are shown.
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| * RSPs may vary in their service mode, service item, and service price. More comparison is therefore recommended before making decisions.
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| * Moreover, attention should be paid to the service arrangement and related terms and conditions of RSPs regarding public holidays, typhoons and rainstorm signals, change of service time or service suspension, etc.
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| * Do review whether the service package selected can meet your needs before signing the service agreement. Generally, RSPs will not refund the co-payment amount received.
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| * Only the recognised service items and services within the voucher value will be subsidised by the Government. Hence, if RSPs suggest you to purchase extra services and products, or the service package exceeds the ceiling voucher value, please consider your genuine need and affordability before purchasing.
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| * After being issued the vouchers, the elderly persons’ applications for Long Term Care services on the Central Waiting List will be updated as “inactive cases”. When the elderly persons are in need of Long Term Care services, they may reactivate their status of waitlisting to “active case” through their responsible social workers. Their waitlisting positions will follow the original application dates. Thus, using the vouchers will not affect the positions of elderly persons in their Long Term Care service applications.
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| * Whenever there is a change in household size or financial condition, please submit applications for the change of co-payment to CCSV Office as early as possible.
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| * If an elderly person has purchased the CCSV services at a RSP in the current month but plans to change to another RSP, the elderly person can purchase CCSV services from the new RSP in the next month at the earliest.
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| * If the elderly person has suspended the service of RSP for more than one month, he should be discharged from the RSP. To use the service of that RSP in the future, he/she has to apply again.
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| * When an elderly person no longer needs CCSV services, please inform CCSV Office of his/her withdrawal from the CCSV Scheme.
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| * For more details about the CCSV Scheme or assistance, please call the CCSV Office or the responsible social workers of the elderly persons.
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