

SWD responds to media enquiries on organisation suspected of arranging CCSV holders to receive services from non-recognised service provider

In response to media enquiries regarding an organisation suspected of arranging holders of Community Care Service Voucher (CCSV) to receive services from a non-recognised service provider, a spokesman for the Social Welfare Department (SWD) today (November 13) gave the following response:

The CCSV Scheme provides direct subsidy to eligible frail elderly persons in the form of service vouchers so that they can flexibly select the recognised service providers (RSPs) which best suit their needs to provide services. The RSPs are required to formulate individual care plan for the service users and prepare service packages and content in consultation with the voucher holders or their families.

According to records, Woopie Club (Tai Po) has been an RSP under the CCSV Scheme since August 2019, which provides centre-based day care services and home care services for the elderly. The application from Woopie Club (Sheung Shui) is still being examined and it is not an RSP at the moment.

The SWD is highly concerned about the media report on Woopie Club (Tai Po) allegedly arranging CCSV holders to receive services in Woopie Club (Sheung Shui). Upon gathering initial information, the SWD has contacted the Police for investigation. The SWD will work with Police on the latter's investigation and provide all relevant information. If any irregularity of the RSP is found, the SWD will follow up on the matter seriously to ensure the proper use of public funds and to protect the interests of the CCSV holders.