

Central Referral System for Rehabilitation Services

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

Manual of Procedures

July 2024
(Revised Edition)



社會福利署
Social Welfare Department

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INTRODUCTION

Purpose

1. This Manual of Procedures (the Manual) sets out the rules of operation of the Central Referral System for Rehabilitation Services – Subsystem for Disabled Pre-schoolers (CRSRehab-PS) and the operational procedures with regard to applications for pre-school rehabilitation services, placement procedures, admission to service centres/service teams, priority placement, discharge and extension of service. The Manual will be reviewed and revised from time to time to meet the objectives and operational needs of the CRSRehab-PS.
2. This Manual is designated for the **referrers** of the Social Welfare Department (SWD), non-governmental organisations (NGOs), the Hospital Authority (HA) and **service operators** of pre-school rehabilitation service centres/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 for wait-listing and matching 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, including:
 - (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. For details of the services, please refer to the website of SWD (www.swd.gov.hk).

Enquiries

6. The operating hours of CRSRehab-PS are from 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00 p.m. from Monday to Friday (except public holidays). For enquiries, referrers and service operators may contact CRSRehab-PS on **telephone numbers 2892 5139 / 2892 5569 or by fax number 2119 9035**.

PART I Referral Procedures

Basic Rules

- 1.1 Applications for pre-school rehabilitation services for children with disabilities shall observe the following rules under CRSRehab-PS:
- (a) the applicants of all new applications must be aged between 0 to under 6;
 - (b) an **application** must be accompanied by a recommendation in *CRSRehab-PS Form 2 “Application Form for Placement for Disabled Pre-schoolers”* certifying the applicants’ disabilities and the type of pre-school rehabilitation service(s) required, which is issued within 6 months by a paediatrician, clinical psychologist/educational psychologist, or other qualified professionals¹ as recognised by SWD;
 - (c) 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;
 - (d) an applicant will be waitlisted for a long-term placement 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 the applicant;
 - (e) placement will be allocated according to the priority of the applicant’s date of application on the waiting list;
 - (f) the applicant’s 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;
 - (g) upon admission to service, application for the same type of service is normally not allowed; and
 - (h) for a service user who is confirmed as having the need for another service type, the application date of the existing service will be adopted as basis for matching the service required.

¹ 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 If the child is recommended for pre-school rehabilitation services but CRSRehab-PS Form 2 could not be completed, e.g. new born pre-term baby, the referrer may consult CRSRehab-PS for special arrangement.

Application for Services

- 1.4 Referrals may be made by social workers of Medical Social Services Units, Integrated Family Service Centres, Family and Child Protective Services Units, Adoption Unit, Social Work Service Unit for Pre-primary Institutions 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 emotion and stress, followed by explanations on the recommendations of the paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD and all pre-school rehabilitation services to facilitate their consideration of the most suitable service type for their children.
- 1.6 Applications for pre-school rehabilitation services may be made by using the *CRSRehab-PS Form 1 "Central Referral System for Rehabilitation Services Subsystem for Disabled Pre-schoolers Registration Form"*. Before submitting an application, the referrer should explain to the parents/guardians the wait-listing procedures, the rules of 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*" (Notes of Application) (*can be downloaded at SWD website*) should be provided for the parents/guardians who are required to acknowledge their understanding by signing the lower portion of the Notes. The signed notes should be retained on case file for record purpose.

- 1.7 For referrers from SWD, the completed CRSRehab-PS Form 1 should be forwarded to CRSRehab-PS via Client Information System. For referrers from NGOs, the Hospital Authority and schools, the completed CRSRehab-PS Form 1 may be forwarded to CRSRehab-PS via Client Information System Online Submission, by fax or by mail. The applicant's **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 Under the CRSRehab-PS, it is acceptable for parents/guardians to register application for SCCC or IP service for children below the age of 2 in advance. However, when places are available, these children should be able to meet the admission criteria of respective SCCC or IP, including reaching the age of 2, before they are eligible for service allocation.
- 1.9 An OPRS applicant should provide information on the attending/to be attended kindergartens (KGs) or kindergarten-cum-child care centres (KG-cum-CCCs) participating in OPRS in CRSRehab-PS Form 1. Such information may 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 may refer 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 on KGs/KG-cum-CCCs participating in OPRS for OPRS applicants' reference.
- 1.10 OPRS applicants who are attending KGs/KG-cum-CCCs participating in OPRS, not including those applying for transitional services or receiving other subvented pre-school rehabilitation services, will be allocated to the respective OPRS service teams for services once their applications are registered in CRSRehab-PS. To facilitate service provision, referrers should submit CRSRehab-PS Form 2 to responsible OPRS service teams within **3 weeks** from the issuance date of *CRSRehab-PS Form 1A "Confirmation of Registration"* and *1B "Notification of Registration for Rehabilitation Services"* upon case registration, change of OPRS service team, or change of service to OPRS, etc.

Transitional Placement of EETC and OPRS

- 1.11 EETC and OPRS services, which serve children with disabilities aged 6 or below, 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 must not receive both transitional services at the same time. The 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 transitional 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 a duly **completed** CRSRehab-PS Form 1, CRSRehab-PS will register the case on the waiting list of the respective service type in **10 working days** and return the original CRSRehab-PS Form 1 together with the 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 of information should be submitted 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 If 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 *CRSRehab-PS Form 3 "Data Updating Form"* as soon as possible. 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 If the paediatrician, clinical psychologist/educational psychologist, or other qualified professionals as recognised by SWD has recommended more than one service type, the parents/guardians of applicants 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. If 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 It is possible for applicant with an earlier date of application being by-passed because of no vacancy available in their indicated preference. It should be noted that the wider the choice of centre and/or location, the sooner the applicant gets the service. Referrers should explain to the parents/guardians and assist them in accessing information of individual SCCC/EETC/IP which is available on the SWD's website, so as to facilitate their consideration and making decisions.

OPRS Service Team

- 1.22 OPRS is mainly a school-based service provided by a service team at participating KGs/KG-cum-CCCs. Each service team may form a 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. The rules of selecting OPRS placement are as follows:
- (a) Selection for placement will normally be based on the information of KG/KG-cum-CCC attending/to be attended;
 - (b) If the applicants do not provide any information on KG/KG-cum-CCC to be attended, selection will be made based on the KG/ KG-cum-CCC attending, provided that the KG/KG-cum-CCC is participating in OPRS; and
 - (c) Applicants will not be barred from applications even though the KG/KG-cum-CCC attending is not participating in OPRS² or 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.

² If the KG/KG-cum-CCC attending is not participating in OPRS, the applicant is not required to provide any information of that KG/KG-cum-CCC in CRSRehab-PS Form 1.

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 *CRSRehab-PS Form 4 “Removal from Waiting List”* 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 who are confirmed having the need for another type of service as stipulated in para. 1.1(h) above, closed cases in need of pre-school rehabilitation services again are required to submit a fresh application through a referrer. The date of application of such cases will be counted anew.

PART II Placement Procedures

Offer of Placement

- 2.1 An applicant on the waiting list will be offered a placement and admit 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 *CRSRehab-PS Form 6 “Selection for Placement”* and the concerned service centre/service team by *CRSRehab-PS Form 6A “Notification of Case Selection to Service Centre”* to facilitate early communication between parties concerned.
- 2.2 Upon receiving the CRSRehab-PS Form 6, the referrer should contact the parents/guardians to confirm if they would accept the placement offer as soon as possible. If the parents accept the offer, the referrer should take an active role to 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 CRSRehab-PS Form 2.³ The referrer should follow up by informing CRSRehab-PS the parents/guardians’ decision via *CRSRehab-PS Form 7 “Reply to CRSRehab-PS on Selection for Placement”* **within 3 weeks** from the issuance date of CRSRehab-PS Form 6.
- 2.3 If the parents/guardians decline the placement offer, the applicant will be removed from the waiting list.
- 2.4 For applications for SCCC, if their parents/guardians accept or decline the offer of EETC/OPRS transitional placement, the applicants’ application for SCCC will remain intact on the waiting list. For applications for IP or OPRS, if their parents/guardians accept or decline the offer of EETC transitional placement, the applicants’ applications for IP or OPRS will remain intact on the waiting list.
- 2.5 For SCCC applicants receiving OPRS transitional placement, they should accept SCCC placement when they are offered and discharge from OPRS transitional placement as OPRS providing school-based training for the children with mild disabilities that may not be commensurate to the level of training needs of SCCC applicants who require intensive training under more specialised facilities. Likewise, SCCC applicants using EETC transitional service should accept SCCC placement as far as possible. If the parents/guardians decline the SCCC

³ For OPRS applicants, only CRSRehab-PS Form 1 is needed unless there is an updated CRSRehab-PS Form 2.

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 via 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 Referrers and staff of the service centres/service teams are required to declare that there is no conflict of interest in handling the application and the referrers/service centres/service teams are not family members or personal friends of the applicants and had no personal or social ties with the applicants.
- 2.8 Referrers are responsible for explaining clearly to the applicant and the family member(s) of the criteria in the application for rehabilitation services via the Notes of Application.
- 2.9 The referrer is required to seek agreement of the parents/guardians of the applicant to sign the Notes of Application indicating that consent is given to CRSRehab-PS for releasing the personal information of the applicant to relevant departments/NGOs for processing the application, and thereafter make an application via CRSRehab-PS Form 1 to CRSRehab-PS for appropriate service.
- 2.10 The referrer must ensure that the data collection and transfer of data were authorised by the parents/guardians of the applicant.
- 2.11 CRSRehab-PS will issue reminders to the referrer if he/she fails to reply upon case selection **within 3 weeks**.

- 2.12 Reminders will be issued via *CRSRehab-PS Form 7A “Reminder to Referrers”* with a copy to the concerned Assistant District Social Welfare Officers for SWD units or agency heads of NGO 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.
- 2.13 CRSRehab-PS will issue a reminder to the referrer of an OPRS applicant 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.
- 2.14 Reminders will be issued via *CRSRehab-PS Form 13 “Notification of Case Applying for OPRS for Reviewing KG/KG-cum-CCC Information”* with a copy to the Officer-in-charge of the concerned units. The referrer should review the schooling arrangement and service needs of the OPRS applicants once the 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.
- 2.15 Referrers are required to submit the “Notes of Application” signed by the applicant’s parents/guardians and CRSRehab-PS Form 2 for verification on applicant’s eligibility to services to the CRSRehab-PS as when required.
- 2.16 Fees must not be charged for any referral service.

PART III Service Admission and Discharge

Reporting Vacancies

- 3.1 The service operators are required to inform CRSRehab-PS immediately should any vacancy or anticipated vacancy identified by written confirmation via *CRSRehab-PS Form 5 “Report of Immediate Vacancies”* **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 via 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 operators are also required to assess and report the number of vacancies to be available by the coming new school year via *CRSRehab-PS Form 5A “Report of Anticipated Vacancies in the New School Year”* as at 31 January each year.

Case Intake

- 3.3 The service operators 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 via *CRSRehab-PS Form 9 “Report of Intake/Discharge”*. 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 via *CRSRehab-PS Form 9A “Reminder to Service Centre”* 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**.

Annual Major Selection

- 3.4 CRSRehab-PS arranges annual major selection for vacancies of each new school year. By the end of January each year, service operators are required to submit CRSRehab-PS Form 5A to report the vacancies anticipated in the coming new school year. The service operators are required to inform CRSRehab-PS immediately via CRSRehab-PS Form 5A in case of update. CRSRehab-PS will then update the vacancy of respective centre and upload the information to SWD homepage in March of the year.
- 3.5 The referrer shall notify the parents/guardians of the annual major selection and the available vacancy of respective centre for the new school year. Whenever there are changes of information concerning the application, such as location preference, the referrer shall inform CRSRehab-PS by submitting CRSRehab-PS Form 3 as soon as possible. When the applicant is selected for admission in the new school year, CRSRehab-PS will notify the referrer by CRSRehab-PS Form 6 and the concerned service centre/service team by CRSRehab-PS Form 6A. The referrer shall then follow the procedure on offer of placement as mentioned in para. 2.1 to 2.6.
- 3.6 Given the large number of applicants to be admitted in the new school year, the service operators shall complete the intake process as soon as possible and reply CRSRehab-PS via CRSRehab-PS Form 9 after the admission of applicant to the service in new school year. CRSRehab-PS will then provide a full list of service users including the existing service users and those admitted in new school year for the service operators for counter-checking and returning to CRSRehab-PS for confirmation.

Changing Service Needs of Service Users

- 3.7 Service operators are responsible for providing the service, monitoring progress and reviewing the needs of service users. If a child is observed to have the need for other type of pre-school rehabilitation service due to improvement/deterioration of conditions or other social circumstances, the service operator should discuss with the parents/guardians, and if necessary, refer the case to the referrer concerned for arrangement of re-assessment by 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.

3.8 On receiving a referral from the service operator, the referrer should arrange the child 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 the concerned medical social worker. If it is preferred for the child to receive 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 to provide the recommendation afterwards.

3.9 If the service user is confirmed to have the 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.*

3.10 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 he/she applied for the new service again in future.

Change of Service Centre/Service Team

- 3.11 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. If 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 a change 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

- 3.12 Swapping between NGOs on the users of same type of service within the same district is not allowed under normal circumstances. However, two service users in service centres/service teams of the same type of service could swap their places with each other for meeting their individual needs such as the parents/guardians showed difficulties in taking the children to the centre due to far distance of the service centre. It should be noted that the application dates of the 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 via *CRSRehab-PS Form 12 “Application for Swapping of Case”* 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 via *CRSRehab-PS Form 12A “Outcome of Application for Swapping of Case”* to endorse the arrangement within **7 working days**. Any swapping without the notification of Form 12A from CRSRehab-PS will not be recognised.

Discharge from Service

3.13 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 or school placement equivalent to local primary level;
- (d) condition improved and no longer in need of pre-school rehabilitation service;
- (e) other service(s)/service type are available; or
- (f) the child is away from service for more than 30 days (e.g. as a result of long-term hospitalisation).

3.14 The service operator should review the progress and service needs regularly and consider discharging service user if his/her condition meets any of the conditions as stated in paragraph 3.13 above. When the service user is discharged, service operator should inform CRSRehab-PS via CRSRehab-PS Form 9 **within 3 working days**.

3.15 Should the discharged service user needs the pre-school rehabilitation services again, he/she should apply via CRSRehab-PS with a new application date.

Extension of Service

3.16 Extension of service will only be granted on an exceptional basis for applicants 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 the case on individual merits including exploring the alternative services in the community and seek their supervisors' views when drawing up recommendations for extension of service.

- 3.17 Service users who are required to be discharged from service under para. 3.13 (b) but need to apply for service extension should apply via referrers who should submit the application for extension of service with strong justification(s) in writing with support from:
- (a) Existing service operators;
 - (b) KG/KG-cum-CCC attending (for OPRS users only);
 - (c) support from paediatrician, clinical psychologist/educational psychologist or other qualified professionals, in public or private settings, as recognised by SWD; and
 - (d) with the endorsement of:
 - (i) Assistant District Social Welfare Officer (ADSWO)/Officer of Senior Social Work Officer (SSWO) rank or above (for SWD service units); or
 - (ii) Agency Head/Service Coordinator/designated representative (for NGO service units); or
 - (iii) Departmental Managers [for Medical Social Services Department (MSSD)/HA].
- 3.18 If clarification or further information is required, CRSRehab-PS will contact the referrer upon receipt of the application.
- 3.19 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.
- 3.20 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. Follow-up actions will be taken by CRSRehab-PS on any revealed irregularities and cases of undue delay.
- 3.21 The application will be approved/disapproved by an officer of SSWO rank or above with recommendation made by an officer of Social Work Assistant (SWA) rank or above and supported by an officer of Social Work Officer (SWO) rank or above.

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

Rectification of Service Requests

3.23 There may be situations that require rectification from CRSRehab-PS. Some examples are provided below for reference.

- (a) Uncounted offer – when a placement offer is declined by the parents/guardians with strong justification(s), the referrer may submit a rectification of service request to un-count the offer and retain the application date in the wait-listing of same type of service;
- (b) Dating back of application – the application date is wrongly inputted. The referrer/officer of CRSRehab-PS may submit a rectification of service request to revise the application date;
- (c) Rectification on system error(s) – applications may be wrongly selected and/or bypassed owing to system error(s). The referrer/officer of CRSRehab-PS may submit a rectification of service request for re-selection.

3.24 For rectification of service request, the referrer (where applicable) 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); or
- (b) Agency Head/Service Coordinator/designated representative (for NGO service units); or
- (c) Departmental Managers (for MSSD/HA).

3.25 If clarification or further information is required, CRSRehab-PS will contact the referrer within 2 weeks upon receipt of the application.

3.26 The referrer (where applicable) should justify the need for rectification of request 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.

- 3.27 CRSRehab-PS may ask the referrer (where applicable) to submit supporting documents for checking and conduct further investigations, e.g. phone enquiry, interview, home visit, etc. if necessary.
- 3.28 The application for rectification of service request will be approved/disapproved by an officer of SSWO rank or above with recommendation made by an officer of Social Work Assistant (SWA) rank or above and supported by an officer of Social Work Officer (SWO) rank or above.
- 3.29 CRSRehab-PS will proceed with the rectification of service request and issue a new set of CRSRehab-PS Form 1A & 1B (where applicable) with the updated service status within 4 weeks' time upon receiving all essential documents for the request.

PART IV Priority Placement

Purpose

- 4.1 Priority placement is a measure to meet the urgent needs of children with disabilities. Applicants who are 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 applicants with strong justification(s) for urgent services. The referrer should consider the cases on individual merits, 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:
- (a) The parents/guardians are suffering from health/mental problem and are unable to continue assuming the caring role;
 - (b) The applicant is facing moral/physical danger or abuse by family member(s);
 - (c) The applicant is homeless and has no relatives/carers to look after him/her;
 - (d) The applicant is a Ward of DSW/High Court; or
 - (e) 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 a 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); or

- (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 should be in need of urgent services, any preference on service centres or location (applicable to SCCC/IP/EETC applicants only) will not be considered, except those with compelling grounds which should be fully and clearly explained. For applications for priority placement with location preference, the referrer should provide full justifications and clearly state the compelling grounds in the application as well as the updated location preference, if applicable, in the order of priority. If clarification or further information is required, CRSRehab-PS will contact the referrer within 2 weeks upon receipt of the application.

4.6 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.

4.7 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.

4.8 CRSRehab-PS will take follow-up actions on any revealed irregularities and cases of undue delay.

Approval of Applications

4.9 The application will be approved/disapproved by an officer of SSWO rank or above with recommendation made by an officer of SWA rank or above and supported by an officer of SWO rank or above.

4.10 The result of the application will be given to the referrer via *CRSRehab-PS Form10A "Outcome of Application for Priority Placement"* within 4 weeks upon receipt of the referrer's application and all required information/documentary proofs. The referrer should inform the result and updated location preference, if applicable, to the parents/guardians accordingly.

4.11 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.

- 4.12 If the applicant refuses the new service matched under the priority placement, the child would be discharged from the waiting list of pre-school rehabilitation service and his/her date of application of existing service will not be recognised if he/she applies for new service again in future. The same reason for re-application for priority placement would normally not be considered.

Summary of the Operational Procedures

Step	Action	Responsible Parties	Time Frame	Form Used
Assessment				
1.	To check whether valid assessment is available	Referrer	As appropriate	
Application and Registration				
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	10 working days after receiving the completed Form 1	Form 1A and Form 1B to referrer
4.#	To inform OPRS service teams on the registration of OPRS applications and to provide relevant information for the provision of services	CRSRehab-PS	As soon as possible	N.A.
		Referrer	3 weeks after receiving Form 1A and Form 1B	Form 2 to OPRS service team
Updating of Information				
5.	To verify Form 1A and Form 1B/review case and raise updating request	Referrer	As soon as possible	Form 3
6.	To register the change of information of the applicant	CRSRehab-PS	7 working days after receiving the completed Form 3	Form 1A and Form 1B
Offer of Placement				
7.	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 operator
8.	To reply CRSRehab-PS whether the applicant accept or decline the offer	Referrer	3 weeks	Form 7
9.	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
Service Admission and Discharge				
10.	To inform CRSRehab-PS availability of immediate vacancies	Service Operator	As soon as possible	Form 5
11.	To inform CRSRehab-PS anticipated vacancies in new school term	Service Operator	On or before 31 January each year	Form 5A

For OPRS applicants only (not including those applying for transitional services or receiving other subvented pre-school rehabilitation services).

Step	Action	Responsible Parties	Time Frame	Form Used
12.	To complete intake process and admission procedures	Service Operator	Within 6 weeks from the date Form 6A is issued	Form 9
13.	To inform CRSRehab-PS discharge of user	Service Operator	Within 3 days after user's discharge	Form 9
Changing Service Need of Users				
14.	To review case progress and discuss with parents/guardians if need for change of service is observed	Service Operator	As appropriate	
15.	To prepare case summary and progress report(s) and refer users to referrers for re-assessment by qualified professional	Service Operator	As appropriate	
16.	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
Case Removal				
17.	To remove applicant from waiting list, if (a) the parents/guardians request 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(s) are sent; (d) expiry of the non-active period; or (e) the child is over the age of 6	CRSRehab-PS	As appropriate	Form 4
Review of KGs/KG-cum-CCCs Information				
18.	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 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 Operator	CRSRehab-PS	Report to Immediate Vacancies
CRSRehab-PS Form 5A	Service Operator	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 Operator	Notification of Case Selection to Service Centre/Service 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 Operator	CRSRehab-PS	Report of Case Intake/Discharge
CRSRehab-PS Form 9A	CRSRehab-PS	Service Operator	Reminder to Service Centre/Service 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 Operator	CRSRehab-PS	Application for Swapping of Cases
CRSRehab-PS Form 12A	CRSRehab-PS	Service Operator	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

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 (<http://www.swd.gov.hk>) 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
July 2024
<http://www.swd.gov.hk>