

Frequently Asked Questions

I. New Registration / Renewal of Registration for Health Worker

Q1	How do I register as a registered health worker?
A1	If the applicant meets the requirements of registration as a registered health worker, the applicant may make an application electronically (or through the relevant training institutes) on the “CarePro Registration System for Residential Care Homes” (CPRS) (cprs.swd.gov.hk).
Q2	How much is the new / renewal of registration fee as a registered health worker? How long is the validity period of registration?
A2	The current fee for new registration as a registered health worker is HK\$245 and the renewal fee of a registered health worker is HK\$190. All fees paid are non-refundable. The validity period of a registration or renewal of registration as a registered health worker is to be decided by Director of Social Welfare (DSW) and must not exceed 5 years.
Q3	Do I need to apply for renewal of registration?
A3	In accordance with the Residential Care Homes Legislation (Miscellaneous Amendments) Ordinance 2023 implemented on 16.6.2024, all registered health workers have to fulfil the requirement of renewal of registration to ensure the validity of registration.
Q4	I am currently not working as a registered health worker, do I still need to apply for renewal of registration?
A4	All registered health workers can apply for renewal registration even they are no longer working as a health worker.
Q5	Do I need to attend any particular course for applying the renewal of registration as a registered health worker?
A5	In accordance with section 7A(4) of the Residential Care Homes (Elderly Persons) Regulation (RCHE Regulation) and/or the Residential Care Homes (Persons with Disabilities) Regulation (RCHD Regulation), DSW may impose on the renewed registration any condition that DSW considers appropriate, including any condition

	relating to continuous learning. Although taking particular courses is not a prerequisite for applying of renewal of registration at this moment, you are still encouraged to enhance your knowledge and skills through continuous studies.
Q6	If I don't submit application for renewal of registration within the specified timeline, will my health worker registration be expired? Can I still work as a health worker in residential care home?
A6	If any registered health worker fails to submit application for renewal of registration within the specified timeline, or if the validity of the registration has expired, the registration of the registered health worker will become invalid and he /she will not be allowed to work as a health worker in residential care home.
Q7	If I don't submit application for renewal of registration within the specified timeline and my registration has expired, can I register as health worker again?
A7	If you wish to be registered health worker again, you must submit a new application for registration in accordance with the RCHE Regulation and/or RCHD Regulation, Social Welfare Department (SWD) will re-assess your application for registration as a health worker.
Q8	Can I submit the application for renewal of registration as registered health worker under the RCHE Regulation and RCHD Regulation in one-go? Is there any difference in the expiry date of the two applications?
A8	If you submit the two applications separately, you would have to complete the separate application procedures (including interview). If you submit the two applications at the same time, SWD will handle and assess the two applications together and the expiry of the two renewal of registrations will be on the same day.

II. “CarePro Registration System for Residential Care Homes”

Q9	What is “CarePro Registration System for Residential Care Homes”?
A9	To streamline application progress and enhance efficiency, SWD has rolled out the “CarePro Registration System for Residential Care Home” (“CPRS”)

	<p>(cprs.swd.gov.hk) which provides electronic service for Health Worker and Health Manager to submit relevant applications.</p> <p>Through CPRS, applicants could submit applications for registration/ renewal of registration, downloading e-certificate, report prosecution/ conviction records to SWD and update personal profile, etc.</p>
Q10	How to set up a new account in “CarePro Registration System for Residential Care Home”?
A10	You must have a valid email address to set up your personal account in CPRS (cprs.swd.gov.hk) for new/renewal application as registered health worker.
Q11	How to update personal profile?
A11	Registered Health Worker can update personal profile in CPRS (cprs.swd.gov.hk).

III. Reporting Requirements of Criminal Offence

Q12	If I have been prosecuted or convicted of a criminal offence in Hong Kong or elsewhere, do I need to report it?
A12	<p>Under section 10B of the RCHE and RCHD Regulations, a registered health worker must report, in writing as soon as reasonably practicable to DSW if –</p> <ol style="list-style-type: none"> 1) a prosecution is started against the health worker for an indictable offence in Hong Kong; 2) a prosecution is started against the health worker for an offence punishable with imprisonment (however described) in a place outside Hong Kong; 3) the health worker is convicted of an indictable offence in Hong Kong; or 4) the health worker is sentenced to imprisonment (however described) in a place outside Hong Kong, whether or not the sentence is suspended.
Q13	I committed a criminal offence many years ago. Can I be excepted under the Rehabilitation of Offenders Ordinance so that I do not need to report the prosecution/conviction when applying for health worker new/ renewal of registration?

A 13	According to section 4 of the Rehabilitation of Offenders Ordinance (Cap.297), such exception does not apply to the proceedings relating to a person’s suitability to be granted, or to continue to hold any licence, or to be registered or continue to be registered under any law. Therefore, you must promptly report the related criminal records to the DSW in writing.
Q14	What is indictable offence?
A 14	In accordance with section 14A of the Criminal Procedure Ordinance (Cap.221), an offence is an indictable offence if the related provision uses the phrases “upon indictment” or “on indictment”. Generally speaking, offences not required reporting may include fixed penalty offences etc., provided that the person has paid the relevant fixed penalty within the specified period (such as illegal parking).
Q15	How do I report my prosecution/conviction record and what kind of documents do I need to submit?
A 15	Registered health workers can report prosecution/conviction record through the CPRS and upload relevant documents simultaneously.
Q16	I have forgotten my prosecution/conviction record and lost the related documents. What should I do?
A 16	You still need to report your prosecution/conviction record to SWD and provide as much relevant information as possible. If necessary, SWD will check and verify your reported records with related government departments and judiciary authorities.
Q17	Will my prosecution/conviction record affect my application for registration/renewal of registration?
A 17	According to the RCHE and the RCHD Regulations, DSW may register the applicant as a registered health worker or renew the registration if DSW is satisfied that the applicant is fit and proper to be registered. Health worker plays a crucial role in the health and care service of resident care home for elderly/resident care home for persons (RCH) with disabilities. In order to

	ensure the service quality of RCH and well-being of the residents, DSW will carefully review and then make the decision upon receiving the applicant's reporting.
--	---

Development Section
Licensing and Regulation Branch
Social Welfare Department

November 2024