

RESIDENTIAL CARE SERVICE VOUCHER SCHEME FOR THE ELDERLY

Executive Summary

1. The Government’s policy objective of elderly services is to promote “ageing in place as the core, institutional care as back-up”. While most elderly persons prefer ageing in place in their familiar communities, some frail elderly persons would need institutional care for health or family reasons. Residential care homes for the elderly (RCHEs) are established for providing residential care service and facilities for elderly persons in need. The Government has been, through various types of subsidised residential care services, providing residential care for the elderly persons aged 65 or above who have been assessed with need for long term residential care services through the Standardised Care Need Assessment Mechanism for Elderly Services (SCNAMES). The eligible elderly persons will be put on the Central Waiting List (CWL) for subsidised long term care services.

2. The Social Welfare Department (SWD) is responsible for the provision of subsidised residential care services for elderly persons. In March 2017, SWD launched the Pilot Scheme on Residential Care Service Voucher for the Elderly (RCSV) to give an additional choice for elderly persons in need of residential care services and provide an incentive for RCHEs to improve their services. In April 2023, the Pilot Scheme was regularised and renamed as the Residential Care Service Voucher Scheme for the Elderly (RCSV Scheme). RCSV Scheme targets all elderly persons who have been assessed and recommended for residential care services under SCNAMES and are waitlisted for care-and-attention (C&A) places on CWL for subsidised long term care services. The coverage of the voucher has been expanded to nursing home (NH) places effective from 11 June 2024.

3. Adopting the principles of “money-following-the-user” and “users pay in accordance with affordability”, RCSV Scheme provides elderly persons with greater flexibility to freely choose and switch among RCHEs participating in the Scheme (known as recognised service providers (RSPs)), and allows elderly persons who can afford less to receive more subsidies from the Government (a sliding scale of co-payment at eight levels (from Level 0 to Level 7) determined by elderly persons’

Executive Summary

individual financial situation is adopted). Since the launch of the Pilot Scheme on RCSV and up to 2023-24, the total amount of RCSV subsidies was about \$2,424.4 million. The Audit Commission (Audit) has recently conducted a review of RCSV Scheme.

Administration of residential care service vouchers for the elderly

4. *Need to improve timeliness in processing RCSV applications.* Upon receipt of RCSV applications, SWD staff will reach out to the applicants to provide service briefings on RCSV Scheme, check whether the results of SCNAMES assessments are still valid as at the date of applications and conduct financial assessments for the applicants. According to SWD, there was no specified timeframe for completing the processing of RCSV applications. For the 5,704 applications received in 2022-23 and 2023-24, Audit noted that as at 31 March 2024, the processing time varied among applications. For example, for 3,179 (56%) applications with RCSVs issued, the time lapse between the application dates and issuance dates of RCSVs ranged from the same day to about 7 months (averaging about 43 days). Audit also noted that the timeframes for providing the service briefings to applicants and obtaining SCNAMES assessment results from responsible workers (e.g. timeframe for making the first contacts and/or subsequent follow-ups with applicants/responsible workers) were not specified in SWD guidelines (paras. 2.9 to 2.11).

5. *Scope for improving follow-up actions upon expiry of trial period for RCSVs.* RCSV Scheme has a six-month trial period for elderly persons to adapt to life in RSPs. During the trial period, the application status of RCSV holders on CWL will be changed to “inactive”. SWD will send notifications to the voucher holders requesting them to reply whether to opt in or out from the Scheme prior to the expiry of the trial period. If the voucher holders have not used the voucher services, they will be deemed to have opted out of the Scheme upon expiry of the trial period and their application status on CWL will be re-activated and their original waitlist positions as of the dates of applications will be resumed. The decisions of voucher holders will be recorded in the Residential Care Service Voucher System (RCSVS). Audit examined the records of 20 voucher holders (10 with their decisions not yet recorded in RCSVS after expiry of the trial period as at 31 March 2024 and 10 with opt-in or opt-out dates after the expiry of the trial period) and noted that, as of July 2024:

Executive Summary

- (a) for 8 (40%) of the 20 voucher holders, while their reply slips were not available, the dates of updating their opt-in or opt-out decisions in RCSVS and status on CWL were 33 days to about 9 months (averaging about 5 months) after the expiry of the trial period (including 6 voucher holders who had not used the RCSVs and their application status on CWL should be re-activated); and
 - (b) for 9 (75%) of the 12 voucher holders with reply slips, the dates of updating their decisions in RCSVS and status on CWL were 4 days to about 5 months (averaging about 57 days) after receipt of the reply slips (including 4 voucher holders who had not used the RCSVs and their application status on CWL should be re-activated) (paras. 1.5, 2.13 to 2.15).
6. ***Need to enhance monitoring of bed fees.*** RSPs can charge monthly home fees for voucher services (covering a standard service package (e.g. accommodation within shared rooms)) with the voucher value of RCSV as the ceiling price. SWD disburses voucher services subsidy to RSPs and RCSV holders pay for the services according to the co-payment levels. If the beds are located inside an upgraded dormitory and charged at value higher than the voucher value, the top-up payment is paid by the voucher holders. The bed fees charged by RSPs for RCSV holders cover the fees for the voucher services and the top-up payment. The voucher value of RCSV is adjusted annually. SWD will inform RSPs of the value adjustment and RSPs need to reply whether their fees for voucher services will be adjusted to follow the updated voucher value. RSPs are also required to inform SWD of the prices for beds charged at value higher than the voucher value in a separate form (hereinafter referred to as bed fee form). For the voucher value adjustment in 2024, Audit examined the records of 15 RSPs and noted the following issues:
- (a) ***Need to timely inform RSPs of voucher value adjustment.*** The voucher value of a C&A place was adjusted with effect from 1 April 2024. However, SWD only informed RSPs on 27 March 2024 (i.e. 5 days prior to the effective date) that the voucher value would be updated and requested RSPs to reply whether their fees for voucher services would be adjusted accordingly by 12 April 2024. SWD also only informed RSPs on 10 April 2024 (i.e. 9 days after the effective date) that if RSPs charged any bed fee at value higher than the voucher value, they would need to submit bed fee forms by 19 April 2024; and

Executive Summary

- (b) ***Late or no replies from some RSPs for voucher value adjustment.*** For 11 (73%) of the 15 RSPs, as of August 2024, the reply slips for voucher value adjustment were not available. In addition, while 14 RSPs charged bed fees at value higher than the voucher value, the updated bed fee forms for 7 (50%) RSPs were not available. For the remaining 7 (50%) RSPs which had submitted updated bed fee forms, the replies from 6 (86%) RSPs were late by 70 to 112 days (averaging about 83 days). According to SWD, it would scrutinise the submitted lists of changes of bed fees/charges. While the documentation for scrutinising the fees by SWD was not available as of August 2024, all 15 RSPs were reimbursed with the voucher services subsidy based on the updated voucher value since April 2024 (paras. 1.13, 2.24, 2.25, 2.29 and 2.31).

7. ***Need to enhance monitoring of add-on service fees.*** According to SWD, when the Pilot Scheme on RCSV was launched in March 2017, RSPs were required to provide voucher services at the prevailing voucher value. If the monthly home fees of RSPs were lower than the voucher value, the RSPs were required to provide add-on services for the differences (i.e. the voucher services subsidy covered the standard service package and add-on services). From August 2020 onwards, RSPs can charge monthly home fees for voucher services according to individual homes' actual monthly home fees with the voucher value as a ceiling price. As of March 2024, the monthly home fees (bound by their contracts with SWD) of 29 (76%) out of the 38 contract homes participating in RCSV Scheme were lower than the voucher value and they provided add-on services (paras. 2.33 to 2.35). Audit examined add-on service fees charged by 10 contract homes (with the highest fees for add-on services) and noted the following issues:

- (a) ***Need to review add-on service fees for contract homes.*** Under RCSV Scheme, voucher holders might make a top-up payment of up to 150% of the prevailing voucher value to purchase additional services (e.g. additional physiotherapy/occupational therapy sessions). In addition, voucher holders might pay for consumable items (e.g. special meals) and incidental charges items (e.g. escort services). For the 10 contract homes, their add-on services were similar to the additional services, consumable items and incidental charges items provided by the other types of RSPs (e.g. private homes). Contrary to the normal practice in which these charges were paid by voucher holders (who were given the option to buy these items/services at their discretion), the add-on services provided by contract homes were fully or partly subsidised by the Government (depending on the co-payment

Executive Summary

levels of voucher holders) regardless of the preference of voucher holders (paras. 1.12, 2.36 and 2.37);

- (b) ***Need to enhance scrutiny of add-on service fees.*** According to SWD, contract homes are required to submit a form for add-on services to provide details of the services (hereinafter referred to as add-on service form) annually. For the 10 contract homes, Audit noted large variation in price levels for some similar add-on services among contract homes. According to SWD, it would scrutinise all submitted price lists. Despite the large variations, no documentation was available showing that SWD had enquired the contract homes about the differentiation of the add-on services as of August 2024 (paras. 2.38 and 2.39); and
- (c) ***Need to timely request RSPs to submit add-on service forms and follow up replies.*** For the adjustment of voucher value effective from 1 April 2024, SWD only sent the add-on service forms to contract homes on 10 April 2024 (i.e. 9 days after the effective date of voucher value adjustment) without setting a deadline for reply. As of August 2024, the updated add-on service forms for 2 (20%) of the 10 contract homes were not available. While documentation for scrutinising the fees by SWD was not available as of August 2024, all 10 contract homes were reimbursed with the voucher services subsidy (covering add-on services) based on the updated voucher value since April 2024 (para. 2.42).

8. ***Need to enhance monitoring of fees for additional services and consumable items and incidental charges.*** According to the service agreements signed between RSPs and SWD for RCSV Scheme, for any change in fees and charges, RSPs should inform SWD in writing at least 30 days in advance of the effective date of implementation. For additional services, consumable items and incidental charges, RSPs need to submit forms on the fee-charging items and price lists (hereinafter referred to as fee-charging forms) to SWD upon application for joining the Scheme and for any changes. According to SWD, it will scrutinise the fees and charges and complete the process of scrutiny before RSPs' indicated effective dates of changes of fees and charges as far as possible (paras. 2.44 and 2.45). Audit examined the records for 15 RSPs and noted the following issues:

- (a) ***Need to improve timeliness in submission and scrutiny of fee-charging forms.*** For the latest fee-charging forms (received in the period from September 2020 to July 2024), SWD's scrutiny records for 8 (53%) of the

Executive Summary

15 RSPs were available. For the 8 RSPs, 1 (13%) RSP did not indicate the effective date of the fee changes in the form. For the remaining 7 (87%) RSPs which indicated the effective dates, the forms for 4 (57%) RSPs were received 8 to 28 days (averaging about 17 days) prior to the effective dates (against the requirement of at least 30 days). For 2 (29%) RSPs, SWD scrutinised the fees and charges 9 and 30 days after the specified effective dates (para. 2.46); and

- (b) *Need to enhance scrutiny of fees and charges.* For the 15 RSPs, the scrutinised fees for similar additional services and consumable items and incidental charges items varied among RSPs. For the latest fee-charging forms, SWD's scrutiny records for 7 (47%) RSPs were not available. For the remaining 8 (53%) RSPs with scrutiny records, while there was documentation showing that SWD had compared the fee changes of 4 (50%) RSPs with the previous fee-charging forms, similar records showing the work relating to the scrutiny of the fees for the other 4 (50%) RSPs were not available as of August 2024 (para. 2.47).

Monitoring of recognised service providers

9. *Need to take further measures to expedite processing of RSP applications.* Under RCSV Scheme, RSPs must be providing non-subsidised places and have to meet the requirements specified by SWD on space, staffing and track record. The Residential Care Service Voucher Office (RCSVO) is responsible for the administration of RCSV Scheme. As of March 2024, there were 203 RSPs. SWD has stipulated in its guidelines the overall timeframe for processing RSP applications (i.e. from receipt of application to approval) and timeframes for carrying out tasks at various stages in the application process. Audit noted that:

- (a) for 58 (54%) of 107 approved RSP applications received in the period from 2019-20 to 2023-24, the time taken to complete processing the applications exceeded the stipulated timeframe by 1 to 234 days (averaging 68 days). According to SWD, some common issues among the applicants (e.g. late submissions of the required documents such as proposed price lists) had led to difficulties in completing the vetting process. However, some of the required supporting documents (e.g. proposed price lists) were not included in the relevant checklist in the application form; and

Executive Summary

- (b) of 10 applications (approved in the period from 2017 to 2023) examined by Audit, the time taken for carrying out tasks at various stages in the application process had exceeded the stipulated timeframes in some cases. For example, in a case, the time taken for RCSVO in requesting the Licensing Office of Residential Care Homes for the Elderly (LORCHE) (responsible for assessing and monitoring compliance with the space and staffing requirements) to conduct an on-site assessment had exceeded the stipulated timeframe by 31 days and there was no documentation on the reason (paras. 1.12, 3.2 to 3.8 and 3.28).

10. ***Need to ensure RSPs' compliance with requirements on charging consumable items and incidental charges items.*** According to the service agreements, RSPs may charge voucher holders on a reimbursement basis for consumable items and incidental charges items which are outside the scope of voucher services subject to certain circumstances (e.g. notices containing a price list of all the items shall be clearly displayed). Audit examination of relevant records for 30 voucher holders (i.e. 10 from each of 3 RSPs) in the period from April 2023 to March 2024 found room for improvement including: (a) 6 voucher holders (involving 2 RSPs) were charged for consumable items at prices higher than those shown in the price lists (e.g. nasal feeding products at a monthly fee of \$2,086, instead of \$1,900 as shown in the price list), and the total over-charged amount was \$2,703 (ranging from \$68 to \$1,871 for each voucher holder); and (b) 4 voucher holders (involving 1 RSP) were charged for consumable items (e.g. special nutritional drinks at a monthly fee of \$2,400) not in the price list and the justifications for charging these items were not documented. The total amount involved was \$34,225 (ranging from \$30 to \$22,420 for each voucher holder) (paras. 3.14 and 3.15).

11. ***Need to enhance monitoring of RSPs' handling of care supplement matters.*** If voucher holders at co-payment Level 0 are certified by medical practitioners at the public hospitals or clinics as having medical needs, SWD will disburse care supplement subsidy to the RSPs the voucher holders reside in to pay for charges on items such as diapers and medical consumables (para. 1.10). Audit found that:

- (a) ***Voucher holders charged for care supplements payable by Government.*** According to the service agreements, RSPs shall not charge voucher holders for any item in respect of which care supplement subsidy is payable or will be payable by the Government. Of the 30 voucher holders

Executive Summary

(see para. 10), 2 receiving care supplement subsidy were charged for the relevant care supplements (e.g. blood sugar monitoring items at \$1,125) in the period from April 2023 to March 2024. The total over-charged amount was \$1,155 (i.e. \$30 and \$1,125) (para. 3.17); and

- (b) ***Need to enhance monitoring of provision of diapers to voucher holders receiving relevant care supplement subsidy.*** According to the service agreements, RSPs must in each month provide each voucher holder receiving care supplement subsidy for diapers at least 6 pieces of diapers per day or such larger quantity as may be prescribed by medical practitioner. In the period from October 2023 to March 2024, of the 30 voucher holders, the justifications for not providing the required quantity of diapers (e.g. providing 1 to 3 pieces per day) were not documented in 7 cases (involving 2 RSPs) and another RSP did not record the number of diapers provided to each voucher holder per day (para. 3.18).

12. ***Room for improvement in monitoring RSPs' fulfilment of minimum staffing requirements.*** According to the service agreements, RSPs shall ensure that at all times (i.e. attendance rates of 100%) during the contract period comply with a minimum staffing level (i.e. minimum staffing requirements). Audit examined the staff attendance records of 3 RSPs of March 2024 and noted that for 2 RSPs, the shortfall in attendance rates for some types of staff ranged from 1% to 14%. Audit examination of the inspection reports (furnished and submitted by LORCHE to RCSVO for follow-up actions after inspections (see para. 13)) for the 2 RSPs (for inspections conducted in February 2024 and June 2023) noted that similar figures were reported. According to SWD, RCSVO would assess RSPs' fulfilment of the minimum staffing requirements based on various factors after receiving LORCHE's inspection reports. However, Audit noted that the relevant procedures were not specified in SWD guidelines for RCSV Scheme and RCSVO's assessment results of the 2 RSPs were not documented (paras. 3.22 and 3.28).

13. ***Need to ensure that service monitoring visits and inspections are conducted in accordance with stipulated timeframes.*** According to SWD guidelines, to ensure the service quality of RSPs, service monitoring visits are conducted by Assistant Social Work Officers of RCSVO (to monitor various areas of RCSV Scheme (e.g. fee charging for voucher holders)) and inspections specifically for RCSV Scheme (hereinafter referred to as inspections) are, in general, conducted by LORCHE (to monitor RSPs' compliance with other areas (see para. 9(b))) in

Executive Summary

accordance with the stipulated timeframes. Based on a list of service monitoring visits and inspections conducted in the period from 2021-22 to 2023-24 compiled by SWD, Audit noted that as at 31 March 2024, service monitoring visits to 59 RSPs and inspections to 17 RSPs had been overdue for 3 to 723 days (averaging 232 days) and for 3 to 216 days (averaging 41 days) respectively. According to SWD, the outbreak of the coronavirus disease (COVID-19) epidemic had greatly affected the arrangements of service monitoring visits and inspections (paras. 1.18, 3.28, 3.30 and 3.31).

14. *Need to enhance service monitoring visits and on-site supervisory checks.* Social Work Officers conduct on-site supervisory checks for each Assistant Social Work Officer under their purview to check the work done during the service monitoring visits. Audit accompanied 5 service monitoring visits cum on-site supervisory checks to 5 RSPs in June and July 2024 and noted that in 1 visit, non-compliances with the service agreement were not identified by RCSVO officers. For example, the RSP had over-charged the consumable items (e.g. formula milk) and incidental charges items (e.g. monthly air-conditioning fees) for 90% of the voucher holders selected by RCSVO officers for examination during the visit. The total over-charged amount was \$2,503 (ranging from \$140 to \$540 for each voucher holder) in the period from November 2023 to May 2024 by reference to the applicable price list (paras. 3.28 and 3.33).

Other related issues

15. *Need to take measures to ensure accuracy and timely submission of reimbursement forms.* SWD has developed the Voucher Information System for the Elderly (VISE) to implement RCSV Scheme more effectively, including facilitating RSPs in handling admission or discharge cases of elderly persons, updating residential place vacancies, making applications for amending residential place information and reimbursement of government subsidies. According to the service agreements, RSPs should by the 10th day of the month following each month provide SWD with reimbursement forms for RCSV subsidies in respect of the preceding month. From July 2023 to May 2024, for 2,155 monthly reimbursement forms submitted by RSPs, there were delays in submission for 559 (26%) forms, ranging from 1 to 39 days (averaging about 8 days). For 625 (29%) forms, re-submission of the reimbursement forms by RSPs was required (paras. 4.2 and 4.3).

Executive Summary

16. ***Need to ensure timely submission of information on admission or discharge of RCSV holders.*** According to the service agreements, RSPs should notify SWD within 2 working days after admission, discharge and deemed discharge (e.g. being continuously absent from an RSP for 60 consecutive days due to hospitalisation) of any voucher holder. SWD will start disbursing RCSV subsidies to RSPs on the date of admission and stop disbursing RCSV subsidies from the date of discharge of the voucher holders. Audit examined the records of 15 RSPs for RCSV holders admitted or discharged in the period from July 2023 to March 2024 and noted that: (a) for 55 (21%) of 266 admission cases, there were delays (ranging from 1 to 31 working days, averaging about 7 working days) in submission of admission information; (b) for 31 (25%) of 126 discharge cases, there were delays (ranging from 1 to 74 working days, averaging about 12 working days) in submission of the discharge information; and (c) for one deemed discharge case, the voucher holder was hospitalised for 90 consecutive days before deemed discharged from RSP (i.e. subsidised for an additional 30 days). According to SWD, special approval had been given for extending the absence period. However, the relevant approval procedures for granting extension were not specified in SWD guidelines (paras. 4.6 and 4.7).

17. ***Need to ensure that RSPs' residential place information on website is complete and up-to-date.*** According to SWD, the Elderly Information Website provides information related to RCHEs, including that relating to RCSV Scheme. Audit reviewed the information on the website for 30 RSPs as of May 2024 and noted discrepancies between RSPs' residential place information on the website and SWD's approval/VISE records: (a) for 7 (23%) RSPs, the total number of beds open for accommodating RCSV holders shown on the website was different from SWD's approval records in case files; and (b) for 24 (80%) RSPs, the number of vacancy for beds open for accommodating RCSV holders shown on the website was different from SWD's records (provided by RSPs through VISE). Besides, the timeframes for updating the number of beds open for accommodating RCSV holders on the website were not specified in SWD guidelines (paras. 4.15, 4.18 and 4.19).

18. ***Need to enhance RSPs' fee information on website.*** According to the Notes to RSPs, the price lists of fee-charging items provided by RSPs are uploaded to the Elderly Information Website by SWD after scrutiny. Audit reviewed the fee information on the website as of May 2024 for 30 RSPs (see para. 17) and noted inadequacies. For example, for the fee-charging forms: (a) the effective dates of the fee schedules were not indicated in the forms on the website; (b) the forms of 10 RSPs were not available on the website; and (c) the forms of 3 RSPs on the website were

Executive Summary

not up-to-date. Besides, the timeframes for uploading the latest fee schedules to the website were not specified in SWD guidelines (paras. 4.20 to 4.22).

19. ***Scope for encouraging RCHEs to participate in RCSV Scheme and increasing residential places for RCSV holders.*** Audit noted that as of March 2024: (a) the number of beds offered for accommodating RCSV holders varied among 203 RSPs, ranging from 2 to 213 beds (averaging about 53 beds); (b) for 90 (44%) of the 203 RSPs, the percentage of vacant beds open for accommodating RCSV holders was 10% or less, of which the beds for RCSV holders for 25 RSPs were fully occupied; and (c) since the roll-out of RCSV Scheme, 3,110 RCSVs were cancelled, and the reasons for the voucher holders leaving the Scheme included the preferred RSPs were full or no suitable RSPs (185 or 6%). Furthermore, the number of RCSVs had increased by 1,000 since 11 June 2024, but the number of beds open for accommodating RCSV holders had not increased accordingly (i.e. the number of beds open for accommodating RCSV holders as of August 2024 only increased by 668 as compared to the figure as of March 2024) (paras. 4.29 and 4.30).

Audit recommendations

20. **Audit recommendations are made in the respective sections of this Audit Report. Only the key ones are highlighted in this Executive Summary. Audit has recommended that the Director of Social Welfare should:**

Administration of RCSVs

- (a) **clearly specify the timeframes for processing RCSV applications in SWD guidelines, and take measures to ensure that RCSV applications are processed within the specified timeframes (para. 2.21(b) and (c));**
- (b) **enhance SWD guidelines on follow-up actions upon expiry of the trial period for RCSVs, and take timely follow-up actions upon expiry of the trial period (para. 2.21(d) and (f));**
- (c) **specify in SWD guidelines the mechanism on scrutiny of RSPs' bed fees, add-on service fees and fees for additional services and consumable items and incidental charges (para. 2.51(b));**

Executive Summary

- (d) **inform RSPs of voucher value adjustment of RCSV and request RSPs to submit bed fee forms and add-on service forms in a timely manner (para. 2.51(c));**
- (e) **take measures to ensure that RSPs submit bed fee forms, add-on service forms before the effective dates of the updated fees and fee-charging forms in accordance with the stipulated timeframe (para. 2.51(d));**
- (f) **enhance scrutiny of fees and charges charged by RSPs (para. 2.51(e));**
- (g) **review the practice of subsidising add-on services for RCSV holders residing in contract homes (para. 2.51(f));**

Monitoring of RSPs

- (h) **take further measures to ensure that the stipulated timeframes for carrying out tasks at various stages in the RSP application process are met and document the reasons for deviations (para. 3.11(b));**
- (i) **include all required supporting documents for vetting in the checklist in the RSP's application form (para. 3.11(c));**
- (j) **step up measures to ensure that RSPs charge voucher holders for consumable items and incidental charges items in accordance with the price lists, document the justifications for charging fees not in the price lists, and do not charge voucher holders for care supplements payable by the Government (para. 3.26(a) and (b));**
- (k) **step up measures to ensure that voucher holders receiving care supplement subsidy for diapers are provided with the required quantity, and require RSPs to document justifications for the shortfall and record the number of diapers provided (para. 3.26(c) and (d));**
- (l) **lay down the assessment procedures of RSPs' fulfilment of minimum staffing requirements in SWD guidelines for RCSV Scheme and take measures to ensure that the assessment results are documented (para. 3.26(g));**

Executive Summary

- (m) **take measures to ensure that service monitoring visits and inspections are conducted in accordance with the timeframes stipulated in SWD guidelines (para. 3.48(a));**
- (n) **strengthen measures to ensure that non-compliances involving areas requiring attention or of higher risks (e.g. not charging voucher holders according to the price lists) are identified by SWD officers (para. 3.48(b));**
- (o) **review the over-charged cases identified by Audit and take follow-up actions as appropriate (paras. 3.26(f) and 3.48(d));**

Other related issues

- (p) **step up measures to ensure that RSPs timely submit reimbursement forms for RCSV subsidies and information on admission and discharge of RCSV holders (para. 4.13(a));**
- (q) **step up measures to enhance the accuracy of information provided by RSPs in reimbursement forms for RCSV subsidies (para. 4.13(b));**
- (r) **specify the procedures (including approval criteria and authority) for granting extension of the absence period for RCSV holders in SWD guidelines (para. 4.13(c));**
- (s) **specify the timeframes for updating the latest residential place and fee information on the Elderly Information Website in SWD guidelines and take measures to ensure compliance (para. 4.24(a));**
- (t) **take measures to improve completeness of RSPs' fee information on the Elderly Information Website (para. 4.24(c)); and**
- (u) **continue to encourage RSPs to increase residential places open for RCSV holders and invite eligible RCHEs to participate in RCSV Scheme (para. 4.37(a)).**

Response from the Government

21. The Director of Social Welfare agrees with the audit recommendations.

