

Mobility Equipment Loan Service Door to Door Delivery Service

Application Guideline (By referral)

A. Project Period

Every year April 1 to next year March 31

B. Service Target and Criteria

	Target	Eligibility Criteria
Elderly persons	<ul style="list-style-type: none"> ● Hong Kong resident; and ● Elderly person aged 60 or above; or ● Singleton or doubleton elderly; ● The sick and temporary disabled who require short term mobility equipment. 	<ul style="list-style-type: none"> ● Recipients of Comprehensive Social Security Assistance (CSSA); or ● Recipients of Old Age Living Allowance (OALA) (Normal/ Higher)
Low-income people with disabilities/ low-income caregivers	<ul style="list-style-type: none"> ● Hong Kong resident; and ● The sick and temporary disabled who require short term mobility equipment; or ● Caregivers who need to take care of people with limited mobility or disabilities. 	<ul style="list-style-type: none"> ● Recipients of Comprehensive Social Security Assistance (CSSA); or ● The individual's monthly household income does not exceed the income & assets limit of "Working Family Allowance Scheme (WFA)" # applicable to his/ her household size.

Remarks:

Updates on "Working Family Allowance Scheme" (WFA) will be made according to government policy (if any).

No. of Household Members	Monthly Household Income Upper Limits for Full-rate Allowances
1 person	\$10,100
2 persons	\$14,700
3 persons	\$17,900
4 persons	\$22,400
5 persons	\$23,200
6 persons or more	\$24,300

D. Service Application

1. Application forms can be obtained in HKRC Headquarter, HKRC service depots and HKRC website. The application form can be photocopied for distribution if needed.
2. Referrals should be made by registered social workers of medical social service unit, Social Welfare Department or non-government organizations. Please ensure the applicants are eligible for this scheme, and ensure the information filled are correct. Meanwhile, please pass the second part of this application guideline to applicants or guarantors as to ensure they have read, understood and agreed to accept the details of application guideline.
3. **Referral letter made by medical officers/ therapists must be presented** if applicants wish to hire reclining wheelchairs, advanced reclining wheelchairs and advanced commode chairs.
4. Social workers should submit **(1) completed application form, (2) copy of relevant income proof documents**, for example proof of receiving Comprehensive Social Security Assistance (CSSA), Old Age Living Allowance (OALA) or family's monthly income (in the past 3 months), and **(3) referral letter (if any)** to HKRC.
 - Mail the application form along with supporting document to HKRC Headquarter (Hong Kong Red Cross Headquarters, 19 Hoi Ting Road, West Kowloon. [Attn: MEL Service]);
 - Send the application to mel@redcross.org.hk;
 - Fax to Community Health Service Department at 3103 4010.
5. **The assessment will be conducted within 2 working days normally** if a full set of application documents was received. If the submitted documents are insufficient, our staff will contact the social workers or applicants for possible remedial actions. The applications will be rejected if the social workers or applicants fail to submit the supplementary documents to us within 1 months.
6. CSSA recipients can receive free delivery service if his/ her application was accepted. However, he/ she cannot receive free rental in this scheme. Applicants may submit reimbursement application to Social Security Field Units under Social Welfare Department on his/ her own. For OALA recipients and low-income families, free delivery service and free rental (maximum for 3 months) can be received.
7. Applicants who successfully applied for this scheme need to pay for the deposit. The deposit will be refunded to the user/ guarantor if the equipment was returned on or before the due date.
8. Our staff will notify the referral organizations first regarding the application result by reply slip, and will contact applicants by phone afterwards as to arrange the equipment and confirm the delivery details (for example delivery date, time and address). **The equipment will be delivered to the applicants within 3 working days after confirmation.** Please note that the delivery service may be delayed if there are public holidays or adverse weather.
9. Our staff will notify the referral organizations by reply slip if applicants are not eligible for this scheme, and will refer him/ her to general rental procedure.

10. Any changes regarding to the personal data, please inform us at 2610 0515.

E. Terms and Condition

Hong Kong Red Cross reserves the right of final decision relating to the above terms and condition, and may change the terms and conditions according to service needs without prior notice. The latest version of terms and condition will be updated on HKRC website.

F. Enquiry

Should you have any enquiries, please contact Ms. Daphne Law (Tel: 2507 7716, email: daphne.law@redcross.org.hk).

Mobility Equipment Loan Service
Hong Kong Red Cross
August 2022

Please pass the below information to applicants/ guarantors as to ensure they have read, understood and agreed to accept the details of application guideline.



Mobility Equipment Loan Service Door to Door Delivery Service

Application Guideline (For applicants/ guarantors)

A. Matter of Concern of Equipment Loan

1. The mobility equipment provided by the Agency are suited for adult. Concerning the users' safety, users aged below 18 are recommended to seek referral made by medical officers/ therapists and loan application should be made by adults.
2. Applicants **must present a referral letter made by medical officers/ therapists** if he/ she wishes to hire reclining wheelchairs, advanced reclining wheelchairs and advanced commode chairs.
3. **The assessment will be conducted within 2 working days normally** if a full set of application documents was received. If the submitted documents are insufficient, our staff will contact the social workers or applicants for possible remedial actions. The applications will be rejected if the social workers or applicants fail to submit the supplementary documents to us within 1 months. To check your application processes, please kindly contact your social workers.
4. CSSA recipients can receive free delivery service if his/ her application was accepted. However, he/ she cannot receive free rental in this scheme. Applicants may submit reimbursement application to Social Security Field Units under Social Welfare Department on his/ her own. For OALA recipients and low-income families, free delivery service and free rental (maximum for 3 months) can be received.
5. Applicants who successfully applied for this scheme need to pay for the deposit. The deposit will be refunded to the users/ guarantors if the equipment was returned on or before the due date.
6. Our staff will notify the referral organizations first regarding the application result, and will contact applicants by phone afterwards as to arrange the equipment and confirm the delivery details (for example delivery date, time and address). **The equipment will be delivered to the applicants within 3 working days after confirmation.** Please note that the delivery service may be delayed if there are public holidays or adverse weather.
7. Our staff will notify the referral organizations if applicants are not eligible for this scheme, and

will refer him/ her to general rental procedure.

8. Once our staff delivered the equipment, applicants need to show his/ her Hong Kong identity card for verification. Also, applicants need to settle the deposit and/or rental fee (applicable to CSSA recipients) in cash, or through e-banking or FPS.
9. Due date of each month is according to the date on loan (e.g. equipment loan on 18 June, due date is on 18th of each month). The loaned equipment should be returned on or before due date which is printed on the receipt. Renewal of loan should be applied if necessary.
10. For equipment returned on or before the due date, deposit will be returned to the user/ guarantor on the same day. Overdue loan payment will be deducted from the deposit; the remaining deposit will be returned to the user/ guarantor on the equipment returning date. Should there be any overdue loan payment after deducting the deposit, the overdue loan payment is required to be paid to the service depot immediately when returning the equipment.
11. Equipment loan charge is calculated on a monthly basis. Loaning period for less than a month will be charged as a full month. If a last reminder of overdue loan payment has been issued to a user/ guarantor whose loan payment is overdue 3 months above, additional one month rental fee will be charged as administrative cost accordingly.
12. Equipment loan renewal can be made through the below methods:
 - Renew at the Mobility Equipment Loan Service Depot;
 - Send the cheque payable to “**Hong Kong Red Cross**” with the total rent of the designated period (**Please mark the user name, case no. and tel. no. at the back of the cheque**) by mail to: Mobility Equipment Loan Service (MEL), 8/F., Hong Kong Red Cross Headquarters, 19 Hoi Ting Road, West Kowloon.;
 - Transfer the rental charge through bank teller/ ATM electronic teller machines into **Bank of China (Hong Kong) account: 012-875-1-144458-5**. Please mail us the **original bank pay-in-slip (Please mark the user name, case no., and tel. no. at the back)** to Hong Kong Red Cross Headquarters;
 - Transfer the rental charge through e-banking or FPS into **Bank of China (Hong Kong) account: 012-875-1-144458-5**. Please send us the screenshot (**The transaction date and reference no. must be clearly shown**) to mel@redcross.org.hk.
13. Loan period of all equipment can be renewed as required. **Please note that all rentals payable to the equipment for a designated period is not refundable.**
14. Should applicants wish to return the equipment, please contact us at 2610 0515 in advance for further arrangement.

B. Others

1. Equipment cannot be lent to others.
2. Should there be any damage that requires repair, please contact us for checking. Deposit will

not be returned to user if serious damage or loss of equipment is found. The Department will reserve the right to charge for repairing cost and compensation from user for any damage or loss of equipment.

3. In accordance with the Personal Data (Privacy) Ordinance, each individual person has the right to access and correct his/ her own personal data kept by the Office of Community Care Service Department. All data collected in this Mobility Equipment Loan (MEL) Service will be used for communication, handling loan payment, home visit for hired mobility equipment checking, statistics, fundraising appeal, feedback collection and promoting services and activities of Hong Kong Red Cross.
4. Any changes regarding to the personal data, please inform us at 2610 0515.
5. **DISCLAIMER: Subject to the laws of Hong Kong, under no circumstances shall Hong Kong Red Cross be liable to users or third parties for accidents, losses or damages arising out of the application of Hong Kong Red Cross' mobility equipment.**

C. Terms and Condition

Hong Kong Red Cross reserves the right of final decision relating to the above terms and condition, and may change the terms and conditions according to service needs without prior notice. The latest version of terms and condition will be updated on HKRC website.

D. Enquiry

Should you have any enquiries, please visit HKRC website or contact us.

Telephone: 2610 0515 / 2802 0021

Fax: 3103 4010

Email: mel@redcross.org.hk

Website: www.redcross.org.hk

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Hong Kong Red Cross

August 2022