

Elderly Careline Service Subsidy Scheme

To enhance services for the elderly residents, the Hong Kong Housing Society (HKHS) provides Elderly Careline Service Subsidy in its rental estates since 1997. The subsidy is for installation of emergency alarm system through fixed telephone network (Indoor Fixed Careline Service). From January 2020, the subsidy scheme is further enhanced to subsidize emergency alarm system through mobile app / mobile phone (Mobile Careline Service). From June 2022, eligible elderlies can also install an indoor emergency alarm system through a sim card even though they do not have a fixed telephone network at home (Indoor Wireless Careline Service). From February 2025, eligible elderlies can install an outdoor emergency alarm system through a sim card (Outdoor Wireless Careline Service).

1. Eligibility Criteria

- Elderly resident aged 65 years old or above who lives alone (for those who do not live alone, all family members living with them must be aged 60 or above);
- Elderly resident must be an authorized person permanently listed on Tenancy Agreement and retaining regular and continuous residence in the flat;
- Elderly resident shall not be a Comprehensive Social Security Assistance (CSSA) recipient as Social Welfare Department is providing similar subsidy to the recipients of CSSA;
- Elderly resident aged between 60 and 64 will also be considered if he/she suffers from serious illness or disability that requires emergency treatment. A medical certificate should be produced to certify that emergency assistance is needed any time.

2. Application Procedure

- Elderly resident can obtain an application form from the Estate Office and return it to the Estate Office after completion.
- Upon approval, HKHS will inform the service provider chosen by the elderly for installation arrangement.
- In general, the service provider will contact the elderly resident around 14 days for delivery of the devices / mobile app installation upon receipt of the application form referred by HKHS.

3. The service providers which are currently available

- Personal Emergency Link Service of Senior Citizen Home Safety Association
- Easilink Social Alarm Service of Chubb Hong Kong Limited
- 366 iilink SOS Services of 366 Caring Services Company Limited

4. HKHS will pay the careline service charge directly to the service provider. Elderly residents do not need to worry about the monthly payment.

(Note: Elderly resident has to pay the telecommunication service fee and the fee for fixed line telephone / sim card / mobile phone.)

5. If the family situation of the elderly resident changes or for other reasons, the service needs to be suspended or terminated, the Estate Office has to be informed immediately.

Enquiries

The above information is for reference only. For details, please contact the Estate Office so that we can render assistance.

Last Review Date: 9/2026