

● Statistics

Number of Referrals Received for Assessments

- For 2023-24 (as at 29 February 2024), a total of 38 021 referrals were received for assessments. The distribution of source of referral is as follows:

Organisation	Service Type	No. of Referrals	Percentage
Social Welfare Department	Placement Units under Standardised Care Need Assessment Management Offices (Elderly Services)	5 372	14.2%
	Medical Social Services Unit	3 996	10.5%
	Integrated Family Service Centre	990	2.6%
	Others (e.g. Family and Child Protective Services Unit)	80	0.2%
Non-governmental Organisations	Elderly Services Unit (e.g. District Elderly Community Centre, Neighbourhood Elderly Centre, Day Care Centre for the Elderly, Integrated Home Care Services Teams, etc)	23 652	62.2%
	Integrated Family Service Centre	957	2.5%
Hospital Authority	Medical Social Services Unit	2 974	7.8%
Total		38 021	100%

Number of Assessment Completed

- For 2023-24 (as at 29 February 2024), a total of 35 266 assessments were completed. The distribution of assessments completed is set out as follows:

Organisation	Service Type	No. of Assessments Completed	Percentage
Social Welfare Department	Standardised Care Need Assessment Management Offices (Elderly Services)	15 152	43.0%
	Medical Social Services Unit	4 094	11.6%
	Integrated Family Service Centre	967	2.7%

	Others (e.g. Family and Child Protective Services Unit)	44	0.1%
Non-governmental Organisations	Elderly Services Unit (e.g. District Elderly Community Centre, Neighbourhood Elderly Centre, Day Care Centre for the Elderly, Integrated Home Care Services Teams, etc)	13 877	39.4%
	Integrated Family Service Centre	836	2.4%
Hospital Authority	Medical Social Services Unit	296	0.8%
Total		35 266	100%

Appeal / Pre-appeal Mediation

- For 2023-24 (as at 29 February 2024), a total of 58 referrals were received for pre-appeal mediation. Of the 58 cases referred for pre-appeal mediation, 0 case finally lodged an appeal against the assessment results. Details are as follows:

Cases for Pre-appeal Mediation

Party Showing Disagreement towards Assessment Results	No. of Cases	Percentage
Service Users	51	87.9%
Service Providers (Residential Care Institutions)	6	10.4%
Service Providers (Community Care Services Units)	1	1.7%
Total	58	100%

Mediation Results	No. of Cases	Percentage
Settled	49	84.5%
Not Settled	0	0.0%
Withdrawn	5	8.6%
Mediation in process	4	6.9%
Total	58	100%

Appeal Cases

Party Showing Disagreement towards Assessment Results	No. of Cases	Percentage
Service Users	0	0%
Service Providers (Residential Care Institutions)	0	0%
Service Providers (Community Care Services Units)	0	0%
Total	0	100%

Appeal Results	No. of Cases	Percentage
Established	0	0%
Not Established	0	0%
Withdrawn	0	0%
Total	0	100%

Number of Accredited Assessors

- As at 29 February 2024, there are a total of 2 342 trained and accredited assessors of interRAI-HC 9.3. Of them, 1 904 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	807	42.4%
Non-governmental Organisations	1 006	52.8%
Hospital Authority	91	4.8%
Total	1 904	100%