

Statistics

Number of Referrals Received for Assessments

- For 2025-26 (as at 30 November 2025), a total of 25 596 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)	2 939	11.5%
	Medical Social Services Unit	2 797	10.9%
	Integrated Family Service Centre	738	2.9%
	Others (e.g. Family and Child Protective Services Unit)	74	0.3%
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)	16 447	64.3%
	Integrated Family Service Centre	804	3.1%
Hospital Authority	Medical Social Services Unit	1 797	7.0%
Total		25 596	100%

Number of Assessment Completed

- For 2025-26 (as at 30 November 2025), a total of 24 301 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)	8 362	34.4%
	Medical Social Services Unit	2 888	11.9%
	Integrated Family Service Centre	911	3.8%

	Others (e.g. Family and Child Protective Services Unit)	80	0.3%
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)	11 118	45.7%
	Integrated Family Service Centre	721	3.0%
Hospital Authority	Medical Social Services Unit	221	0.9%
Total		24 301	100%

Appeal / Pre-appeal Mediation

- For 2025-26 (as at 30 November 2025), a total of 25 referrals was received for pre-appeal mediation. Of the 25 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	24	96.0%
Service Providers (Residential Care Institutions)	1	4.0%
Service Providers (Community Care Services Units)	0	0.0%
Total	25	100%

Mediation Results	No. of Cases	Percentage
Settled	24	96.0%
Not Settled	0	0.0%
Withdrawn	0	0.0%
Mediation in process	1	4.0%
Total	25	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 30 November 2025, there are a total of 2 718 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 079 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	866	41.7%
Non-governmental Organisations	1 131	54.4%
Hospital Authority	82	3.9%
Total	2 079	100.0%