

Statistics

Number of Referrals Received for Assessments

- For 2025-26 (as at 31 January 2026), a total of 31 139 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)	3 500	11.2%
	Medical Social Services Unit	3 391	10.9%
	Integrated Family Service Centre	889	2.8%
	Others (e.g. Family and Child Protective Services Unit)	90	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)	20 041	64.4%
	Integrated Family Service Centre	999	3.2%
Hospital Authority	Medical Social Services Unit	2 229	7.2%
Total		31 139	100%

Number of Assessment Completed

- For 2025-26 (as at 31 January 2026), a total of 29 557 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)	10 331	35.0%
	Medical Social Services Unit	3 497	11.8%
	Integrated Family Service Centre	1 062	3.6%

	Others (e.g. Family and Child Protective Services Unit)	88	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)	13 414	45.4%
	Integrated Family Service Centre	891	3.0%
Hospital Authority	Medical Social Services Unit	274	0.9%
Total		29 557	100%

Appeal / Pre-appeal Mediation

- For 2025-26 (as at 31 January 2026), a total of 26 referrals was received for pre-appeal mediation. Of the 26 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	25	96.2%
Service Providers (Residential Care Institutions)	1	3.8%
Service Providers (Community Care Services Units)	0	0.0%
Total	26	100%

Mediation Results	No. of Cases	Percentage
Settled	25	96.2%
Not Settled	0	0.0%
Withdrawn	0	0.0%
Mediation in process	1	3.8%
Total	26	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 31 January 2026, there are a total of 2 718 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 080 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	864	41.5%
Non-governmental Organisations	1 133	54.5%
Hospital Authority	83	4.0%
Total	2 080	100.0%