

● Statistics

Number of Referrals Received for Assessments

- For 2025-26 (as at 28 February 2026), a total of 33 508 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)	3 756	11.2%
	Medical Social Services Unit	3 646	10.9%
	Integrated Family Service Centre	958	2.9%
	Others (e.g. Family and Child Protective Services Unit)	97	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)	21 551	64.2%
	Integrated Family Service Centre	1 094	3.3%
Hospital Authority	Medical Social Services Unit	2 406	7.2%
Total		33 508	100%

Number of Assessment Completed

- For 2025-26 (as at 28 February 2026), a total of 31 670 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)	11 142	35.2%
	Medical Social Services Unit	3 765	11.9%
	Integrated Family Service Centre	1 129	3.6%

	Others (e.g. Family and Child Protective Services Unit)	98	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)	14 260	45.0%
	Integrated Family Service Centre	979	3.1%
Hospital Authority	Medical Social Services Unit	297	0.9%
Total		31 670	100%

Appeal / Pre-appeal Mediation

- For 2025-26 (as at 28 February 2026), a total of 27 referrals was received for pre-appeal mediation. Of the 27 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	26	96.3%
Service Providers (Residential Care Institutions)	1	3.7%
Service Providers (Community Care Services Units)	0	0.0%
Total	27	100%

Mediation Results	No. of Cases	Percentage
Settled	26	96.3%
Not Settled	0	0.0%
Withdrawn	0	0.0%
Mediation in process	1	3.7%
Total	27	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 28 February 2026, there are a total of 2 792 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 148 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	889	41.4%
Non-governmental Organisations	1 174	54.7%
Hospital Authority	85	3.9%
Total	2 148	100.0%