

Statistics

Number of Referrals Received for Assessments

- For 2026-27 (as at 31 July 2026), a total of 11 841 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)	1 196	10.1%
	Medical Social Services Unit	1 263	10.7%
	Integrated Family Service Centre	385	3.2%
	Others (e.g. Family and Child Protective Services Unit)	13	0.1%
Non-governmental Organisations	Elderly Services Unit (e.g. District Elderly Community Centre, Neighbourhood Elderly Centre, Day Care Centre for the Elderly, Home Care Services Teams and Home Care and Support Services Teams, etc)	7 882	66.6%
	Integrated Family Service Centre	416	3.5%
Hospital Authority	Medical Social Services Unit	686	5.8%
Total		11 841	100%

Number of Assessment Completed

- For 2026-27 (as at 31 July 2026), a total of 11 424 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)	3 598	31.5%
	Medical Social Services Unit	1 316	11.5%
	Integrated Family Service Centre	372	3.3%

	Others (e.g. Family and Child Protective Services Unit)	13	0.1%
Non-governmental Organisations	Elderly Services Unit (e.g. District Elderly Community Centre, Neighbourhood Elderly Centre, Day Care Centre for the Elderly, Home Care Services Teams and Home Care and Support Services Teams, etc)	5 618	49.2%
	Integrated Family Service Centre	386	3.4%
Hospital Authority	Medical Social Services Unit	121	1.0%
Total		11 424	100%

Appeal / Pre-appeal Mediation

- For 2026-27 (as at 31 July 2026), a total of 8 referrals was received for pre-appeal mediation. Of the 6 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	6	75.0%
Service Providers (Residential Care Institutions)	1	12.5%
Service Providers (Community Care Services Units)	1	12.5%
Total	8	100%

Mediation Results	No. of Cases	Percentage
Settled	8	100.0%
Not Settled	0	0.0%
Withdrawn	0	0.0%
Mediation in process	0	0.0%
Total	8	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 July 2026, there are a total of 2 801 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 099 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	883	42.1%
Non-governmental Organisations	1 131	53.9%
Hospital Authority	85	4.0%
Total	2 099	100.0%