

Statistics

Number of Referrals Received for Assessments

- For 2026-27 (as at 31 August 2026), a total of 14 832 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)	1 484	10.0%
	Medical Social Services Unit	1 583	10.7%
	Integrated Family Service Centre	469	3.2%
	Others (e.g. Family and Child Protective Services Unit)	17	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)	9 854	66.4%
	Integrated Family Service Centre	520	3.5%
Hospital Authority	Medical Social Services Unit	905	6.1%
Total		14 832	100%

Number of Assessment Completed

- For 2026-27 (as at 31 August 2026), a total of 14 253 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)	4 509	31.6%
	Medical Social Services Unit	1 632	11.5%
	Integrated Family Service Centre	455	3.2%

	Others (e.g. Family and Child Protective Services Unit)	16	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)	6 999	49.1%
	Integrated Family Service Centre	476	3.3%
Hospital Authority	Medical Social Services Unit	166	1.2%
Total		14 253	100%

Appeal / Pre-appeal Mediation

- For 2026-27 (as at 31 August 2026), a total of 9 referrals was received for pre-appeal mediation. Of the 9 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	7	77.8%
Service Providers (Residential Care Institutions)	1	11.1%
Service Providers (Community Care Services Units)	1	11.1%
Total	9	100%

Mediation Results	No. of Cases	Percentage
Settled	9	100.0%
Not Settled	0	0.0%
Withdrawn	0	0.0%
Mediation in process	0	0.0%
Total	9	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 August 2026, there are a total of 2 877 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 170 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	901	41.5%
Non-governmental Organisations	1 184	54.6%
Hospital Authority	85	3.9%
Total	2 170	100.0%