Statistics

Number of Referrals Received for Assessments

- For 2026-27 (as at 30 September 2026), a total of 17 992 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)	1 829	10.2%
	Medical Social Services Unit	1 913	10.6%
	Integrated Family Service Centre	568	3.2%
	Others (e.g. Family and Child Protective Services Unit)	20	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)	11 924	66.3%
	Integrated Family Service Centre	632	3.5%
Hospital Authority	Medical Social Services Unit	1 106	6.1%
	Total	**17 992**	**100%**

Number of Assessment Completed

- For 2026-27 (as at 30 September 2026), a total of 17 147 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)	5 434	31.7%
	Medical Social Services Unit	1 965	11.5%
	Integrated Family Service Centre	557	3.3%

	Others (e.g. Family and Child Protective Services Unit)	18	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)	8 409	49.0%
	Integrated Family Service Centre	567	3.3%
Hospital Authority	Medical Social Services Unit	197	1.1%
	Total	**17 147**	**100%**

Appeal / Pre-appeal Mediation

- For 2026-27 (as at 30 September 2026), a total of 12 referrals was received for pre-appeal mediation. Of the 12 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	10	83.4%
Service Providers (Residential Care Institutions)	1	8.3%
Service Providers (Community Care Services Units)	1	8.3%
Total	**12**	**100%**

Mediation Results	No. of Cases	Percentage
Settled	12	100.0%
Not Settled	0	0.0%
Withdrawn	0	0.0%
Mediation in process	0	0.0%
Total	**12**	**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 September 2026, there are a total of 2 883 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 172 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	901	41.5%
Non-governmental Organisations	1 186	54.6%
Hospital Authority	85	3.9%
Total	**2 172**	**100.0%**