

Statistics

Number of Referrals Received for Assessments

- For 2024-25 (as at 30 November 2024), a total of 28 296 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)	3 640	12.9%
	Medical Social Services Unit	2 945	10.4%
	Integrated Family Service Centre	773	2.7%
	Others (e.g. Family and Child Protective Services Unit)	83	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)	18 130	64.1%
	Integrated Family Service Centre	774	2.7%
Hospital Authority	Medical Social Services Unit	1 951	6.9%
Total		28 296	100%

Number of Assessment Completed

- For 2024-25 (as at 30 November 2024), a total of 26 480 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)	10 015	37.8%
	Medical Social Services Unit	3 045	11.5%
	Integrated Family Service Centre	781	3.0%

	Others (e.g. Family and Child Protective Services Unit)	48	0.2%
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)	11 708	44.2%
	Integrated Family Service Centre	666	2.5%
Hospital Authority	Medical Social Services Unit	217	0.8%
Total		26 480	100.0%

Appeal / Pre-appeal Mediation

- For 2024-25 (as at 30 November 2024), a total of 34 referrals were received for pre-appeal mediation. Of the 34 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	30	88.2%
Service Providers (Residential Care Institutions)	2	5.9%
Service Providers (Community Care Services Units)	2	5.9%
Total	34	100.0%

Mediation Results	No. of Cases	Percentage
Settled	30	88.2%
Not Settled	0	0.0%
Withdrawn	4	11.8%
Mediation in process	0	0.0%
Total	34	100.0%

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 November 2024, there are a total of 2 549 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 041 are serving assessors and their distribution is as follows:

Organisation	No. of Accredited Assessors	Percentage
Social Welfare Department	847	41.5%
Non-governmental Organisations	1 107	54.2%
Hospital Authority	87	4.3%
Total	2 041	100.0%