

## Statistics

### Number of Referrals Received for Assessments

- For 2024-25 (as at 28 February 2025), a total of 37 427 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)	4 838	12.9%
	Medical Social Services Unit	3 921	10.5%
	Integrated Family Service Centre	1 012	2.7%
	Others (e.g. Family and Child Protective Services Unit)	161	0.4%
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)	23 834	63.7%
	Integrated Family Service Centre	1 027	2.7%
Hospital Authority	Medical Social Services Unit	2 634	7.1%
<b>Total</b>		<b>37 427</b>	<b>100%</b>

### Number of Assessment Completed

- For 2024-25 (as at 28 February 2025), a total of 34 784 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)	13 531	38.9%
	Medical Social Services Unit	4 019	11.6%
	Integrated Family Service Centre	1 012	2.9%

	Others (e.g. Family and Child Protective Services Unit)	119	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)	14 899	42.8%
	Integrated Family Service Centre	899	2.6%
Hospital Authority	Medical Social Services Unit	305	0.9%
<b>Total</b>		<b>34 784</b>	<b>100.0%</b>

### Appeal / Pre-appeal Mediation

- For 2024-25 (as at 28 February 2025), a total of 45 referrals were received for pre-appeal mediation. Of the 45 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	37	82.2%
Service Providers (Residential Care Institutions)	6	13.3%
Service Providers (Community Care Services Units)	2	4.5%
<b>Total</b>	<b>45</b>	<b>100.0%</b>

Mediation Results	No. of Cases	Percentage
Settled	39	86.7%
Not Settled	0	0.0%
Withdrawn	6	13.3%
Mediation in process	0	0.0%
<b>Total</b>	<b>45</b>	<b>100.0%</b>

### Appeal Cases

<b>Party Showing Disagreement towards Assessment Results</b>	<b>No. of Cases</b>	<b>Percentage</b>
Service Users	0	0%
Service Providers (Residential Care Institutions)	0	0%
Service Providers (Community Care Services Units)	0	0%
<b>Total</b>	<b>0</b>	<b>100%</b>

<b>Appeal Results</b>	<b>No. of Cases</b>	<b>Percentage</b>
Established	0	0%
Not Established	0	0%
Withdrawn	0	0%
<b>Total</b>	<b>0</b>	<b>100%</b>

### **Number of Accredited Assessors**

- As at 28 February 2025, there are a total of 2 627 trained and accredited assessors of interRAI-HC 9.3. Of them, 2 110 are serving assessors and their distribution is as follows:

<b>Organisation</b>	<b>No. of Accredited Assessors</b>	<b>Percentage</b>
Social Welfare Department	865	41.0%
Non-governmental Organisations	1 158	54.9%
Hospital Authority	87	4.1%
<b>Total</b>	<b>2 110</b>	<b>100.0%</b>