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## **HEALTH AND SOCIAL WELFARE**



## Health and Social Welfare

The Government's long-term policy objectives are to enhance the quality of medical services, and improve medical and health care facilities, thus safeguarding and improving public health. The health departments have been continually accelerating the establishment of different kinds of facilities, improving the medical and health systems, raising the level of medical services, and increasing health care resources at the community level.

In the scope of social service, it is the policy of the Government to strengthen the provision of community services, focus on securing and improving people's standard of living, helping the underprivileged in the community, and ensuring family harmony and social inclusiveness. The Government is committed to helping individuals, families and members of vulnerable groups in distress, enabling them to reassume their social functions, enhance their living skills and acquire a better quality of life.

### Public Health

Macao's standard of public health care is comparable to that of developed countries and regions. According to Health Bureau statistics for 2012, the ratio of doctors to residents was 1:388, that of nurses to residents was 1:347, and that of hospital beds (excluding outpatient beds) to residents was 1:457. The general mortality rate was 3.2 per thousand inhabitants, while the mortality rate for infants under one year old was 2.5 per thousand live births. The average life expectancy in Macao was 82.4 years (2009-2012), which is among the highest life expectancies for any country or territory.

According to the ICD-10-CM classification system (International Classification of Disease, Tenth Edition, Clinical Modification), malignant tumours were the main cause of death in Macao, while circulatory diseases and respiratory diseases ranked second and third, respectively. In 2012, these three categories accounted for 30.9 percent, 27.1 percent and 15.3 percent, respectively, of all deaths during the year.

### Health Bureau

The main functions of the Health Bureau are to coordinate the work of staff in public and private health institutions, to provide essential primary and specialist health care services for the benefit of Macao residents, and to undertake essential promotional work on hygiene and prevention of diseases.

### Medical and Health Resources

The Government devotes considerable resources to medical and health care. In 2012, total expenditure on medical and health services was about 4.01 billion patacas, an increase of 6.1 percent over the 2011 figure.

Medical and health services providers in Macao are classified as either governmental or nongovernmental. The former mainly include Government Health Centres that provide primary health care, as well as Conde S. Januario Hospital, which provides specialist medical services. The

latter include medical entities subsidised by the Government and other institutions, such as Kiang Wu Hospital, the Workers' Clinic and Tung Sin Tong Clinics, as well as various private clinics and laboratories. The medical services provided by Government Health Centres and Tung Sin Tong Clinics are basically free of charge.

## **Conde S. Januario Hospital**

Conde S. Januario Hospital is a modern medical institution with advanced and comprehensive facilities. Its departments include Inpatient, Outpatient, Emergency, Surgery, Intensive Care, Coronary Intensive Care, Burns Service, Physiotherapy and Rehabilitation Medicine, Haemodialysis and Peritoneal Dialysis, Medical Imaging, Laboratory and Haematological Oncology. The Outpatient Department provides 86 types of services.

According to the Health Bureau's statistics for 2012, the Inpatient Department of Conde S. Januario Hospital had 623 beds, in 14 specialist wards. Its bed occupancy rate was 85.74 percent, and patients stayed in the hospital for an average of 9.47 days. The hospital's emergency services covered three areas: General Emergency, Paediatric Emergency, and Gynaecological and Obstetric Emergency. The General Emergency service accounted for around 50.72 percent of patient visits, the highest of the three.

As at 31 December 2012, Conde S. Januario Hospital had 287 doctors, 763 nurses and 740 beds (623 inpatient beds and 117 outpatient beds). It received 347,934 outpatients, and the daytime hospital treated 29,717 patients. There were 263,080 emergency cases and 18,274 inpatient cases; surgical operations were performed on 7,748 occasions, and 3,693 women gave birth in the hospital. A total of 4,701,604 diagnoses and examinations in support of treatments were conducted in the auxiliary department.

Located on Taipa island, the Psychiatric Centre of Conde S. Januario Hospital provides medical, rehabilitation and judicial psychiatric services as well as teaching facilities, all under one roof. It has 126 beds, 81 of which are for inpatients and 45 for outpatients. During 2012, it accepted 1,271 new adult psychiatric outpatient cases.

## **Health Centres**

To realise the objective of "Health for All" advocated by the World Health Organization (WHO), the Health Bureau has established Health Centres throughout the territory. The completion of a primary health care network with health centres as its operational units offers all Macao residents easy access to primary health care services in their own neighbourhoods.

There are six health centres and two health stations distributed throughout the various districts of Macao. They include the Fai Chi Kei Health Centre and Areia Preta Health Centre, which also offer traditional Chinese medicine outpatient services. As at 31 December 2012, there were 107 doctors (including general practitioners, practitioners of Chinese medicine and dentists) and 161 nurses providing primary health care services to 560,817 outpatients. Most outpatients attended the adult health care, child health care and family planning clinics, which accounted for 59.40 percent, 12.08 percent and 8.96 percent, respectively, of total outpatient visits.

## Expenses for Medical Services

All legal residents of Macao, regardless of their age or occupation, are entitled to free services at Health Centres and supplementary check ups at Conde S. Januario Hospital by referral from health centres. Non-residents pay for such services according to rates established by the Health Bureau.

Patients other than those specified above must pay for services provided by Conde S. Januario Hospital. Fees are higher for non-residents.

## Macao Public Health Laboratory

The Macao Public Health Laboratory is a department under the Health Bureau, and is responsible for providing general health care support. It had 72 members of staff at the end of 2012.

The laboratory provides support to agencies under the Health Bureau and other government departments, and conducts research on public health (including monitoring environmental hygiene and infectious diseases) either on its own or in collaboration with other countries and nearby regions.

The laboratory provides services including chemical and microorganism tests for food safety, water quality, medicine, and clinical samples; diagnostic services for some infectious diseases.

## Prevention and Treatment of HIV Disease

The Commission on AIDS Prevention and Treatment was established by an order of the Chief Executive issued in November 2005. Its term was extended for another three years by an executive order issued in December 2008, and for a further three years by an executive order issued in July 2011. Chaired by the Secretary for Social Affairs and Culture, the commission comprises members from both the Government and community groups, including the Health Bureau, the Social Welfare Bureau, the Education and Youth Affairs Bureau, the Unitary Police Service, Macao Prison, Kiang Wu Hospital, the School of Health Sciences of Macao Polytechnic Institute, Kiang Wu Nursing College, Chinese Medical Association, the Macao Association of Medical Practitioners, Macau Red Cross, Caritas de Macau, the Macao Federation of Trade Unions, the Macao General Neighbourhood Associations Union, and Tung Sin Tong Charitable Society. There are six working groups under the commission. The commission designs and promotes measures to prevent and control AIDS transmission in Macao, through cooperation among public departments and community groups and organisations.

## Blood Transfusion Centre

The Blood Transfusion Centre (BTC), a department under the Health Bureau, is the only institution in Macao that provides blood, blood components, and a blood donation service. The centre adopts a policy of voluntary, unpaid and anonymous blood donation. Its primary responsibilities include providing local patients with adequate and safe blood and blood components. The centre had 42 staff members in 2012.

In 2012, a total of 12,599 residents registered as blood donors with the Blood Transfusion



Centre. The centre collected 14,681 units of blood during the year; and prepared 39,412 units of blood components for 2,644 patients.

## **Department of Pharmaceutical Affairs**

The Department of Pharmaceutical Affairs is an administrative and monitoring unit supervised by the Health Bureau. It comprises the Division of Monitoring and Management, and the Inspection and Licensing Division. The department had 53 employees in 2012.

By the end of 2012, a total of 25,651 kinds of western medicine had been approved by the Health Bureau for launch in the local market; of these, 8,074 were over-the-counter medicines, 16,169 were prescription medicines and 1,408 could only be used by hospitals. A total of 5,716 kinds of Chinese and traditional medicine were licensed for sale in the local market. There were 346 pharmacists and 183 pharmacy technicians registered with the Health Bureau. There were 111 licensed wholesale stores with Health Bureau authorisation for conducting pharmaceutical import and export business. There were 151 licensed pharmaceutical stores, 129 Chinese herbal stores, 17 pharmaceutical dealers and 18 pharmaceutical factories.

## **Tobacco Prevention and Control Office**

The Tobacco Prevention and Control Office is mainly responsible for enforcement of tobacco control. It had 46 employees by the end of 2012.

As for the law enforcement regarding tobacco control in 2012, the office patrolled 659 establishments and made 23 prosecutions per day on average. A total of 8,420 prosecutions were made, of which 60 percent of the offenders were local residents and 90 percent were male. The violations mainly took places in Cyber cafes, public parks/gardens, recreational areas and amusement game centres. Eighty percent of the offenders have paid the fine.

## **Kiang Wu Hospital**

Kiang Wu Hospital is a non-governmental medical and health institution administered by the Kiang Wu Hospital Charitable Association of Macao. Established in 1871, it has a 141-year history. Kiang Wu Hospital has developed into a modern general hospital that integrates treatment, prevention, teaching and research; and it is currently implementing a modern information management system in phases. In 2012, the hospital had 1,773 staff: 323 doctors, 542 nurses, 288 technical professionals and 620 other employees.

Kiang Wu Hospital has the following departments: Emergency, Outpatient, Inpatient, an Intensive Care Unit (ICU/CCU), as well as a number of medical centres. The hospital's clinical services also cover medicine, surgery, paediatrics, obstetrics and gynaecology, Chinese medicine, oncology, stomatology, ophthalmology, rehabilitation, dermatology and otorhinolaryngology, head and neck surgery. In addition, the hospital has eight supporting departments dedicated to various areas including medical imaging, pharmacy, pathology and general examination. The Dr Henry Y. T. Fok Specialist Medical Centre was completed and commenced operation in August 2009 to

offer various specialty outpatient services to the public.

Kiang Wu Hospital has an emergency department and three outpatient departments. During 2012, its emergency and outpatient departments treated over 1.18 million patients, an average of 3,602 per day. Its emergency department is open around the clock, and during 2012 treated over 160,000 patients, an average of around 455 per day. A total of 28,000 patients were discharged from the hospital during the year. In 2012, the Taipa Medical Centre received patients seeking emergency and outpatient services on 126,000 occasions, an average of 383 patients per day.

## University Hospital

The University Hospital, an institution under the Macau University of Science and Technology (MUST) Foundation, is an integrated, modern hospital. It also serves as the clinical and teaching base for the Faculty of Chinese Medicine and Faculty of Health Sciences of the MUST.

The hospital provides a wide range of services in various specialties of western and Chinese medicines, as well as other services in its clinics. The Inpatient Department has 60 beds; double rooms, single rooms and luxury rooms are available.

## Environmental Hygiene

One of the major tasks of the Civic and Municipal Affairs Bureau is to improve and protect the urban environment, as well as to maintain a clean and tidy city. The bureau handles complaints about environmental hygiene, inspects urban hygiene, monitors the waste-disposal franchise company, manages landfills, improves the facilities and distribution of refuse stations, organises city cleaning campaigns to promote awareness of environmental hygiene, maintains and manages public conveniences and prevents rat problems. The Civic and Municipal Affairs Bureau handled 11,545 complaints in 2012, mainly concerning refuse at vacant construction sites and buildings, water dripping from air conditioners, refuse stations, rat problems, occupation of public space, smoke and exhaust fumes, overflowing sewage and noise pollution. In recent years, the Civic and Municipal Affairs Bureau has begun constructing closed refuse tips, which will eventually replace street litterbins. These efforts are expected to greatly improve the hygiene of refuse collection facilities.

## Cemeteries

Macao has six public cemeteries and 11 private cemeteries. The public cemeteries are Macao St Michael's Cemetery, Macao Our Lady of Piety Cemetery, Sa Kong Cemetery and Carmo Cemetery on Taipa, Municipal Cemetery and Va Ian (Chinese) Cemetery on Coloane. The private cemeteries are the Parsee Cemetery; the Old Protestant Cemetery; Mong Ha New Cemetery; Muslim Cemetery; Kai Fong (Neighbourhood) Cemetery, Pao Choc (Firecrackers) Cemetery, and Hao Si Cemetery on Taipa; and Kok Ip Cemetery, Ha Sac Cemetery, Ka Ho Cemetery and Son I Cemetery on Coloane.

Public cemeteries are managed directly by the Civic and Municipal Affairs Bureau. They include 13,315 grave plots, 5,330 of which are available for lease, as well as 19,430 ossuaries and cremation

urns. The bureau is also authorised to supervise the operations of private cemeteries.

## **Public Toilets**

The Civic and Municipal Affairs Bureau has implemented various measures to optimise the distribution and services of Macao's public toilets. At present, the Civic and Municipal Affairs Bureau manages 66 fixed public toilets and six portable public toilets, distributed across various districts and open to citizens and tourists free of charge.

## **Environmental Protection and Clean City Education**

### **Environment Information Centre**

Macao currently has two environment information and education centres. These are the Mong Ha Environment Information Centre and the Flora Garden Environment Information Centre. The environment information centres provide space for interactive exchanges and learning among the general public, fostering public concern regarding and encouraging joint efforts to raising the quality of Macao's urban environment, through education and promotions.

### **Green Roof**

To promote education about environmental hygiene and reducing waste of resources, and to spread the message of caring for nature, the Civic and Municipal Affairs Bureau set up the Green Roof at the rooftop of Macao wholesale market. This was opened on 24 April 2010, for the public to visit by appointment.

### **Volunteers for Clean-up Campaign**

To encourage the public to keep the city clean and protect the environment, in November 2012 the Civic and Municipal Affairs Bureau recruited 130 individuals, who are committed to improve Macao's environment and hygiene conditions, and set up a volunteer team "Friends of Macao City". They serve as ambassadors to promote community hygiene, environmental protection and food safety.

### **Oscar's Farm**

Oscar's Farm opened during Green Week in 2005. It is the only organic farm in Macao, with an area of around 7,000 square metres. It provides accommodation in the form of villas and camp sites, as well as large huts for holding group activities, parties and handicraft workshops, as well as facilities including the chess game zone, teahouse, performance stage, Tyrolean traverse platform, BBQ zone, fitness zone and the children's playground. It also has an organic farm and an orchard. The farm combines natural environment and farming education, and is a healthy place for residents.



## Green Week

The Civic and Municipal Affairs Bureau and the Environmental Protection Bureau hosted the 31st Green Week in Macao, with assistance from the Macao Federation of Trade Unions, the Macao General Neighbourhood Associations Union and other community associations in 2012. The event was held from 17-25 March, with the theme “Green City, Dream Home”. The 31st Green Week in Macao featured 88 activities, of 40 types. The event was attended by 80,000 people.

## Food Hygiene

In accordance with relevant regulations, most imported foods (primarily animal and plant products) are subject to compulsory quarantine and inspection before being placed on the market.

The Civic and Municipal Affairs Bureau’s quarantine personnel conduct hygiene inspections of imported foodstuffs, such as livestock, meat, vegetables and fishery products, food products originating from animals, and fresh but perishable products. These inspections are conducted at the Border Gate quarantine station, fish quarantine stations, wholesale markets, Slaughter House, piers, Ka Ho Harbour, the airport, the COTAI quarantine station and other quarantine points.

The Civic and Municipal Affairs Bureau has strengthened its product quality inspection and control measures. It has also made sample inspection procedures for imported livestock and foodstuffs more stringent, in order to prevent the outbreak of infectious diseases. All imported foodstuffs – including vegetables, live poultry, fish, fresh and frozen meat, eggs, fruits and canned goods – must now be inspected, quarantined and tested for residual pesticides, while poultry must be tested for avian flu. In addition, the bureau is responsible for food hygiene inspection of shops selling meat, vegetables and fish, and issuing licences to them. It carries out regular hygiene blitzes, and it has introduced a grading system to monitor the hygiene and safety of fresh live food.

The Civic and Municipal Affairs Bureau effectively carries out its food inspection and quarantine responsibilities through cooperation and the exchange of information with the Macao Customs Service, the Health Bureau, the Economic Services Bureau and counterparts of these organisations in neighbouring regions.

## Veterinary Health

Monitoring animal hygiene is an important integral part of preventing animal epidemics and securing public health. The Inspection and Veterinary Control Division, under the supervision of the Civic and Municipal Affairs Bureau, is mainly responsible for supervising and managing animal hygiene in Macao. Its duties include prevention and control of epidemic animal diseases, quarantine of imported and exported animals, animal management, issuing and managing licences for poultry retailing and pet shops, education and publicity about animal hygiene and welfare, and animal licensing.

To prevent avian flu, in 2012 the Civic and Municipal Affairs Bureau collected faeces samples of wild bird carcasses, migratory birds, poultry, birds of bird parks, and environmental samples from live poultry retail stalls. No avian flu virus was found through tests of all samples collected.

Moreover, policies prohibiting the sale of live poultry at any retail sites and stipulating the compulsory slaughter of all live poultry before 7:00pm were strictly implemented. In addition, the bureau has made efforts to move poultry retail stalls from the streets into the public markets. There are only three poultry retail stalls outside the public markets.

There are two dog pounds under the supervision of the Civic and Municipal Affairs Bureau, which are responsible for issuing pet dog licences, providing rabies vaccinations for pet dogs and cats, providing diagnoses and treatment for pets, sheltering abandoned and stray animals, providing animal quarantine, handling matters concerning pet adoptions, issuing animal health certificates and providing corpse handling and cremation services.

To prevent rabies, in 2012 the Civic and Municipal Affairs Bureau gave rabies vaccines of three-year efficacy to 2,918 pet dogs and cats. The bureau issued 10,688 pet dog licences, and pounded 624 stray dogs and 311 stray cats.

From 2007, the bureau introduced the Stray Cat TNR Scheme, which reduces the number of stray cats by controlling the reproduction rate. In 2012, 284 stray cats were neutered, implanted with a microchip, marked on the ear, vaccinated against rabies and then returned home or moved to appropriate places. By the end of 2012, a total of 1,261 stray cats had been treated in the Stray Cat TNR Scheme.

## **Wet Markets**

There are nine wet markets in Macao: seven on the Macao peninsula and one each on the islands of Taipa and Coloane. These house a total of 1,168 market stalls.

In 2012, some 855 market stalls were rented, involving a total of 2,156 operators, of whom 928 were stall tenants and temporary mobile stall licensees, 487 were stall assistants and 741 were employees. The Civic and Municipal Affairs Bureau is responsible for wet market management and tenant management.

## **Hawkers**

The Civic and Municipal Affairs Bureau licenses, manages and monitors hawkers. In addition, it manages various large temporary sales activities, such as sales of firecrackers and the Lunar New Year's Eve Market, during major Chinese traditional festivals, as well as special markets like the Taipa Flea Market.

During 2012, the bureau issued 1,169 hawkers' licences, including 218 cooked food stall licences and 80 special permits to flower hawkers from Wanzai District of Zhuhai Municipality, 36 fewer licences or 2.9 percent less than in 2011.

## **Slaughterhouse**

In accordance with relevant regulations, livestock such as pigs, cattle and sheep must be slaughtered at the Slaughter House. The Civic and Municipal Affairs Bureau stations veterinarians and quarantine

personnel in the slaughterhouse to supervise its operations and hygiene. All slaughtered products must be checked before and after killing, and certified fit for human consumption before they can be sold. The bureau is also responsible for protecting animal rights, preventing abuse, supervising the transportation of livestock and destroying sub-standard meat.

In 2012, the slaughterhouse butchered 101,097 head of cattle and pigs.

## Social Welfare

The Government designs its social welfare policies in conjunction with non-governmental agencies; so that governmental and non-governmental organisations both deliver practical social services that meet residents' needs and help distressed individuals and families and disadvantaged communities to resume normal social functioning and improve their living standards. The Social Welfare Bureau spent over 1.4 billion patacas on social welfare services in 2012, an increase of 31.8 percent.

In 2005, the Government started to offer the Old-age Allowance to elderly Macao permanent residents aged 65 or above. The allowance was delivered to the eligible elderly in a lump sum in October every year. In 2012, the Old-age Allowance was 6,000 patacas a year. A total of 52,439 applications were approved and, in all, about 315 million patacas were paid to the elderly.

## Social Welfare Bureau

The Social Welfare Bureau provides services for individuals and families, children and youth, the disabled and the elderly. It also offers anti-drug-dependence services, as well as treatment and social rehabilitation for drug dependents. Its social service facilities include recreational and multi service centres for the elderly, a casualty centre for victims of disasters, the Chi Ai Hin – a counselling centre for problem gamblers, Assessment Centre for Rehabilitation, Healthy Life Education Centre, the Anti-drug Education Resource Centre and the Treatment and Social Rehabilitation Service for Drug Dependence.

## Family Services

The Social Welfare Bureau has established five social services centres in Macao, providing individuals and families in need with general services.

In addition, Macao has one public shelter, 12 not-for-profit family service centres, and one not-for-profit counselling agency, as well as four non-profit temporary shelters, to improve the quality of domestic life and prevent domestic problems. During 2012, a total of 39 people were admitted to the Ilha Verde shelter, and people used the cold/wind shelter service a total of 1,208 times.

## Community Services

Fourteen not-for-profit community centres provide services to the public in Macao. Of these, 13 are subsidised by the Social Welfare Bureau.

During 2012, 7,623 people received various types of assistance and services from the Social Welfare Bureau on 18,772 occasions. The assistance and services included financial aid; individual or family counselling; day-care, child-care and hostel services; and referrals for domestic help services. Moreover, the five social services centres conducted 12,355 face-to-face counselling sessions for 6,716 residents and 4,459 home visits for 3,243 residents to cater for the various needs of individual cases. The bureau disbursed over 373 million patacas in the form of regular financial assistance to 10,505 people in 5,930 families.

In order to enhance welfare recipients' incentives to work and encourage them to re-enter the labour market, the Social Welfare Bureau and four non-governmental organisations cooperated in implementing the Community Employment Assistance Scheme. By the end of 2012, the scheme had 474 participants. Additionally, by the end of 2012, the Positive Life Programme, which was launched to encourage employment, maintained 1,032 individual accounts for unemployed people, 386 of whom had already received employment counselling and accepted job referrals.

## **Children's and Youth Services**

Macao currently has 36 child-care centres; of which 32 are not-for-profit (28 of these are subsidised by the Social Welfare Bureau) and four are profit making. They are dedicated to sharing parents' responsibilities for taking care of children, providing favourable conditions for children's mental and physical development. In 2012, the child-care centres took in 4,863 young children.

The nine not-for-profit homes for children and adolescents subsidised by the Social Welfare Bureau provide a healthy living environment and short or long-term care and counselling for orphans, as well as children and adolescents who have been abandoned, who lack family care, or who are on the verge of a crisis as a result of family or social conflicts. In 2012, the nine homes housed 270 children and youngsters.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 96 such cases in 2012. In addition, the bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2012, the bureau processed 186 such cases and handled one case under the community support programme.

## **Services for the Elderly**

Macao has 19 homes for the elderly; 10 of them are not-for-profit (nine are subsidised by the Social Welfare Bureau) and nine are for-profit. These provide residential services for individuals who cannot live in their own homes for various reasons. In 2012, a total of 1,188 senior citizens were housed in homes for the elderly.

Macao also has one public and six not-for-profit day centres for the elderly, and three not-for-profit multi-service centres, all of which are subsidised by the Social Welfare Bureau. These provide day care, nursing and rehabilitation for elderly people in failing health. There are also one Government-run and 23 not-for-profit social centres for the elderly, providing services to 6,472 senior citizens. All 24 social centres for the elderly are subsidised by the

Social Welfare Bureau.

### Senior Citizen's Card

Citizens holding Macao Resident Identity Cards aged 65 or above are eligible to apply for the Senior Citizen's Card. Senior Citizen's Card holders are entitled to the welfare and benefits offered by the public organisations and enterprises that have signed cooperation agreements with the Social Welfare Bureau. By the end of 2012, the Social Welfare Bureau had issued a cumulative total of 39,801 Senior Citizen's Cards.

### Rehabilitation Services

Macao currently has six not-for-profit rehabilitation homes, and eight not-for-profit day care centres subsidised by the Government providing services such as training for independent living, group learning, physiotherapy, social activities and personal assistance to the deaf, the mentally disabled, people recovering from mental illness and the visually impaired. During 2012, the six homes provided residential services to 386 people, while the eight day-care centres provided rehabilitation services to 1,125 people. In addition, Macao has six subsidised sheltered workshops, vocational training centres and supported employment centres assisting the disabled, and two not-for-profit pre-school education centres and education centres.

The rehabilitation bus service in Macao is provided by two not-for-profit agencies. The Government subsidises the cost of purchasing and operating rehabilitation buses. The service enables people with impaired mobility, the physically disabled and patients requiring renal dialysis to commute between their homes and hospitals or Health Centres. Rehabilitation buses provided transport services to 26,643 people during 2012. The non-emergency ambulance transport service conveys patients with physical disabilities in an ambulance between their homes and hospitals. In 2012, this service was used 6,197 times.

A Government-funded comprehensive rehabilitation service centre designed for people with intellectual disabilities opened for service in January 2006.

After By-law No. 3/2011 the System of Assessing and Classifying Disabilities for Registration of Disability Cards, became effective from 11 March 2011, the Assessment Centre for Rehabilitation began to accept applications for Disability Assessment Cards. As at 31 December 2012, it had received 11,250 applications and issued 8,596 Disability Assessment Cards.

To demonstrate the Government's care for the disabled, the Social Welfare Bureau acted according to Law No. 9/2011, and the Disability Allowance and Free Healthcare Services System came into effect on 29 August 2011. The law stipulates that permanent residents who are issued temporary documents for the Disability Assessment Cards or hold the Disability Assessment Cards will be given Disability Allowance. The Disability Allowance is given once a year. It is in two categories: the Regular Disability Allowance is 6,000 patacas per year, while the Special Disability Allowance is 12,000 patacas per year. In 2012, there were 9,939 applications for Disability Allowances. As at 22 March 2013, allowances for 2012 had been paid to 7,826 recipients, of whom 6,415 were renewal cases.

## Prevention and Treatment of Drug Addiction

With regard to drug dependence treatment and rehabilitation, the Social Welfare Bureau has established a Comprehensive Drug Treatment Services Centre, which provides complete and diversified voluntary treatment and rehabilitation services for drug-dependent people. They include outpatient and residential drug addiction treatment, and health workshops to facilitate learning and recreation. During 2012, a total of 548 drug addicts received outpatient drug addiction treatment services. Of these, 112 were seeking help for the first time.

In Macao, there are five not-for-profit drug-treatment community groups, which operate five rehabilitation shelters, an outreach treatment service for addicts, an outreach treatment service for drug-dependent youths, and a self-help rehabilitation service for addicts. Most of these receive subsidies from the Social Welfare Bureau. In 2012, these non-governmental drug-treatment organisations offered services to 114 people; outreach drug addiction treatment services were used over 38,803 times; and outreach services designed for drug-dependent youngsters and problem juveniles were used 2,664 times. The self-help addiction treatment service helped 4,829 former addicts reintegrate into the community.

To promote the diversification of drug addiction treatment services, the Social Welfare Bureau also offers financial and technical support to private organisations. It has helped an organisation to launch a free outpatient service to help people quit smoking, which helped 509 people on 1,520 occasions in 2012.

## Social Security Fund

The Social Security Fund Authority is responsible for implementing various policy measures concerning social security and managing relevant resources. Its funds are derived from the contributions of employers and employees, non-resident worker employment fees, an appropriation from the gaming industry's revenue, the Government's allocation of one percent of the recurrent budget revenue, and interest payments received from Social Security Fund investments.

After Law No. 4/2010, Social Security System, came into force, the first tier of social security was implemented. Law of Provident Fund Individual Accounts under the provident fund and By-law on General Regulations on the Opening and Management of Individual Accounts under the Central Provident Fund became effective on 15 October 2012, enhancing the foundation for the central provident fund system that consists of contributions from employers and employees, gradually moving towards the establishment of the "two-tier" social security system.

## Social Security System

Law No. 4/2010, Social Security System, provides Macao residents with basic security for the elderly. This stipulates that employees and employers shall make mandatory contributions to the Central Provident Fund. Other adult Macao residents who are entitled by law can opt to join the voluntary security system and make voluntary contribution.

In 2012, 343,000 beneficiaries made contributions, including approximately 263,000 employees,



80,000 voluntary contributors (including in-service public servants registered in the retirement and pension system). The contributions totalled around 180 million patacas.

According to the Rules on Enforcing the Law on Employment of Non-resident Workers, employers are required to pay a 200-pataca employment fee for every non-resident worker. Employers are responsible for paying the full amount. Employers of assembly and processing manufacturing enterprises, as stipulated in Decree-Law No. 11/99/M, can be exempted from 50 percent of the employment fee. Non-resident workers employed as domestic workers are exempted from the employment fee. In 2012, employment fees totalled around 190 million patacas.

According to the current social security system, eligible beneficiaries are legally entitled to pensions, disability allowance, unemployment allowance, sickness allowance, funeral allowance, marriage allowance, birth allowance, allowance for costs arising from work-related debts and respiratory diseases.

In 2012, a total of 63,579 beneficiaries received pensions. Social security payments totalled around 1.3 billion patacas. Pensions (including additional payment) made up the majority of social security, accounting for 94.3 percent – around 1.23 billion patacas.

## Provident Fund Individual Accounts

Law No. 14/2012 Provident Fund Individual Accounts and By-law No. 25/2012 Procedures for Allocation of Funds to Holders of Provident Fund Individual Accounts were effective from 15 October 2012, replacing By-law No. 31/2009 General Regulations on the Opening and Management of Individual Accounts under the Central Provident Fund. Central Provident Fund accounts and participants were automatically switched to Provident Fund Individual Accounts and holders; the balances of the accounts were transferred at the same time. The objective of the Provident Fund Individual Accounts is to handle funds allocated to MSAR residents from public funds, to enhance social securities and living standards of residents, especially the elderly, and to facilitate the establishment of the Central Provident Fund within Macao's social security system.

A Provident Fund Individual Account holder is entitled to fund allocation if he or she is a permanent resident above the age of 22, and has been resident in Macao for at least 183 days within the year prior to the allocation. In 2012, there were 405,000 Provident Fund Individual Account holders, of whom 320,000 fulfilled the requirements for receiving the fund. The Government paid 6,000 patacas to each of the entitled residents. Account holders who became entitled for the first time were given an incentive basic amount (previously known as start-up capital) of 10,000 patacas. In 2012, a total of 20,000 account holders received the incentive basic amount. Allocation of premiums was conducted in September, with each entitled account holder receiving a premium of up to 454 patacas.

In 2012, participants who had reached 65 years of age and those who met certain criteria became eligible to apply to withdraw funds from their accounts. Throughout the year, there were 42,000 applications for withdrawals, leading to the disbursement of 340 million patacas.



## Nuclear incident drill

To strengthen the operational ability of the Macao Nuclear Incident Response Team and test the effectiveness of implementation of the Contingency Plan for Nuclear Power Station Incident in Neighbouring Regions and the efficiency of information sharing, a nuclear incident drill was held on 13 November 2012.

The drill took place in various public venues, where the response team's inspectors performed simulated mandatory inspections of incoming travellers, sampled and examined the radioactivity levels of imported food and tap water, and handled substances that were supposedly suspected of being contaminated with radioactive materials.



