

9

**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 2018, the ratio of doctors to residents was 2.6 per thousand residents; that of nurses to residents was 3.7 per thousand residents; and that of hospital beds to residents was 2.4 per thousand residents. The general mortality rate was 3.1 per thousand inhabitants, while the mortality rate for infants under one year old was 3.4 per thousand live births. The average life expectancies for men and women in Macao were 80.6 and 86.6 years (2015-2018), respectively, which are 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 2018, these three categories accounted for 39.6 percent, 24.8 percent and 13.2 percent, respectively, of all deaths during the year.

Health Bureau

The main functions of the Health Bureau are to coordinate health-related activities of public and private institutions, and to protect public health through primary and specialist health care services, disease prevention measures and hygiene promotion work.

Medical Benefits

The Government devotes considerable resources to medical and health care to

optimise medical services and various health care facilities. In 2018, total expenditure on medical and health services was about 7.19 billion patacas, representing an increase of 8.45 percent over the 2017 figure.

The Government takes great responsibility for public health, so Macao residents can enjoy a comprehensive coverage of medical benefits. All legal residents of Macao, regardless of their Health and Social Welfare 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, while non-residents are required to pay for such services according to rates established by the Health Bureau. Services provided by the Conde S. Januario Hospital are chargeable except for people specified by the Government, but Macao residents may enjoy a waiver of 30 percent of the charges. Conde S. Januario Hospital also provides assistance to Macao residents who have financial difficulties.

Additionally, there are 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.

Specialist Medical Services

Conde S. Januario Hospital is a modern medical institution with advanced and comprehensive facilities. The hospital has received international accreditation for its management. 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 93 types of services.

According to statistics provided by the Health Bureau, in 2018, Conde S. Januario Hospital had 416 doctors, 997 nurses and 910 beds (803 inpatient beds and 107 outpatient beds). It received 435,727 outpatients and 307,826 emergency cases and 22,237 inpatient cases. The bed occupancy rate was 81.58 percent and patients stayed in the hospital for an average of 10.47 days. The daytime hospital treated 50,307 patients, surgical operations were performed on 8,829 occasions, and 2,796 women gave birth in the hospital. A total of 6,288,283 diagnoses and medical examinations were conducted.

Primary Health Care Services

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 eight health centres and three health stations offering adult health care, child health care, oral and dental health care, student health care, pre natal health care, women's health care, Chinese medicine and acupuncture, psychological consultations, tobacco quitting consultations, neonatal hearing screening for newly born babies, and health screening services.

At the end of 2018, there were 183 doctors (including general practitioners, dentists and practitioners of Chinese medicine) and 250 nurses providing primary health care services to 859,654 outpatients. The most sought-after outpatient services were adult health care, non-scheduled consultations, and child health care, which accounted for 36.54 percent, 29.01 percent and 9.46 percent, respectively, of total outpatient visits.

Cooperation with Non-profit-making Medical Institutions

The Government cooperates with many non-profit-making medical institutions to provide various services to residents including specialist health care (inpatient, emergency and cardiac surgery), Chinese medicine and dental care, rehabilitation, home care, cervical cancer screening, psychological therapy, patient transportation, and dental cavity filling service and periodontal cure service. It also provides education programmes on AIDS prevention, mental health and promotion of tobacco-free lifestyles.

Since 2009, the Government has implemented a medical subsidy scheme, distributing health care vouchers to every Macao permanent resident on an annual basis to enhance public health consciousness and subsidise medical expenses, as well as foster development of private medical units. In 2018, the Government issued electronic vouchers. Through application of big data, the Government is able to better analyse and review the usage of healthcare vouchers, thereby enhancing the development of smart healthcare.

Public Hygiene and Disease Prevention

Following World Health Organization guidelines, the Health Bureau continues to conduct regular disease monitoring; enhance prevention of and response to dengue fever, enteroviruses and outbreaks of seasonal influenza; strengthen education on AIDS screening and prevention, and intervention measures for tuberculosis high-risk groups; refine health and disease prevention systems at crossborder checkpoints; maintain cooperation with neighbouring regions; and optimise regional collaboration mechanisms.

Through the Healthy City Committee and the Commission for the Prevention and Control of Chronic Diseases, the Government continues to work on prevention of chronic diseases and advocate healthy lifestyles by organising health promotion activities in

schools, promoting healthy buildings, and implementing tobacco control.

In 2018, there were a total of 12,910 cases of infectious diseases requiring mandatory declaration, the top three of which were influenza (5,984 cases), enteroviruses (4,246 cases) and chickenpox (745 cases). There were 37 cases of human immunodeficiency virus infections, 14 imported cases of dengue fever, five cases of pertussis, five cases of legionnaires disease, four local cases of dengue fever, three local cases of measles, two imported cases of malaria and one case of rubella. There was no Avian influenza A (H7N9), Middle East Respiratory Syndrome coronavirus (MERS) or Ebola virus case.

To ensure public health, the Public Health Laboratory conducts chemical and microorganism tests for food safety, water quality, medicine, and clinical samples, as well as diagnostic services for some infectious diseases. In 2018, it tested 102,574 samples, and conducted a total of 315,990 tests.

Smoking Control

Law No. 5/2011 – Law of Smoking Prevention and Control – came into effect on 1 January 2012. Through various channels, including legislation, law enforcement, education, promotion and encouraging quitting of smoking, the Health Bureau implemented smoking control in phases. In 2018, the law enforcement team patrolled 341,951 establishments, an increase of 14,974 establishments patrolled (+4.6 percent) compared to the figure in 2017; and there were 5,613 prosecutions, including 5,596 cases of violating the smoking ban, 13 cases of illicit labelling of tobacco products and four cases of selling tobacco products on publicly visible shelves. There were 1,141 less penalty tickets (-16.9 percent) issued to violators of the smoking ban than in 2017. In 2018, 9,066 hotline calls were received: 1,647 enquiries, 7,262 complaints and 501 opinions.

Blood Collection

Macao adopts a voluntary, no rewards and anonymous blood donation policy. The Blood Transfusion Centre is responsible for providing adequate amounts of safe blood to patients in need in Macao, and a consultation service for blood composition and immunohaematology. In 2018, a total of 12,909 residents registered as blood donors, and the centre collected 14,867 units of blood and prepared 41,755 units of blood components for 3,226 patients.

Pharmaceutical Affairs

By the end of 2018, a total of 31,785 kinds of western medicine had been approved

by the Health Bureau for sale in the local market; of these, 10,173 were over-the-counter medicines, 19,817 were prescription medicines and 1,795 could only be used by hospitals. A total of 6,675 kinds of Chinese and traditional medicine were licensed for sale in the local market. There were 605 pharmacists and 273 pharmacy technicians registered with the Health Bureau. There were 140 licensed wholesale stores with authorisation from the Health Bureau for conducting pharmaceutical import and export business. There were 272 licensed pharmaceutical stores, 134 Chinese herbal stores, 19 pharmaceutical dealers and seven pharmaceutical factories.

Private Healthcare Services

In 2018, there were 3,445 health care professional licensees, 359 health care establishments and four centres registered under the Health Bureau, constituting a total of 3,808 issuances of private health care licences, an increase of 6.01 percent as compared to the figure in 2017.

The number of health care establishments rose from 346 in 2017 to 359 in 2018, an increase of 3.76 percent. The increases were highest for licences issued for doctors, therapists and dentists, which rose by 155, 34 and 16 licences, respectively.

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 148-year history. It is a charitable hospital founded and managed by Chinese people with the principles of running the hospital diligently and frugally, providing treatments with a caring heart, treating people with courtesy and putting patients first. 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 2018, the hospital had 1,946 staff: 363 doctors, 608 nurses, 334 technical professionals and 641 other employees.

Kiang Wu Hospital has the following departments: Emergency, Outpatient, Inpatient, an Intensive Care Unit (ICU/CCU), Neonatal Intensive Care Unit (NICU) and Special Care Baby Unit (SBU), as well as a number of medical centres. The hospital's clinical services also cover medicine, surgery, obstetrics and gynaecology, paediatrics, emergency, otorhinolaryngology, head and neck surgery, ophthalmology, dermatology, stomatology, rehabilitation, Chinese medicine, integrated physical examination, oncology and anaesthesiology. In addition, the hospital has 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 four outpatient departments and two emergency departments, on the Macao Peninsula and Taipa, respectively. During 2018, its emergency and outpatient departments treated over 1,378,098 patients, an average of 4,230 each day. Its emergency department and outpatient department on the Macao peninsula treated over 1,242,920 patients during 2018, an average of around 3,798 per day; the Taipa Medical Centre received patients seeking emergency and outpatient services on 135,169 occasions, an average of 432 patients per day. A total of 32,825 inpatients were discharged from the hospital during the year.

University Hospital

The University Hospital, an institution under the Macau University of Science and Technology (MUST) Foundation, was formerly the Chinese medicine clinic of the MUST. In March 2006, the University Hospital was formerly established through the approval of the Health Bureau of the MSAR, with western medicine being integrated with the original Chinese medicine service, further enhancing the scope of medical services. Now the University Hospital has developed into a modern integrated hospital incorporating the strengths of both Chinese and western medicines, and serves as the clinical and teaching base for the Faculty of Chinese Medicine, the Faculty of Health Sciences and the School of Pharmacy of the MUST, becoming the only university-supported hospital in Macao.

The hospital comprises various specialties of western and Chinese medicines, providing general outpatient services as well as comprehensive medical services that include integrated tumour treatment, medical beauty and clinical genetics. The hospital also features technology-intensive facilities that include interventional catheterisation and surgery rooms, as well as various service centres including International Medical Service, Specialist Centre of Chinese Medicine Faculty, Executive Health Management Centre, Integrated Rehabilitation Service Centre, Medical Imaging Diagnostic Centre, Clinical Laboratory Diagnostic Centre, Endoscopy Centre, and haemodialysis centre.

In 2016, a haemodialysis centre with 42 beds was established. The Inpatient Department has 60 beds, and there is an Intensive Care Unit (ICU).

Environmental Hygiene

One of the major tasks of the Civic and Municipal Affairs Bureau is to improve the urban environment, maintain a clean and tidy city, as well as refuse collection. The bureau continued to replace street litterbins with compacting bins and closed refuse tips, which greatly reduced environmental hygiene problems arising from litterbins. The bureau also 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 10,011 complaints in 2018, 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.

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.

The Civic and Municipal Affairs Bureau is responsible for managing public cemeteries and supervising the operation of private cemeteries. To provide a variety of funeral services to residents, it started to provide bone cremation services and tree burial services in September 2014 and September 2015, respectively. In 2018, the bureau conducted 118 bone cremations and 40 tree burials.

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 bureau manages 84 fixed and three 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.

Volunteers for Clean-up Campaign

In November 2012, the volunteer team "Friends of Macao City" was established. Its members are ambassadors for community environmental hygiene, environment protection and food safety. They spread messages about keeping the city clean, reducing waste at source and obeying environmental hygiene laws among Macao residents, tourists and foreigners living in Macao.

The Civic and Municipal Affairs Bureau organised a workshop for volunteers of "Friends of Macao City" on the Bureau's work arrangements before and after the Typhoon Signal No. 8 is hoisted, to inform the volunteers regarding cleaning up rubbish and maintaining environmental hygiene as typhoons impact Macao.

Oscar's Farm

Oscar's Farm opened during Green Week in 2005, having a total area of around 133,868 square meters. The farm is currently the only place in Macao where livestock (pigs, cattle, and sheep) can be seen. It employs organic farming in its operations and management, avoiding the use of pesticides or synthetic fertilisers. It usually collects the faeces of raised livestock and green waste (dead branches and leaves), puts them through multiple grinding in a wood grinder, and then regenerates them into natural organic fertilisers through composting. It is one of few organic farms and education sites in Macao.

It has facilities including leisure huts, camp sites, large arbours, farming plots, a wildlife pond and a natural well.

The Civic and Municipal Affairs Bureau accepts online group applications every year for short-term and two-day-one-night camping activities, tailored to applicants' needs and the four seasons. During harvests, participants can reap the crops themselves and bring them home. Through introductory activities such as guided tours, group activities, parties and workshops, participants can enjoy more fun in organic farming and gain authentic farm experiences by becoming "farm owners" who lead simple lives working from sunrise to sunset, to immerse themselves in nature.

Happy Farm

Happy Farm opened in 2016, and has a total area of 5,972 square metres, half of which is arable land, providing an activity venue for hands-on experience of organic farming. The farm environment is predominantly a green farming area, with an aromatic herb garden and a fruit tree garden with various species of fruit trees, established in the hope of allowing citizens to escape from the hustle and bustle of the city, as if walking into the tranquil and pleasant countryside.

The farming area has a large hut for group activities, where hands-on farming experience, workshops and educational activities with themes of greening and environmental protection are organised. All farming activities accept individual or group applications online. Successful applicants only need to pay a small fee to become “city farmers” for three to six months. They can enter the farm to plant and take care of their crops on weekdays, weekends and public holidays, except Mondays. Participants can enjoy pure organic farming and bring their own harvests home.

Food Hygiene

The relevant laws of Macao stipulate that 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, fresh fruits and fishery products, food products originating from animals, and fresh but perishable products. These inspections are conducted at the Border Gate and Lotus Flower Bridge Checkpoint, Ilha Verde quarantine station, wholesale markets, the Slaughter House, piers, Ka Ho Harbour, the airport 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 outbreaks of infectious diseases. All imported foodstuffs – including vegetables, fish, fresh and frozen meat, eggs, fruits and canned goods – must now be inspected, quarantined and tested for residual pesticides. 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 also ensures food safety by monitoring foods sold in local markets, inspections, food testing, publicity and education, as well as establishing food safety standards and guidelines according to the Food Safety Law.

By 2018, the Government had established 10 sets and updated one set of food safety standards: Maximum Residue of Veterinary Medicines in Food, Maximum Levels of Radionuclides in Food, Maximum Levels of Bacterial Pathogens in Infant Formula, Maximum Levels of Pathogenic Micro-organisms in Dairy Products, Maximum Levels of Mycotoxins in Food, Requirements on Nutrition Contents of Infant Formula, Regulatory Standard for the Use of Food Colouring, Standards for Use of Sweeteners in Foods, Maximum Levels of Heavy Metal Contaminants in Food and updated the Maximum Residue of Veterinary Medicines in Food. By 2018, 52 sets of Food Safety Guidelines had been published, to instruct the industry to maintain hygiene and safety during operations.

To enhance food safety, the Civic and Municipal Affairs Bureau regularly monitors foods sold in local markets, to understand the level of food hygiene. In 2018, three sampling tests on seasonal foods – Chinese New Year confectionery, sticky rice dumplings of the Dragon Boat Festival and Mid-Autumn Festival mooncakes – were conducted, and the pass rate was 97 percent. Three sampling tests were also conducted, including an investigation of pesticide residues in fruits and vegetables, an investigation of levels of pathogenic micro-organisms in sandwiches and salads, and a special investigation of food from Portuguese-speaking countries. For each, the pass rate was 100 percent. Routine sampling tests on food sold on the market were conducted throughout the year, with 3,232 samples tested, 99.8 percent of which passed the tests.

The Civic and Municipal Affairs Bureau performs risk monitoring and assessment in response to overseas food safety issues, and alerts the industry about potential risks to Macao resulting from such issues. In 2018, 46 food safety alerts were issued, and an SMS alert service and a food safety information mobile app push notification service were employed on an on-going basis, to enable prompt responses by the industry.

The Civic and Municipal Affairs Bureau continued to educate and communicate with the public about food safety risks. In 2018, 46 talks, seven seminars and visits regarding potential food safety risks, and 10 Food Hygiene Supervisor Courses were organised for the industry; and regular monthly Food Safety and Environmental Hygiene Basic Courses were organised. To educate the public about food safety risks, in 2018, the bureau updated the themes related to food safety education, establishing a total of 21 themes in three categories: risk prevention, risk awareness, and food and nutrition. In all, 450 seminars and activities were organised for the public. The annual Food Safety Day was held, with the theme “Prevent food-borne disease and keep food safety tips in mind”, to increase food safety awareness through a series of educational activities on food safety.

The Civic and Municipal Affairs Bureau kept close contact and undertook reciprocal visits with the Macao Customs Service, the Health Bureau, the Economic Services Bureau, Macao Government Tourism Office, Macao Trade and Investment Promotion Institute, the Education and Youth Affairs Bureau, the Social Welfare Bureau and the

Consumer Council; organised the annual Tripartite Conference of Guangdong-Hong Kong-Macao Experts on Food Safety and the Fourth Food Assessment Training Course for the frontline law enforcement team; and actively strengthened technical exchanges with experts in neighbouring regions, to join hands in promoting food safety.

To scientifically assess the health risks for Macao's residents that may arise through food consumption, the Food Consumption Survey on Secondary School Students in Macao was completed in 2018, by collecting data on food consumption of Macao secondary school students aged 11 to 21, to serve as the basic information for assessing exposure to risks through food consumption in Macao.

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 animal protection, animal management, prevention and control of epidemic animal diseases, quarantine of imported and exported animals and animal food, and publicity, promotion and civic education regarding animal protection and animal hygiene.

To prevent avian flu, the Civic and Municipal Affairs Bureau collects wild bird carcasses from all around Macao on an on-going basis, and in 2018 a total of 302 carcasses were collected. It also collected faecal samples at the habitats of migratory birds and aviaries for avian flu screening, and in 2018 a total of 791 wild bird carcasses and faecal samples were screened. Results of all such screenings were negative and no avian flu virus was found.

There are two dog pounds under the supervision of the Civic and Municipal Affairs Bureau, which are responsible for issuing dog licences, providing rabies vaccinations for 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 2018 the Civic and Municipal Affairs Bureau gave rabies vaccines of three-year efficacy to 4,447 dogs and 179 cats. The bureau issued 2,113 dog licences, and pounded 256 stray dogs and 214 stray cats.

To enhance veterinary health in Macao and support the implementation of Law No. 4/2016 - Animal Protection Law, the Civil and Municipal Affairs Bureau commenced drafting the bill on Animal Immunisation and Veterinarians and the related laws and

regulations, for better protection of public health, and animal welfare and health. Statistics on cases contravening the Animal Protection Law during 2018 are as follows:

Provision breached	Violation	
Article 4	Illegal killing of dogs or cats	1
Article 5	Abandonment of animals	1
Article 7 - Clause 1	Sale of a cat younger than 3 months' old	1
Article 11 - Clause 1	Failure to fulfil pet owner duties	228
Article 16 - Clause 1	Failure to neuter dogs kept on construction sites, car dumps or scrapyards	1
Article 19 - Clause 1	Absence of dog licence	294
Total		526

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 952 market stalls.

In 2018, some 800 market stalls were rented on a monthly basis, involving a total of 1,854 operators, of whom 790 were stall tenants, 66 temporary mobile stall licensees, 423 were stall assistants and 575 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.

By the end of 2018, the bureau issued 925 hawkers' licences, including 205 cooked food stall licences and 77 special permits to flower hawkers from Wanzai District of Zhuhai, 33 fewer licences or 3.44 percent less than in 2017.

The Slaughter House

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 slaughter 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 2018, the Slaughter House butchered 114,776 head of cattle and pigs.

Social Welfare Services

The Government designs its social welfare policies in conjunction with non-governmental agencies, to deliver practical social services that meet residents' needs, aiming to solve individual, family and social problems, raise the overall quality of life, and jointly build social harmony and love-filled families.

Social Welfare Bureau

The Social Welfare Bureau (IAS) is a government department that helps draft, coordinate, liaise, drive and execute the social work policies and social welfare of the MSAR. It provides individual and family assistance, and services for children and teenagers, and the elderly. It also offers rehabilitation services, anti-drug-dependence services, problem gambling prevention services, and social rehabilitation services. There are 13 social service facilities under its umbrella, providing direct services to citizens, including the Social Services Centres, a casualty centre for victims of disasters, Assessment Centre for Rehabilitation, Drug Treatment Centres (Methadone), Healthy Life Education Centre and Chi Ai Hin (Problem Gambling Prevention and Treatment).

In 2018, the Government continued to give Old Age Allowances to Macao permanent residents aged 65 or above through the Social Welfare Bureau, with each person receiving 9,000 patacas in the year, among a total of 87,463 eligible cases (including 2,471 backdated cases from prior years), amounting to a total of 785 million patacas. The Government also continued giving disability gratuities to Disability Assessment Card holders who are permanent residents, with an ordinary gratuity amount of 8,000 patacas and a special gratuity amount of 16,000 patacas in 2018, for a total of 13,412 eligible cases (including 1,042 backdated cases of prior years), involving a total of 146 million patacas.

In 2018, the Social Welfare Bureau subsidised a total of 254 social service facilities/programmes, involving over 3,900 workers and a total amount of 1.431 billion patacas.

Overall, the Social Welfare Bureau spent over 2.741 billion patacas on social services in 2018, representing an increase of 12.35 percent, including the various subsidies mentioned above, as well as assistances and benefits.

Family and Community Services

The Social Welfare Bureau has established five social services centres in Macao, providing individuals and families in need with general services, including personal and family counselling, financial aid, round-the-clock support, disaster relief, referral and legal consultation services.

The bureau also provides counselling and support for individuals facing domestic violence, and distributes various benefits and allowances including old age allowances and disability gratuities.

To address the development needs of social services in different districts in Macao, in May 2018, the Central District (Lam Mau) Social Service Centre and the Southern District (S. Lourenco) Social Service Centre were merged to form the Central and Southern District (Patane) Social Service Centre.

In 2018, a total of 4,483 cases were handled by five social services centres, and various services were provided on 14,007 occasions, resulting in 3,827 families receiving regular subsidies, involving 6,056 individuals.

In 2018, Macao had one public shelter, 10 integrated family and community service centres, seven community centres, three counselling and resource centres, three community service support centres, eight small-scale service facilities, two private-sector counselling hotlines, two project-based services, and five shelters and temporary shelters, the majority of them being subsidised by the Social Welfare Bureau and operated by non-governmental organisations.

During 2018, 20 people were admitted to the Ilha Verde shelter, 1,057 people used the winter and heat shelter service; and 1,445 people used the typhoon shelter and emergency shelter services. The 10 integrated family and community services centres provided services to 652,928 people; the seven community centres provided services to 435,155 people; the three counselling and resource centres provided services to 33,809 people; the three community service support centres provided services to 260,712 people; the eight small-scale service facilities provided services to 479,627 people; the two counselling hotlines operated by non-governmental organisations provided services for 18,527 people; two project-based services provided services to citizens for 89,991 people, and the five shelters and temporary shelters provided services for 1,308 people.

To enhance welfare recipients' incentives to work and assist them to re-enter the labour market, the IAS and four non-governmental organisations cooperated in implementing the Community Employment Assistance Scheme. By the end of 2018,

the scheme had 577 participants. Additionally, by the end of 2018, the Positive Life Programme, which was launched to encourage employment, attracted participation by 1,068 individuals, 418 of whom had already received employment counselling and accepted job referrals.

In 2018, the IAS received 2,335 cases of enquiry and notification/request for assistance through Family Crisis Hotline. After eliminating duplicate cases, 1,756 cases were identified, including 1,228 cases of family disputes, family conflicts and suspected domestic violence, and 528 other cases. 74 cases of domestic violence were assessed and identified, of which 45 cases involved spouses, 20 involved children and nine involved violence among family members.

Children's and Youth Services

In 2018, Macao had 58 child-care centres, of which 38 received regular subsidies from Social Welfare Bureau. By December 2018, child-care services in Macao offered about 11,000 quotas. The Government launched the Priority Child Care Service for Children from Disadvantaged Families, so that disadvantaged families were given priority in receiving full-day service in subsidised child-care centres.

There are nine homes for children and adolescents in Macao offering 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 2018, these homes housed 321 children and youngsters.

There are four community youth social work teams in Macao, comprising social workers who conduct outreach work in various places such as amusement game centres, sports grounds and fast food restaurants. They get in touch with youths who are more vulnerable to life crises and provide counselling services, and assist them with facing personal, family and social problems. The teams also provide youth career development services, support services to families with children and youth at risk, community support services and drug abuse prevention services. During 2018, 13,302 people participated in activities and groups organised by the teams.

There are two Youth and Family Integrated Service Centres in Macao to organise youth development activities, provide youth counselling and supporting services, organise family life education and family activities, and provide family counselling and supporting services, as well as school supporting services. In 2018, the centres had 23,240 members enjoying these services.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 29 such cases in 2018. The bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2018, the bureau processed 312 such cases. Moreover, the bureau, in conjunction with the community youth social work teams, provides counselling services under the community support scheme to youths between

12 years to 16 years of age who have committed criminal offences or misdemeanours.

Services for the Elderly

For ongoing improvement of living conditions of the elderly, the Social Welfare Bureau continued providing subsidies and technical support to community groups and organisations in 2018, for establishing various social facilities and support services, and promoting the improvement of services. The aim was to provide appropriate services to elderly persons in need, and let them enjoy their remaining years in comfort.

In 2017, the Chief Executive designated the ninth day of the ninth month of the lunar calendar as the Senior Citizen's Day of the Macao SAR, through an executive order.

The short-term measures (2016-2017) under the Plan for the Elderly Services for 2016-2025 were completed, and various mid-phase measures will be gradually implemented. By the end of December 2018, a study group had commenced 106 measures out of the 141 mid-phase measures (2018-2020), 61 of which were completed in 2018.

During the year, the Subsidy for Elderly Employment in Social Enterprises was introduced, to support non-profit social service organisations with establishing elderly social enterprises, thus creating employment opportunities for senior citizens and giving them a sense of worth. The Outdoor-assistance Service of Peng On Tung and the missing person alert system were introduced, to ensure commuting safety and provide emergency assistance service for patients with dementia, people with intellectual disabilities and other people in need. Also, the Ka Ho Nursing Home of the Macao Federation of Trade Unions commenced operation, to further meet the needs of the elderly for nursing homes.

In 2018, Macao had 21 homes for the elderly, providing residential care services for weak elderly persons; 11 of them are subsidised by the Social Welfare Bureau, providing a total of 2,300 hostel places. In addition, there were six elderly service facilities providing day-care services to elderly persons with health problems who are unable to take care of themselves. There were other eight elderly day-care centres, two neighbourhood social centres providing entertaining services for the elderly.

In 2018, 1,627 senior citizens were housed in homes for the elderly, 655 senior citizens enjoyed services at day care centres (beginning from 2018, senior citizens who received lifelong learning service were no longer counted in the statistics of elderly day-care centres, to better reflect the real situation of elderly day-care services), 3,911 senior citizens enjoyed services at elderly day centres, and 6,268 senior citizens used the services provided at social centres.

There are six home care and support service teams in Macao, operating under the three elderly day-care centres, two day care centres and one multi-service centres. The

teams provide household and home care services to elderly persons who are weak and need others to take care of them. There are two types of services: basic and supporting. In 2018, a total of 753 cases were handled, of which 334 involved senior citizens living alone, and 414 in which the senior citizens were not living alone.

In addition, an elderly caring service network and a supporting network for senior citizens living alone are provided for single elderly people and households with two elderly persons. The services include volunteer visits, caring phone calls and social activities, enabling the elderly to feel that they are cared for by society. In 2018, the two services were provided to 3,399 and 827 senior citizens, respectively.

The Tele-Assistant “Peng On Tung” is a round-the-clock support service through home fixed line telephones, providing emotional support, regular greetings, community information service, referral services and regular visits. There is also an elderly hotline service, and during 2018 this provided assistance to 4,583 senior citizens in need, of whom 2,010 were living alone.

The IAS provided an Elderly Home Safety Evaluation and Equipment Subsidy Scheme for low income elderly families, elderly persons living alone or households with two elderly persons. The scheme aims to improve home safety by household safety evaluations, and installation of bathroom equipment and handrails. In 2018, household safety instructions were given to 969 households, and equipment was installed in 968 households.

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 IAS. By the end of 2018, the Social Welfare Bureau had issued a cumulative total of 68,841 Senior Citizen’s Cards.

Rehabilitation Services

The short-term measures (2016-2017) under the Ten-year Plan of Rehabilitation Services 2016 – 2025 were completed in 2017. The next mid-term (2018 to 2020) measures will be gradually implemented.

In 2018, Macao had 11 rehabilitation homes, of which nine provide accommodation, training, social and leisure activities to mentally handicapped adults or chronic mental patients, and children aged 15 below with mental or physical disabilities; and two are halfway house and supported hostel for people recovering from mental illness.

Moreover, there are 10 day centres which provide self-training programmes, group studies, rehabilitation treatment, regular activities and individual assistance to the hearing impaired, the mentally handicapped, people recovering from mental illness and the visually impaired.

In 2018, the 11 rehabilitation homes provided services to 618 people, while the 10 day care centres offered services to 2,055 people. One non-subsidised day activity centre provided services to 224 people.

In 2018, there were six sheltered workshops, vocational training centres and supported employment centres in Macao. Services were provided to 346 people. There were also four pre-schools/education centres to provide early special education and training, and assistance for children with development disorders and impaired hearing. In 2018, the three pre-schools/education centres served 360 people.

The rehabilitation bus service in Macao is provided by two agencies. The IAS subsidises the cost of purchasing and operating rehabilitation buses. The service enables people with impaired mobility, the physically disabled and patients requiring haemodialysis to commute between their homes and hospitals.

In 2018, the rehabilitation bus service served 26,654 passengers. During the year, the bus service was reorganised. A no-reservation feeder service was introduced, which ran along two circular routes in the Macao peninsula and Islands District. The bus service allowed people with disabilities to commute to meet their friends and relatives, participate in cultural, recreational and leisure activities, and handle personal affairs. In 2018, the bus service served 5,225 passengers.

Macao has two comprehensive rehabilitation service centres, including one designed for people with intellectual disabilities. Services provided by the centre include: small scale residential services to mildly and moderately mentally handicapped people aged between 16 to 55, which in 2018 served 19 people by providing independent living skills training; and providing family resources services to the mentally handicapped and their families, through which the centre served 10,503 people in 2018.

The other centre is a comprehensive rehabilitation service centre providing vocational training and rehabilitation services which served 113 people in 2018. Multi-disciplinary Assessment Services under the Social Welfare Bureau provide professional assessment services to disabled people who need subsidies for using rehabilitation facilities, so they can find the most appropriate services. There were 125 such cases in 2018.

As at the end of 2018, the Disability Assessment Cards saw 19,834 new applications and 7,574 renewal applications, and 15,844 new cards were issued by IAS.

Prevention of Drug Addiction

The prevention of drug abuse mainly targets school, family and community in

organising anti-drug abuse promotion and education activities. The activities aim at widely spreading and promoting the message of anti-drug abuse through seminars, training programmes, advertisements, games, a website, enquiries hotline, reception service and other cultural and leisure activities. Funding and technical support are also available to assist community groups in organising anti-drug activities.

In 2018, 3,083 people participated in training courses and seminars on anti-drug abuse, organised by the IAS for schools, the community and professionals. Besides providing primary school students with healthy life and anti-drug education programmes, Healthy Life Education Centre also provides teenagers and the public with various cultural, physical and art activities, bringing out the messages of anti-drugs and healthy life. A total of 7,202 people participated in its activities. A total of 19,565 primary school students from 63 schools participated in Healthy Life Education, which was conducted especially for students aged from 5 years to 12 years. A total of 2,350 Form 1 to Form 3 students from 10 secondary schools participated in an education programme targeting junior secondary school students.

The Drug Treatment Complex Centre under the Social Welfare Bureau and two community drug treatment centres provide comprehensive voluntary treatment and rehabilitation services for drug-dependent people. They include outpatient and residential drug addiction treatment, as well as drug counselling services. During 2018, a total of 576 drug addicts sought help. Of these, 115 were seeking help for the first time.

In Macao, there are four drug-treatment community groups, which provide rehabilitation services shelters, one service to families with youth drug addicts, an outreach treatment service for drug-dependent youths, and two outreach treatment services for addicts. In 2018, these four drug-treatment shelters offered services to 14 people; outreach drug addiction treatment services were used by over 12,815 people; and outreach services designed for drug-dependent youngsters and problem juveniles were used by 4,337 people; services designed for the family members of drug addicts were provided for 2,435 people.

The IAS also helped an organisation to launch a free outpatient service to help people quit smoking, which in 2018 helped 132 people on 879 occasions.

Prevention and Treatment of Problem Gambling

The Problem Gambling Prevention and Treatment Division – Chi Ai Hin is a service unit responsible for providing counselling services to problem gamblers and preventing gambling disorders.

In 2018, the Central Registry System of Individuals with Gambling Disorder received 133 new cases seeking assistance. Community organisations were also commissioned to provide round-the-clock gambling counselling and online counselling service, which

received 1,317 and 2,121 requests for assistance through telephone calls and online platforms, respectively.

To strengthen community education, 17 community talks regarding prevention of gambling disorder were organised, and attended by 779 participants.

In response to the World Cup 2018, the Social Welfare Bureau, Education and Youth Affairs Bureau (DSEJ) and gambling disorder prevention and treatment institutions co-organised the “Watch football games without gambling” programme, to raise awareness of teenagers and citizens about the risks of gambling through 14 different kinds of activities. A total of eight social service institutions, 55 schools and over 80,000 people participated in the activities.

The centre collaborated with community organisations in launching the Smart Money Management Programme, and organised 141 talks attended by over 4,000 students.

The year 2018 marked the 10th anniversary of responsible gaming promotion. To promote responsible gaming, the Responsible Gambling Forum 2018 was held, during which 19 experts and scholars from Hong Kong, Macao and other countries shared their experience on promoting responsible gaming. The forum attracted nearly 300 participants from Hong Kong and Macao.

Ten newly added responsible gambling information kiosks and two additional responsible gambling stations with on-site supporting staff were set up at casinos; they provided a total of 3,272 gamblers with information regarding risks of gaming, responsible gaming, ways to seek help, and self-exclusion application services.

The centre also conducted training programmes such as a professional certificate programme for Gambling Counsellors, and a certificate programme for responsible gaming instructors. There were a total of 110 participants. In addition, the third certificate programme for responsible gambling trainers was held to train the trainers in gaming enterprises, for further training on responsible gambling for staff of these enterprises. There were a total of 16 participants.

Social Rehabilitation Services

Social rehabilitation services mainly assist the court to implement non-custodial sentences and measures (such as parole, supervision for probationers, labour in lieu of penalty, suspension of proceedings, judicial restoration) and implement education and supervision orders for youth offenders (such as rehabilitation, community service order, rule abiding order, probation order and half-way home order), aiming to assist offenders with restoring law-abiding lives and reintegrating into society.

To assist offenders and young offenders to correct their misbehaviour, the Social Welfare Bureau provided various correction measures, including programmes for assisting discharged offenders to reintegrate into their families and communities,

supportive measures for discharged offenders and half-way home services. Regarding youth, the Social Welfare Bureau focuses on legal education for juveniles, personal growth and community-based half-way house counselling.

In 2018, in response to the correction needs for offenders who are involved with specific crimes, the Social Rehabilitation Services introduced the Special Correction Service for Offenders, to tailor make correction strategies and counselling groups for offenders involved with special crimes such as sexual crimes, murder, serious traffic violations and domestic violence, and in cases where psychotherapy was needed.

To create more favourable conditions for inmates to return to society, the Social Welfare Bureau continued making use of multi-channel promotions to disseminate the message regarding acceptance of rehabilitated offenders.

In 2018, 759 discharged offenders under counselling and 131 young offenders under counselling were served. In addition, a half-way house for discharged offenders provided services for 29 people, while one half-way house for young offenders provided services for 10 people.

Social Security Fund

The Social Security Fund Authority is under the supervision of the Secretary for Social Affairs and Culture, and is responsible for implementing various policy measures concerning social security and managing relevant resources.

The Social Security Fund was set up on 23 March, 1990, with a primary objective of providing social security to local employees. With the exacerbated social phenomenon of ageing, residents' demand for universal coverage is growing. In November 2008, the Government announced the Social Security and Old-age Pension System Reform Programme. Its core aim is to build a double-tier social security system, founded on the first-tier social security system, so that all Macao residents can have the chance to enjoy basic social protection, particularly old-age protection, to improve their quality of life, with more ample protection for retirement life supported by the second-tier, non-mandatory Central Provident Fund.

Social Security System

Law No. 4/2010 - Social Security System came into effect on 1 January 2011. It is the first tier of the double-tier social security system. This system operates according to the principles of social insurance. Its income derives from the contributions of employees, employers and arbitrary contributors, employment fees for non-resident workers, appropriation from gaming, a one-percent appropriation from the recurrent income of the Government Budget, and income from investments of the Social Security Fund.

Contribution

The Social Security System comprises an obligatory contribution system and an arbitrary contribution system. Employees and their employers are required to make obligatory contributions to the Social Security Fund, at an amount of 90 patacas per month (60 patacas by employers and 30 patacas by employees), and other Macao residents who comply with the relevant legal requirements can make contributions by enrolling in the arbitrary system, with the full amount of contributions – 90 patacas per month, to be paid by the beneficiaries themselves.

In 2018, a total of 364,000 beneficiaries made their contributions. They included around 299,000 employees and 65,000 voluntary contributors (including in-service public servants registered in the retirement and pension system). The contributions totalled around 390 million patacas.

Various Social Security Benefits and Allowances

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 and compensations for respiratory occupational diseases.

In 2018, various benefits and allowances were given to 135,000 people, of whom 110,000 people received pensions. Social security payments totalled about 4.1 billion patacas, including around 3.78 billion patacas for pensions (including the additional payment in January).

Non-mandatory Central Provident Fund System

Law No. 7/2017 - Non-mandatory Central Provident Fund System (or non-mandatory CPF) came into effect on 1 January 2018. It is the second tier in the double-tier social security system, and was established to enhance retirement protection for citizens of the MSAR, and to fill a gap in the existing social security system.

The non-mandatory CPF consists of a contribution scheme and an allocation system. An account holder may make regular contributions via a contribution plan, and seek wealth accumulation through investment, making better preparation for an ample retirement protection in future.

Individual Account of Non-mandatory CPF

MSAR citizens falling into the following categories may become individual account holders of non-mandatory CPF:

1. Aged 18 or above;
2. Under the age of 18, but registered into the social security system in accordance with the law.

An individual account of non-mandatory CPF comprises a sub-account managed by the government, a contribution sub-account, and a preserved sub-account.

Contribution Scheme

There are a joint provident fund scheme and an individual provident fund scheme under the non-mandatory CPF. A joint provident fund scheme is designed for an employee. A participating employee and his or her employer make a contribution equivalent to five percent of the employee's basic salary on a monthly basis, and there is a maximum and minimum cap to the contribution.

Upon termination of employment, the employee may be entitled to the accumulated benefits in the employer's part, according to the length of contribution and the applicable vesting schedule. Since an individual non-mandatory CPF account is portable, the benefits in the contribution scheme will not be cleared and withdrawn due to employment termination, and can maintain the account for continued investment.

On the other hand, an individual provident fund scheme is designed for all account holders, with a monthly minimum contribution amount of 500 patacas, and a maximum amount of 3,100 patacas. In 2018, 128 employers joined the non-mandatory CPF scheme and 36,243 people joined the individual non-mandatory CPF scheme.

Allocation Scheme

All Macao permanent residents aged 22 or above, who are alive on 1 January in the allocation year, and have resided in Macao for at least 183 days within the year prior to the allocation, are eligible for Special Allocation from Budget Surplus. The first-time receiver of this special allocation may at the same time receive a one-off Incentive Basic Fund of 10,000 patacas. Such amounts will be recorded in the sub-accounts managed by the government. The amounts may be kept for accumulation, or transferred to the account holder's contribution sub-account or preserved sub-account for investment through proper transfer application.

In 2018, there were 586,000 Provident Fund Individual Account holders, of whom 373,000 fulfilled the requirements for receiving the fund allocation. The Government paid 7,000 patacas to each of the entitled residents. Those who also received an Incentive Basic Fund of 10,000 patacas totalled about 16,000 people.

Fund Withdrawal

To meet the objective of providing more ample retirement protection, in general an account holder must be aged 65 or above, and must fulfil other withdrawal conditions, before he or she can apply for fund withdrawal from his or her individual account. In 2018, there were 68,000 approved applications for withdrawals, resulting in a disbursement of 1,020 million patacas.



THE SPORT MEDICAL CENTRE





The Sport Medical Centre, a subsidiary of the Sports Bureau, is committed to providing scientific, professional and diverse services with the aims of promoting local sports development, boosting citizens' physical fitness, and improving standards of competitive sports athletes.

The centre seeks to help people including athletes registered at the Federation of Macao Sport General Association, sport-for-all athletes, athletes with disabilities, athletes from schools and universities, and persons referred by the Health Bureau. It also provides physical fitness testing and assessment services.

The centre's services include sports injury diagnosis, physiotherapy, Chinese medicine, athletic psychology and sport nutrition consultancy.