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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 2019, the ratio of doctors to residents was 2.7 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 3.4 per thousand inhabitants, while the mortality rate for infants under one year old was 1.5 per thousand live births. The average life expectancies for men and women in Macao were 80.8 and 86.7 years (2016-2019), 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 2019, these three categories accounted for 35.9 percent, 26.8 percent and 14.3 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 2019, total expenditure on medical and health services was about 7.69 billion patacas, representing an increase of 6.95 percent over the 2018 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 2019 Conde S. Januario Hospital had 468 doctors, 1,066 nurses and 933 beds (826 inpatient beds and 107 outpatient beds). It received 451,217 outpatients and 321,877 emergency cases and 23,305 inpatient cases. The bed occupancy rate was 82.16 percent and patients stayed in the hospital for an average of 10.49 days. The daytime hospital treated 50,253 patients, surgical operations were performed on 9,673 occasions, and 2,755 women gave birth in the hospital. A total of 6,417,916 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, cervical cancer and colorectal cancer screening, health screening and immunisation services.

At the end of 2019, there were 184 doctors (including general practitioners, dentists and practitioners of Chinese medicine) and 240 nurses providing primary health care services to 935,998 outpatients. The most sought-after outpatient services were adult health care, non-scheduled consultations, and child health care, which accounted for 35.35 percent, 29.96 percent and 8.30 percent, respectively, of total outpatient visits to the primary health care services.

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 2019, there were a total of 22,392 cases of infectious diseases requiring mandatory declaration, the top three of which were influenza (14,749 cases), enteroviruses (5,165 cases) and scarlet fever (499 cases). There were 67 cases of human immunodeficiency virus infections, 79 cases of rubella, 37 imported cases of measles, 27 imported cases of dengue fever, three cases of pertussis, two cases of legionnaires disease, and one imported case of malaria. 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 2019, it tested 116,985 samples, and conducted a total of 341,329 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

2019, the law enforcement team patrolled 334,646 establishments, a decrease of 7,305 establishments patrolled (2.1 percent fewer) compared to the figure in 2018; and there were 5,352 prosecutions, including 5,326 cases of violating the smoking ban, 23 cases of illicit labelling of tobacco products and three cases of selling tobacco products on publicly visible shelves. There were 270 fewer penalty tickets (a 4.8 percent decline) issued to violators of the smoking ban than in 2018. In 2019, 3,649 hotline calls were received: 1,022 enquiries, 2,565 complaints and 263 opinions.

Blood Collection

Macao adopts a voluntary, no rewards and anonymous blood donation policy. The Blood Transfusion Centre is responsible for promoting non-remunerated blood donation and blood collection to provide adequate amounts of safe blood / blood composition and blood services to patients in need in Macao, and a consultation service for immunohaematology to hospitals. In 2019, a total of 13,092 residents registered as blood donors, and the centre collected 15,441 units of blood and prepared 42,525 units of blood components for 3,325 patients. Professional inspections and related consultation services were provided to 190 cases of non-common blood types referred by hospitals.

Pharmaceutical Affairs

By the end of 2019, a total of 32,821 kinds of western medicine had been approved by the Health Bureau for sale in the local market; of these, 10,649 were over-the-counter medicines, 20,338 were prescription medicines and 1,834 could only be used by hospitals. A total of 7,110 kinds of Chinese and traditional medicine were licensed for sale in the local market. There were 666 pharmacists and 281 pharmacy technicians registered with the Health Bureau. There were 151 licensed wholesale stores with authorisation from the Health Bureau for conducting pharmaceutical import and export business. There were 294 licensed pharmaceutical stores, 128 Chinese herbal stores, 19 pharmaceutical dealers and seven pharmaceutical factories.

Private Healthcare Services

In 2019, there were 3,512 health care professional licensees, 383 health care establishments and four centres registered under the Health Bureau, constituting a total of 3,899 issuances of private health care licences, representing an increase of 2.39 percent as compared to the figure in 2018.

The number of health care establishments increased 6.69 percent. The increases were highest for licences issued for nurses, therapists and dentists, which rose by 46, 15 and 13 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 149-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 2019, the hospital had 2,081 staff: 372 doctors, 554 nurses, 130 technical professionals and 1,025 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 2019, its emergency and outpatient departments treated over 1,437,006 patients, an average of 4,404 each day. Its emergency department and outpatient department on the Macao peninsula treated over 1,293,378 patients during 2019, an average of around 3,945 per day; the Taipa Medical Centre received patients seeking emergency and outpatient services on 143,628 occasions, an average of 459 patients per day. A total of 34,066 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 Medicine 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 Municipal Affairs Bureau (IAM) 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 Municipal Affairs Bureau (IAM) handled 5,175 complaints in 2019, 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 Municipal Affairs Bureau (IAM) 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 2019, the bureau conducted 130 bone cremations and 60 tree burials.

Public Toilets

The Municipal Affairs Bureau (IAM) has implemented various measures to optimise the distribution and services of Macao's public toilets. At present, the bureau manages 83 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. In 2019, the two centres were visited by 41,546 people.

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.

In 2019, the Municipal Affairs Bureau gathered about eighty Friends of the City volunteers to attend the opening ceremony of the cleaning campaign organised by the bureau for the Clean Up the World Weekend, to introduce the bureau’s environmental health work to the volunteers through the ceremony, promotional video and community promotion.

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 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 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 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 regularly implements concerted efforts focused on hygiene, and has introduced a grading system to monitor the hygiene and safety of live food.

The 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 2019, the Government had established 11 sets and updated one set of food safety standards: Maximum Residue of Veterinary Medicines in Food, List of Substances Prohibited from Use 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, Rules on the Use of Preservatives and Antioxidants in Foodstuffs and updated the Maximum Residue of Veterinary Medicines in Food. By 2019, 54 sets of Food Safety Guidelines had been published, to instruct the industry to maintain hygiene and safety during operations.

To enhance food safety, the Municipal Affairs Bureau regularly monitors foods sold in local markets, to understand the level of food hygiene. In 2019, 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 99.4 percent. Three sampling tests were also conducted, including an investigation of mycotoxins and food additives in cereal and potato products, an investigation of pathogenic microorganisms in pre-cut fruits and fruit drinks and a special investigation of hot pot food. For each, the pass rate was 100 percent. Routine sampling tests on food sold on the market were conducted throughout the year, with 3,713 samples tested, 99.9 percent of which passed the tests.

The 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 2019, 24 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 Municipal Affairs Bureau continued to educate and communicate with the public about food safety risks. In 2019, 45 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 2019, the bureau continued organising food safety education talks, establishing a total of 21 themes in three categories: risk prevention, risk awareness, and food and nutrition. In all, 331 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.

For regional cooperation, the 51st Session of Codex Committee on Pesticide Residues (CCPR) was held in Macao in April 2019; in May, the Municipal Affairs Bureau (IAM) signed a framework agreement on the establishment of a joint meeting mechanism between Guangzhou and Hong Kong in relation to an agricultural project in the Guangdong-Hong Kong-Macao Greater Bay Area, with representatives of the Bureau of Agriculture and Rural Affairs of Guangzhou Municipality and the Guangzhou Customs District; in June, the Macao SAR signed an agreement to strengthen exchanges and cooperation in food security and sanitary and phytosanitary inspection with the national Customs Head Office; and the bureau attended the Session of Codex Committee on Food Additives (CCFA) and the Conference of the Codex Committee on Food Additives and Contaminants (CCFAC) as a member of the Chinese delegation.

The bureau continued strengthening cooperation between Guangzhou and Macao, and held the fifth training course for food identification for frontline officers; held the “Supporting Each Other and Working Together: Exhibition of Photos on Ensuring Safe Supplies of Agricultural Products from Mainland China to Macao for 20 Years” with the national Customs Head Office; held a series of activities for the annual Food Safety Day with the theme “Let’s Learn Macao’s Food Security Criteria”, including the Tripartite Conference of Guangdong-Hong Kong-Macao Experts on Food Safety, during which a short video on food safety emergency drill was filmed with Zhongshan City Administration for Market Regulation, to strengthen capabilities for jointly investigating and handling food safety incidents.

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 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 Municipal Affairs Bureau collects wild bird carcasses from all around Macao on an on-going basis, and in 2019 a total of 211 carcasses were collected. It also collected

faecal samples at the habitats of migratory birds and aviaries for avian flu screening, and in 2019 a total of 712 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 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 2019 the Municipal Affairs Bureau gave rabies vaccines of three-year efficacy to 6,970 dogs and 302 cats. The bureau issued 3,862 dog licences, and pounded 376 stray dogs and 364 stray cats.

To enhance veterinary health in Macao and support the implementation of Law No. 4/2016 - Animal Protection Law, the Municipal Affairs Bureau formulated the draft by-law on the Animal Health Control Law, which passed its first reading at the Legislative Assembly on 30 October 2019, and will undergo its second reading in the Legislative Assembly; meanwhile, the bureau was drafting the Veterinary, Animal Diagnosis and Treatment Activities and Animal Commercial Business Law. Statistics on cases contravening the Animal Protection Law during 2019 are as follows:

Provision breached	Violation	Number of cases
Article 5 – Clause 2	Failure to claim an animal within the period determined by the IAM	1
Article 11 – Clause 1 – Paragraph 1	Owners' failure to take the necessary precautions and measures to prevent their pets from causing damage to life, physical integrity or the property of others, or endangering the life and health of other animals	59
Article 11 – Clause 1 – Paragraph 2	Failure to provide an animal with adequate food and drinking water, as well as sufficient space for its movement	1
Article 11 – Clause 1 - Paragraph 3	Failure to ensure the safety, shelter, ventilation, lighting, temperature and cleanliness of an animal's living environment	2
Article 11 – Clause 1 - Paragraph 4	Failure to provide the necessary means of preventing and treating contagious diseases, namely the vaccination of dogs against rabies	1
Article 11 – Clause 1 - Paragraph 6	Failure to provide the necessary medical attention to an injured or sick animal	3
Article 11 –Clause 1 - Paragraph 7	Failure to provide an animal with other appropriate care	11

(Cont.)

Provision breached	Violation	Number of cases
Article 11 – Clause 2	Failure to carry out improvement work for public health within the period determined by the IAM	1
Article 11 – Clause 3 - Paragraph 1	Failure to leash a dog or carry it in a cage or other suitable means of transportation, when walking the dog in public spaces or in common parts of condominiums and let the dog wear an identification mark defined in the licence	136
Article 11 – Clause 3 - Paragraph 2	Failure to accompany and use a muzzle, cone collar or adequate means of protection indicated by the IAM in the respective licence when walking a dog weighing 23 kilogrammes or more, or which is considered dangerous by the IAM in public spaces or in common parts of condominiums	15
Article 11 – Clause 8	Failure to leash a dog when walking it in private spaces without doors, walls, bars or similar separation facilities, to prevent it from entering public spaces	16
Article 19 – Clause 1	Absence of dog licence	196
Total		442

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 2019, 779 market stalls were rented on a monthly basis, involving a total of 1,609 operators, of whom 769 were stall tenants, 63 temporary mobile stall licensees, 406 were stall assistants and 490 were employees. The Municipal Affairs Bureau is responsible for wet market management and tenant management.

Hawkers

The 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 2019, the bureau issued 902 hawkers' licences, including 196 cooked food stall licences and 71 special permits to flower hawkers from Wanzai District of Zhuhai, 23 fewer licences or 2.49 percent less than in 2018.

The Slaughter House

In accordance with relevant regulations, livestock such as pigs, cattle and sheep must be slaughtered at the Slaughter House. The 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 2019, the Slaughter House butchered 103,675 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 12 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 Problem Gambling Prevention and Treatment Division - The Resilience Centre Chi Ai Hin (Problem Gambling Prevention and Treatment).

In 2019, the Government continued providing 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. There was a total of 94,854 eligible cases (including 2,334 backdated cases from prior years), and the allowances amounted to 854 million patacas. The Government also continued giving disability gratuities to Disability Assessment Card holders who are permanent residents, with an ordinary gratuity amount of 9,000 patacas and a special gratuity amount of 18,000 patacas in 2019, for a total of 14,330 eligible cases (including 951 backdated cases of prior years), involving a total of 174 million patacas.

In 2019, the Social Welfare Bureau subsidised a total of 259 social service organisations/facilities/programmes, involving over 4,100 workers and a total amount of 1.497 billion patacas. Overall, the Social Welfare Bureau spent 2.842 billion patacas on social services in 2019, representing an

increase of 4.64 percent, including the various subsidies mentioned above, as well as assistances and benefits.

Family and Community Services

The Social Welfare Bureau has established four social services centres and one branch centre 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.

In 2019, a total of 4,081 cases were handled by four social services centres and one branch centre, and various services were provided on 11,236 occasions, resulting in 3,594 families receiving regular subsidies, involving 5,502 individuals.

In 2019, Macao had one public shelter, 10 integrated family and community service centres, 12 community centres, 12 project based services, and five shelters and temporary shelters (in October 2019, the Social Welfare Bureau reclassified the family and community services facilities), the majority of them being subsidised by the Social Welfare Bureau and operated by non-governmental organisations.

During 2019, 30 people were admitted to the Ilha Verde shelter, 143 people used the winter and heat shelter service. The 10 integrated family and community services centres provided services to 802,000 people; the 12 community centres provided services to 899,361 people; the 12 project based services were provided to 424,344 people, and the five shelters and temporary shelters provided services for 1,449 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 2019, the scheme had 581 participants. Additionally, by the end of 2019, the Positive Life Programme, which was launched to encourage employment, attracted participation by 1,069 individuals, 420 of whom had already received employment counselling and accepted job referrals.

In 2019, the IAS received 2,368 cases involving enquiries and notifications/requests for assistance through the Family Crisis Hotline. After eliminating duplicate cases, 1,705 cases were identified, including 1,175 involving family disputes, family conflicts and initial suspected domestic violence, and 530 other cases. A total of 46 cases of suspected domestic violence were assessed and identified, 26 of which involved spouses, 14 involved children, four involved elderly persons and two involved violence between other family members.

Children's and Youth Services

In 2019, Macao had 62 child-care centres, of which 40 received regular subsidies from Social Welfare Bureau. By December 2019, child-care services in Macao offered about 11,000 quotas.

Among the centres, a centre funded by the bureau provided parent-child centre services to 28,637 people during 2019, promoting play time between parents and children and creating harmonious family relationships. The Government provided 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 2019, these homes housed 324 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 2019, 9,207 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 2019, the centres had 25,554 members enjoying these services.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 30 such cases in 2019. The bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2019, the bureau processed 284 such cases in total. 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 2019, 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 interdepartmental steering group on Macao's retirement protection mechanism commenced of the medium-term measures (2018-2020) under the Plan for the Elderly Services for 2016-2025. By the end of December 2019, 131 out of the 141 mid-phase measures were implemented and completed.

In 2019, Macao had 22 homes for the elderly, providing residential care services for weak elderly persons; 12 of them are subsidised by the Social Welfare Bureau, providing around 2,400 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 2019, 1,781 senior citizens were housed in homes for the elderly, 550 senior citizens enjoyed services at day care centres, 5,239 senior citizens enjoyed services at elderly day centres, and 6,809 senior citizens used the services provided at social centres.

Macao's home care services are provided through one home care service team and six home care and support service teams operating under the three elderly day-care centres, two day care centres and one multi-service centre. The teams provide household and home care services to elderly persons who are weak and need others to take care of them, so that they receive proper concern and care. In 2019, a total of 1,094 cases were handled, of which 406 involved senior citizens living alone, and 668 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 2019, the two services were provided to 3,558 and 781 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 2019 this provided assistance to 4,909 senior citizens in need, of whom 2,077 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 2019, household safety instructions were given to 1,249 households, and equipment was installed in 1,223 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 2019, the Social Welfare Bureau had issued a cumulative total of 75,405 Senior Citizen's Cards.

Rehabilitation Services

The mid-term measures (2018 to 2020) under the Ten-year Plan of Rehabilitation Services 2016 – 2025 were commenced. By December 2019, 120 out of the 125 mid-term measures were

implemented and completed.

In 2019, 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 combine 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 2019, the 11 rehabilitation homes provided services to 692 people, while the 10 day care centres offered services to 1,842 people. One non-subsidised day activity centre provided services to 237 people.

In 2019, there were six sheltered workshops, vocational training centres and supported employment centres in Macao. Services were provided to 366 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 2019, the three pre-schools/education centres served 430 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.

A no-reservation feeder service was also provided, 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 2019, the two agencies served 35,140 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 2019 served 23 people by providing independent living skills training; and providing family resources services to the mentally handicapped and their families, though which the centre served 14,864 people in 2019.

The other centre is a comprehensive rehabilitation service centre providing vocational training and rehabilitation services which served 116 people in 2019. The Social Welfare Bureau provides professional assessment services to Macao residents who need to apply for or use rehabilitation services operated by agencies funded by the bureau, so they can find the most appropriate services. There were 147 cases of providing these services in 2019.

As at the end of 2019, the Disability Assessment Cards saw 22,001 new applications and 8,307 renewal applications, and 17,466 new cards were issued by IAS.

Prevention and Treatment of Drug Dependence

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 2019, 5,327 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 6,387 people participated in its activities. A total of 21,012 primary school students from 64 schools participated in Healthy Life Education, which was conducted especially for students aged from 5 years to 12 years. A total of 2,332 Form 1 to Form 3 students from nine secondary schools participated in an education programme targeting junior secondary school students.

The Social Welfare Bureau held the Mainland China, Hong Kong and Macao Conference on Prevention of Drug Abuse in October 2019. Experts and scholars from Guangdong, Hong Kong and Macao were invited to discuss issues related to anti-drug strategies, facilitating exchanges of experiences in drug dependence prevention and treatment. With the theme “Construction of a Creative Plan for Prevention and Treatment • Active Facilitation of a Joint Network to Fight Drugs – Youth Go First, Value Families, Act on Evidence, Focus on Prevention and Treatment”, the conference was attended by over 200 participants.

The Drug Abuse Treatment and Rehabilitation Division 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 2019, a total of 508 drug addicts sought help, 95 of whom were seeking help for the first time.

In 2019, there were four drug-treatment rehabilitation service shelters, serving 46 people; one drug-treatment service for families with young drug addicts; an outreach treatment service for drug-dependent youths; and two outreach treatment services for addicts in Macao. The outreach drug addiction treatment services were used by 17,201 people; outreach services designed for drug-dependent youngsters and problem juveniles were used by 3,392 people; services designed for the family members of drug addicts were provided to 938 people; and anti-drug adventure and secondary prevention services were provided to 2,220 people. In 2019, the Bureau cooperated with a non-governmental institution to commence a youth employment assistance and family support programme, organising 15 training courses which were attended by 454 people, providing internships for 38 participants, 12 of whom were employed, and providing a range of support to 320 family members.

The IAS also helped an organisation to launch a free outpatient service to help people quit smoking, which in 2019 helped 68 people on 117 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 and professional training to problem gamblers, and implementing community education promoting responsible gambling.

In 2019, the Central Registry System of Individuals with Gambling Disorders received 110 new cases seeking assistance. Community organisations were also commissioned to provide a round-the-clock gambling counselling hotline and online counselling service, which received 1,384 and 2,674 requests for assistance through telephone calls and online platforms, respectively.

To strengthen community education, 16 community talks regarding prevention of gambling disorder were organised, and attended by 984 participants.

In 2019, with an aim of strengthening support for the physical and mental health development of gamblers, 236 activities regarding healthy family life, interaction between parents and children, child financing, introduction to social services, volunteer training, interest development, career planning, mental health promotion and responsible gaming were organised with non-governmental agencies, and attended by 127,162 people, 12,961 of whom joined on-site and 114,201 participated online; 72 volunteer activities were also held and attended by 945 volunteers, serving 5,199 beneficiaries.

The centre collaborated with community organisations in launching the Smart Money Management Programme, and organised 234 talks attended by over 6,400 students.

To promote responsible gaming, a series of activities, including a press conference, an interaction game on WeChat, a community funding programme and closing ceremony, were jointly organised with related government departments, academic units, the gaming industry and the social service sector.

In addition, ten responsible gambling information kiosks were added in casinos, providing gamblers with information regarding risks of gaming, responsible gaming, ways to seek help, and self-exclusion application services in every casino in Macao. In 2019, 16,170 gamblers were served. The six responsible gambling stations with on-site supporting staff served 2,662 gamblers during the year.

The centre also conducted training programmes such as a professional certificate programme for Gambling Counsellors, and a certificate programme for responsible gaming instructors. In all, 71 participants were awarded their certificates.

Social Rehabilitation Services

Provided by the Department of Social Reintegration under the Social Welfare Bureau, 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.

During 2019, 717 and 169 cases of discharged offenders and young offenders were handled, respectively. In addition, a half-way house for discharged offenders and a half-way house for young offenders provided services for 25 and 16 people, respectively.

To assist offenders and young offenders to correct their misbehaviour, the Social Welfare Bureau provided various correction measures. In 2019, the bureau and the Correctional Services Bureau jointly implemented the Family out of Prison Programme, providing comprehensive support services on Corrections and Rehabilitation to residents sentenced to imprisonment and containment measures, and appropriate community assistance to their families. During the year, 53 families of prisoners participated in the programme.

The Social Rehabilitation Services introduced the Special Correction Service for Offenders, for offenders who were involved with specific crimes. This service includes tailor-made correction strategies and counselling services for offenders involved in sex crimes, murder and domestic violence, and 146 cases were handled in 2019.

To prevent juvenile delinquency, a series of activities, including drama performances in schools, carnivals and micro film promotions, were organised in 2019, and attended by 2,711 young 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 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.

Law No. 14/2019, the Consolidation of the Financial Resources of the Social Security Fund, which came into effect on 13 August 2019, aimed at increasing the financial sources of the social security fund, and allocating three percent of the central executive budget balance by the end of every fiscal year to the Social Security Fund, to ensure the sustainability of Macao's social security system.

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 2019, a total of 365,000 beneficiaries made their contributions. They included around 301,000 employees and 64,000 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 2019, various benefits were given to 125,000 people, and allowances were given to 18,000 people, 118,000 of whom received pensions. Social security payments totalled about 4.66 billion patacas, including around 4.22 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, aiming at enhancing retirement protection for citizens of the Macao SAR, and to fill a gap in the existing social security system.

The non-mandatory CPF comprises an allocation system and a contribution scheme. An account holder may make regular contributions via a contribution plan, and seek wealth accumulation through investment, to better prepare for a financially sound retirement.

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.

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 the Special Allocation from the Budget Surplus. A first-time receiver of this special allocation may at the same time receive a one-off Incentive Basic Fund of 10,000 patacas. These amounts are recorded in the sub-accounts managed by the Government. The funds provided 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 2019, there were 595,000 Provident Fund Individual Account holders, of whom 382,000 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 13,000 people. At the end of 2019, the maximum accumulated appropriation and interest income of an account holder's sub-account managed by the Government were 70,000 and 7,850 patacas, respectively (the interest income was distributed in January 2020).

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. 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 3,300 patacas. The maximum and minimum caps to the contribution are linked to the Law on the Minimum Wage for Cleaning and Security Workers of the Property Management Industry.

In 2019, 206 employers and a total of around 20,000 employees joined the non-mandatory CPF scheme; and about 55,000 people joined the individual non-mandatory CPF scheme. The contribution can be invested into the pension funds under non-mandatory CPF for wealth accumulation, and managed by qualified fund management entities. By the end of 2019, there were seven fund management entities providing 41 open-end pension funds.

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.

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 2019, there were 76,000 approved applications for withdrawals, resulting in a disbursement of 1.26 billion patacas.



Patane Municipal Market Complex





Patane Municipal Market Complex was rebuilt from the former Patane Municipal Market into a 13-floor (including ground floor) multifunctional building, comprising wet market, activity centres, offices of various government departments and car parks. The building commenced operation in November 2018 to help improve the overall living standard of residents by responding to their aspirations on community facilities.