

## 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 2021, the ratio of doctors to residents was 2.6 per thousand residents; that of nurses to residents was 3.8 per thousand residents; and that of hospital beds to residents was 2.5 per thousand residents. The general mortality rate was 3.4 per thousand inhabitants, while the mortality rate for infants was 1.8 per thousand live births. The average life expectancies for men and women in Macao were 81.3 and 87.1 years (2018-2021), 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 2021, these three categories accounted for 38.1 percent, 23.9 percent and 14.2 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 specialist medical and health services and community 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 2021, total expenditure on medical and health services was about 8.92 billion patacas, representing an increase of 0.41 percent over the 2020 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 and Health Services

Conde S. Januario Hospital is a modern medical institution with advanced and comprehensive facilities. The hospital has received international accreditation for its management. It has 27 specialist departments providing 79 types of specialist outpatient services, including specialist outpatient, specialist medical examination and treatment outpatient services, and consultations and lectures organised by the outpatient department.

The specialist medical services provided by Conde S. Januario Hospital and the primary medical services provided by various health centres in Macao are fully coordinated through two-way referrals, to provide appropriate medical services to the public. The hospital also provides 24-hour emergency medical services, including specialists on rotating rosters, surgeries and specialist in-patient services.

The hospital has also established the Island Emergency Station, the Community Rehabilitation Ward, the Dementia Medical Centre, the Children's Integrated Assessment Centre, and the Emergency Service Building, to optimise medical services and the consultation environment.

According to statistics provided by the Health Bureau, in 2021 Conde S. Januario Hospital had 436 doctors, 1,153 nurses and 1,055 beds (940 inpatient beds and 115 outpatient beds). It received 484,448 outpatients and emergency cases, and 22,945 inpatient cases. The bed occupancy rate was 70.08 percent, and patients stayed in the hospital for an average of 10.56 days. The daytime hospital treated 61,780 patients, surgical operations were performed on 9,226 occasions, and 2,399 women gave birth in the hospital. A total of 7,011,148 diagnoses and medical examinations were conducted.

## Community Health Care Services

To realise the objective of "Health for All" advocated by the World Health Organisation (WHO), the Health Bureau has established Health Centres throughout the territory. The establishment of a community health care services network, with health centres as its operational units, provides Macao people with easy access to community 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 2021, there were 174 doctors (including general practitioners, dentists and Chinese medicine practitioners) and 258 nurses providing community health care services to 873,278 outpatients. The most sought-after outpatient services were adult health care, non-scheduled consultations, and Chinese medicine, which accounted for 40.26 percent, 24.85 percent and 8.99 percent, respectively, of total outpatient visits to the community 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, colorectal 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 health care vouchers, thereby enhancing the development of smart health care.

## Public Hygiene and Disease Prevention

Following World Health Organisation 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 border 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 2021, there were a total of 3,598 cases of infectious diseases requiring mandatory declaration, the top three of which were enterovirus infection (1,451 cases), Salmonella infection (487 cases) and chicken pox (366 cases). There were 56 cases of human immunodeficiency virus infections, 33 cases of other coronavirus-related severe respiratory infections (COVID-19), three cases of legionnaires disease and two cases of scrub typhus. There were no cases of rubella, dengue fever, pertussis, Avian influenza A (H7N9), Middle East Respiratory Syndrome coronavirus (MERS) or Ebola virus.

The MSAR's vaccination programme was similar to that of advanced countries, with a wide coverage of residents and more comprehensive types of vaccines than neighbouring regions. In

addition, in order to minimise any outbreak of influenza and reduce the risk of severe and fatal cases, the Health Bureau provided free influenza vaccinations for high-risk people, and opened free vaccinations to all other Macao residents once vaccination of priority groups was essentially complete, allowing more residents to be vaccinated before the peak season. As of December 31, 2021, the Health Bureau's 2021-2022 Seasonal Influenza Vaccination Program had provided 104,265 people with free influenza vaccinations.

To ensure public health, the Public Health Laboratory conducts chemical and microorganism tests for food safety, water quality, medicine, cigarettes, and clinical samples, as well as diagnostic services for some infectious diseases. In 2021, it tested 475,232 samples, and conducted a total of 693,990 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 2021, the law enforcement team patrolled 275,059 establishments, 92,839 (50.9 percent) more than in 2020; and there were 1,987 prosecutions, including 1,958 cases of violating the smoking ban, 24 cases of illicit labelling of tobacco products, two cases of shelf sales of tobacco products, two cases of illegal selling of e-cigarettes and one case tobacco products being sold to persons under the age of 18. In 2021, 1,627 hotline calls were received: 643 enquiries, 930 complaints and 164 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 2021, a total of 14,099 residents registered as blood donors, and the centre collected 17,664 units of blood and prepared 44,253 units of blood components for 3,557 patients. Professional inspections and related consultation services were provided to 225 cases involving non-common blood types referred by hospitals.

## Pharmaceutical Affairs

By the end of 2021, a total of 34,322 kinds of western medicine had been approved by the Health Bureau for sale in the local market; of these, 11,059 were over-the-counter medicines, 21,313 were prescription medicines and 1,950 could only be used by hospitals. A total of 6,776 kinds of Chinese and traditional medicine were licensed for sale in the local market. There were 820 pharmacists and 313 pharmacy technicians registered with the Health Bureau. There were 157 licensed wholesale stores with authorisation from the Health Bureau for conducting pharmaceutical import and export businesses. There were 289 licensed pharmaceutical stores, 130 Chinese herbal stores, 24 pharmaceutical dealers and nine pharmaceutical factories.

## Private Health Care Services

In 2021, there were 3,961 health care professional licensees, 427 health care establishments and three centres registered under the Health Bureau, with a total of 4,391 issuances of private health care licences, representing an increase of eight percent as compared to the figure in 2020.

The number of health care establishments increased by 4.92 percent. The increases were highest for numbers of licences issued for doctors, nurses and therapists (physiotherapists), which rose by 123, 57 and 32 licences, respectively.

## Institute for Pharmaceutical Supervision and Administration

According to By-law No. 35/2021 – “Institute for Pharmaceutical Supervision and Administration”, the institute was established on 1 January, 2022. The institute is supervised by the Secretary for Social Affairs and Culture, and responsible for studying, coordinating and implementing policies regarding drug supervision and administration in the MSAR, especially through managing pharmaceutical activities including Chinese medicine and drug registration, professional pharmacy activities, registration of minor medical devices, and the management of drug and related product advertising activities.

## 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 151-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 2021, the hospital had 2,160 staff: 401 doctors, 633 nurses, 150 technical professionals and 976 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), Breast Health Centre, Endoscopy Centre, Plastic Surgery Centre, Physical and Mental Health Centre, Assisted Reproductive Centre, 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, family 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 2021, its emergency and outpatient departments

treated over 1,44,920 patients, an average of 4,322 each day. Its emergency department and outpatient department on the Macao peninsula treated over 1,267,095 patients during 2021, an average of around 3,850 per day; the Taipa Medical Centre received patients seeking emergency and outpatient services on 147,825 occasions, an average of 472 patients per day. A total of 29,759 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, haemodialysis centre, and Medical Cosmetology Centre.

The hospital's inpatient department has 60 beds, and an intensive care unit (ICU). The haemodialysis centre has 48 beds.

## 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 handled 4,819 complaints in 2021.

During 2021, the Municipal Affairs Bureau continued dispatching personnel to support the hotline operations at the Novel Coronavirus Response and Coordination Centre, and carried out thorough cleaning and disinfection of buildings where people with confirmed COVID-19 infections lived, along with nearby public streets, in accordance with the Government's anti-pandemic arrangements.

In addition, the bureau cooperated with the Government's "Life Support and Assistance Team" to implement precise prevention and control by zoning and classification, to support the basic living and food needs of residents in the red and yellow zones during the blockade management period. During 2021, it provided residents in these zones with about 7,900 emergency food kits and 98,000 hot lunch boxes; and responded to 1,900 orders to provide assistance with transferring materials.

In response to the epidemic in 2021, the Municipal Affairs Bureau adjusted the three-layer pandemic prevention measures for imported cold chain food, environment and personnel, and implemented the cold chain food pandemic prevention arrangement of "full disinfection of outer packaging and full inspection of inner packaging". The bureau also prepared the "Cold Chain Food Nucleic Acid Test Positive Contingency Plan" for different scenarios, and completed the pandemic prevention simulation test, and formulated an emergency response plan for pandemic prevention in wholesale markets and held pandemic prevention drills with eight departments and the industry, in order to improve the emergency response level related to cold chain and fresh food in various ways, to minimise the risk of disease transmission.

In 2021, more than 64,000 food and environmental samples were tested, all of which passed the new coronavirus nucleic acid test.

## 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 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 2021, the bureau conducted 103 bone cremations and 59 tree burials.

## Public Toilets

The Municipal Affairs Bureau has implemented various measures to optimise the distribution and services of Macao's public toilets. At present, the bureau manages 87 street toilets, distributed across various districts and open to citizens and tourists free of charge.

## Environmental Protection and Clean City Education

To raise residents' awareness of keeping the city clean, reducing waste at source, and safeguarding against rodents and dengue fever, the Municipal Affairs Bureau continued organising a variety of city cleaning publicity and promotion activities. In 2021, a total of 1,251 education and publicity activities on environmental hygiene were held, with over 295,000 people participating.

The Municipal Affairs Bureau formulated special publicity plans for target groups including Macao residents, students, group volunteers, tourists in Macao, non-resident employees and foreigners, and cooperated with other government departments and organisations to organise a variety of environmental hygiene promotion events. In addition, the bureau cooperated with organisations to conduct community inspections and publicity activities, and distributed information on sanitation and publicity activities through various media.

## Environment Information Centre

The Mong Ha Environment Information Centre provided space for environmental education for schools, groups, and the public, regularly organising workshops and activities about city cleaning and caring for the environment for schools and groups. In 2021, the centre received 13,198 visitors.

## 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.

## Oscar’s Farm

Oscar’s Farm opened during Green Week in 2005, has a total area of around 133,868 square metres, and is located on Estrada de Choc Van. The farm is one of the places in Macao where livestock can be seen. It employs organic farming and avoids using pesticides or synthetic fertilisers. It usually collects the faeces of raised livestock and green waste (dead branches and leaves), puts them through a wood grinder, and then regenerates them into natural organic fertiliser through composting.

Oscar Farm first opened to the public in August 2020. It is a good place for local residents and tourists to enjoy a relaxing holiday, free of charge.

It has facilities including leisure huts, arbours, farming plots, a wildlife pond and a natural well. The Municipal Affairs Bureau accepts online applications every year for guided tours and two-day, one-night camping activities, during which participants can experience harvesting and share organic crops. 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, with an original area of 5,972 square metres. After expansion work that commenced in mid-2020, the total area is now 22,995 square metres with expanded facilities. It serves as a venue for hands-on experience of organic farming, and includes a farming area, a herb garden, a flower garden, a fruit tree garden, a sapling area, a display area for seasonal vegetables,

a natural water conservation area and an insect museum – and was established in the hope of allowing visitors to escape from the hustle and bustle of the city, as if walking into the tranquil and pleasant countryside.

The expanded farm is near Hac-Sa Beach, adjacent to Hac Sa Park. It opened to the public in November 2020, and entry is free of charge.

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 can be applied for online, by individuals or groups. Successful applicants only need to pay a small administrative fee to join various greening workshops, and bring the products home; or become “city farmers” for four months. They can access the farm for planting and taking care of their crops every day. Participants can enjoy pure organic farming and their own harvests.

## 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. In addition, it carries out quality control and issues health certificates for the export of food produced in Macao.

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 2021, the Government had established 12 sets 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, Standards for Use of Food Colourings in Food, 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 Maximum Limits for

Pesticide Residues in Foodstuffs. It also updated the Maximum Residues of Veterinary Medicines in Food. To date, 65 sets of Food Safety Guidelines have 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 2021, three sampling tests of seasonal foods – Chinese New Year confectionery, sticky rice dumplings of the Dragon Boat Festival and Mid-Autumn Festival mooncakes – were conducted. A total of 170 samples were taken; ten of them failed the tests, and the pass rate was 94.1 percent. Three sampling studies were also conducted: a special investigation of pre-packaged vegetarian products; a special investigation of fresh milk beverages; and a special investigation of baked goods ingredients. For each, the pass rate was 100 percent. Routine sampling tests of food sold in the market were conducted throughout the year, with 2,710 samples tested, achieving a pass rate of 99.7 percent.

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 2021, 30 food safety alerts were issued, and a fax service, 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 2021, the bureau focused on guiding the industry to effectively manage corporate pandemic prevention and food safety. Also, aligning with By-law No. 30/2021 – “Registration System for Takeaway Establishments”, the bureau conducted explanatory sessions and door-to-door publicity in order to enhance the food industry’s understanding of the purpose of the by-law, and the procedures for applying for registration, to encourage the industry to meet its business responsibilities.

During the year, 138 talks and outdoor advocacy activities, and seven food hygiene supervisor courses were organised for the industry; 12 monthly Food Safety and Environmental Hygiene Courses were organised for the industry; along with seven briefing sessions on the “Registration System for Takeaway Establishments”. To educate the public about food safety risks, in 2021, the bureau continued organising food safety education talks, establishing a total of 25 themes in three categories: risk prevention, risk awareness, and food and nutrition. In all, 239 seminars and activities were organised for the public.

To support the annual World Food Safety Day in 2021, with the theme “Safe food now for a healthy tomorrow”, the Municipal Affairs Bureau launched an online game with prizes, thus increasing public awareness of food safety.

## Veterinary Health

Monitoring animal hygiene is an important integral part of preventing animal pandemics 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 pandemic animal

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

For maintaining public hygiene, public safety, and animal protection, in 2021 the Municipal Affairs Bureau vaccinated 4,965 dogs and 674 cats against rabies for three years, issued 3,325 dog licences, and captured 335 stray dogs and 395 stray cats. It also prosecuted 533 cases violating Law No. 4/2016 – “Animal Protection Law”.

To prevent avian flu, the Municipal Affairs Bureau collects wild bird carcasses from all around Macao on an on-going basis, and in 2021 a total of 426 carcasses were collected. It also collected faecal samples at the habitats of migratory birds and aviaries for avian influenza screening, and in 2021 a total of 876 wild bird carcasses and faecal samples were screened. The results of all such screenings were negative and no avian influenza was found.

To enhance veterinary health in Macao, Law No. 7/2020 – “Animal Pandemic Prevention Law” came into effect on 1 September 2020. No local or imported positive cases of avian influenza, rabies, equine infectious metritis, equine infectious anaemia and equine beaver fever have been found during routine disease surveillance work. Meanwhile, the bureau was drafting the Veterinary, Animal Diagnosis and Treatment Activities and Business Involving Animals Law.

## **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 867 market stalls.

In 2021, 708 market stalls were rented on a monthly basis, involving a total of 1,755 operators, of whom 702 were stall tenants, 57 temporary mobile stall licensees, 431 were stall assistants and 565 were employees. The Municipal Affairs Bureau is responsible for wet market management and tenant management.

The Public Markets Management Regime Law was approved by the Legislative Assembly on 16 June 2021, and came into effect on 1 January 2022. The by-law “Complementary Rules for the Allocation and Leasing of Public Market Stalls” also came into effect on 1 January 2022. The Municipal Affairs Bureau held over 20 briefing sessions to deepen the understanding of the new law, for booth practitioners and those who are interested in bidding for booths.

## **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 2021, the bureau issued 908 hawkers’ licences, including 187 cooked food stall licences and 59 special permits, to flower hawkers from Wanzai District of Zhuhai; the total was 42 lower than in 2020, representing a reduction of 4.42 percent.

## 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 2021, the Slaughter House butchered 1,597 head of cattle and 88,677 pigs; 90,274 in total.

## 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. The social service facilities under its umbrella include 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 2021, 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 107,579 eligible cases (including backdated cases from prior years), and the allowances amounted to 968 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 2021, for a total of 16,222 eligible cases (including 991 backdated cases from prior years), involving a total of 196 million patacas.

In 2021, the Social Welfare Bureau subsidised 257 social service organisations/facilities/programmes, involving over 4,400 workers and a total of 1.48 billion patacas. Overall, the Social Welfare Bureau spent around 2.9 billion patacas on social services in 2021, representing a decrease of 2.71 percent from the previous year, including the various subsidies mentioned above, as well as assistances and benefits.

Law No. 5/2019 - "Professional Accreditation and Licensing for Social Workers" came into

effect on 2 April, 2020. By December 2021, 1,951 people had been recognised by the professional accreditation of social workers, and 1,471 people had valid social worker registration certificates.

In 2021, the Social Welfare Bureau's support for the prevention and control of COVID-19 included: during September to October 2021, in accordance with the management plan for region-specific and multi-level disease prevention and control, the bureau formed a Life Support and Assistance group with the Municipal Affairs Bureau, to provide basic living needs and dietary support for residents of red- and yellow-code zones, with the Social Welfare Bureau mainly supporting the needs of disadvantaged groups in the red-code zones. Besides, the bureau conducted door-to-door inspections and registrations in conjunction with the Municipal Affairs Bureau and the Public Security Police Force.

During the three rounds of community-wide nucleic acid testing in 2021, the Social Welfare Bureau provided logistical support, and was responsible for coordinating the five testing sites, about 1,500 staff members and volunteers, and worked with the Health Bureau and private organisations to provide home nucleic acid testing services for people with special needs. The bureau operated nine sites for residents who were unfamiliar with the test procedures by providing consultations, making vaccination appointments, assisting in transcoding, and making appointments for nucleic acid tests. As of December, 15,261 people were served.

The Social Welfare Bureau urged 240 social service facilities to update their contingency plans for pandemic prevention and conduct tabletop drills. In response to the development of the pandemic and the need for prevention and control, the bureau suspended all subsidised nurseries and non-nursing daytime social service facilities (161 in total) from 4 August to 18 August, and 25 September to 24 October 2021, while calling on non-subsidised nurseries to cooperate and follow the measures.

In September 2021, the bureau released an additional full grant of financial aid to beneficiary families, as compensation for the extra expenditure resulting from the pandemic. In all, 2,500 families benefited, with subsidies totalling 15.5 million patacas.

The Social Welfare Bureau strengthened emotional support to citizens by providing psychological counselling services via hotlines and video counselling. By the end of December, 4,392 cases were handled. Also during the pandemic, the bureau coordinated with non-governmental institutions to provide information, education, counselling, caring and consultations through telephone calls and the Internet, serving some 290,000 people.

The IAS coordinated several departments to deliver donations from various sectors of society to the needy and disadvantaged groups. The IAS and social service organisations supported mask selling, and deployed the five social work centres to assist over 9,000 people to register and deliver electronic consumer cards; coordinated 70 social service organisations to help people in need with health code conversions; opened eight IAS venues and introduced phone numbers to provide consultations and assistance regarding health code conversions and nucleic acid test bookings to residents including senior citizens who were unfamiliar with online operation. By the end of December, 30,230 people were served.

The Social Welfare Bureau has been supporting temporary medical examination centres, providing material support and counselling services. By the end of December, the bureau had assisted in the handling and delivery of about 110,000 materials; and launched 29 anti-pandemic

promotional posts, six information packages with images and text, and two promotional videos.

## 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 2021, a total of 3,443 cases were handled by four social services centres and one branch centre, and various services were provided, resulting in 3,079 families receiving regular subsidies, involving 4,683 individuals.

In 2021, Macao had one public shelter, 10 integrated family and community service centres, 14 community centres, 12 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 2021, 31 people were admitted to the Ilha Verde shelter; 366 people used the winter and heat shelter services. The 10 integrated family and community services centres provided services to 1,036,281 people; the 14 community centres provided services to 816,707 people; 12 project-based services were provided to 1,347,746 people, and the five shelters and temporary shelters provided services for 326 people. In response to the pandemic, the Ilha Verde Temporary Shelter Centre was opened to provide shelter services for those in need of resettlement, with a total of 6,892 people staying.

To enhance welfare recipients' incentives to work and assist them to re-enter the labour market, the IAS and four non-governmental agencies cooperated in implementing the Community Employment Assistance Scheme. By the end of 2021, the scheme had 594 participants. Additionally, by the end of 2021, the Positive Life Programme, which was launched to encourage employment, attracted participation by 1,071 individuals, 421 of whom had already received employment counselling and accepted job referrals.

In 2021, the IAS received 2,494 cases involving enquiries and notifications/requests for assistance through the Family Crisis Hotline. After eliminating duplicate cases, 1,693 cases were identified, including 1,123 involving family disputes, family conflicts and initial suspected domestic violence, and 570 other cases. A total of 81 cases of suspected domestic violence were assessed and identified, 38 of which involved spouses, 30 involved children, six involved elderly persons, one involved a person incapacitated by domestic violence, and six involved violence between family members.

## Children's and Youth Services

In 2021, Macao had 64 child-care centres, 41 of which received regular subsidies from the Social Welfare Bureau. By December 2021, child-care services in Macao offered 9,643 quotas. One

of the centres was funded by the bureau, and provided parent-child centre services to 24,732 people during 2021, 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 2021, these homes housed 285 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 2021, 10,559 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 2021, the centres had 30,852 members receiving these services.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 13 such cases in 2021. The bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2021, the bureau processed 276 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

The Social Welfare Bureau continued providing subsidies and technical support to community organisations in 2021, 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.

In 2021, the interdepartmental steering group on Macao's retirement protection mechanism commenced 141 of the long-term measures (2021-2025) under the Plan for the Elderly Services for 2016-2025. Of the 100 long-term measures, 33 were completed.

In 2021, Macao had 24 homes for the elderly, providing residential care services for infirm elderly persons; 14 of them are subsidised by the Social Welfare Bureau, providing around 2,510

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 ten other elderly day-care centres, and 26 neighbourhood social centres providing entertainment services for the elderly.

In 2021, 2,066 senior citizens were housed in homes for the elderly, 601 senior citizens enjoyed services at day care centres, 5,688 senior citizens enjoyed services at elderly day centres, and 7,940 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 daycare 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 2021, a total of 1,336 cases were handled, of which 489 involved senior citizens living alone, and 847 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 2021, the two services were provided to 4,113 and 953 senior citizens, respectively.

The Tele-Assistant "Peng On Tung" is a round-the-clock support services through home fixed-line telephones and outdoor watches. Related services also include a hotline service for senior citizens, providing emotional support, regular greetings, a community information service and referral services, and arranging regular visits.

During 2021, the fixed-line and outdoor services provided assistance to 4,985 and 1,057 senior citizens in need, respectively, of whom 703 were using both services and 2,411 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 2021, household safety instructions were given to 630 households, and equipment was installed in 616 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 2021, the Social Welfare Bureau had issued a cumulative total of 97,613 Senior Citizen's Cards.

Aligning with the Government's development of e-governance, the Senior Citizen's Card was updated on 22 April, 2021, when the electronic Senior Citizen's Card was also added. Eligible senior citizens who apply for the Card can log in to the Social Welfare Bureau's mobile WeChat service account to receive the electronic card. As of December 2021, a total of 2,541 senior citizens had

obtained their electronic cards. In addition, the card holders can include the electronic card in the electronic card package of the One-stop Public Services Account.

## Rehabilitation Services

In 2021, the long-term measures (2021 to 2025) under the “Ten-year Plan for Rehabilitation Services 2016 – 2025” had commenced, with 34 out of the 81 long-term measures completed.

In 2021, 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 12 day centres which provide independent living training, 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 2021, the 11 rehabilitation homes provided services to 778 people, while the 12 day rehabilitation centres offered services to 14,268 people.

In 2021, there were six sheltered workshops, vocational training centres and supported employment centres in Macao. Services were provided to 390 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 2021, the four pre-schools/education centres served 468 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. 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 2021, the two agencies served 30,921 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 2021 served 19 people by providing independent living skills training; and providing family resources services to the mentally handicapped and their families, with 14,303 people served in 2021.

The other centre is a comprehensive rehabilitation service centre providing vocational training and rehabilitation services which served 129 people in 2021. 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 126 cases of providing these services in 2021.

As at the end of 2021, the Disability Assessment Cards attracted 26,061 new applications and 10,674 renewal applications, and 20,598 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 non-governmental institutions in organising anti-drug activities.

In 2021, 2,167 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 5,011 people participated in its activities.

The Healthy Life Education programme, which was conducted especially for students aged from five years to 12 years, attracted participation by 17,874 primary school students from 65 schools, while an education programme targeting junior secondary school students attracted participation by 2,813 junior secondary school students from nine secondary schools.

The IAS subsidised organisations to hold the Macao College Students Healthy Campus 2021 promotion activities. The IAS also distributed 14 messages about drug abuse prevention, reaching 10,537 students through tertiary institutions and social platform groups, and distributed nearly 1,000 support kits to combat the pandemic, with about 33,000 people participating in a related series of activities. To promote anti-drug education at home and school, the IAS held seven parent-child seminars, with participation by more than 270 people; and launched a series of publicity campaigns, reaching a total of more than 160,000 people through online platforms.

The IAS 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 2021, a total of 456 drug addicts sought help, 91 of whom were seeking help for the first time.

In 2021, there were two drug-treatment rehabilitation service shelters, providing inpatient treatment services to 44 people; 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 10,107 people; outreach services designed for drug-dependent youngsters and problem juveniles were used by 3,341 people; and services designed for the family members of drug addicts were provided to 799 people.

In 2021, the bureau cooperated with a non-governmental institution to commence a career development programme for youth abstaining from drugs, organising 14 training courses with attendance by 236 people, and providing internships for 37 participants. Follow-up support services were provided to the 15 drug-abstaining youths who were successfully employed. The retention rate of youth participating in the programme was 100 percent. A range of support was also provided to 62 family members.

In addition, a free outpatient service to help people quit smoking provided services to 246 people.

Case consultations, group activities and social promotional activities were provided to 2,744 people.

To strengthen the follow-up support for rehabilitated drug abusers reintegrating into society, the IAS cooperated with private organisations to launch the Methadone Case Support Programme in 2021, serving 66 cases on 390 occasions. The IAS also cooperated with the Cultural Affairs Bureau to launch the “Hold On To Hope” Vocational Training Internship Programme, holding more than 10 training sessions with 35 participants, 16 of whom participated in various internships. The Drug Abused Youth Support Programmes were also launched, providing eight youths with emergency assistance and follow-up services.

Regarding promotion of drug rehabilitation services, the IAS held a sharing session on cooperation in drug abuse prevention services, and launched the Healthy Community Partnership training programme, which attracted participation by 1263 people, to further consolidate cooperation and exchanges with relevant organisations. The IAS continued enhancing the public’s knowledge of the harm caused by drugs and the ways to seek help through the Know Drugs mobile app and the WeChat public account “Smart Parents”. The IAS also jointly launched the Go Go Goal mobile app with non-governmental organisations, to integrate network resources for sharing information about drug abuse prevention and treatment. In addition, the IAS co-organised with non-governmental organisations an activity on the Legal Dissemination Month, aimed at young people - “Basic Law for Teens”, to strengthen the public’s anti-drug and law-abiding awareness. Together with various online activities, 28,333 people were reached.

## Prevention and Treatment of Problem Gambling

The Chi Ai Hin of the Social Welfare Bureau is a service unit responsible for providing counselling services and professional training to problem gamblers, and implementing community education promoting responsible gambling.

In 2021, the Central Registry System of Individuals with Gambling Disorders received 78 new cases of people seeking assistance. Community organisations were also commissioned to provide a round-the-clock gambling counselling hotline and online counselling service, which received 1,142 and 1,945 requests for assistance through telephone calls and online platforms, respectively.

To strengthen community education, 18 community talks regarding prevention of gambling disorders were organised, and attended by 643 participants.

The centre collaborated with community organisations in launching the Smart Money Management Programme, and organised 207 classroom sessions for 6,140 students. Four training sessions on teaching kits for teachers were also organised for 170 people. Starting from 2021, the IAS is subsidising “Bosco Youth Service Freeland” of the Bosco Youth Service Network, to implement addiction prevention services and activities for young people. During the year, 122 sessions were organised, serving 255,733 participants, including 244,750 online viewers.

In order to further enhance the quality of responsible gaming work in Macao, the Social Welfare Bureau, together with representatives from the Gaming Inspection and Coordination Bureau, the Education and Youth Development Bureau, the University of Macau and the Macau Polytechnic Institute, formed an inter-departmental “Responsible Gaming Working Group” with experts and

scholars. In 2021, responsible gaming implementation indicators were established and implemented in stages, implementing relevant responsible gaming and supporting facilities of Macao social services and related agencies, reviewing their compliance levels, and providing improvement plans and ongoing follow-ups. In the first stage, the gambling disorder prevention and control collaborative organisations were reviewed, and a total of 12 organisations reached the standard of “Responsible Gaming Implementation Model Units”. In addition, four new responsible gaming kiosks were added in 2021, resulting in a total of 11,510 logins to 59 kiosks.

## Social Rehabilitation Services

After reforming in 2016, the Social Welfare Bureau started providing social rehabilitation services to assist the court with implementing 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 2021, 669 and 197 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 27 people and 22 people, respectively.

The Social Welfare Bureau cooperated with agencies from Guangdong Province and Hong Kong to provide cross-regional rehabilitation services in the Greater Bay Area for Macao residents serving their sentences in Guangdong Province and Hong Kong. Employment is an important prerequisite for rehabilitated offenders to reintegrate into society, and in 2021 the IAS continued implementing the Employment Placement Plan for Pre-release Prisoners, and commenced the Virtual Job-seeking Programme, featuring video introductions to workplaces, to help pre-release prisoners acquire information on job opportunities and more effectively choose suitable jobs.

To strengthen the patriotism of rehabilitated persons and assisted youth, the Social Welfare Bureau cooperated with non-governmental organisations to promote national development and civic education to the target audience through courses and activities.

## 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 at that time. 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, three percent of the central executive budget balance by the end of every fiscal year, and the income of the investment 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 2021, a total of 359,000 beneficiaries made their contributions. They included around 293,000 employees and 66,000 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, birth allowance, marriage allowance, funeral allowance, and compensation for respiratory occupational diseases.

In 2021, various benefits were given to 139,000 people, 129,000 of whom received pensions. Besides, allowances were given to 24,000 people. Social security payments totalled about 5.37 billion patacas, including around 4.8 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 a contribution system and an allocation 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.

In 2021, in accordance with the above-mentioned laws and regulations, the Social Security Fund completed the report on a review of the “Non-mandatory Central Provident Fund System”. This revealed that the system operated smoothly in the first three years of implementation, with good progress and results. However, due to the pandemic’s impact on the economy, it was recommended to set up a three-year observation period (2021-2023), and carefully consider the process of implementing the mandatory CPF by constantly listening to the opinions of society, and taking into account Macao’s economic recovery after the observation period.

## 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.

## Contributory System

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 2021, 267 employers and a total of around 25,000 employees joined the non-mandatory CPF scheme; and about 78,000 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 2021, there were seven fund management entities providing 42 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.

## Allocation Scheme

Account holders who are alive on 1 January in the allocation year, and meet the following

requirements within the year prior to the allocation, are eligible for a one-off Incentive Basic Fund of 10,000 patacas:

1. Permanent residents of the Macao Special Administrative Region;
2. Aged 22 or above; and
3. Resided in Macao for at least 183 days.

If the Government's budget implementation in previous fiscal years allows, account holders who fulfil the above requirements may receive the special allocation of funds if there is a budget surplus. These amounts are recorded in sub-accounts managed by the Government. The funds provided may be kept for accumulation, or transferred to the contributor's account or preserved sub-account for investment through proper transfer application.

In 2021, there were 608,000 Provident Fund Individual Account holders, of whom 9,444 initially fulfilled the requirements and were eligible for 10,000 patacas of the Incentive Basic Fund. In view of the fact that the SAR government's public finances did not record a budget implementation surplus in 2020, the special allocation funds for the budget surplus were not released in 2021. At the end of January 2022, the maximum accumulated appropriation and interest income of an account holder's sub-account managed by the Government was 77,000 patacas. If an account owner was eligible for the special allocation of a budget surplus since 2010, and has never transferred out, transferred or withdrawn funds from the government-managed sub-account, the accumulated interest income was up to 11,326 patacas.

## Fund Withdrawal

To meet the objective of providing account holders 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 2021, there were 14,000 approved applications for withdrawals, resulting in a disbursement of 0.81 billion patacas.





## COVID-19 Vaccination



To protect the health of residents and jointly build a good immune barrier in the community, the Government encourages and assists residents to get vaccinated against COVID-19 by setting up large-scale vaccination stations, and holding outreach events in the community, to increase the overall coverage rate of vaccination against COVID-19 and minimise the risk of community transmission.

