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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 2016, the ratio of doctors to residents was 2.7 per thousand residents; that of nurses to residents was 3.6 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 under one year old was 1.7 per thousand live births. The average life expectancies for men and women in Macao were 80.3 and 86.4 years (2013-2016), 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 2016, these three categories accounted for 36.6 percent, 24.4 percent and 17 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 2016, total expenditure on medical and health services was about 6.31 billion patacas, an increase of 7.19 percent over the 2015 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 92 types of services.

According to statistics provided by the Health Bureau, in 2016, Conde S. Januario Hospital had 347 doctors, 1,024 nurses and 906 beds (795 inpatient beds and 111 outpatient beds). It received 392,431 outpatients and 305,512 emergency cases and 21,274 inpatient cases. The bed occupancy rate was 79.35 percent and patients stayed in the hospital for an average of 10.77 days. The daytime hospital treated 42,727 patients, surgical operations were performed on 7,385 occasions, and 3,715 women gave birth in the hospital. A total of 5,392,782 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 seven health centres and three health stations offering adult health care, child health care, oral and dental health care, student health care, pre natal health care, women's health care, Chinese medicine and acupuncture, psychological consultations, tobacco quitting consultations, neonatal hearing screening for newly born babies, and health screening services.

As at the end of 2016, there were 153 doctors (including general practitioners, practitioners of Chinese medicine and dentists) and 191 nurses providing primary health care services to 767,015 outpatients. The most sought-after outpatient services were adult health care, non-scheduled consultations, and child health care, which accounted for 37.2 percent, 22.74 percent and 11.28 percent, respectively, of total outpatient visits.

Cooperation with Non-profit-making Medical Institutions

The Government cooperates with many non-profit-making medical institutions to provide various services to residents including specialist health care (inpatient, emergency and cardiac surgery), outpatient services for general medicine, Chinese medicine and dental care, rehabilitation, home care, cervical cancer screening, psychological consultation, patient transportation, and dental cavity filling service and periodontal cure service. It also provides education programmes on AIDS prevention 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 to enhance public health consciousness and subsidise medical expenses, as well as foster development of private medical units.

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 2016, there were a total of 9,064 cases of compulsory declaration of infectious diseases, the top three of which were enteroviruses (3,777 cases), influenza (3,309 cases) and chickenpox (529 cases). There were 11 imported cases of dengue fever, and one local infection of Avian influenza A (H7N9). A total of 45 cases of HIV infections were recorded. No case of Middle East Respiratory Syndrome coronavirus (MERS) or Ebola virus was recorded.

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 2016, it tested 91,754 samples, and conducted a total of 319,951 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 2016, the law enforcement team patrolled 315,014 establishments and there were 6,803 prosecutions.

Blood Collection

Macao adopts a voluntary, no rewards and anonymous blood donation policy. The Blood Transfusion

Centre is responsible for providing adequate amounts of safe blood to patients in need in Macao, and a consultation service for blood composition and immunohaematology. In 2016, a total of 13,592 residents registered as blood donors, and the centre collected 14,137 units of blood and prepared 38,590 units of blood components for 3,267 patients.

Pharmaceutical Affairs

By the end of 2016, a total of 29,825 kinds of western medicine had been approved by the Health Bureau for sale in the local market; of these, 9,366 were over-the-counter medicines, 18,769 were prescription medicines and 1,690 could only be used by hospitals. A total of 7,445 kinds of Chinese and traditional medicine were licensed for sale in the local market. There were 515 pharmacists and 234 pharmacy technicians registered with the Health Bureau. There were 128 licensed wholesale stores with authorisation from the Health Bureau for conducting pharmaceutical import and export business. There were 258 licensed pharmaceutical stores, 133 Chinese herbal stores, 15 pharmaceutical dealers and 11 pharmaceutical factories.

Private Healthcare Services

In 2016, there were 3,243 health care professional licensees, 319 health care establishments and four centres registered under the Health Bureau, constituting a total of 3,566 issuances of private health care licences, an increase of 3.72 percent as compared to the figure in 2015.

The number of health care establishments increased from 308 in 2015 to 319 in 2016, an increase of 3.57 percent. The numbers of licences issued for Chinese medicine practitioners, doctors and therapists recorded the highest increments of 48, 39 and 29 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 145-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 2016, the hospital had 1,973 staff: 359 doctors, 583 nurses, 328 technical professionals and 703 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 2016, its emergency and outpatient departments treated over 1.289 million patients, an average of 3,902 each day. Its emergency department and outpatient department on the Macao peninsula treated over 1.16 million patients during 2016, an average of around 3,501 per day; the Taipa Medical Centre received patients seeking emergency and outpatient services on 128,000 occasions, an average of 401 patients per day. A total of 30,400 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, is an integrated, modern hospital. It also serves as the clinical and teaching base for the Faculty of Chinese Medicine and Faculty of Health Sciences of the MUST.

The hospital provides a wide range of services in various specialties of western and Chinese medicines, as well as other high quality services in its clinics, including International Medical Service, Specialist Centre of Chinese Medicine Faculty, Executive Health Management Centre, Integrated Rehabilitation Service Centre, Sleep Disorder Management Centre, Medical Imaging Diagnostic Centre, Clinical Laboratory Diagnostic Centre, Endoscopy Centre, Preventive Medicine, Integrated Chinese and Western Medicine Oncology Treatment Service, Electrocardiography Room, Interventional Catheterisation Room, Operating Room, Intensive Care Unit and Inpatient Department. In 2016, a haemodialysis centre with 42 beds was established. The Inpatient Department has 60 beds; double rooms, single rooms and luxury rooms are available.

Environmental Hygiene

One of the major tasks of the Civic and Municipal Affairs Bureau is to improve the urban environment, maintain a clean and tidy city, as well as refuse collection. The bureau continued to replace street litterbins with compacting bins and closed refuse tips, which greatly reduced environmental hygiene problems arising from litterbins. The bureau also handles complaints about environmental hygiene, inspects urban hygiene, monitors the waste-disposal franchise company, manages landfills, improves the facilities and distribution of refuse stations, organises city cleaning campaigns to promote awareness of environmental hygiene, maintains and manages public conveniences and prevents rat problems. The Civic and Municipal Affairs Bureau handled 10,582 complaints in 2016, mainly concerning refuse at vacant construction sites and buildings, water dripping from air conditioners, refuse stations, rat problems, occupation of public space, smoke and exhaust fumes, overflowing sewage and noise pollution.

Cemeteries

Macao has six public cemeteries and 11 private cemeteries. The public cemeteries are Macao St Michael's Cemetery, Macao Our Lady of Piety Cemetery, Sa Kong Cemetery and Carmo Cemetery on Taipa, Municipal Cemetery and Va Ian (Chinese) Cemetery on Coloane. The private cemeteries

are the Parsee Cemetery; the Old Protestant Cemetery; Mong Ha New Cemetery; Muslim Cemetery; Kai Fong (Neighbourhood) Cemetery, Pao Choc (Firecrackers) Cemetery, and Hao Si Cemetery on Taipa; and Kok Ip Cemetery, Ha Sac Cemetery, Ka Ho Cemetery and Son I Cemetery on Coloane.

The Civic and Municipal Affairs Bureau is responsible for managing public cemeteries and monitoring the operation of private cemeteries. To provide a variety of funeral services to residents, it started to provide cremation services and tree burial services in September 2014 and September 2015, respectively. In 2016, the bureau conducted 90 cremations and 36 tree burials.

Public Toilets

The Civic and Municipal Affairs Bureau has implemented various measures to optimise the distribution and services of Macao's public toilets. At present, the bureau manages 77 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.

Green Roof

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

Volunteers for Clean-up Campaign

In November 2012, the Civic and Municipal Affairs Bureau set up a volunteer team "Friends of Macao City", members of which 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.

To help the members of "Friends of Macao City" learn about and understand the lifestyles of Macao residents of different nationalities, the Civic and Municipal Affairs Bureau organised various trainings and exchange activities for the volunteers who remained with "Friends of Macao City" in 2016 – establishing a platform for in-depth exchanges between the volunteers and foreign nationals,

and thus facilitating promotion of city cleaning to foreign nationals in future.

Oscar's Farm

Oscar's Farm opened during Green Week in 2005. It is the only organic farm in Macao, with an area of around 133,868 square metres. It provides accommodation in the form of villas and camp sites, as well as large huts for holding group activities, parties and handicraft workshops, as well as facilities including the chess game zone, teahouse, performance stage, barbecue zone, fitness zone and children's playground. It also has an organic farm. The farm combines natural environment and farming education, and is a healthy place for residents.

In 2016, about 400 tonnes of green waste were collected from green belts and delivered to Oscar's Farm. Some 240 tonnes of this were used as natural fertiliser, after undergoing the processes of separation and primary and secondary crushing. About 72 tonnes were mixed with livestock waste from the farm after secondary crushing, to make mature compost, which was used for organic farming in Cultivation Camp at Hac Sa Park.

Happy Farm

Happy Farm, which opened in 2016 with a total area of 5,972 square metres, is an initiative undertaken by the Civic and Municipal Affairs Bureau to create an urban oasis. Here, a spectrum of programmes – ranging from visits, through hands-on farming experience to educational activities – is held to enhance interactions and exchanges between members of local communities and groups. It is a multi-functional outdoor classroom where urban dwellers can learn about and experience farming, participate in outdoor educational activities and be close to nature, encouraging them to adopt an eco-friendly lifestyle. As far as urban recycling is concerned, it promotes recycling and making good use of organic resources, including turning kitchen waste into resources for environmental greening; soil and water conservation; improvement of environmental quality; and creation of habitats.

Green Week

The 35th Green Week in Macao was held from 12 to 21 March by the Civic and Municipal Affairs Bureau, with assistance from the Macao Federation of Trade Unions, the Macao General Neighbourhood Associations Union, the Women's General Association of Macao and other community associations. The theme for the year was "Green Macao, Attractive Home". The event lasted 10 days, featured over 30 activities, and was attended by over 51,000 people.

The Macanese Parterre, a large flower bed placed in the Tap Seac Square, was displayed for over six months. At the same time, green facilities in Macao were displayed to the public in four locations and a series of educational activities were organised. Green Week March and Tree Planting 2016, held on 20 March, started at the Seac Pai Van Country Park. More than 1,000 seedlings were planted on the day by members of the public. These not only enriched the forest, but also acted as fire protection zones, reducing the impact of hill fires on the forests. In addition, since the first Green Week, the organisers have planted 3,000 mangrove trees along the waterfront.

Food Hygiene

The relevant laws of Macao stipulate that most imported foods (primarily animal and plant products) are subject to compulsory quarantine and inspection before being placed on the market.

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

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

The Civic and Municipal Affairs Bureau 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 2016, seven sets of food safety standards had been established: By-law No. 13/2013, Maximum Residue of Veterinary Medicines in Food, effective from October 2013; By-law No. 6/2014, List of Substances Banned from Use in Food, effective from March 2014; By-law No. 16/2014, Maximum Levels of Radionuclides in Food, effective from August 2014; By-law No. 16/2015 Maximum Levels of Bacterial Pathogens in Infant Formula, effective from October 2015; Maximum Levels of Pathogenic Micro-organisms in Dairy Products, effective from February 2016; Maximum Levels of Mycotoxins in Food, effective from May 2016; and Requirements on Nutrition Contents of Infant Formula, effective from February 2017. By 2016, 42 sets of Food Safety Guidelines had been published, to instruct the industry to maintain hygiene and safety during operations.

To enhance food safety, the Civic and Municipal Affairs Bureau regularly monitors foods sold in local markets, to understand the level of food hygiene. In 2016, 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 percent. Four sampling tests were also conducted, including an investigation on levels of micro-organisms and food additives in instant desserts, an investigation on pollutant levels in grains and their products, an investigation on levels of food additives in pre-packaged soup and soup cubes, and an investigation on heavy metals and food additives in aquatic products. For each, the pass rate was 100 percent. Surveillance of food sold in the market was conducted during the year, with 2,046 samples tested, 99.7 percent of which passed the tests.

The Civic and Municipal Affairs Bureau performs risk monitoring and assessment in response to overseas food safety issues, and alerts the industry about potential risks to Macao resulting from such issues. In 2016, 55 food safety alerts were issued, and an SMS alert service was introduced, to enable prompt responses by the industry.

The Civic and Municipal Affairs Bureau continued to educate and communicate with the public about food safety risks. In 2016, 30 talks, 22 seminars and visits, and 10 Food Hygiene Supervisor Courses were organised for the industry; 356 seminars and guided tours were organised for the public; and the food safety website and mobile app were also optimised. The bureau strived to increase food safety awareness through various communication channels.

The Civic and Municipal Affairs Bureau kept close contact and undertook reciprocal visits with the Macao Customs Service, the Health Bureau, the Economic Services Bureau, Macao Trade and Investment Promotion Institute, the Education and Youth Affairs Bureau, the Social Welfare Bureau, the Consumer Council and counterparts of these organisations in neighbouring regions, in order to enhance food safety, inspection and quarantine in Macao.

Veterinary Health

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

To prevent avian flu, the Civic and Municipal Affairs Bureau collected from all around Macao wild bird carcasses, faecal samples of migratory birds, poultry, birds of bird parks, and environmental samples from live poultry retail stalls. No avian flu virus was found through tests of all samples collected. Moreover, policies prohibiting the sale of live poultry at any retail sites and stipulating the compulsory slaughter of all live poultry before 7 pm were strictly implemented. In addition, the bureau has made efforts to move poultry retail stalls from the streets into the public markets. There are only two poultry retail stalls outside the public markets; both are on the Macao peninsula.

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

To prevent rabies, in 2016 the Civic and Municipal Affairs Bureau gave rabies vaccines of three-year efficacy to 6,984 dogs and cats. The bureau issued 13,496 dog licences, and pounded 351 stray dogs and 134 stray cats.

From 2007, the bureau introduced the Stray Cat TNR Scheme, which reduces the number of stray cats by controlling the reproduction rate. In 2016, 33 stray cats were neutered, implanted

with a microchip, marked on the ear, vaccinated against rabies and then returned home or moved to appropriate places. By the end of 2016, a total of 1,907 stray cats had been treated in the Stray Cat TNR Scheme.

Wet Markets

There are nine wet markets in Macao: seven on the Macao peninsula and one each on the islands of Taipa and Coloane. These house a total of 954 market stalls.

In 2016, some 828 market stalls were rented, involving a total of 2,128 operators, of whom 892 were stall tenants and temporary mobile stall licensees, 443 were stall assistants and 793 were employees. The Civic and Municipal Affairs Bureau is responsible for wet market management and tenant management.

Hawkers

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

By the end of 2016, the bureau issued 996 hawkers' licences, including 210 cooked food stall licences and 73 special permits to flower hawkers from Wanzai District of Zhuhai, 28 fewer licences or 2.73 percent less than in 2015.

The Slaughter House

In accordance with relevant regulations, livestock such as pigs, cattle and sheep must be slaughtered at the Slaughter House. The Civic and Municipal Affairs Bureau stations veterinarians and quarantine personnel in the slaughterhouse to supervise its operations and hygiene. All slaughtered products must be checked before and after slaughter and certified fit for human consumption before they can be sold. The bureau is also responsible for protecting animal rights, preventing abuse, supervising the transportation of livestock and destroying sub-standard meat. In 2016, the Slaughter House butchered 110,312 head of cattle and pigs.

Social Services and Social Welfare

The Government designs its social welfare policies in conjunction with non-governmental agencies, to deliver practical social services that meet residents' needs. In 2016, the Social Welfare Bureau spent 2.258 billion patacas on social welfare services subsidising 236 social service facilities and services of various types, 12.72 percent more than in the previous year.

In 2005, the Government started to offer the Old-age Allowance to elderly Macao permanent residents aged 65 or above. The allowance was delivered to the eligible elderly in a lump sum in October every year. In 2016, the Old-age Allowance per head was 8,000 patacas a year. A total of

73,719 applications were approved (of which 1,657 were back payments of allowance from the previous year) and, in all, over 588 million patacas were paid to the elderly.

Social Welfare Bureau

The Social Welfare Bureau (IAS) provides individual and family assistances, and services for children and youth, and the elderly. It also offers rehabilitation services, anti-drug-dependence services, problem gambling prevention services, and social rehabilitation services. Its social service facilities include Social Services Centres, a casualty centre for victims of disasters, elderly centres, Assessment Centre for Rehabilitation, Drug Treatment Centres (Methadone), Healthy Life Education Centre and Chi Ai Hin (Problem Gambling Prevention and Treatment).

After Law No. 2/2016, Law of Preventing and Combating Domestic Violence, came into effect on 5 October 2016, a series of promotional and implementation work related to anti-domestic violence commenced. In addition, various short-term measures for the Ten-Year Action Plan for Elderly Services 2016-2025 and the Ten-Year Action Plan for Rehabilitation Services 2016-2025 were implemented.

Family Services

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

The bureau also provides counselling and round-the-clock support, legal consultation services for individuals facing domestic violence, emotional disturbance and problems in health, study, work, family, marriage and social life. The hotline counselling service is responsible for immediate emotion relief and guidance to further in-person counselling. In 2016, the counselling hotline received 1,167 calls.

As at the end of 2016, Macao had one public shelter, nine integrated family and community services centres, four counselling and resource centres, two counselling hotlines operated by non-governmental organisations, and four shelters and temporary shelters (three of which are subsidised). During 2016, 26 people were admitted to the Ilha Verde shelter, and people used the winter/typhoon/heat shelter service a total of 1,646 times. The nine integrated family and community services centres provided services to 397,927 people; the four counselling and resource centres provided services to 320,974 people; the two counselling hotlines operated by non-governmental organisations provided services to 16,760 people; and the three subsidised shelters and temporary shelters provided services to 940 people.

Community Services

During 2016, six subsidised community centres, three community supporting services centres, seven small-scale service facilities and two service projects provided services on 431,769, 285,648, 531,399 and 75,585 occasions, respectively; while 5,754 people received various types

of assistance and services from IAS on 20,995 occasions. The assistance and services included financial aid; individual or family counselling; and employment services. Moreover, 11,495 face-to-face counselling sessions for 5,204 residents and 2,588 home visits for 1,901 residents, to cater for the various needs of individual cases. The bureau disbursed over 243 million patacas in the form of regular financial assistance to 6,973 people from 4,456 families.

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 2016, the scheme had 560 participants, of whom 415 sought occupational therapy and job matching. Additionally, by the end of 2016, the Positive Life Programme, which was launched to encourage employment, maintained 1,058 individual accounts for unemployed people, 410 of whom had already received employment counselling and accepted job referrals.

Children's and Youth Services

In 2016, Macao has 51 child-care centres, of which 38 are not-for-profit (34 of these are subsidised by the IAS) and 13 are for-profit. By December 2016, the child-care centres took in 7,276 toddlers (including for full-day, morning and afternoon sessions).

The nine homes for children and adolescents subsidised by the IAS provide 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 2016, the nine homes housed 273 children and youngsters.

There are four community youth social work teams in Macao, comprising professional 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. Apart from outreach work, the teams also provides youth career development services, supporting services to families with children and youth at risk, community supporting services and drug abuse prevention services. During 2016, 17,003 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 2016, the centres had 18,412 members enjoying these services.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 52 such cases in 2016. In addition, the bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2016, the bureau processed 315 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. In 2016, one such case was handled.

Services for the Elderly

For ongoing improvement of living conditions of the elderly, the Government continued providing subsidies and technical support to community groups and organisations in 2016, for establishing various 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 feel cared for and respected so they can enjoy their remaining years in comfort and with dignity.

Macao currently has 18 homes for the elderly and two multi-services centres for elderly, providing residential care services for weak elders; 11 of them are not-for-profit (10 are subsidised by the Social Welfare Bureau) and nine are for-profit. There are three elderly day care centres and two multi-services centres for the elderly receiving IAS subsidies to provide day care services to elderly persons with health problems who are unable to take care of themselves. There are one public and eight non-profit day centres for the elderly, as well as one public and 22 not-for-profit social centres providing entertaining services for the elderly.

In 2016, 1,500 senior citizens were housed in homes for the elderly, 941 senior citizens enjoyed services at day care centres, 6,128 senior citizens enjoyed services at elderly day centres, 7,085 senior citizens used the services provided at social centres.

There are five home care and support service teams in Macao, operating under the three elderly day-care centres and the two multi-service centres. The teams provide household and home care services to elderly persons who are weak and need others to take care of them. There are two types of services: basic and supporting. In 2016, a total of 742 cases were handled, of which 352 involved senior citizens living alone, and 390 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 2016, the two services were provided to 2,684 and 1,006 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 2016 this provided assistance to 4,041 senior citizens in need, of whom 1,820 were living alone.

Since 2014, 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 2016, household safety instructions were given to 974 households, and equipment was installed in 974 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 2016, the Social Welfare Bureau had issued a cumulative total of 58,548 Senior Citizen's Cards.

Rehabilitation Services

In 2016, Macao has nine rehabilitation homes, which are all subsidised by the Social Welfare Bureau. Seven of these provide accommodation, training, social and leisure activities to mentally handicapped adults or chronic mental patients, and children aged 15 below with mental or physical disabilities; and two are halfway house and supported hostel for people recovering from mental illness. Moreover, there are nine day centres subsidised by the Social Welfare Bureau, which provide self-training programmes, group studies, physiotherapy, regular activities and individual assistance to the hearing impaired, the mentally handicapped, people recovering from mental illness and the visually impaired. In 2016, the nine rehabilitation homes provided services to 487 people, while the nine day care centres offered services to 1,555 people.

In 2016, there are five subsidised sheltered workshops, vocational training centres and supported employment centres in Macao. Services were provided to 321 people. There are also three pre-schools/education centres, subsidised by the IAS, to provide early special education and training, and assistance for intelligence, language, interpersonal skills and physical activity development to children aged below six with disabilities in intellectual development and behaviour, children aged one to six with special needs, and children aged from one to 18 with impaired hearing. In 2016, the three pre-schools/education centres served 318 people.

The rehabilitation bus service in Macao is provided by two not-for-profit agencies. The Government subsidises the cost of purchasing and operating rehabilitation buses. The service enables people with impaired mobility, the physically disabled and patients requiring Haemodialysis to commute between their homes and hospitals or Health Centres. The rehabilitation bus service and non-emergency ambulance transport service conveys patients with physical disabilities between their homes and hospitals. In 2016, the former provided transport services to 26,397 people while the latter was used 6,871 times.

Macao currently has two government-funded comprehensive rehabilitation service centres, including one designed for people with intellectual disabilities opened in January 2006. Services provided by the centre include: small scale residential services to mildly and moderately mentally handicapped people aged between 16 to 55, which in 2016 served 20 people by providing independent living skills training; and provision of family resources services to the mentally handicapped and their families, which in 2016 served 9,674 people.

The other centre is a comprehensive rehabilitation service centre providing vocational training and rehabilitation services which served 71 people in 2016. Multi-disciplinary Assessment Services under the Social Welfare Bureau provide professional assessment services to disabled people who need allowances for using rehabilitation facilities, so they can find the most appropriate services. There were 86 such cases in 2016.

After By-law No. 3/2011, the System of Assessing and Classifying Disabilities for Registration of Disability Cards, became effective from 11 March 2011, the Assessment Centre for Rehabilitation began to accept applications for Disability Assessment Cards. As at 31 December 2016, it had

received 16,493 new applications and 5,810 renewal applications, and issued 12,866 Disability Assessment Cards.

The IAS acts according to Law No. 9/2011, Disability Allowance and Free Healthcare Services System, which became effective from 30 August 2011, and issues Disability Allowances to permanent residents who are issued temporary documents for or hold Disability Assessment Cards. The Disability Allowance is given once a year. It is divided into the Regular Disability Allowance and the Special Disability Allowance, the amounts of which were 8,000 patacas and 16,000 patacas in 2016, respectively. There were 11,416 applications eligible for allowances (including 1,061 applications for back payments of allowance from the previous year), involving over 124 million patacas.

Prevention and Treatment of Drug Addiction

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

In 2016, 3,033 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. Since its opening in April 2016, a total of 4,596 people participated in its activities. A total of 19,831 primary school students from 66 schools participated in Healthy Life Education which was conducted especially for students aged from 5 years to 12 years. A total of 2,805 Form 1 to Form 3 students from 11 secondary schools participated in an education programme targeting junior secondary school students.

The Drug Treatment Complex Centre under the Social Welfare Bureau provides comprehensive voluntary treatment and rehabilitation services for drug-dependent people. They include outpatient and residential drug addiction treatment. During 2016, a total of 573 drug addicts received drug addiction treatment services. Of these, 69 were seeking help for the first time.

In Macao, there are four drug-treatment community groups, which provide rehabilitation services shelters, one service to families with youth drug addicts, an outreach treatment service for drug-dependent youths, and two outreach treatment services for addicts, and operate a self-help rehabilitation service organisation for addicts to provide mutual assistance. All are receiving subsidies from the IAS. In 2016, these four drug-treatment shelters offered services to 73 people; outreach drug addiction treatment services were used over 9,858 times; and outreach services designed for drug-dependent youngsters and problem juveniles were used 3,684 times. The self-help addiction treatment service helped 2,457 former addicts reintegrate into the community.

The IAS also offers financial and technical support. It has helped an organisation to launch a free outpatient service to help people quit smoking, which in 2016 helped 244 people on 910 occasions.

Prevention and Treatment of Problem Gambling

The Problem Gambling Prevention and Treatment Division – Chi Ai Hin is the department responsible for providing counselling services to problem gamblers and preventing gambling disorder. In 2016, the centre provided people in need with counselling through interviews to 40 new cases (among a total of 144 face-to-face counselling sessions) and 140 cases of counselling via hotlines. It also organised 20 community talks regarding prevention of gambling disorder and sound wealth management, attended by 905 participants.

To promote prevention of gambling disorder among youngsters, the centre collaborated with Young Men’s Christian Association of Macau in launching the Smart Money Management Programme, and organised 89 talks attended by over 3,600 students. The centre also co-organised various activities with the Gaming Inspection and Coordination Bureau the University of Macau to promote responsible gaming, and three responsible gambling stations and six more responsible gambling kiosks were set up at casinos and gambling disorder prevention and treatment institutions to provide gamblers with information regarding risks of gaming, responsible gaming, ways to seek help, and self-exclusion application services. The centre also conducted training programmes such as a professional certificate programme for Gambling Counsellors, and a certificate programme for responsible gaming instructors. There were a total of 90 participants. In addition, the first certificate programme for responsible gambling trainers was held in the fourth quarter to train the trainers in gaming enterprises for further responsible gambling training of staff of the enterprises. There were a total of 17 participants.

Social Rehabilitation Services

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

To assist offenders and young offenders to correct their misbehaviour, the Social Welfare Bureau provides various correction measures, including programmes for assisting discharged offenders to reintegrate into their families and communities, supportive measures for discharged offenders and half-way home services. Regarding youth, the Social Welfare Bureau focuses on legal education for juveniles, personal growth and community-based half-way house counselling.

In 2016, 911 discharged offenders and 164 young offenders were served. In addition, a half-way house for discharged offenders provided services for 136 occasions, while two half-way houses for young offenders provided services for 21 occasions.

Social Security Fund

The Social Security Fund Authority is responsible for implementing various policy measures concerning social security and managing relevant resources.

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 Program. Its core aim is to build a double-tier social security system, founded on the first-tier social security system, so that all Macao residents can 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.

The draft law on the second tier, the Non-Mandatory Central Provident Fund System, was approved in principle by the Legislative Assembly on 21 June 2016. After the Legislative Assembly completes detailed discussions and passes the draft law, the system will be formally implemented.

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 under the principles of social insurance and pay-as-you-go (PAYG). Its income derives from the contributions of employees, employers and arbitrary system 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. To ensure the stability and sustainability of the social security system, the MSAR Government allocated a total of 37 billion patacas to the Social Security Fund by the end of 2016.

The Social Security System comprises an obligatory contribution system and an arbitrary contribution system. Employees and their employers are required to make obligatory contributions of 45 patacas per month (30 patacas by employers and 15 patacas by employees) to the Social Security Fund, and other residents who comply with the relevant legal requirements can make contributions by enrolling in the arbitrary system, with the full amount of contributions – 45 patacas per month, to be paid by the beneficiaries themselves.

As stipulated in the Executive Order No. 357/2016, with effect from 1 January 2017, the contribution amount is increased to 90 patacas (60 patacas from employers and 30 patacas from employees) per month, while the arbitrary contribution amount is also 90 patacas per month.

In 2016, a total of 359,000 beneficiaries made their contributions. They included around 289,000 employees and 70,000 voluntary contributors (including in-service public servants registered in the retirement and pension system). The contributions totalled around 190 million patacas.

According to the Rules on Enforcing the Law on Employment of Non-resident Workers, employers are required to pay a 200-pataca employment fee for every non-resident worker. Employers are responsible for paying the full amount. Employers of assembly and processing manufacturing enterprises, as stipulated in Decree-Law No. 11/99/M, can be exempted from 50 percent of the employment fee. Employers of non-resident workers employed as domestic workers are exempted from the employment fee. In 2016, employment fees totalled around 370 million patacas.

According to the current social security system, eligible beneficiaries are legally entitled to pensions, disability allowance, unemployment allowance, sickness allowance, funeral allowance,

marriage allowance, birth allowance and allowance for respiratory occupational diseases.

In July 2016, pensions and disability allowance were increased to 3,450 patacas. Together with other benefits, the average increase was around three percent. Throughout the year, about 94,000 beneficiaries received their pensions. Social security payments totalled around 3.44 billion patacas. Pensions (including additional payments) made up the majority of social security payments, accounting for around 3.18 billion patacas.

Provident Fund Individual Accounts

Law No. 14/2012, Provident Fund Individual Accounts, came into effect on 15 October 2012, with the aim of managing the amount of money allocated from public funds to Macao residents, especially senior citizens, in order to enhance and improve their social security and quality of life. It laid the foundation for a non-mandatory centralised provident fund system that includes contributions from employees and employers. All Macao permanent residents above the age of 22, who have resided in Macao for at least 183 days within the year prior to the allocation, are eligible for allocation. Provident fund individual account owners who are aged 65 or above or meet other requirements are eligible to make withdrawals of the money in their individual accounts.

In 2016, there were 565,000 Provident Fund Individual Account holders, of whom 362,000 fulfilled the requirements for receiving the fund allocation. The Government paid 7,000 patacas to each of the entitled residents. Account holders who became entitled for the first time were given an incentive basic amount (previously known as start-up capital) of 10,000 patacas. In 2016, a total of 14,000 account holders received the incentive basic amount. Allocations of premiums for individual accounts were conducted in September, with each entitled account holder receiving interest of up to 746 patacas.

Account holders who had reached 65 years of age and those who met certain criteria became eligible to apply to withdraw funds from their accounts. Throughout 2016, there were 58,000 applications for withdrawals, leading to the disbursement of 700 million patacas.



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非凡 集團經營 正貨保證

莊麗蘭家醫館

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Unsung Heroes





The Drainage Division of the Civic and Municipal Affairs Bureau is mainly responsible for repairing, maintaining and cleaning the public drainage network for domestic sewage and rainwater, and all equipment related to its normal operation; monitoring the functioning of public drainage systems, including new connection works for domestic and industrial water; and cleaning septic tanks and grease filter tanks.

Drainage Division staff work day and night on streets, displaying remarkable dedication to keeping Macao clean for better environmental hygiene. Our quality of life is elevated thanks to their efforts.

