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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 2017, the ratio of doctors to residents was 2.6 per thousand residents; that of nurses to residents was 3.7 per thousand residents; and that of hospital beds to residents was 2.4 per thousand residents. The general mortality rate was 3.3 per thousand inhabitants, while the mortality rate for infants under one year old was 2.3 per thousand live births. The average life expectancies for men and women in Macao were 80.3 and 86.4 years (2014-2017), 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 2017, these three categories accounted for 34.8 percent, 24.7 percent and 19.2 percent, respectively, of all deaths during the year.

Health Bureau

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

Medical Benefits

The Government devotes considerable resources to medical and health care to optimise medical services and various health care facilities. In 2017, total expenditure on medical and health services was about 6.63 billion patacas, representing an increase of 5.19 percent over the 2016 figure.

The Government takes great responsibility for public health, so Macao residents can enjoy a comprehensive coverage of medical benefits. All legal residents of Macao, regardless of their Health and Social Welfare age or occupation, are entitled to free services at Health Centres and supplementary check ups at Conde S. Januario Hospital by referral from Health Centres, while non-residents are required to pay for such services according to rates established by the Health Bureau. Services provided by the Conde S. Januario Hospital are chargeable except for

people specified by the Government, but Macao residents may enjoy a waiver of 30 percent of the charges. Conde S. Januario Hospital also provides assistance to Macao residents who have financial difficulties.

Additionally, there are medical entities subsidised by the Government and other institutions, such as Kiang Wu Hospital, the Workers' Clinic and Tung Sin Tong Clinics, as well as various private clinics and laboratories.

Specialist Medical Services

Conde S. Januario Hospital is a modern medical institution with advanced and comprehensive facilities. The hospital has received international accreditation for its management. Its departments include Inpatient, Outpatient, Emergency, Surgery, Intensive Care, Coronary Intensive Care, Burns Service, Physiotherapy and Rehabilitation Medicine, Haemodialysis and Peritoneal Dialysis, Medical Imaging, Laboratory and Haematological Oncology. The Outpatient Department provides 93 types of services.

According to statistics provided by the Health Bureau, in 2017, Conde S. Januario Hospital had 387 doctors, 1,033 nurses and 906 beds (795 inpatient beds and 111 outpatient beds). It received 410,474 outpatients and 311,745 emergency cases and 21,535 inpatient cases. The bed occupancy rate was 82.72 percent and patients stayed in the hospital for an average of 10.53 days. The daytime hospital treated 45,597 patients, surgical operations were performed on 7,707 occasions, and 3,166 women gave birth in the hospital. A total of 5,772,186 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 2017, there were 175 doctors (including general practitioners, practitioners of Chinese medicine and dentists) and 231 nurses providing primary health care services to 812,537 outpatients. The most sought-after outpatient services were adult health care, non-scheduled consultations, and child health care, which accounted for 36.65 percent, 26.52 percent and 10.43 percent, respectively, of total outpatient visits.

Cooperation with Non-profit-making Medical Institutions

The Government cooperates with many non-profit-making medical institutions to provide various services to residents including specialist health care (inpatient, emergency and cardiac surgery), Chinese medicine and dental care, rehabilitation, home care, cervical cancer screening,

psychological therapy, patient transportation, and dental cavity filling service and periodontal cure service. It also provides education programmes on AIDS prevention 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.

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 2017, there were a total of 9,917 cases of infectious diseases requiring compulsory declaration, the top three of which were influenza (4,110 cases), enteroviruses (3,398 cases) and chickenpox (697 cases). There were 11 imported cases of dengue fever, six local cases of dengue fever, one case of pertussis, one case of Jakob disease, three cases of legionnaires' disease, and 33 cases of HIV infections. There was no Avian influenza A (H7N9), Middle East Respiratory Syndrome coronavirus (MERS) or Ebola virus case.

To ensure public health, the Public Health Laboratory conducts chemical and microorganism tests for food safety, water quality, medicine, and clinical samples, as well as diagnostic services for some infectious diseases. In 2017, it tested 91,365 samples, and conducted a total of 309,269 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 2017, the law enforcement team patrolled 326,977 establishments and there were 6,758 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

2017, a total of 13,053 residents registered as blood donors, and the centre collected 14,288 units of blood and prepared 41,018 units of blood components for 3,014 patients.

Pharmaceutical Affairs

By the end of 2017, a total of 30,798 kinds of western medicine had been approved by the Health Bureau for sale in the local market; of these, 9,731 were over-the-counter medicines, 19,326 were prescription medicines and 1,741 could only be used by hospitals. A total of 7,597 kinds of Chinese and traditional medicine were licensed for sale in the local market. There were 558 pharmacists and 258 pharmacy technicians registered with the Health Bureau. There were 129 licensed wholesale stores with authorisation from the Health Bureau for conducting pharmaceutical import and export business. There were 263 licensed pharmaceutical stores, 133 Chinese herbal stores, 17 pharmaceutical dealers and seven pharmaceutical factories.

Private Healthcare Services

In 2017, there were 3,242 health care professional licensees, 346 health care establishments and four centres registered under the Health Bureau, constituting a total of 3,592 issuances of private health care licences, an increase of 0.73 percent as compared to the figure in 2016.

The number of health care establishments rose from 319 in 2016 to 346 in 2017, an increase of 8.46 percent. The increases were highest for licences issued for Chinese medicine practitioners, doctors and therapists, which rose by 21, 18 and 14 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 147-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 2017, the hospital had 1,928 staff: 356 doctors, 581 nurses, 328 technical professionals and 663 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 2017, its emergency and outpatient departments treated over 1,322,135 patients, an average of 4,028 each day. Its emergency department and

outpatient department on the Macao peninsula treated over 1,197,600 patients during 2017, an average of around 3,637 per day; the Taipa Medical Centre received patients seeking emergency and outpatient services on 124,535 occasions, an average of 391 patients per day. A total of 31,918 inpatients were discharged from the hospital during the year.

University Hospital

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

The hospital comprises various specialties of western and Chinese medicines, providing general outpatient services as well as comprehensive medical services that include treatment for terminal illnesses, 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, Sleep Disorder Management Centre, Medical Imaging Diagnostic Centre, Clinical Laboratory Diagnostic Centre, Endoscopy Centre, and haemodialysis centre.

In 2017, a haemodialysis centre with 42 beds was established. The Inpatient Department has 60 beds, and there is an Intensive Care Unit (ICU).

Environmental Hygiene

One of the major tasks of the Civic and Municipal Affairs Bureau is to improve the urban environment, maintain a clean and tidy city, as well as refuse collection. The bureau continued to replace street litterbins with compacting bins and closed refuse tips, which greatly reduced environmental hygiene problems arising from litterbins. The bureau also handles complaints about environmental hygiene, inspects urban hygiene, monitors the waste-disposal franchise company, manages landfills, improves the facilities and distribution of refuse stations, organises city cleaning campaigns to promote awareness of environmental hygiene, maintains and manages public conveniences and prevents rat problems.

The Civic and Municipal Affairs Bureau handled 10,563 complaints in 2017, 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 2017, the bureau conducted 87 cremations and 34 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 81 fixed and three portable public toilets, distributed across various districts and open to citizens and tourists free of charge.

Environmental Protection and Clean City Education

Environment Information Centre

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

Volunteers for Clean-up Campaign

In November 2012, the 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, in 2017 the Civic and Municipal Affairs Bureau arranged for volunteers to communicate messages about keeping the city clean to foreigners living in Macao.

Oscar's Farm

Oscar's Farm opened during Green Week in 2005, having a total area of around 133,868 square meters. It employs organic farming in its operations and management, avoiding the use of pesticides or synthetic fertilisers. It usually collects the faeces of raised livestock and green

waste, puts them through primary grinding and secondary grinding in a wood grinder, and then regenerates them into natural organic fertilisers through composting. It is one of few organic farms in Macao.

It provides accommodation in the form of villas and camp sites, as well as large huts for holding group activities, parties and handicraft workshops, and facilities including a chess game zone, teahouse, and barbecue zone, offering hands-on experience of organic farming. The farm is an activity venue that combines eco-friendly experiences and farming education.

The Civic and Municipal Affairs Bureau accepts online group applications every year for indoor camping activities with various themes and crop harvesting experiences, all tailored to applicants' needs and the four seasons, hoping to allow citizens to immerse themselves in nature.

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. It features a planting region that accounts for 60 percent of the farm's area. Besides offering new farming experiences, the Happy Farm also holds workshops and activities in mobile canopies. 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.

In 2017, the farm welcomed a total of 4,605 visitors, and held home vegetable farming DIY, home water plant DIY and herbal plant knowledge workshops, which were attended by a total of 339 people.

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. Macao has stopped importing live poultry since 1 May 2017, and as a result there has been no imports of consumable live poultry since then.

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 2017, eight sets of food safety standards had been established: Maximum Residue of Veterinary Medicines in Food, List of Substances Banned 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, and Regulatory Standard for the Use of Food Colouring. By 2017, 46 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 2017, 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 100 percent. Three sampling tests were also conducted, including an investigation of levels of nutrients and micro-organisms in infant formula, an investigation of levels of heavy metals and food additives in pre-packaged vegetables and fruits, and an investigation of levels of pathogenic micro-organisms in instant desserts. For each, the pass rate was 100 percent. Routine sampling tests on food sold on the market were conducted throughout the year, with 2,878 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 2017, 48 food safety alerts were issued, and an SMS alert service and a food safety information mobile app push notification service were employed on an on-going basis, to enable prompt responses by the industry.

The Civic and Municipal Affairs Bureau continued to educate and communicate with the public about food safety risks. In 2017, 69 talks, 16 seminars and visits, and 10 Food Hygiene Supervisor Courses were organised for the industry; 320 seminars and guided tours were organised for the public. 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 Government Tourism Office, 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 animal protection, animal management, prevention and control of epidemic animal diseases, quarantine of imported and exported animals and animal food, and publicity, promotion and civic education regarding animal protection and animal hygiene.

To prevent avian flu, the Civic and Municipal Affairs Bureau collects wild bird carcasses from all around Macao on an on-going basis, and in 2017 a total of 295 carcasses were collected. It also collected faecal samples at the habitats of migratory birds and aviaries for avian flu screening, and in 2017 a total of 810 wild bird carcasses and faecal samples were screened. Results of all such screenings were negative and no avian flu virus was found. Macao terminated imports of live poultry on 1 May 2017. There is no more live poultry for sale at all retail outlets.

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 2017 the Civic and Municipal Affairs Bureau gave rabies vaccines of three-year efficacy to 5,190 dogs and 185 cats. The bureau issued 13,135 dog licences, and pounded 358 stray dogs and 222 stray cats.

The Civic and Municipal Affairs Bureau conducted a public consultation for the Law of Animal Health Control and Veterinarians in April and May in 2017, and published a summary report on 15 December, thereby officially launching the law-drafting work. The Animal Protection Law (Law No. 4/2016) came into effect on 1 September 2016. Statistics on cases of animal persecution during 2017 are as follows:

Provision breached	Violation	
No. of cases Article 3	Animal abuse	2
Article 11- Clause 3	Failure to leash a dog, or failure to use a dog kennel or carrier	175
Article 11 - Clause 8	Failure to leash a dog, or failure to use a dog kennel or carrier	9
Article 19 - Clause 1	Absence of dog licence	538
Article 11 - Clause 1	Failure to fulfill pet owner duties	5
Article 7 - Clause 1	Sale of a cat younger than 3 months' old	1
Total		730

Wet Markets

There are nine wet markets in Macao: seven on the Macao peninsula and one each on the

islands of Taipa and Coloane. These house a total of 952 market stalls.

In 2017, some 808 market stalls were rented, involving a total of 2,049 operators, of whom 870 were stall tenants and temporary mobile stall licensees, 417 were stall assistants and 762 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 2017, the bureau issued 958 hawkers' licences, including 205 cooked food stall licences and 73 special permits to flower hawkers from Wanzai District of Zhuhai, 38 fewer licences or 3.82 percent less than in 2016.

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 2017, the Slaughter House butchered 110,927 head of cattle and pigs.

Social Welfare Services

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

Social Welfare Bureau

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

Prevention and Treatment).

In 2017, the MSAR government continued to give Old Age Allowances to Macao permanent residents aged 65 or above through the Social Welfare Bureau, with each person receiving 8,000 patacas in the year, among a total of 80,991 eligible cases (including 2,688 backdated cases from prior years), amounting to a total of 648 million patacas. The Government also continued to give disability gratuities to Disability Assessment Card holders who are permanent residents, with an ordinary gratuity amount of 8,000 patacas and a special gratuity amount of 16,000 patacas in 2017, for a total of 12,147 eligible cases (including 908 backdated cases of prior years), involving a total of 133 million patacas.

In 2017, the Social Welfare Bureau subsidised a total of 250 social service facilities/programmes, involving over 3,600 workers and a total amount of 1.3 billion patacas. Overall, the Social Welfare Bureau spent over 2.415 billion patacas on social services in 2017, representing an increase of 3.66 percent, including the various subsidies mentioned above, as well as assistances and benefits.

Family and Community Services

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

The bureau also provides counselling and support for individuals facing domestic violence, and distributes various benefits and allowances including old age allowances and disability gratuities. In 2017, a total of 5,170 cases were handled by five social services centres, and various services were provided on 17,481 occasions according to needs, resulting in 4,118 families receiving regular subsidies, involving 6,535 individuals.

In 2017, Macao had one public shelter, 10 integrated family and community service centres, seven community centres, four counselling and resource centres, three community support service centres, seven small-scale service facilities, two private-sector counselling hotlines, two project-based services, and four shelters and temporary shelters, the majority of them being subsidised by the Social Welfare Bureau and operated by non-governmental organisations.

During 2017, 28 people were admitted to the Ilha Verde shelter, and people used the winter/typhoon/heat shelter service a total of 889 times. The 10 integrated family and community services centres provided services to 503,510 people; the seven community centres provided services to 483,187 people; the four counselling and resource centres provided services to 310,030 people; the three community support services centres provided services to 285,063 people; the seven small-scale service facilities provided services to 473,466 people; the two counselling hotlines operated by non-governmental organisations provided services for 14,746 people-times; two project-based services provided services to citizens for 108,482 people-times, and the four shelters and temporary shelters provided services for 1,252 people-times.

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 2017, the scheme had 570 participants. Additionally, by the end of 2017, the Positive Life Programme, which was launched to encourage

employment, attracted participation by 1,062 individuals, 414 of whom had already received employment counselling and accepted job referrals.

Children's and Youth Services

In 2017, Macao had 54 child-care centres, of which 37 receive regular subsidies from Social Welfare Bureau. By December 2017, child-care services in Macao offered 10,009 quotas. Child-care Service Plan 2018-2022 was put in place to ensure adequate supply and rational allocation of child-care quotas, and to determine the overall planned targets of child-care availability up to 2022.

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 2017, these homes housed 310 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. 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 2017, 11,608 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 2017, the centres had 21,075 members enjoying these services.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 51 such cases in 2017. The bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2017, the bureau processed 322 such cases. Moreover, the bureau, in conjunction with the community youth social work teams, provides counselling services under the community support scheme to youths between 12 years to 16 years of age who have committed criminal offences or misdemeanours.

Services for the Elderly

For ongoing improvement of living conditions of the elderly, the Social Welfare Bureau continued providing subsidies and technical support to community groups and organisations in 2017, 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.

The short-term measures under the Plan for the Elderly Services for 2016-2025 were completed in 2017, and various mid-phase measures will be gradually implemented. In addition, to recognise the significant contributions made by the elderly to Macao's social development, and to propagate and carry forward the traditional virtues of respect for the elderly as well as filial piety, in 2017

the Chief Executive of the MSAR designated the ninth day of September on the Lunar Calendar as the MSAR Senior Citizens Day, by way of an executive order.

In 2017, Macao had 21 homes for the elderly, providing residential care services for weak elderly persons; 11 of them are subsidised by the Social Welfare Bureau, providing a total of 2,015 hostel places. In addition, there were five elderly service facilities providing day-care services to elderly persons with health problems who are unable to take care of themselves. There were other eight elderly day-care centres, two neighbourhood social centres providing entertaining services for the elderly.

In 2017, 1,519 senior citizens were housed in homes for the elderly, 2,224 senior citizens enjoyed services at day care centres, 3,846 senior citizens enjoyed services at elderly day centres, 6,441 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 2017, a total of 761 cases were handled, of which 349 involved senior citizens living alone, and 412 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 2017, the two services were provided to 2,987 and 9,702 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 2017 this provided assistance to 4,336 senior citizens in need, of whom 1,953 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 2017, household safety instructions were given to 1,127 households, and equipment was installed in 1,050 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 2017, the Social Welfare Bureau had issued a cumulative total of 63,220 Senior Citizen’s Cards.

Rehabilitation Services

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

implemented. In 2017, Macao had 10 rehabilitation homes, of which eight 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 which provide self-training programmes, group studies, rehabilitation treatment, regular activities and individual assistance to the hearing impaired, the mentally handicapped, people recovering from mental illness and the visually impaired. In 2017, the 10 rehabilitation homes provided services to 559 people, while the nine day care centres offered services to 1,658 people.

In 2017, there are five sheltered workshops, vocational training centres and supported employment centres in Macao. Services were provided to 326 people. There are also three pre-schools/education centres 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 2017, the three pre-schools/education centres served 351 people. One non-subsidised day activity centre provided services to 107 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 or Health Centres. The rehabilitation bus service and non-emergency ambulance transport service conveys patients with physical disabilities between their homes and hospitals. In 2017, the former provided transport services to 24,930 people while the latter was used 7,309 times. Moreover, a non-appointment-based rehabilitation shuttle bus service was launched in 2017, running on two circular routes, in the Macao and the Islands districts.

Macao currently 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 2017 served 17 people by providing independent living skills training; and provision of family resources services to the mentally handicapped and their families, which in 2017 served 8,421 people.

The other centre is a comprehensive rehabilitation service centre providing vocational training and rehabilitation services which served 98 people in 2017. Multi-disciplinary Assessment Services under the Social Welfare Bureau provide professional assessment services to disabled people who need subsidies for using rehabilitation facilities, so they can find the most appropriate services. There were 104 such cases in 2017.

As at the end of 2017, the Disability Assessment Cards saw 18,148 new applications and 6,776 renewal applications, and 14,264 new cards were issued by IAS.

Prevention of Drug Addiction

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

Funding and technical support are also available to assist community groups in organising anti-drug activities.

In 2017, 5,954 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 5,961 people participated in its activities. A total of 20,474 primary school students from 63 schools participated in Healthy Life Education, which was conducted especially for students aged from 5 years to 12 years. A total of 2,560 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 2017, a total of 460 drug addicts received drug addiction treatment services. Of these, 24 were seeking help for the first time.

In Macao, there are four drug-treatment community groups, which provide rehabilitation services shelters, one service to families with youth drug addicts, an outreach treatment service for drug-dependent youths, and two outreach treatment services for addicts. In 2017, these four drug-treatment shelters offered services to 75 people; outreach drug addiction treatment services were used over 9,819 times; and outreach services designed for drug-dependent youngsters and problem juveniles were used 4,788 times; services designed for the family members of drug addicts were provided for 9,647 people-times, and 47 people were referred to drug addiction treatment and counselling services.

The IAS also helped an organisation to launch a free outpatient service to help people quit smoking, which in 2017 helped 240 people on 776 occasions.

Prevention and Treatment of Problem Gambling

The Problem Gambling Prevention and Treatment Division – Chi Ai Hin is a service unit responsible for providing counselling services to problem gamblers and preventing gambling disorders. In 2017, the centre provided people in need with counselling through interviews to 25 new cases (among a total of 31 face-to-face counselling sessions) and 105 cases of counselling via hotlines. It also organised 24 community talks regarding prevention of gambling disorder and sound wealth management, attended by 1,044 participants.

Moreover, in 2017 a total of 19 community seminars on the prevention of gambling disorder and healthy financial management were especially held for the elderly, with a view to increasing their resilience against gambling disorder. These seminars were attended by 1,147 people.

To promote prevention of gambling disorders among youngsters, the centre collaborated with Young Men's Christian Association of Macau in launching the Smart Money Management Programme, and organised 106 talks attended by over 2,700 students. The centre also co-organised various activities with the Gaming Inspection and Coordination Bureau the University of Macau to promote responsible gaming. One responsible gambling station with explanations given by on-site officers received service seekers on 2,494 occasions, and three new responsible gambling

kiosks were set up, at casinos to provide gamblers with information regarding risks of gaming, responsible gaming, ways to seek help, and self-exclusion application services.

Social Rehabilitation Services

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

To assist offenders and young offenders to correct their misbehaviour, the Social Welfare Bureau 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 services, the Social Welfare Bureau focuses on legal education for juveniles, personal growth and community-based half-way house counselling.

In 2017, 722 discharged offenders under counselling and 129 young offenders under counselling were served. In addition, a half-way house for discharged offenders provided services for 30 people, while two half-way houses for young offenders provided services for 13 people.

Social Security Fund

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

The Social Security Fund was set up on 23 March, 1990, with a primary objective of providing social security to local employees. With the exacerbated social phenomenon of ageing, residents' demand for universal coverage is growing. In November 2008, the Government announced the Social Security and Old-age Pension System Reform 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 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.

Law No. 4/2010, Social Security System that came into effect on 1 January 2011 and Law No. 7/2017 Non-mandatory Central Provident Fund System that came into effect on 1 January 2018 marked a new milestone in the building of a double-tier social security system in Macao. In tandem with these, the Organisation and Operation of Social Security Fund was brought into effect on 18 July 2017, in order to re-engineer the organisational structure and staffing, thereby facilitating the effective performance of the new functions.

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

The Social Security System 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 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.

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 increased to 90 patacas per month since 1 January 2017 (60 patacas by employers and 30 patacas by employees), 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 – 90 patacas per month, to be paid by the beneficiaries themselves.

In 2017, a total of 360,000 beneficiaries made their contributions. They included around 294,000 employees and 66,000 voluntary contributors (including in-service public servants registered in the retirement and pension system). The contributions totalled around 380 million patacas.

Various Social Security Benefits and Allowances

According to the current social security system, eligible beneficiaries are legally entitled to pensions, disability allowance, unemployment allowance, sickness allowance, funeral allowance, marriage allowance, birth allowance and compensations for respiratory occupational diseases.

In 2017, various benefits and allowances were given to 125,000 people, of whom 102,000 people received pensions. Social security payments totalled about 3.77 billion patacas, including around 3.5 billion patacas for pensions (including the additional payment in January).

Non-mandatory Central Provident Fund System

Non-mandatory Central Provident Fund System (or non-mandatory CPF) is the second-tier in the double-tier social security system, and was established to enhance retirement protection for the citizens of the MSAR, and to fill in a gap in the existing social security system.

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

Individual Account of Non-mandatory CPF

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

1. Aged 18 or above;

2. Under the age of 18, but registered into the social security system in accordance with the law.

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

Contribution Scheme

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

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

On the other hand, an individual provident fund scheme is designed for all account holders, with a monthly minimum contribution amount of 500 patacas, and a maximum amount of 3,100 patacas.

Allocation Scheme

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

In 2017, there were 576,000 Provident Fund Individual Account holders (those who had been automatically turned into account holders of non-mandatory CPF since the effective date of the above-mentioned law), of whom 372,000 fulfilled the requirements for receiving the fund allocation. The Government paid 7,000 patacas to each of the entitled residents. Those who also received an Incentive Basic Fund of 10,000 patacas totalled about 14,000 people.

Fund Withdrawal

To meet the objective of providing more ample retirement protection, in general an account holder must be aged 65 or above, and must fulfil other withdrawal conditions, before he or she can apply for fund withdrawal from his or her individual account. In 2017, there were 62,000 approved applications for withdrawals, resulting in a disbursement of 810 million patacas.



CHERRY BLOSSOMS ON GUIA HILL



In 2016, the Civic and Municipal Affairs Bureau planted some 20 “Guangzhou Cherry Blossoms” (*Prunus yunnanensis* Guangzhou) on Guia Hill. Guangzhou Cherry Blossom is a variety that is adapted to the climate of South China, so can thrive in Macao. Its flowers are pink and huge, and when in full bloom, the petals are in one plane, while the calyx is bell shaped. An inflorescence usually comprises two to three flowers.

The flowering period of cherry blossoms is short. Each flower only blooms for about seven days before it withers; while the whole tree only blossoms for about 15 days.

Blooming cherry blossoms add a touch of spring and beauty to Guia Hill, and attract many visitors to appreciate and photograph the flowers.



