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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 2024, the ratio of doctors to residents was 2.9 per thousand residents; that of nurses to residents was 4.4 per thousand residents; and that of hospital beds to residents was 2.6 per thousand residents. The general mortality rate in 2024 was 3.6 per thousand inhabitants, while the mortality rate for infants was 1.7 per thousand live births. The average life expectancies for men and women in Macao were 80.4 and 86.1 years (2021-2024), respectively, which are among the highest in the world.

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 2024, these three categories accounted for 38.1 percent, 24 percent and 15 percent, respectively, of all deaths during the year.

Health Bureau

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

Medical Benefits

The Government devotes considerable resources to medical and health care to optimise medical services and various health care facilities. In 2024, total expenditure on medical and health services was about 8.87 billion patacas, representing a decrease of 2.3 percent from the 2023 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

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.

In addition, the Macao Medical Centre of Peking Union Medical College (Macao Union Hospital) is a public medical institution providing free specialist out-patient consultation, examination and treatment services, as well as private medical and healthcare services, with priority given to public medical and healthcare services. A three-tier fee structure has been introduced, in which the first tier is for free medical care, targeting at Macao residents entitling to free medical care, who can retain the same benefits following a referral by the Health Bureau to the Macao Union Hospital. The second tier is fee-for-service medical care, with Macao residents enjoying a 70 percent discount (limited to consultation fees, treatment and hospitalisation, etc; excluding medicine fees). Normal fees are charged for non-Macao residents who stay long-term and hold a foreign employee identification, student visa or special stay permit. The third tier is international and private medical services, which will provide higher-end choices of medical services, with fees comparable to the market prices of high-end private medical services in neighbouring regions. Appropriate concessions are considered for Macao residents.

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

Specialist Medical and Health Services

Conde S. Januario Hospital is a modern medical institution with advanced and comprehensive facilities. The hospital has received international accreditation for its management. It has 29 specialist departments providing 73 types of specialist outpatient services, including specialist outpatient, specialist medical examination and treatment outpatient services, and consultations and lectures organised by the outpatient department. The specialist medical services provided by Conde S. Januario Hospital and the community medical services provided by various health centres in Macao are fully coordinated through two-way referrals, to provide appropriate medical services to the public. The hospital also provides 24-hour emergency medical services, including specialists on rotating rosters, surgeries and specialist in-patient services. The hospital has also established the Island Emergency Station, the Community Rehabilitation Ward, the Dementia Medical Centre, the Children's Integrated Assessment Centre, and the Emergency Service Building, to optimise medical services and the consultation environment.

According to statistics provided by the Health Bureau, in 2024 Conde S. Januario Hospital had 435 doctors, 1,110 nurses and 1,188 beds (977 inpatient beds and 211 outpatient beds). It received 524,874 outpatients and 300,873 emergency cases, and 26,899 inpatient cases. The bed occupancy rate was 78.5 percent, and patients stayed in the hospital for an average of 9.9 days. The daytime hospital treated 71,982 patients; surgical operations were performed on 10,834 occasions, and 1,567 women gave birth in the hospital. A total of 8,233,849 diagnoses and medical examinations

were conducted.

Community Health Care Services

To realise the objective of “Health for All” advocated by the World Health Organisation (WHO), the Health Bureau has established Health Centres throughout the territory. The establishment of a community health care services network, with health centres as its operational units, provides Macao people with easy access to community health care services in their own neighbourhoods.

There are nine health centres and three health stations offering adult health care, child health care, oral health care and fillings, school health care, pre-natal health care, women’s health care, Chinese medicine and acupuncture, psychological health care, tobacco quitting consultations, nutrition consultations, cervical cancer, breast cancer and colorectal cancer screening, health screening and immunisation services. At the end of 2024, there were 163 doctors (including general practitioners, dentists and Chinese medicine practitioners) and 260 nurses providing community health care services to 895,514 outpatients. The most sought-after outpatient services were adult health care, non-scheduled consultations, and Chinese medicine and acupuncture, which accounted for 41.3 percent, 27.6 percent and 9 percent, respectively, of total outpatient visits to the community health care services. Another 15,732 service sessions were provided by the Physical Examination Centre for Civil Servants.

Development of Traditional Chinese Medicine Services

The Health Bureau has always upheld the development of traditional Chinese medicine, fully leveraging the unique characteristics and advantages of traditional Chinese medicine to provide appropriate medical services to residents. In 2022, the Department of Traditional Chinese Medicine Service Development was established to further popularise the application of traditional Chinese medicine services in the community, formulate service quality standards and strengthen talent training. To facilitate the comprehensive development of traditional Chinese medicine services, it actively conducts popular science education on traditional Chinese medicine, and disseminates information on health care, disease prevention and treatment to residents, achieving the goal of enhancing residents’ health.

Cooperation with Non-profit-making Medical Institutions

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

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

Government is able to better analyse and review the usage of health care vouchers, thereby enhancing the development of smart health care. Since 2024, the medical subsidy scheme has been expanded to cover the Guangdong-Macao Intensive Cooperation Zone in Hengqin.

Public Hygiene and Disease Prevention

Following World Health Organisation guidelines, the Health Bureau continues to conduct regular disease monitoring; enhance prevention of and responses to seasonal influenza, Covid-19, dengue fever and enteroviruses; strengthen education on screening for and prevention of AIDS, Hepatitis B and Hepatitis C; conduct intervention measures for tuberculosis high-risk groups; refine health and disease prevention systems at boundary checkpoints; maintain cooperation with neighbouring regions; and optimise regional collaboration mechanisms.

In actively responding to national healthcare policy, the MSAR Government issued the Healthy Macao Blueprint in July 2024, proposing three major policy directions and three major action plans, to promote comprehensive full-life-cycle health protection for local residents. The Healthy Enterprise Programme, Healthy Campus, the Healthy Eating Scheme and tobacco and alcohol control are expected to help foster healthy lifestyles. Through cross-departmental collaboration, the Healthy City Committee has been commissioned to strengthen chronic disease prevention and control, promote screening instructions for common chronic diseases, cancer screening and other programmes such as “My Health Depends on Me”. The Government also aims to enhance digital health management tools, to raising active health management abilities within the community.

In 2024, there were 21,962 cases of infectious diseases requiring mandatory declaration, the top three of which were influenza (14,230 cases), enteroviruses (3,858 cases) and scarlet fever (1,734 cases). In addition, in order to minimise any outbreak of influenza and reduce the risk of severe and fatal cases, the Health Bureau provided free influenza vaccinations for high-risk people, and opened free vaccinations to all other Macao residents once vaccination of priority groups was essentially complete, allowing more residents to be vaccinated before the peak season. As of 31 December 2024, the Health Bureau’s 2024-2025 Seasonal Influenza Vaccination Program had provided 162,690 people with free influenza vaccinations.

To ensure public health, the Public Health Laboratory conducts chemical and microorganism tests for food safety, water quality, medicine, cigarettes, and clinical samples, as well as diagnostic services for some infectious diseases. In 2024, it received 146,607 samples, and conducted 480,560 tests.

Tobacco and Alcohol Control

Law No. 5/2011 - “Law of Smoking Prevention and Control”, as amended by Law No. 13/2022, came into effect on 5 December 2022. The Health Bureau continued to promote a smoke-free environment through legislation, law enforcement, publicity and education, and incentives for quitting smoking. Law No. 6/2023 – “Regime of Prevention and Control of Underage Alcohol Consumption” came into effect on 5 November 2023, aiming to reduce the health risks or damage to minors that may arise from the consumption of alcoholic beverages. In 2024, aiming for tobacco and alcohol control, a total of 259,152 inspections were conducted at various types of establishments that are regulated by law, and there were 4,229 prosecutions for breaches of the tobacco control

law and two for breaches of the alcohol control law.

Blood Collection

Macao adopts a voluntary, no rewards and anonymous blood donation policy. The Blood Transfusion Centre is responsible for promoting non-remunerated blood donation and blood collection to provide adequate amounts of safe blood / blood composition and blood services to patients in need in Macao, and a consultation service for immunohaematology to hospitals. In 2024, 13,740 residents registered as blood donors, and the centre collected 17,804 units of blood and prepared 41,353 units of blood components for 3,603 patients. Professional inspections and related consultation services were provided in 176 cases involving non-common blood types referred by hospitals.

Health Care Specialists and Establishments

In 2024, there were 7,234 health care professional licensees, 472 health care establishments and three private hospitals, as well as 513 internship licensees registered under the Health Bureau, with a total of 8,222 issuances of health care licences/permits, representing an increase of 3.2 percent compared to the figure in 2023. Among the persons receiving licences, there were 2,030 practising doctors and 3,058 practising nurses.

Pharmaceutical Administration Bureau

Established on 1 January, 2022, the Pharmaceutical Administration Bureau is responsible for studying, coordinating and implementing policies regarding drug supervision and administration in the MSAR, especially drug registration and pharmaceutical activities, registration of medical devices, record and business activity supervision, the pharmacy profession and the management of drug and related product advertising activities, encompassing Chinese medicine. It also aims to promote and support the healthy and orderly development of the traditional Chinese medicine and health industry.

Pharmaceutical Approval

The Pharmaceutical Administration Bureau evaluates drugs according to the law, to ensure the quality, safety, and efficacy of drugs circulating in Macao. As of December 2024, there were 9,009 western medicines circulating in Macao, including 2,592 over-the-counter medicines, 5,803 prescription medicines and 614 medicines for hospital use only. There were also 3,993 traditional Chinese medicines and 277 natural medicines circulating in Macao.

Pharmaceutical Establishments

The Pharmaceutical Administration Bureau issues licenses to pharmaceutical establishments that meet the requirements according to the law.

As of December 2024, there are 687 pharmaceutical establishments in Macao, including 351 pharmaceutical stores, 138 Chinese herbal stores, 23 pharmaceutical dealers, 166 import and export

wholesale stores, three Western pharmaceutical factories and six Chinese medicine pharmaceutical factories. Among these, two Western pharmaceutical factories and one Chinese medicine pharmaceutical factory (granule and pill production lines) comply with the Good Manufacturing Practices (GMP) for Pharmaceutical Products.

Regulation of the Pharmaceutical Market

The Pharmaceutical Administration Bureau continues monitoring compliance with pharmaceutical regulations in the industry, through routine and impromptu inspections. Inspectors check imported drugs and products arriving at Macao's ports daily, and conduct regular inspections of pharmaceutical establishments to ensure that facilities, equipment, drug storage, sales and employees comply with regulations. In 2024, there were 1,610 inspections of imported drugs and related products, 2,302 inspections of pharmaceutical establishments, and 184 inspections of non-pharmaceutical establishments. Through strict regulation of the pharmaceutical market, the industry is encouraged to operate legally, boosting the confidence of residents and tourists in the Macao pharmaceutical market and promoting the healthy development of the pharmaceutical industry.

Regulation of Pharmaceutical Advertisements

The Pharmaceutical Administration Bureau processes applications to advertise medicines and products with claimed health benefits according to the law. In 2024, a total of 663 advertising applications were approved, including 323 exhibition advertisements, 195 medicine advertisements and 145 advertisements for products with claimed health benefits.

Pharmaceutical Professionals

As of December 2024, there were 871 licensed pharmacists, 32 licensed Chinese medicine practitioners, and 362 pharmacy technician assistants in Macao, practising in pharmaceutical establishments, hospitals, healthcare service locations, and public departments in Macao, respectively.

The Islands Healthcare Complex – Macao Medical Centre of Peking Union Medical College Hospital

The Islands Healthcare Complex - Macao Medical Centre of Peking Union Medical College Hospital, abbreviated as "Macao Union Hospital", which officially became operational on 16 September 2024, is the largest medical complex in Macao. Macao Union Hospital spans over 76,000 square metres of land, with a total built area of about 430,000 square metres. With 26 operating rooms, Macao Union Hospital is designed to provide more than 1,000 beds. The hospital complex incorporates the main hospital building, the Logistics and Support Building, the Residential Building for Staff, the Administration and Multi-Services Building, and the Central Laboratory Building.

Macao Union Hospital is an important cooperative project between the Macao SAR and the

Chinese mainland in the healthcare sector, and the first of its kind, under the policy of “One Country, Two Systems”. Macao Union Hospital will build upon the philosophy, expertise, technologies, resources, and culture of Peking Union Medical College Hospital (PUMCH). While priority will be given to recruiting Macao residents, Macao Union Hospital will also include a team of prominent experts from PUMCH, and top specialists recruited from around the world on an as-needed basis, thus improving the city’s ability to diagnose and treat severe, advanced, and rare diseases, and leveraging Macao’s institutional advantages in the importation of advanced medicines and medical equipment to provide more choices of medical treatment to its residents and tourists.

In terms of facilities and equipment, Macao Union Hospital has introduced world-class medical equipment. The 26 operating rooms comprise one integrated complex operating room, eight conventional operating rooms, 13 day-surgery and endoscopy rooms, and four caesarean section and artificial insemination rooms. The eight conventional operating rooms are all equipped with advanced integrated luminal operating systems for performing all kinds of conventional surgeries. With a total area of 174 square metres, the complex operating rooms are capable of performing catheter surgery, gastrointestinal endoscopy and abdominal surgery at the same time, ensuring the best rescue time and treatment for complicated angiomas, complicated gastrointestinal tumours and post-operative bleeding. Regarding medical equipment, the advanced medical technology and international medical equipment of PUMCH are adopted for oncology radiotherapy and imaging services, including CT scan, MRI, PET-CT, SPECT and linear accelerator.

Since becoming officially operational on 16 September, 2024, it opened 26 free specialist outpatient clinics during the year; established a two-way referral mechanism with the Health Bureau; launched 21 paid specialist outpatient clinics and international medical clinics, introduced medical visas for Chinese mainland residents heading to Macao, and handled 1,623 specialist outpatient visits.

It has introduced 168 categories of imaging examinations such as ultrasound, CT, MRI, as well as routine tests and pathology projects. Throughout the year, 2,320 imaging examinations were completed, with CT examinations accounting for 22 percent of all public services in Macao. In addition, oncology radiotherapy services were launched, with two linear accelerators completing 116 radiotherapy services during the year. In 2024, the applications for and approvals of licences for the import, export, and wholesale of pharmaceutical products were obtained, and the pharmacy stockpiled nearly 500 commonly used drugs.

In 2024, the hospital recruited 248 staff members, including 47 doctors and 83 nurses and a team of 53 experts dispatched from Peking Union Medical College Hospital. To strengthen the cultivation of local medical talents, Macao Union Hospital and the University of Macau signed the “Framework Agreement for Cooperation in a Joint Clinical Medical Research Centre”. The two parties will work together to establish a joint clinical medical research centre, laying a broad foundation for cooperation in the cultivation and exchanges of high-end medical talents, scientific research collaboration, and the promotion and sharing of cutting-edge technologies.

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 154-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 2024, the hospital had 2,161 staff: 386 doctors, 696 nurses, 173 technical professionals and 906 other employees.

Kiang Wu Hospital has the following departments: Emergency, Outpatient, Inpatient, an Intensive Care Unit (ICU/CCU), Neonatal Intensive Care Unit (NICU) and Special Care Baby Unit (SBU), Breast Health Centre, Endoscopy Centre, Plastic Surgery Centre, Physical and Mental Health Centre, and Assisted Reproductive Centre. The hospital's clinical services also cover medicine, surgery, obstetrics and gynaecology, paediatrics, emergency, otorhinolaryngology, head and neck surgery, ophthalmology, dermatology, stomatology, rehabilitation, Chinese medicine, family medicine, integrated physical examination, oncology and anaesthesiology. In addition, the hospital has supporting departments dedicated to various areas including medical imaging, pharmacy, pathology and general examination. The Dr Henry Y. T. Fok Specialist Medical Centre was completed and commenced operation in August 2009 to offer various specialty outpatient services to the public.

Kiang Wu Hospital has four outpatient departments and two emergency departments, on the Macao Peninsula and Taipa, respectively. During 2024, its emergency and outpatient departments treated over 1,469,115 patients, an average of 4,481 each day. Its emergency department and outpatient department on the Macao peninsula treated over 1,295,674 patients during 2024, an average of 3,933 per day; the Taipa Medical Centre received patients seeking emergency and outpatient services on 173,441 occasions, an average of 548 patients per day. A total of 30,932 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 and the Faculty of Medicine of the MUST, making it the only university-supported hospital in Macao.

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

The hospital's inpatient department has 108 beds, with 60 beds in inpatient department and 48 beds in the haemodialysis centre.

Environmental Hygiene

One of the major tasks of the Municipal Affairs Bureau (IAM) is to improve the urban environment, maintain a clean and tidy city, as well as refuse collection. The bureau continues to replace street litterbins with compacting bins and closed refuse tips. In 2024, the bureau installed 132 compacting bins and 119 closed refuse tips, reducing the number of street litterbins from more than 1,600 in the past to 92 at present, which greatly reduces environmental hygiene problems arising from litterbins. The bureau also handles complaints about environmental hygiene, inspects urban hygiene, monitors the waste-disposal franchise company, manages landfills, improves the facilities and distribution of refuse stations, organises city cleaning campaigns to promote awareness of environmental hygiene, maintains and manages public conveniences and prevents rat problems.

The Municipal Affairs Bureau handled 4,063 complaints in 2024.

Cemeteries

Macao has six public cemeteries and 11 private cemeteries. The public cemeteries are Macao St Michael's Cemetery, Macao Our Lady of Piety Cemetery, Sa Kong Cemetery and Carmo Cemetery on Taipa, Municipal Cemetery and Va Ian (Chinese) Cemetery on Coloane. The private cemeteries are the Parsee Cemetery; the Old Protestant Cemetery; Mong Ha New Cemetery; Muslim Cemetery; Kai Fong (Neighbourhood) Cemetery, Pao Choc (Firecrackers) Cemetery, and Hao Si Cemetery on Taipa; and Kok Ip Cemetery, Ha Sac Cemetery, Ka Ho Cemetery and Son I Cemetery on Coloane.

The Municipal Affairs Bureau is responsible for managing public cemeteries and supervising the operation of private cemeteries. To provide a variety of funeral services to residents, it started to provide cremation services and green (tree) burial services in September 2014 and September 2015, respectively. In view of the increasing public acceptance of green burials, the bureau introduced garden burials in March 2023. In 2024, the bureau conducted 92 cremations and 110 green (tree and garden) burials.

Public Toilets

The Municipal Affairs Bureau has implemented various measures to optimise the distribution and services of Macao's public toilets. At present, the bureau manages 88 street toilets, distributed across various districts and open to citizens and tourists free of charge.

Environmental Protection and Clean City Education

To raise residents' awareness of keeping the city clean, reducing waste at source, and safeguarding against rodents and dengue fever, the Municipal Affairs Bureau continued organising a variety of city cleaning publicity and promotion activities. In 2024, a total of 738 education and publicity activities on environmental hygiene were held, with over 206,000 people participating. In addition,

the Municipal Affairs Bureau has launched a publicity campaign featuring a parent-child element for the public to learn about environmental hygiene.

The Municipal Affairs Bureau formulated special publicity plans for target groups including Macao residents, students, group volunteers, tourists in Macao, non-resident employees and foreigners, and cooperated with other government departments and organisations to organise a variety of environmental hygiene promotion events. The bureau also distributed information on sanitation and publicity activities through various media. The Municipal Affairs Bureau also continued implementing the “Refuse Collection Facilities Decoration Scheme”, to decorate the closed refuse tips and compacting bin stations.

Environment Information Centre

The Mong Ha Environment Information Centre provided an environmental education venue for schools, groups, and the public, regularly organising workshops and activities about city cleanliness and environmental protection. In 2024, five “KABO Study Tour - Seeing Otto Again” parent-child activities were organised. Through the guided reading of the picture book *Seeing Otto Again* with the theme of protecting against rodents, and a live-action performance, children and parents were able to become more aware of environmental hygiene and play active roles in protecting the environment. Meanwhile, the centre organised the “Creative Figurine Workshop” based on the Macao City Clean-up Campaign mascot, KABO, during which it explained the importance of city cleanliness and environmental protection to participants, enabling Macao City Clean-up Campaign messaging to penetrate various sectors of the community. In 2024, the centre received 14,879 visitors.

Volunteers for Clean-up Campaign

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

Oscar’s Farm

Oscar’s Farm is located on Estrada de Choc Van and covers an area of around 133,868 square metres. The site has facilities such as livestock pens, composting areas, charcoal kilns, leisure cabins, activity shelters, farmland, and natural wells, and is open to the public free of charge throughout the year. It employs organic farming, avoiding the use of pesticides or synthetic fertilisers. It usually collects the faeces of raised livestock and green waste (dead branches and leaves), puts them through a wood grinder, and then regenerates them into natural organic fertiliser through composting.

The farm has a kiln for making charcoal from dead branches, which is used to improve the soil quality in various green areas; the leisure cabin area is available for groups to apply for camping educational activities, for which a fee is required. The livestock pens are the only place in Macao where livestock can be seen. It is suitable for residents and tourists to enjoy a half-day or weekend outing.

Happy Farm

Happy Farm opened in 2016, with an original area of 5,972 square metres. After expansion work in mid-2020, the total area is now 22,995 square metres with expanded facilities. It serves as a venue for hands-on experience of organic farming, and includes a farming area, a herb garden, a flower garden, a fruit tree garden, a sapling area, a display area for seasonal vegetables, a natural water conservation area and an insect museum – and was established in the hope of allowing visitors to escape from the hustle and bustle of the city, as if walking into the tranquil and pleasant countryside.

The farming area has a large hut for group activities, where hands-on farming experience, workshops and educational activities with themes of greening and environmental protection are organised. Applications to join the farming activities can be made online. Successful applicants need only pay a small administrative fee to join the four-month farming activities, with the harvested crops belonging to the applicants. The greening workshops are conducted on-site, and the finished products can be taken home.

Food Hygiene

The relevant laws of Macao stipulate that most imported foods (primarily animal and plant products) are subject to compulsory quarantine and inspection before being placed on the market. The Municipal Affairs Bureau's quarantine personnel conduct hygiene inspections at the Border Gate Checkpoint, Macao port of Hong Kong-Zhuhai-Macao Bridge, Ilha Verde quarantine station, the New Wholesale Market, the Slaughter House, piers of the Inner Harbour, Ka Ho Harbour, the airport and other quarantine points, covering imported livestock, meat, vegetables, fresh fruits and fishery products, food products originating from animals, and fresh perishable products.

The Municipal Affairs Bureau continues quarantining imported livestock and animal-derived foods, to prevent outbreaks of infectious diseases. Imported food items such as vegetables, fish, fresh and frozen meat, eggs, fruits and canned goods are subject to inspection, quarantine, and monitoring through sampling. The bureau is responsible for food hygiene inspections of shops selling meat, vegetables and fish in accordance with the Registration System for Retail Establishments of Fresh and Live Food. It regularly implements concerted efforts focused on hygiene, and has introduced a grading system to monitor the hygiene and safety of live food. In addition, it carries out quality control for food produced in Macao and issues health certificates for food produced in Macao that meets export requirements. By-law No. 1/2024 on the Registration System for Retail Establishments of Fresh and Live Food came into effect on 1 February 2024, simplifying administrative procedures. As of 31 December 2024, the Municipal Affairs Bureau had issued 418 registration certificates for retail fresh and live food establishments.

The Municipal Affairs Bureau also ensures food safety by monitoring foods sold in local markets, inspections, food testing, publicity and education, as well as establishing food safety standards and guidelines according to the Food Safety Law. By 2024, the Government had established 13 sets and updated two sets of food safety standards: Maximum Residue of Veterinary Medicines in Food, List of Substances Prohibited from Use in Food, Maximum Levels of Radionuclides in Food, Maximum Levels of Bacterial Pathogens in Infant Formula, Maximum Levels of Pathogenic Micro-organisms in Dairy Products, Maximum Levels of Mycotoxins in Food, Requirements on

Nutrition Contents of Infant Formula, Standards for Use of Food Colourings in Food, Standards for Use of Sweeteners in Foods, Maximum Levels of Heavy Metal Contaminants in Food, Rules on the Use of Preservatives and Antioxidants in Foodstuffs, Maximum Limits for Pesticide Residues in Foodstuffs, Standards for the Use of Food Additives in Foodstuffs, and updated the List of Prohibited Substances in Foodstuffs and Maximum Residue Limits of Pesticides in Foodstuffs. To date, 74 sets of Food Safety Guidelines have been published, to instruct the industry to maintain hygiene and safety during operations.

To enhance food safety, the Municipal Affairs Bureau regularly monitors foods sold in local markets, to understand the level of food hygiene. In 2024, three sampling tests of seasonal foods – Chinese New Year confectionery, sticky rice dumplings of the Dragon Boat Festival and Mid-Autumn Festival mooncakes – were conducted, and a total of 170 samples were taken, of which three failed to pass the test, representing a 98 percent pass rate; two specific food studies and investigations were conducted – study of pre-made ready meals and study of short shelf-life beverages produced in Macao. A total of 190 foodstuff samples were collected and there was a 99.5 percent pass rate. Routine sampling tests of food sold in the market were conducted throughout the year, with 2,214 samples tested, achieving a pass rate of 99.7 percent.

The Municipal Affairs Bureau performs risk monitoring and assessment in response to overseas food safety issues, and alerts the industry about potential risks to Macao resulting from such issues. In 2024, 33 food safety alerts were issued, and fax, email, and SMS alert services were employed on an on-going basis, to enable prompt responses by the industry.

The Municipal Affairs Bureau continued to educate and communicate with the public about food safety risks. In response to the discharge of nuclear-contaminated water from Japan, Macao has been releasing daily radiation test data on imported Japanese food products, to enhance scientific information. Also, aligning with By-law No. 30/2021 on the Registration System for Takeaway Establishments, and aligning with By-law No. 1/2024 on the Registration System for Retail Establishments of Fresh and Live Food coming into effect on 1 February 2024, the bureau continued reminding newly opened establishments to complete registration, enhancing the food industry's understanding of the contents of the by-law, the penalty system, the identification system and the procedures for applying for registration – by employing diverse online and offline promotion methods, to encourage the industry to meet its business responsibilities.

By 31 December 2024, approximately 4,250 takeaway establishments had completed registration and were operational. The Municipal Affairs Bureau will continue to strictly enforce regulations, and conduct on-site inspections of each takeaway establishment that applies for registration.

In 2024, 43 talks and outdoor advocacy activities, 11 seminars on food safety risks, 10 food hygiene supervisor courses and 10 Food Safety and Environmental Hygiene Courses were organised for the industry. To educate the public about food safety risks, in 2024 the bureau issued eight risk bulletins and three reports on specific food surveys and analyses, to raise the awareness of the public and the industry on the hazards and risks of different food products; two risk assessment reports were released: “Risk-Benefit Assessments of Methylmercury and Fatty Acids in Imported Marine Fish in Macao” and “Investigation of Heavy Metal Content in Rice Sold in Macao”, to analyse the levels of food risks related to public health, and maintain food safety in Macao. In 2024, food safety education talks covered 24 themes in three categories: risk prevention, risk awareness, and

food and nutrition. In all, 373 seminars and activities were organised for the public.

In 2024, leveraging the opportunity of “World Food Safety Day”, a series of activities titled “Celebrating Double Festivals, United in Heart, Strengthening Food Safety” were held in June. These activities included a photo exhibition, industry sharing sessions, youth seminars, and expert forums. Representatives of the General Administration of Customs of China were invited to exchange information with various sectors in Macao, recognising the profound significance of the country’s efforts to ensure the safety and stability of food supplies to Macao.

Veterinary Health

Monitoring animal hygiene is an important integral part of preventing animal pandemics and securing public health. The Inspection and Veterinary Control Division, under the supervision of the Municipal Affairs Bureau, is mainly responsible for supervising and managing animal hygiene in Macao. Its duties include animal protection, animal management, prevention and control of pandemic animal diseases, quarantine of imported and exported animals and animal food, and publicity, promotion and civic education regarding animal protection and animal hygiene.

For maintaining public hygiene, public safety, and animal protection, in 2024 the Municipal Affairs Bureau vaccinated 4,307 dogs and 826 cats against rabies for three years, issued 3,258 dog licences, and captured 568 stray dogs and 518 stray cats. It also prosecuted 439 cases violating Law No. 4/2016 – “Animal Protection Law”.

To prevent avian flu, the Municipal Affairs Bureau collects wild bird carcasses from all around Macao on an on-going basis, and in 2024 a total of 737 carcasses were collected. It also collected faecal samples at the habitats of migratory birds and aviaries for avian influenza screening, and during the year a total of 1,007 wild bird carcasses and faecal samples were screened. The results of all such screenings were negative and no avian influenza was found.

To enhance veterinary health in Macao, Law No. 7/2020 – Animal Pandemic Prevention Law came into effect on 1 September 2020. No local or imported positive cases of avian influenza, rabies, equine infectious metritis, equine infectious anaemia or equine piroplasmiasis have been found during routine disease surveillance work. In 2024, Macao maintained zero cases of African horse sickness, and applied for World Organisation for Animal Health veterinary certification through the Ministry of Agriculture and Rural Affairs.

To further improve the animal protection and animal quarantine systems, and promote the development of animal treatment and related businesses in Macao, the Government enacted Law No. 4/2023 - “Law on Veterinary Clinical Care and Commercial Activities”, which establishes a system of admission and supervision of veterinary qualifications, and animal treatment, breeding, trading and boarding establishments. The law came into force on 1 April 2024.

Wet Markets

To align with the overall planning and development of Coloane, from 16 December 2024, the Coloane Market is longer classified as a public market in Macao. Currently, there are eight wet

markets in Macao: seven on the Macao peninsula and one on the island of Taipa. These house a total of 1,073 market stalls.

In 2024, 765 market stalls were rented on a monthly basis, involving a total of 1,726 operators, of whom 766 were stall tenants, 530 were stall assistants and 430 were employees. The Municipal Affairs Bureau is responsible for wet market management and tenant management.

The Public Markets Management Regime Law came into effect on 1 January 2022, as did the by-law Complementary Rules for the Allocation and Leasing of Public Market Stalls. The Municipal Affairs Bureau has developed a series of related guidelines and promotional work. During inspections, market inspectors provide guidance and education to stall operators regarding any non-compliant behaviour, and guide them to comply with relevant regulations. Since the implementation of the new law, the operations and services of public markets have been significantly improved, especially in terms of price transparency, environmental cleanliness and tenants' business initiatives.

Hawkers

The Municipal Affairs Bureau licenses, manages and monitors hawkers. In addition, it manages various large temporary sales activities, such as sales of firecrackers and the Lunar New Year's Eve Market, during major Chinese traditional festivals, as well as special markets like the Taipa Flea Market. By the end of 2024, the bureau had issued 558 hawkers' licences, including 83 cooked food stall licences and 77 special permits, to flower hawkers from Wanzai District, Zhuhai; the total was 43 lower than in 2023, representing a reduction of 7.2 percent.

The Slaughter House

In accordance with relevant regulations, livestock such as pigs, cattle and sheep must be slaughtered at the Slaughter House. The Municipal Affairs Bureau stations veterinarians and quarantine personnel in the slaughterhouse to supervise its operations and hygiene. All slaughtered products must be checked before and after slaughter and certified fit for human consumption before they can be sold. The bureau is also responsible for protecting animal rights, preventing abuse, supervising the transportation of livestock and destroying sub-standard meat. In 2024, the Slaughter House butchered 1,336 heads of cattle and 108,668 pigs; a total of 110,004 animals.

Social Welfare Services

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

Social Welfare Bureau

The Social Welfare Bureau (IAS) is a government department that helps draft, coordinate, liaise,

drive and execute the social work policies and social welfare of the MSAR. It provides individual and family assistance, and services for children and teenagers, and the elderly. It also offers rehabilitation services, anti-drug-dependence services, problem gambling prevention services, and social rehabilitation services. The social service facilities under its umbrella include the Social Services Centres, a casualty centre for victims of disasters, Assessment Centre for Rehabilitation, Drug Treatment Centres (Methadone), Healthy Life Education Centre and Chi Ai Hin (Problem Gambling Prevention and Treatment).

In 2024, the Social Welfare Bureau allocated about 3.382 billion patacas to the social services sector, representing an increase of 2.36 percent, which includes various subsidies for social services and expenditure on welfare benefits and assistance. The major subsidies and welfare expenditure were as follows:

- The Social Welfare Bureau subsidised 257 social service organisations/facilities/programmes with more than 4,800 beneficiaries, totalling about 1.691 billion patacas;
- The Government continued providing Old Age Allowances to Macao permanent residents aged 65 or above through the Social Welfare Bureau, with each person receiving 9,000 patacas in 2024. There was a total of 137,402 eligible cases (including 3,244 backdated cases from prior years), and the allowances amounted to 1.237 billion patacas;
- The Government continued giving disability gratuities to Disability Assessment Card holders who are permanent residents, with an ordinary gratuity amount of 9,000 patacas and a special gratuity amount of 18,000 patacas in 2024, for a total of 19,664 eligible cases (including 1,015 backdated cases from prior years), involving a total of 232 million patacas;
- Starting from 1 December 2023, the caregiver allowance measure has continued, and has been transitioned from a pilot scheme to a permanent measure. The monthly allowance is 2,175 patacas. In 2024 206 caregivers were granted a cumulative total of approximately 4.79 million patacas; and
- In September 2024, an additional full amount of financial aid was provided to families benefiting from financial assistance. In all, 2,102 families benefited, with aid totalling approximately 12.9 million patacas.

Law No. 5/2019 - Professional Accreditation and Licensing for Social Workers came into effect in 2020. By December 2024, 2,273 people had been recognised by professional accreditation for social workers, and 1,463 people had valid social worker registration certificates.

The Social Welfare Bureau continued to supervise the implementation of infectious disease prevention and control work in social service facilities, assisting the facilities with hiring epidemic prevention officers, together with epidemic prevention material management, infectious disease emergency response planning, infectious disease surveillance, and notification mechanisms. In addition, the bureau strictly enforced the follow up procedures of the Health Bureau's reports on mass illness cases in social service facilities, and provided technical support to the facilities. In 2024, in response to the changing situation of infectious diseases in Macao, the bureau updated the key response strategies and related health guidelines, and urged 213 social service facilities to update their contingency plans and conduct table-top drills. An outreach programme on Covid-19

vaccine, seasonal influenza vaccine and pneumococcal vaccine has also been launched in social service facilities, to arrange outreach vaccinations for users of these facilities.

To enhance the capacity of social service facilities in the prevention and control of infectious diseases, the Social Welfare Bureau and the Health Bureau jointly organised three rounds of the Epidemic Prevention Officer Training Workshop from December 2023 to February 2024, for about 250 social service facility staff.

Family and Community Services

The Social Welfare Bureau has established four social services centres and one branch centre in districts, providing individuals and families in need with 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 2024, 3,178 cases were handled by four social services centres and one branch centre, and 9,115 services of different types were provided, resulting in 2,557 families receiving regular subsidies, involving 3,898 individuals.

In 2024, Macao had one public shelter, 11 integrated family and community service centres, 13 community centres, 11 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 2024, 18 people were admitted to the Ilha Verde shelter, and the cold and heat shelters provided services to 112 people and nine people, respectively. The 11 integrated family and community services centres provided services to 1,082,859 people; the 13 community centres provided services to 1,150,544 people; 11 community-specific services provided services to a total of 536,125 people; and the four shelters and temporary shelters provided services for 272 people.

To enhance welfare recipients' incentives to work and assist them to re-enter the labour market, the bureau and four non-governmental agencies cooperated in implementing the Community Employment Assistance Scheme. By the end of 2024, the scheme had 656 participants. Additionally, by the end of 2024, the Positive Life Programme, which was launched to encourage employment, attracted participation by 1,074 individuals, 427 of whom had already received employment counselling and accepted job referrals.

In 2024, the bureau's 24-hour psychological counselling hotline received 1,460 calls, mostly spanning consultations, health, family relationships, marital relationships, and academic/employment issues.

In 2024, the bureau received 2,375 cases involving notifications through the Family Crisis Hotline. After eliminating duplicate cases, 1,697 cases were identified, including 893 involving family disputes, family conflicts and initial suspected domestic violence, and 804 other cases. Among the 85 preliminary cases of suspected domestic violence, 55 cases were assessed and identified, 30 of which involved spouses, 16 involved children, eight involved the elderly, and one involved violence between family members.

Children's and Youth Services

In 2024, Macao had 59 child-care centres, 40 of which received regular subsidies from the Social Welfare Bureau. Child-care services in Macao offered quotas totalling 7,987, and a total of 5,272 children enrolled in them. One of the centres was funded by the bureau, and provided parent-child services to 39,511 people during 2024, promoting play time between parents and children and creating harmonious family relationships. The Government provided the Priority Child Care Service for Children from Disadvantaged Families, so that disadvantaged families were given priority in receiving services in subsidised child-care centres.

There are nine homes for children and adolescents in Macao offering short or long-term care and counselling for orphans, as well as children and adolescents who have been abandoned, who lack family care, or who are on the verge of a crisis as a result of family or social conflicts. In 2024, these homes housed 285 children and youngsters.

There are four community youth social work teams in Macao, comprising social workers who conduct outreach work in various places such as amusement game centres, sports grounds and fast-food restaurants. They get in touch with youths who are more vulnerable to life crises and provide counselling services, and assist them with facing personal, family and social problems. The teams also provide youth career development services, support services to families with children and youth at risk, community support services and drug abuse prevention services. During 2024, 25,994 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 2024, the centres had 36,300 members receiving these services.

The Social Welfare Bureau is the only authorised organisation in Macao that deals with adoption services. It handled 14 such cases in 2024. The bureau is responsible for providing assistance to minors who become involved in judicial actions, in accordance with the social protection system. During 2024, the bureau processed 338 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. During 2024, the bureau processed no such cases.

Services for the Elderly

In 2024, the Social Welfare Bureau continued providing subsidies and technical support to community organisations, for establishing various social facilities and support services, and promoting the improvement of services. The aim was to improve the service quality and thus provide appropriate services to elderly persons in need, so they can enjoy their remaining years in comfort.

In 2024, the interdepartmental steering group on Macao's retirement protection mechanism continued to follow up regarding the long-term measures (2021-2025) under the Plan for the Elderly Services for 2016-2025. Of the 100 long-term measures, 85 have been implemented and completed.

In 2020, the MSAR Government proposed the establishment of government-built housing for senior citizens, aimed at prioritising the care of elderly residents living in tenement units and those who are financially capable, to boost their quality of life. The housing project is a government pilot scheme. The government-built housing for senior citizens was put into service on 15 October 2024, and provides 1,815 open-plan residential units with basic amenities together with a wide range of gerontechnology facilities, plus diverse ancillary services, to provide a comfortable and safe living environment for the elderly.

According to Order No. 109/2024 issued by the Secretary for Social Affairs and Culture, eligible applicants for government housing for senior citizens who applied from 6 November 2023 to 31 December 2025, and completed the selection of accommodation units and signed the usage agreement within the specified period, can enjoy a 20 percent discount on the usage fee during the effective period of the first three-year usage agreement, and for a maximum of three years during the first renewal of the agreement. This means that residents can enjoy a 20 percent discount on the usage fee spanning up to six years. The government housing for senior citizens started accepting applications on 6 November 2023, with approximately 1,300 applications (about 2,200 people) in the first phase. In 2024, 524 households (a total of 783 people) signed usage agreements and moved in.

In 2024, Macao had 25 homes for the elderly, providing residential care services for infirm elderly persons; 15 of them are subsidised by the Social Welfare Bureau. These 25 homes for the elderly provided around 2,705 beds, and 2,245 senior citizens were housed in homes for the elderly. In addition, there were nine elderly service facilities providing day-care services to elderly persons with health problems who are unable to take care of themselves. There were 10 other elderly day-care centres, and 25 neighbourhood social centres providing entertainment services for the elderly.

In 2024, 695 senior citizens received services at day care centres, 11,070 senior citizens received services at elderly day centres, and 10,298 senior citizens used the services provided at social centres.

Macao's home care services are provided through one home care service team and seven home care and support service teams operating under the three elderly day-care centres, two daycare centres and 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, so that they receive proper concern and care. In 2024, 1,487 cases were handled, 571 of which involved senior citizens living alone, with the remaining 916 cases involving senior citizens who were not living alone.

Additionally, there are specialised services for elderly people living alone, such as the Tele-Assistant "Peng On Tung" and the "Elderly Caring Service Network" as well as community and elderly service facilities, providing services such as telephone greetings, home visits, community activities, and 24-hour emergency call services, to service users including elderly people living alone. These services help users feel the care from society and enhance their social support networks. As of 31 December 2024, approximately 3,900 elderly people living alone and about 4,000 elderly couples were using these services.

The Social Welfare Bureau, in collaboration with private organisations, launched a pilot programme for supporting elderly people living alone, which officially started on 15 October 2024. Through a mobile app, the programme actively monitors the activities of elderly singletons and doubletons, so care and support can be provided when concerning situations are detected,

thereby enhancing the safety of senior citizens at home. The first phase of the programme is being implemented in government housing for senior citizens. As of 31 December 2024, 374 elderly individuals had participated in the programme.

The Social Welfare Bureau 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 2024, household safety instructions were given to 350 households, and equipment was installed in 342 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 Social Welfare Bureau. By the end of 2024, the Social Welfare Bureau had issued a cumulative total of 136,670 Senior Citizen's Cards. A total of 5,873 senior citizens had obtained their electronic cards. In addition, the card holders can include the electronic card in the electronic card package of the One-stop Public Services Account.

Rehabilitation Services

In 2024, the Social Welfare Bureau continued to follow up on the long-term measures (2021 to 2025) under the "Ten-year Plan for Rehabilitation Services 2016 – 2025", with 77 of the 82 long-term measures implemented and completed.

In 2024, Macao had 11 rehabilitation homes, of which nine provide accommodation, training, social and leisure activities to mentally handicapped adults or chronic mental patients, and children aged 15 below with mental or physical disabilities; and two combine halfway house and supported hostel for people recovering from mental illness. Moreover, there are 12 day-centres which provide independent living training, group studies, rehabilitation treatment, regular activities and individual assistance to the hearing impaired, the mentally handicapped, people recovering from mental illness and the visually impaired. In 2024, 11 rehabilitation homes provided services to 809 people, while 12 rehabilitation day-centres provided services to 13,069 people. In 2024, an assistive device resource centre was added for the whole Macao population, and provided services to 1,038 people.

In 2024, there were six sheltered workshops, vocational training centres and supported employment centres in Macao. Services were provided to 467 people. There were also four pre-schools/education centres to provide early special education and training, and assistance for children with development disorders and impaired hearing. In 2024, the four pre-schools/education centres served 590 children.

The rehabilitation bus service in Macao is provided by two agencies. The Social Welfare Bureau subsidises the cost of purchasing and operating rehabilitation buses. The service enables people with impaired mobility, physically disabled persons and patients requiring haemodialysis to commute between their homes and hospitals. A no-reservation feeder service was also provided. The bus

service allowed people with disabilities to commute to meet their friends and relatives, participate in cultural, recreational and leisure activities, and handle personal affairs. In 2024, the two agencies served 36,177 passengers.

In 2024, Macao had five comprehensive rehabilitation service centres, including one designed for people with intellectual disabilities. Services provided by the centre include small scale residential services for mildly and moderately mentally handicapped people aged between 16 years to 55 years, which in 2024 involved providing independent living skills training to 20 people, along with providing family resources services to mentally handicapped persons and their families, with 13,178 people served in 2024. Another centre is a comprehensive rehabilitation service centre providing vocational training and rehabilitation services, which served 131 people in 2024. A centre offering residential and day activity services for persons aged 16 years or above with moderate or above intellectual disabilities, and day respite services for children and teenagers with developmental disabilities aged between 6 years and 15 years, provided accommodation services to 80 people, day activity services to 51 people, and day respite services to 28 people in 2024. A comprehensive rehabilitation service centre, offering vocational training and day activity services, served 23 people in 2024. In 2024, a new comprehensive rehabilitation service centre for individuals aged 16 and above with intellectual disabilities or autism was established. The centre offers vocational training, development services, and support services for people with high-functioning autism. In 2024, services were provided to 29 people.

The Social Welfare Bureau provides professional assessment services to Macao residents who need to apply for or use rehabilitation services operated by agencies funded by the bureau, so they can find the most appropriate services. There were 188 cases of providing these services in 2024.

As at the end of December 2024, the Disability Assessment Cards had attracted 32,773 new applications and 13,666 renewal applications, and 26,044 new cards were issued by the bureau.

Prevention and Treatment of Drug Dependence

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

In 2024, 7,171 people participated in training courses and seminars on anti-drug abuse, organised by the Social Welfare Bureau 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, with anti-drugs and healthy life messaging. During 2024, 5,713 people participated in its activities. The Healthy Life Education programme, which is conducted especially for students aged from five years to 12 years, attracted participation by 20,448 primary school students from 66 schools, and three in-campus activities attracted participation by 1,300 people. The drug education programme “Thinking It Though” for secondary school students attracted participation by 7,834

secondary school students from 18 secondary schools. In addition, four online game activities were held, for a total of 2,261 participants. To promote anti-drugs education at home and school, the IAS held 10 parent-child seminars, with participation by 265 people.

There are four drug abuse prevention service organisations in Macao, providing services including youth recreation and sports activities, mobile health counselling centres, community promotions, seminars, group and case counselling, adventures, and parent-child activities, with a total of 76,412 people served in 2024. The subsidised organisations organised healthy-campus promotion activities for tertiary students, disseminating healthy campus life messages through the information platforms for tertiary students and various social networking platforms every month. A total of 57 activities attracted 21,846 participants, and included topical programmes, questionnaire survey, anti-drugs online activities and distribution of packs with daily necessities.

The Social Welfare Bureau and two community drug treatment centres provide comprehensive voluntary treatment and rehabilitation services for drug-dependent people. They include outpatient and residential drug addiction treatment, as well as drug counselling services. During 2024, 446 drug addicts sought help, 72 of whom were seeking help for the first time.

In 2024, a comprehensive drug rehabilitation centre provided accommodation for 57 people, family support services for 62 people, career development services for 985 people, and community outreach services for 10,354 people. An outreach treatment service for drug-dependent youths and two drug rehabilitation outreach services provided outreach services for 26,723 people; outreach services designed for drug-dependent youngsters and problem juveniles were used by 1,011 people; services designed for the family members of drug addicts were provided to 763 people; and the community promotion activities reached a total of 12,873 people. In 2024, a career development programme for youth abstaining from drugs organised 33 training courses attended by 220 people, and provided internships for 29 participants. Three participants were successfully employed. The retention rate of youth participating in the programme was 100 percent. A range of support was also provided to 309 family members. A total of 23,815 people were served during the year.

To strengthen the follow-up support for rehabilitated drug abusers reintegrating into society, in 2024 the bureau cooperated with private organisations to extend the Methadone Case Support Programme, serving 78 cases on 935 occasions. It also cooperated with the Cultural Affairs Bureau and non-governmental organisations to launch the “Hold on to Hope” Vocational Training Internship Programme, holding more than 13 training sessions with 985 participants, 13 of whom participated in various internships; five participants were successfully recruited and reintegrated into the community, and the case retention rate reached 100 percent.

Regarding promotion of drug rehabilitation services, the bureau held a sharing session on cooperation in drug abuse prevention services, and launched the Healthy Community Partnership training programme in both online and offline modes, attracting participation by 423 people, to further consolidate cooperation and exchanges with related organisations. Healthcare seminars were also jointly organised with healthcare organisations, attracting a total of 3,713 participants. The bureau continued enhancing the public’s knowledge of the harm caused by drugs and ways to seek help through the Know Drugs website, the “Smart Parents” public WeChat account and the Go Go Goal mobile app, sharing information about drug abuse prevention and treatment. In addition, the bureau was able to uncover more than 29,388 drug-related discussions and messages

using big data excavation and manual screening, visiting more than 10 popular teenage websites, social media platforms and discussion forums, conducting a total of 280 online outreach sessions and publishing 70 educational posts on drug prevention.

Prevention and Treatment of Problem Gambling

The Chi Ai Hin of the Social Welfare Bureau is a service unit responsible for providing gaming-related counselling services, professional training, community education, responsible gaming promotion and related surveys and studies. In 2024, the Central Registry System of Individuals with Gambling Disorders received 208 new cases of people seeking assistance. Community organisations were also commissioned to provide a round-the-clock gaming counselling hotline and online counselling service, which received 765 and 2,179 requests for assistance through telephone calls and online platforms, respectively. To strengthen community education, 14 community talks regarding prevention of gaming disorders were organised, attended by 632 participants. Responsible gaming seminars were conducted for the elderly in various district elderly day centres, covering 17 centres and nearly 700 participants in 2024. Training sessions were also held for professionals, and an illustrated booklet on responsible gaming for the elderly was released. Additionally, multiple activities were organised in collaboration with civil organisations, with over 3,300 participants, to enhance the elderly's awareness of gaming risks, community resources, and gaming cessation counselling. The centre collaborated with community organisations in launching the Smart Money Management Programme, and organised 253 classroom sessions for 7,800 students. Two training sessions on teaching kits for teachers were also organised for 132 people. In 2024, the bureau subsidised "Bosco Youth Service Freeland" of the Bosco Youth Service Network, to implement addiction prevention services and activities for young people. During the year, 352 sessions were organised, serving more than 350,000 participants and online viewers.

To enhance the social participation of gaming practitioners and strengthen their physical and mental health, the gambling disorder prevention and treatment organisations received subsidies to organise educational activities on gambling disorder prevention and treatment, responsible gambling, family education and stress management, and various cultural, recreational, sports and online activities, reaching close to 180,000 people throughout the year.

In 2024, seven professional training courses were organised, with 225 members of the social service and gaming sectors obtaining certificates. The training courses included the "Professional Certificate in Gambling Counselling (Macao)" and the "Certificate in Macao Responsible Gaming Advisor", to cultivate local advisor talents, with 37 individuals attaining the advisor qualification.

Regarding responsible gaming, Responsible Gaming Indicators were launched by the inter-departmental Working Group on Responsible Gaming formed by the MSAR Government. As of December 2024, 13 organisations collaborating in gaming disorder prevention and 36 casinos had been awarded the "Responsible Gaming Implementation Model Unit" qualification.

On the 15th anniversary of the Responsible Gaming Promotion Campaign, 147 events were organised in collaboration with social stakeholders, attracting approximately 470,000 participants. By 2024, a cumulative total of 59 Responsible Gaming Kiosks had been set up in communities, entertainment venues, and other gaming locations, providing comprehensive information on

responsible gaming and gaming disorders to residents and tourists. Throughout the year, there was a total of 20,251 accesses to the information.

In 2024, the Macao Gaming Disorder Prevention and Effectiveness Evaluation and Planning Study was launched, to review the implementation of gaming disorder prevention services and responsible gaming measures in Macao over the past ten years, and to provide recommendations on planning the future development of related services

Social Rehabilitation Services

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

During 2024, 698 and 224 cases of discharged offenders and young offenders were handled, respectively. In addition, a half-way house for discharged offenders and a half-way house for young offenders provided services for 29 people and 20 people, respectively.

Three sets of systematic correctional programmes and activities are designed for the effective implementation and promotion of community correctional work, including the “Correctional Courses” for rehabilitated offenders, the “Crime Prevention for Youth” for juvenile offenders, and the “Correctional Courses” for special offenders. The courses cover personal growth, legal education, civic education, therapeutic courses and groups, and participation in social services. Through diverse education and corrective measures, the service users can develop law-abiding awareness and a positive lifestyle. In 2024, 156 courses and activities were held, for a total of 1,450 participants.

To strengthen the patriotism of rehabilitated persons and assisted youth, the Social Welfare Bureau cooperated with non-governmental organisations to launch a series of patriotic education activities to guide rehabilitated persons and juvenile offenders to gain a deeper understanding of national development, and enhance their sense of national identity, love for the country and abiding the law. In 2024, the activities attracted participation by 558 people, including 393 rehabilitated persons and 165 young offenders receiving counselling.

In 2024, in collaboration with civil organisations, the “Know the Law, Speak the Law” youth speech contest was held to promote the Juvenile Delinquency Education and Supervision System to young people in Macao. Through the competition process, the young people were guided to deeply consider the importance of crime prevention and enhance their awareness of compliance with the law. During the year, a total of 156 participants took part.

Social Security Fund

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

and managing relevant resources.

The Social Security Fund was set up on 23 March, 1990, with a primary objective of providing social security to local employees at that time. With the exacerbated social phenomenon of ageing, residents' demand for universal coverage is growing. In November 2008, the Government announced the Social Security and Old-age Pension System Reform Programme. Its core aim is to build a double-tier social security system, founded on the first-tier social security system, so that all Macao residents 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.

Social Security System

Law No. 4/2010 – “Social Security System” came into effect on 1 January 2011. It is the first tier of the double-tier social security system. This system operates according to the principle of social insurance covering the entire population of Macao, with the aim of providing residents with basic social security and particularly pension security. Its income derives from contributions from gaming, a one-percent sharing from the recurrent income of the Government's annual General Budget, three percent of the central executive budget balance by the end of every fiscal year, the contributions of employees, employers and arbitrary contributors, employment fees for non-resident workers, and the income of the investment of the Social Security Fund.

Starting from 2022, the Social Security Fund has fully implemented the “Periodic Adjustment Mechanism of Social Security Fund's Benefits”, under which pension and other benefits are reviewed and adjusted in a more scientific and systematic manner, thereby ensuring basic pension protection for residents and the sustainability of the social security mechanism.

Contribution

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

In 2024, a total of 352,000 beneficiaries made their contributions. They included around 284,000 employees and 68,000 voluntary contributors (including in-service public servants registered in the retirement and pension system). The contributions totalled around 380 million patacas.

Social Security Payments

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

In 2024, pensions and disability allowances were given to 167,000 people, 154,000 of whom received pensions. Besides, allowances were received by 14,640 people. Social security payments totalled about 6.28 billion patacas, including around 5.59 billion patacas for pensions (including an additional payment in January).

Non-mandatory Central Provident Fund System

Law No. 7/2017 – “Non-mandatory Central Provident Fund System” (or non-mandatory CPF) came into effect on 1 January 2018. It is the second tier in the double-tier social security system, aiming at enhancing retirement protection for citizens of the Macao SAR, and to fill a gap in the existing social security system.

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

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 System

There are a joint provident fund scheme and an individual provident fund scheme under the non-mandatory CPF. A joint provident fund scheme is designed for employees. The monthly contributions of a participating employee and his or her employer are calculated based on the employee’s basic salary, being equivalent to five percent of the basic salary. The maximum and minimum caps to the contributions are linked to the Law on the Minimum Wage for Employees. An individual provident fund scheme is designed for all account holders with a monthly minimum contribution of 500 patacas, and a maximum amount linked to Law on the Minimum Wage for Employees, which is currently 3,500 patacas. The contributions can be invested into the pension funds under non-mandatory CPF for wealth accumulation, and managed by qualified fund management entities. By the end of 2024, there were seven fund management entities providing 43 open-end pension funds. In 2024, 321 employers and around 31,000 employees joined the non-mandatory CPF scheme; about 82,000 people joined the individual non-mandatory CPF scheme; and about 9,000 people opened or retained sub-accounts.

Upon termination of employment, the employee may be entitled to the accumulated benefits in the employer’s part, according to the length of contribution and the applicable vesting schedule.

Since an individual non-mandatory CPF account is portable, the benefits in the contribution scheme will not be cleared and withdrawn due to employment termination, and can maintain the account for continued investment.

Allocation Scheme

Account holders who are alive on 1 January in the allocation year, and meet the following requirements within the year prior to the allocation, are eligible for a one-off Incentive Basic Fund of 10,000 patacas:

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

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

In 2024, there were 623,000 non-mandatory CPF individual account holders, of whom 402,000 were eligible for fund allocation, and the Government released 7,000 patacas to each account. Also, about 11,000 people received incentive allowances of 10,000 patacas. At the end of January 2025, the maximum accumulated appropriation and interest income of an account holder's sub-account managed by the Government was 84,000 patacas. If an account owner was eligible for the special allocation of a budget surplus since 2010, and has never transferred out, transferred or withdrawn funds from the government-managed sub-account, the accumulated interest income was up to 21,068 patacas.

Fund Withdrawal

To meet the objective of providing account holders more ample retirement protection, in general, an account holder must be aged 65 or above, or must fulfil other withdrawal conditions, before he or she can apply for fund withdrawal from his or her individual account. In 2024, there were about 10,000 approved applications for withdrawals, resulting in a total disbursement of 1.92 billion patacas.



政府長者公寓

Government Housing for Senior Citizens



The Government Housing for Senior Citizens, located at Nos. 311 and 337, Avenida de Sidónio Pais, are built as a pilot project to provide senior residents with a more convenient and quality living environment, supporting their integration into the community and enhancing their quality of life. The initiative is especially aimed at improving living conditions for seniors residing in independent units within buildings without lift facilities. The apartments were completed and officially opened for occupancy in 2024, offering about 1,815 units with supporting facilities.

