



賽馬會齡活城市  
Jockey Club Age-friendly City

# Jockey Club Age-friendly City Project Evaluation Report



Initiated and funded by:



The Hong Kong Jockey Club Charities Trust

Project partners:



香港中文大學  
The Chinese University of Hong Kong



香港大學  
THE UNIVERSITY OF HONG KONG



Lingnan 嶺南大學  
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THE HONG KONG  
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香港理工大學



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Asia-Pacific Institute  
of Ageing Studies



Institute of  
Active Ageing  
活齡學院

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# Acknowledgements

This report was written by Jockey Club Institute of Ageing, The Chinese University of Hong Kong. Sincere thanks are given to the following for their contributions to this report.

- This report is made possible through the generous donation of The Hong Kong Jockey Club Charities Trust which initiated and funded the Jockey Club Age-friendly City Project.
- Inputs and data were contributed by the Professional Support Teams of four university partners, namely Jockey Club Institute of Ageing of The Chinese University of Hong Kong, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies of Lingnan University, and Institute of Active Ageing of The Hong Kong Polytechnic University; all non-governmental organisations organising district-based programmes and territory-wide programmes; and research institutions, including Hong Kong Institute of Asia-Pacific Studies and Hong Kong Public Opinion Research Institute.
- We would also like to thank all collaborating parties, including District Councils / District Offices of 18 districts, community organisations, elderly people, business sector and other community stakeholders, for supporting and participating in the Project to advance age-friendliness in Hong Kong.



## Executive summary

The Hong Kong Jockey Club Charities Trust (“the Trust”) has launched the **Jockey Club Age-friendly City Project** (“JCAFC Project”) since 2015 with a funding of HKD191 million aiming to build an age-friendly city (“AFC”) in Hong Kong not only for elderly people but also for people of all ages for supporting healthy and active ageing in partnership with four gerontology research institutes of local universities, namely Jockey Club Institute of Ageing of The Chinese University of Hong Kong, Sau Po Centre on Ageing of The University of Hong Kong, Asia-Pacific Institute of Ageing Studies of Lingnan University, and Institute of Active Ageing of The Hong Kong Polytechnic University. The Project adopted a bottom-up, district-based, evidence-based and multi-sectoral collaboration approach to build momentum on age-friendliness in the community (including AFC assessment, AFC programmes and Ambassador training), establish a framework for district continual improvement and arouse public awareness and community engagement on AFC through publicity and public education activities. This report documents the evaluation findings and observations on the effectiveness and impacts of this Project.

With the concerted efforts of different stakeholders, the Project demonstrated a successful and pioneering model of building an age-friendly city in Hong Kong, gaining several greatest achievements and positive impacts, including capability building of community, enhancing knowledge transfer, arousing public awareness, strengthening cross-sectoral collaboration network, and receiving international recognition.

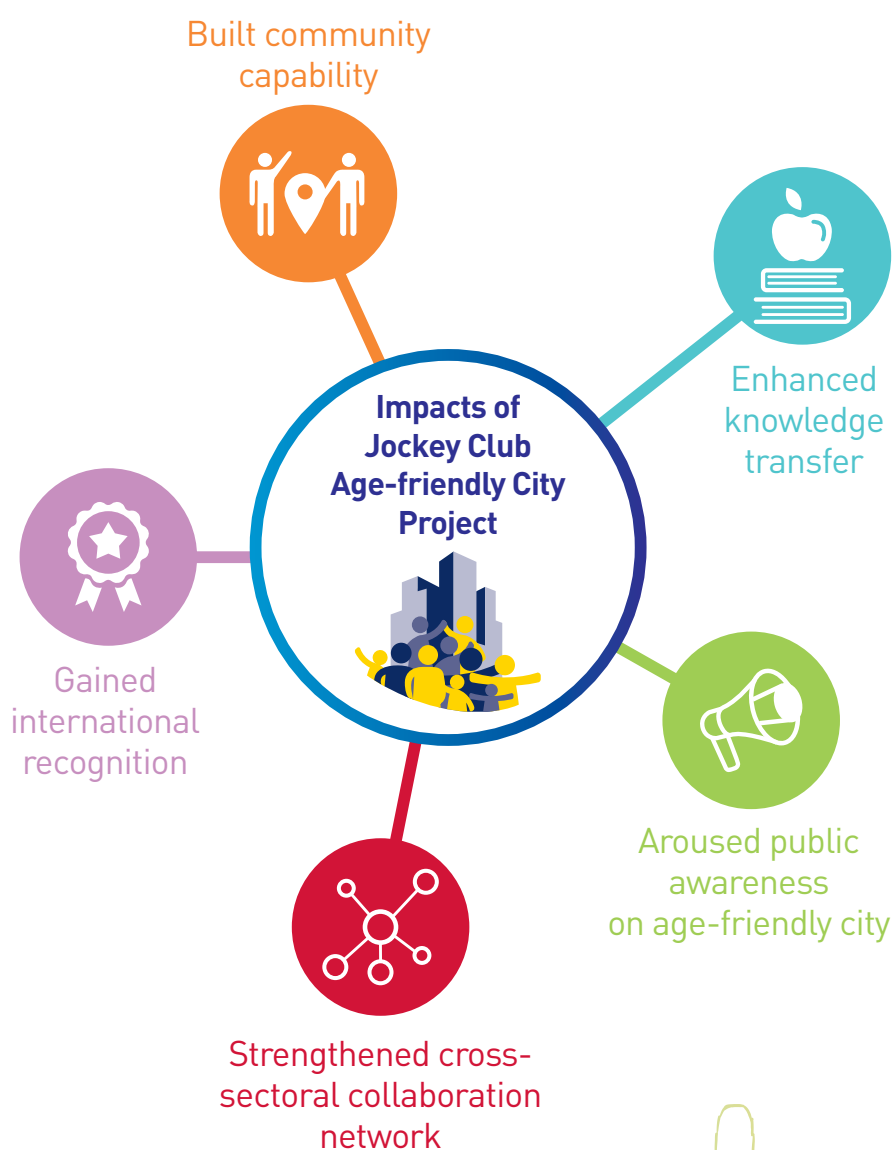
This Trust-initiated project not only benefitted our senior citizens through more than 140 district-based and territory-wide programmes, but also engaged the academia, Government, non-governmental organisations, District Councils / District Offices (“DC/DOs”), business and public sectors, as well as the general public in the AFC movement. All 18 districts in Hong Kong have become part of the World Health Organization’s Global Network for Age-friendly Cities and Communities. The Project has also been selected as one of the eight best solutions in the world to be presented in the Global Solutions Forum 2020 under the United Nations’ Sustainable Development Solutions Network.

Over 2,500 AFC Ambassadors were trained with specialised knowledge of AFC and concrete experience in AFC promotion and volunteering participation. More than 3,912,000 engagement of general public was reached with AFC messages disseminated through a variety of publicity and public education initiatives. Good practices of exemplary AFC programmes, age-friendly products / services / measures as well as policy recommendations were also consolidated for reference by policy makers and industry practitioners.



Valuable lessons learnt and insights were also drawn from the experience of JCAFC Project, for examples, learnings in engagement with DC/DOs, implementation of AFC programmes improving age-friendliness of different domains, maintaining bonding and continued participation of Ambassadors, values of conducting assessment and evaluation findings, effective promotion of AFC, as well as wisdoms of project implementation under COVID-19 pandemic.

To sustain the age-friendly momentum established in the community and among sectors, useful guides and toolkits as well as an online platform of AFC resources titled "Age-friendly Port" ([www.jcafc-port.hk](http://www.jcafc-port.hk)) were developed to facilitate knowledge transfer to spur further co-creation and development of AFC initiatives, continuing the AFC legacy to make Hong Kong a more age-friendly city to live, work and age.



# Chapter 1

## Introduction



Age-friendly City Tram Tour went through districts on 6 May 2018 to promote age-friendly messages to the community.



# Chapter 1 - Introduction

Ageing population is a global phenomenon and Hong Kong is of no exception. The Hong Kong Jockey Club Charities Trust ("the Trust") has taken a proactive role in tackling the challenges of ageing population, and stipulated building Hong Kong into an age-friendly city as one of the overarching strategic themes. The Government also mentioned building an age-friendly environment as one of the policy directions in its 2016 Policy Address. Based on the concept of Age-friendly City ("AFC") as suggested by the World Health Organization ("WHO"), the Trust launched the Jockey Club Age-friendly City Project in July 2015, adopting a bottom-up, district-based, evidence-based and cross-sectoral approach in building age-friendly community.

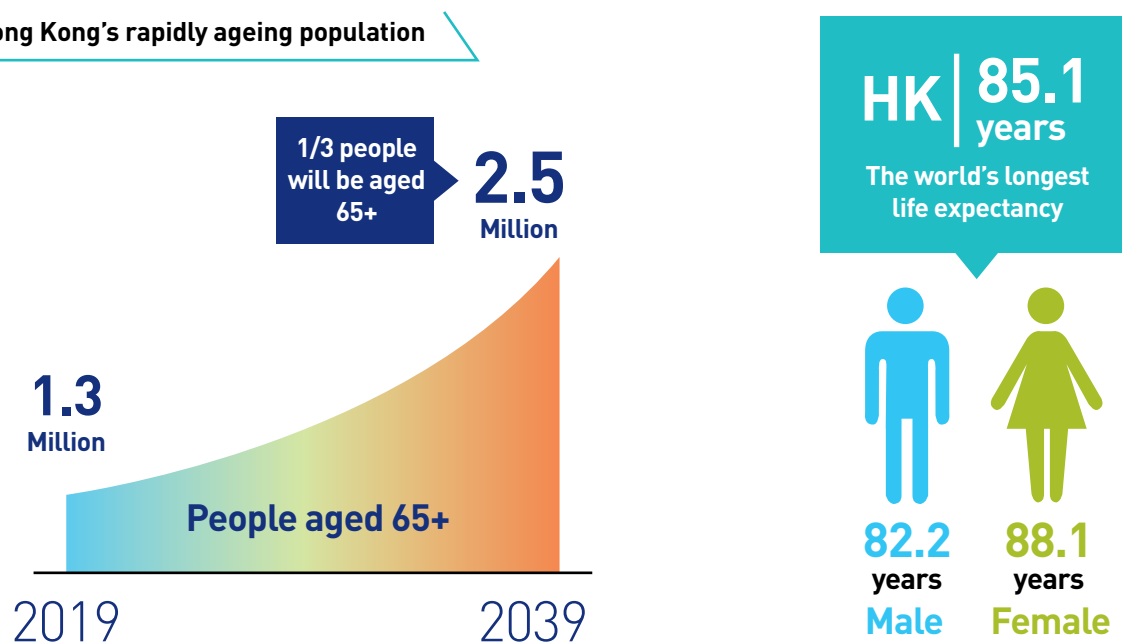
This report aims to present the evaluation results on the overall effectiveness and impacts of the Project and share the best practices in advancing age-friendliness in Hong Kong. The report consists of six chapters, with the background and overview of JCAFC Project in Chapter 1 and evaluation methodology in Chapter 2. Achievement outputs and impacts of the Project can be found in Chapter 3 and Chapter 4 respectively. Chapter 5 presents the learnings and insights from the Project experience, and finally Chapter 6 sets out the next step on AFC sustainability and the conclusion.

## 1.1 Background

### Ageing population in Hong Kong

Similar to many cities in the world, Hong Kong is facing a rapid trend of ageing population. The proportion of elderly population aged 65 or above in the total population of Hong Kong was 18% in 2019 and projected to be 31% two decades later. By 2039, about one in three people will be elderly aged 65 or above (Census and Statistics Department of HKSARG, 2020). Hong Kong people are living the longest lives in the world (World Bank, 2019).

#### Hong Kong's rapidly ageing population



## Age-friendly City concept promulgated by World Health Organization

### Origin of Age-friendly City concept

- The WHO initiated the Global Age-friendly Cities Project in 2005. Based on the focus groups with elderly people, caregivers and service providers in 33 cities around the world, the WHO identified the key features of an age-friendly city in eight domains of an urban life and highlighted elderly people's concerns and daily issues they faced.
- The JCAFC Project was launched primarily based on the WHO's publication "Global Age-friendly Cities: A Guide" issued in 2007 (World Health Organization, 2007b).

### What is an age-friendly city?

- An age-friendly city encourages active and healthy ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age.
- An age-friendly city is not just "elderly-friendly", but friendly for all ages.

### Eight domains of an age-friendly city



## WHO Global Network for Age-friendly Cities and Communities

- The WHO Global Network for Age-friendly Cities and Communities (“WHO GNAFCC”) was established in 2010 to connect cities and communities worldwide with the common vision of making their communities more age-friendly. The Network provides a global platform for information exchange, experience sharing, and mutual learning.
- As of January 2022, the Network has attracted 1,329 cities and communities in 51 countries, covering over 262 million people worldwide to make a commitment to building age-friendly community (World Health Organization webpage “About the Global Network for Age-friendly Cities and Communities”).



WHO Global Network  
for Age-friendly Cities  
and Communities

### Why should we build an age-friendly city?

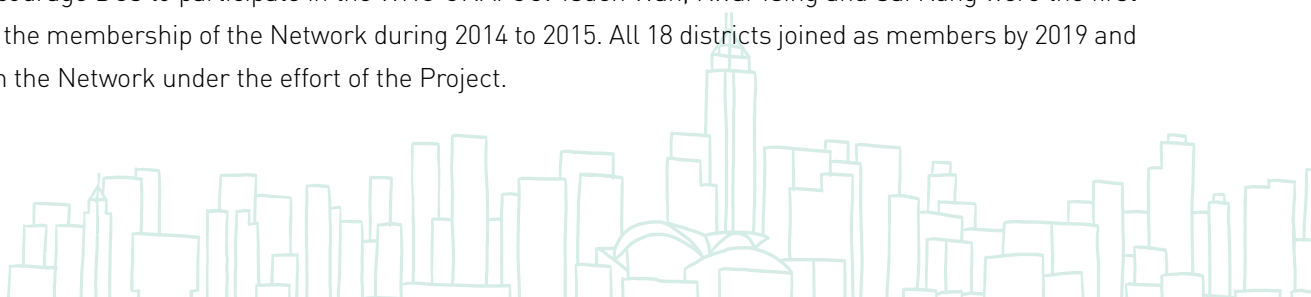
- Create an enabling, accessible, inclusive and supportive environment for people of all ages to access to services and facilities
- Enable people to live healthily and actively with dignity
- Prepare cities and communities for demographic change
- Foster healthy ageing and reduce inequalities
- Benefit people of all ages and with different capabilities
- Enhance intergenerational solidarity

### “Building an Age-friendly Environment” in the Government’s 2016 Policy Address

The HKSAR Government mentioned “Building an Age-friendly Environment” as a specific policy focus in the 2016 Policy Address (HKSAR Government, 2016) and the Policy Agenda in 2016, 2017 and 2018. The Government directed resources on building an age-friendly environment to enable more elderly people to age in place and achieve active ageing. Resources were devoted to strengthen the daily support for the elderly in various aspects, including transport, community facilities and living environment, for examples:

- installation of covers for pedestrian walkways
- installation of seats at bus stops
- installation of smart device with the Octopus Card technology to extend pedestrian flashing green time for the elderly and the disabled to cross the road
- installation of lifts and other barrier-free facilities
- provision of seats in public facilities such as markets
- installation of age-friendly facilities in public toilets

Additional resources were also provided to DCs to promote the building of age-friendly communities at the district level, and encourage DCs to participate in the WHO GNAFCC. Tsuen Wan, Kwai Tsing and Sai Kung were the first batch joining the membership of the Network during 2014 to 2015. All 18 districts joined as members by 2019 and maintained in the Network under the effort of the Project.



## The Hong Kong Jockey Club Charities Trust's Elderly Strategy

In response to the challenges of ageing population, the Trust has taken a proactive role and developed an Elderly Strategy which aimed to help elderly people extend their healthy and active years of life and enjoy more fulfilling lives.

The Trust launched the Jockey Club Age-friendly City Project ("JCAFC Project") with an aim to build Hong Kong into an age-friendly city which can cater for the needs of people of all ages.

## 1.2 Overview of Jockey Club Age-friendly City Project

### Summary of JCAFC Project

**Initiated and funded by** The Hong Kong Jockey Club Charities Trust

**Year of launch** 2015

**Donation amount** HKD191 million

**Coverage** 18 districts in Hong Kong

- 8 districts in Pilot Phase: Central & Western, Islands, Kowloon City, Kwun Tong, Sha Tin, Tai Po, Tsuen Wan and Wan Chai
- 10 districts in Second Phase: Eastern, Kwai Tsing, North, Sai Kung, Sham Shui Po, Southern, Tuen Mun, Wong Tai Sin, Yau Tsim Mong, Yuen Long

#### Objectives

- Assess the age-friendliness of each district and build momentum in developing an age-friendly community
- Recommend a framework for districts to undertake continual improvement for the well-being of senior citizens
- Arouse public awareness and encourage community participation in building an age-friendly city

#### Project approach

##### Bottom-up and district-based

Initiate the AFC movement at district level from bottom-up, instead of top-down, by engaging NGOs, local organisations, District Councils / District Offices, and involving elderly people at every stage of the AFC movement

##### Cross-sectoral collaboration

Acknowledge the importance of collaborative efforts from multiple sectors with variety of expertises, resources and network in playing different roles in the AFC movement

##### Evidence-based

Adopt evidence derived from survey, evaluation, experience, case sharing, etc to develop knowledge and best practices and make recommendations and policy interventions on age-friendliness

Note: The Project's Pilot Phase started with 8 districts of Hong Kong from July 2015 and extended to cover the remaining 10 districts in the Second Phase starting from January 2017.

## Major project components



### The AgeWatch Index for Hong Kong

- Developed a local AgeWatch Index (subsequently extended to “Hong Kong Elder Quality of Life Index”) annually since 2014 for six consecutive years to assess the well-being of older people in Hong Kong in order to identify areas of improvement and facilitate project planning



### Comprehensive Support Scheme for Districts

Assessment on Age-friendliness	<ul style="list-style-type: none"><li>• Conducted baseline assessment and final assessment in each district to measure the level of age-friendliness and identify areas for improvement/ positive changes</li></ul>
District Engagement	<ul style="list-style-type: none"><li>• Formulated three-year action plans on age-friendliness (first action plan and updated action plan) for each district in consultation with District Councils and community stakeholders</li></ul>
Ambassador Training	<ul style="list-style-type: none"><li>• Recruited and provided training to AFC Ambassadors to assist in spreading age-friendly messages in the community</li></ul>
AFC Programmes	<ul style="list-style-type: none"><li>• Liaised with non-governmental organisations (“NGOs”) for implementation of district-based programmes</li><li>• Organised university-led district-based programmes (for 10 districts under Second Phase)</li></ul>



### Publicity and Public Education

- Implemented city-wide publicity and public education activities to arouse public awareness
- Collaborated with different media to promote age-friendly messages



### Project Evaluation

- Evaluated the effectiveness of district-based programmes and the overall Project
- Consolidated best practices in building an age-friendly city

Project website [www.jcafc.hk](http://www.jcafc.hk)









Project Facebook page [www.facebook.com/HKJCAFC](https://www.facebook.com/HKJCAFC)



## Collaborating partners

### University partners

- Four gerontology research institutes of local universities (four Professional Support Teams were formed)
  - ▶ To provide intellectual support for districts under Comprehensive Support Scheme for Districts (e.g. assessment on age-friendliness, district-based programmes, Ambassadors training, district engagement)
  - ▶ To provide support to the Project's territory-wide initiatives (e.g. evaluation of territory-wide programmes, public forums on 8 domains, sustainability deliverables)

Jockey Club Institute of Ageing, The Chinese University of Hong Kong	Sau Po Centre on Ageing, The University of Hong Kong	Asia-Pacific Institute of Ageing Studies, Lingnan University	Institute of Active Ageing, The Hong Kong Polytechnic University
 香港中文大學 The Chinese University of Hong Kong   香港中文大學賽馬會老年學研究所 CUHK Jockey Club Institute of Ageing	 香港大學 THE UNIVERSITY OF HONG KONG   SAU PO CENTRE ON AGEING, HKU 香港大學賽馬會老年研究中心	 Lingnan 嶺南大學 University 香港 Hong Kong   亞太老年學研究中心 Asia-Pacific Institute of Ageing Studies	 THE HONG KONG POLYTECHNIC UNIVERSITY 香港理工大學   Institute of Active Ageing 活齡學院
Pilot Phase (since Jul 2015)			
Sha Tin Tai Po	Central and Western Wan Chai	Islands Tsuen Wan	Kowloon City Kwun Tong
Second Phase (since Jan 2017)			
Kwai Tsing North Sai Kung	Eastern Southern Wong Tai Sin	Tuen Mun Yuen Long	Sham Shui Po Yau Tsim Mong

- Secretariat of JCAFC Project (supported by CUHK Jockey Club Institute of Ageing)
  - ▶ To provide project coordination and evaluation (e.g. project meetings, websites, cross-district / territory-wide research studies, support to publicity and public education activities, public enquiry, overall project evaluation)



## Advisory Committee

- Convenor:

**Mr Leong CHEUNG**, Executive Director, Charities and Community, The Hong Kong Jockey Club

- Members:

**Dr BAI Xue**, Director, Institute of Active Ageing, The Hong Kong Polytechnic University

**Dr CHEUNG Moon-wah**, Former General Manager (Elderly Services), Hong Kong Housing Society

**Mr CHUA Hoi-wai**, Chief Executive, The Hong Kong Council of Social Service

**Dr LAM Ching-choi**, Chairman, Elderly Commission

**Professor Terry LUM**, Associate Director, Sau Po Centre on Ageing, The University of Hong Kong

**Professor Joshua MOK**, Vice-President, Lingnan University

**Professor Jean WOO**, Director, Jockey Club Institute of Ageing, The Chinese University of Hong Kong

- Ex-officio Members:

**Ms Imelda CHAN**, Head of Charities (Special Projects), The Hong Kong Jockey Club

**Ms Irene LEUNG**, Head of Charities (Trust-Initiated Projects Management), The Hong Kong Jockey Club

- ▶ To provide advice and set directions for the Project
- ▶ To endorse a common framework for assessments, evaluations, reports and other relevant documentations
- ▶ To advise strategies on publicity and public education of the Project
- ▶ To endorse the action plan of each professional team
- ▶ To examine other relevant areas as appropriate to build Hong Kong into an age-friendly city



Key milestones of JCAFC Project



**Overseas visit to New York City** (the first city to join the WHO Global Network for Age-friendly Cities and Communities) by representatives of Elderly Commission, Labour and Welfare Bureau, and The Hong Kong Jockey Club Charities Trust to learn more about the overseas experience on the development of age-friendly city campaign.

2013  
Jul

**Jockey Club Age-friendly City Project** was launched by The Hong Kong Jockey Club Charities Trust, aiming to build momentum in districts for developing an age-friendly community through an assessment of their respective age-friendliness and encourage collaborative participation in building Hong Kong into an age-friendly city.

2015  
Jul

JCAFC Project's research findings of baseline assessment on age-friendliness were presented to global experts and scholars at the **21<sup>st</sup> International Association of Gerontology and Geriatrics (IAGG) World Congress**.

2017  
Jul



Project launch ceremony on 16 Mar 2016

Korean delegation of government officials and other representatives of **Bucheon City visited Hong Kong to exchange views** on building an age-friendly city. The Project Team has shared the experiences of JCAFC Project.

2017  
Aug



**Jockey Club Age-friendly City Partnership Scheme** was launched to promote age-friendly culture to business and public sectors.

2018  
Jun

**All 18 districts** in Hong Kong have **joined the WHO Global Network for Age-friendly Cities and Communities**, showing commitment to developing an age-friendly community.



2019



The Project launched the **online platform "Age-friendly Port"** as part of the sustainability plan to provide useful resources on AFC to facilitate knowledge transfer and sustainable development.

2020  
Oct

The JCAFC Project was selected as one of the eight solutions around the world to present in the **Global Solutions Forum 2020 under the United Nations' Sustainable Development Solutions Network (SDSN)**.



2021  
Dec



---

## Highlights of JCAFC Project

### AgeWatch Index for Hong Kong / Hong Kong Elder Quality of Life Index

- The Trust commissioned CUHK Jockey Club Institute of Ageing to develop the “AgeWatch Index for Hong Kong” (based on the methodology of the Global AgeWatch Index developed by HelpAge International which provided a multi-dimensional index assessing the social and economic well-being of older people in over 90 countries / territories) since 2014, and subsequently extended to “Hong Kong Elder Quality of Life Index” to assess the elderly well-being in a comprehensive manner with locally significant indicators.
- The Index provides a trend analysis of the well-being outcomes of older people in four important domains: Income security, Health status, Capability, and Enabling environment.
- A total of six Index reports and four topical reports were produced.
- The report findings can serve as a useful reference on policy planning of age-friendly interventions for improving the quality of life of elderly people in Hong Kong.

### Baseline and final assessments on age-friendliness

- A baseline assessment study (comprising quantitative and qualitative methods) was carried out in each district by university partners, aiming to assess the level of age-friendliness in 18 districts of Hong Kong and identify areas for improvement based on 8 AFC domains. The baseline assessment findings were mainly shared with DC/DOs for drafting district-tailored action plans and with NGOs for proposing appropriate district-based programmes.
- After about three years of AFC programme interventions, a final assessment with similar methodology was conducted in each district to gauge the updated level of age-friendliness and identify improvements / changes.
- Baseline assessment reports and final assessment reports of 18 individual districts were compiled by four universities.

### Ambassador Scheme

- To promote age-friendliness to the local community, four universities recruited and provided training to elderly people and other community members in districts and encouraged them to become AFC Ambassadors. In some districts, universities cooperated with NGOs on the recruitment and training.
- Apart from training workshops, ambassador activities (e.g. talks, exhibitions, visits, field studies, community audits) were also organised to enrich the learning of AFC concept.
- The Scheme encouraged bottom-up community participation by having ambassadors to assist and participate in the programmes and events of the Project to promote age-friendliness to the general public (e.g. providing volunteering services in district-based programmes, conducting AFC assessment questionnaire interviews, sharing AFC stories and experiences in media interviews, participating in public forums as panel speakers to share views and suggestions on AFC, introducing the JCAFC Project and AFC concept to community members at exhibitions).
- The Ambassador Recognition Ceremony was held on 2 December 2021 to recognise and appreciate the contributions of Ambassadors of 18 districts in the AFC movement.

## District-based and territory-wide programmes

Funds were provided for supporting the districts to implement appropriate programmes to improve the age-friendliness of the community. There were three types of AFC programmes under the Project, including (i) district-based programmes by NGOs, (ii) district-based programmes by four universities (i.e. university-led district-based programmes), and (iii) territory-wide programmes. Summary lists of all AFC programmes can be found at project website ([www.jcafc.hk](http://www.jcafc.hk)).

### District-based programmes organised by NGOs

- To address the age-friendly concerns identified from the baseline assessment findings in 18 districts, the Trust devoted a total funding of HKD1.5 million to each district for 3 years (HKD500,000 per year) for supporting NGOs and community organisations for implementing district-based programmes.
- An assessment panel composing of representatives of the Trust, DC members and university partners was set up for each district to review and approve programme proposals submitted by NGOs.
- In 2017-2020, the Trust approved 128 district-based programmes organised by more than 70 NGOs and community organisations with a total funding of about \$26.2 million, directly benefiting nearly 110,000 older people and the general public.
- Evaluation of programmes were conducted by NGOs with assistance of respective universities. Programme-end reports were prepared by the NGOs.

### District-based programmes organised by universities

- To address the AFC needs of districts that had not yet been covered by the district-based programmes organised by NGOs, the Trust provided funding to the four universities for implementing university-led district-based programmes in the 10 districts of the Second Phase.
- In 2018-2020, the Trust approved 12 university-led district-based programmes, directly benefiting about 4,800 older people and the general public.
- Evaluation of programmes were conducted with findings incorporated in annual district evaluation report prepared by universities.

scaled up for implementing  
in all districts

### Territory-wide programmes

- In response to the three domains with lower scores (namely Community support and health services, Housing, Civic participation and employment) in baseline assessment findings, the Trust scaled up some successful district-based programmes to territory-wide programmes for implementing across the city in order to benefit more people and achieve greater impact.
- The Trust approved 7 territory-wide programmes and their evaluation were conducted by universities.



#### “Walk the City for Active Ageing”

Designed age-friendly walking routes across districts and trained young-olds as “Walk leaders” to assist in organising walk tours for elderly people for promoting healthy and active ageing



#### Five home modification programmes

Provided home modification and improvement works, e.g. installing home devices, home cleaning / tidy-up exercise, pest control, for elderly households for promoting age-friendly living environment and ageing in place



#### Publicity campaign “The New Olds”

Promoted elderly employment, age-friendly workplace and encourage civic participation through videos, e-books, articles sharing, thematic webpage, workshops, seminar, etc.



## Jockey Club Age-friendly City Partnership Scheme

To encourage cross-sector collaboration and promote the age-friendly culture to different stakeholders, including the business community, government departments and public bodies, the Jockey Club Age-friendly City Partnership Scheme was rolled out in 2018.

### Aims

- To encourage different community stakeholders, including the business sector and public sector, to develop an age-friendly culture and develop an age-friendly environment in the community
- To provide useful resources and information to elderly people and the soon-to-be-olds so that they can achieve active ageing in the community
- To arouse public awareness on the importance of AFC and motivate the public to respect elderly people

### Awards & recognition

#### Scheme Sticker

- Participating companies or organisations which adopted at least one age-friendly practice / product / service catering for the needs of elderly people would receive a set of certificate and age-friendly stickers as a recognition of their participation and contribution in promoting AFC.
- The stickers could be displayed at offices, stores, branches, corporate website, promotion materials and social media platforms.

#### Special Awards

- Seven special awards were designed to recognise companies / organisations which demonstrated outstanding performance in promoting age-friendly culture.



Age-friendly  
Employer  
Award



Age-friendly  
Facilities  
Award



Age-friendly  
Innovation  
Award



Age-friendly  
Collaborator  
Award



Age-friendly  
Business  
Award



Our City's Story  
Award



My Favourite City  
Partnership Scheme  
Award

- A judging panel with members of Advisory Committee of JCAFC Project, professional experts from project partners and representatives from the government and NGOs was set up to evaluate participating companies' or organisations' performance based on the judging criteria.
- Award presentation ceremony was organised to present the awards in Jun 2019 and Jun 2021 respectively.
- The awardees' outstanding age-friendly practices were featured in Scheme booklets, videos, radio programmes and different media.

#### Other activities

- Three thematic forums were organised to exchange views on the potentials of Silver Hair Market and the promotion of age-friendliness.
- The general public were engaged in an online public voting for their favourite age-friendly practices and also invited to suggest creative and innovative ideas of age-friendly practices on Facebook.

**Supporting organisations**

- The Chinese General Chamber of Commerce, Hong Kong
- The Chinese Manufacturers' Association of Hong Kong
- Federation of Hong Kong Industries
- Hong Kong General Chamber of Commerce

**City Partnership Scheme website**

[www.jccitypartnership.hk](http://www.jccitypartnership.hk)

**AFC public forums**

- It was a territory-wide public education initiative aiming to encourage community engagement and raise public awareness on AFC through discussion and exchange of ideas on AFC topics and common concerns identified in the baseline assessment findings.
- Eight sessions of public forums on 8 AFC domains were organised by four universities from 2017 to 2020.

▶ **4 Aug 2017 Public forum on Transportation (by HKU)**

▶ **10 Nov 2017 Public forum on Community support and health services (by CUHK)**

▶ **26 Jun 2018 Public forum on Social participation (by LingU)**

▶ **4 Dec 2018 Public forum on Outdoor spaces and buildings (by PolyU)**

▶ **17 Jun 2019 Public forum on Housing (by HKU)**

▶ **14 Dec 2019 Public forum on Civic participation and employment (by LingU)**

▶ **28 Aug 2020 Online public forum on Communication and information \* (by CUHK)**

▶ **29 Oct 2020 Online public forum on Respect and social inclusion \* (by PolyU)**

*Note: \* The public forum was held online due to COVID-19 pandemic*

- Government officials, public bodies, professionals and practitioners (e.g. architects in public forum on Outdoor spaces and buildings; family doctors in public forum on Community support and health services), NGOs, academia (e.g. professors of specific disciplines), business sector and AFC Ambassadors were invited to be the speakers.
- Different stakeholders and the general public took part in the public forums.
- Exhibition and activity booths were also set up along the forums to facilitate the dissemination of age-friendly messages.



## Publicity and public education

### International conference

- **7 Jun 2021: International Conference on Age-friendly City** to bring together experts from different sectors in Hong Kong and overseas to share best practices, enhance future collaboration and sustainable development



### Press conference

- **16 Jul 2015: Press conference on “AgeWatch Index 2014”**
- **20 May 2016: Press briefing on baseline assessment findings of 8 pilot districts**
- **5 Oct 2016: Press conference on “AgeWatch Index 2015”**
- **11 Jul 2017: Press conference on “Elderly Employment”**
- **22 Mar 2018: Press briefing on territory-wide baseline assessment findings**



### Forum / Seminar

- **2017-2020: Eight sessions of public forums on 8 domains of age-friendly city** organised by university partners
- **2018, 2019 & 2021: City Partnership Scheme Thematic Forums** on silver hair market and innovative age-friendly solutions
- **2018 - 2021: Age-friendly City Seminars (長者友善城市專題講座)** organised by RTHK Radio 5 to share the development of age-friendliness in districts
- **10 Jun 2019: Mini forum on age-friendly housing (改造家居住到老)** organised by Big Silver
- **22 Jul 2021: “Age-friendly Workplace” Seminar** organised by CTgoodjobs under “The New Olds” publicity campaign to share how to build an age-friendly workplace and promote elderly employment



## Exhibition

- **9-11 Nov 2018: “Exhibition on Age-friendly City”** at Lee Theatre Plaza in Causeway Bay to promote AFC messages and introduce the Project
- **22 - 25 Nov 2018: JCAFC Project Exhibition Zone** at Gerontech and Innovation Expo cum Summit (GIES) 2018
- **8-9 May 2019: JCAFC Project Exhibition Booth** at “HKMC Retirement Solutions” Expo organised by The Hong Kong Mortgage Corporation Limited to promote AFC concept
- **21 - 24 Nov 2019: JCAFC Project Exhibition Zone** at GIES 2019
- **19 - 22 Nov 2020: Exhibition on JCAFC Project** under the Trust’s Pavilion at GIES 2020



## Ceremony

### JCAFC Project

- **16 Mar 2016: Launch ceremony of JCAFC Project** to promote age-friendliness in 8 pilot districts
- **28 Nov 2017: Launch ceremony of the Second Phase of JCAFC Project** to expand into a city-wide campaign in all 18 districts
- **27 Sep 2018: Interim Event on Project Achievements** to share the achievements of JCAFC Project in 3 years’ time since its inception



### Jockey Club Age-friendly City Partnership Scheme

- **7 Jun 2018: Launch ceremony of City Partnership Scheme**
- **5 Jun 2019: City Partnership Scheme 2019 Award Presentation Ceremony**
- **7 Jun 2021: City Partnership Scheme 2020 Award Presentation Ceremony**



### Ambassador Scheme

- **2 Dec 2021: Ambassador Recognition Ceremony**



## Radio programme



- **Sep 2015 – Apr 2021: RTHK Radio 5**

Four radio programmes, i.e. “Elderly Academy (長進課程)”, “Magesenior (香江暖流)”, “Stand by Me (有你同行)” and “Elderly Global Village (地球村長)” to incorporate age-friendly messages (e.g. district age-friendly facilities, assessment findings, district-based programmes, City Partnership Scheme awardees, local and overseas age-friendly practices, inspiring elderly stories, etc.)

- **May 2017 – Jan 2022: Commercial Radio Hong Kong (CRHK)**

Seven episodes of radio interviews at “The Way We Are” (同途有心人) sponsored by the Trust to introduce JCAFC Project

- **Jul – Oct 2021: Publicity campaign at three radio stations**

CRHK Radio 1 & 2 《齡活耆艦店之人人有耆望》, 《一圈圈 - 齡活耆艦店》, 《早霸王 - 一耆傾一會》, 《你好嘢Special - 齡活耆艦店》; RTHK Radio 1, 2 & 5 《齡活城市資訊站》, 《香江暖流 - 全城·長者友善巡禮》; and Metro Finance 《銀髮市場的機遇》 to introduce the JCAFC Project, AFC concept and outstanding age-friendly practices of the Jockey Club Age-friendly City Partnership Scheme awardees, as well as promote intergeneration harmony

## TV programme

- **Feb – Mar 2019: Title sponsor of TVB’s Programme 《長命百二歲II》** with information segments to feature AFC messages

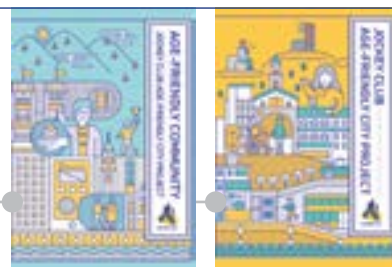
## Online video

- **Nov 2020 - Mar 2021: Publicity campaign in collaboration with online media “HiEggo” (健康·旦)** with 20 episodes of short videos broadcasted on a weekly basis at YouTube, Facebook and website platforms to introduce AFC concept, best practices, programmes and features in the 18 districts as well as elderly-related health topics



## Booklet

- **Mar 2021: “Age-friendly City Booklets”** published by Big Silver to share the age-friendliness assessment findings and good practices of district-based programmes in 18 districts
- **Aug - Oct 2021: Five e-books** of 《Easy guide on use of digital technology》, 《Continuing education courses at a glance》, 《Elderly rejoining the labour market, easy go!》, 《Be age-friendly · A guidebook for HR & employers》 and 《Active participation in volunteering to become “The New Olds” 》 developed by CTgoodjobs under “The News Olds” publicity campaign



## Other activities

- **6 May 2018: Age-friendly City Tram Tour** to promote age-friendly messages to the community



“The New Olds” publicity campaign organised by CTgoodjobs



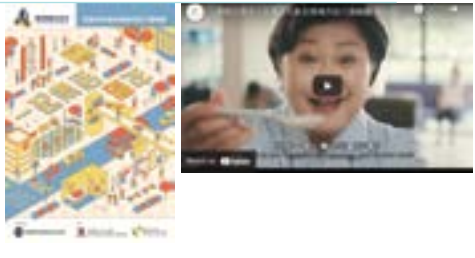




- **29 Mar 2021 - 23 Apr 2021 : “Energetic Moment of the New Olds” photo competition** to encourage the mass public to explore the potentials of the elderly
- **5 Sep 2021: “Minibus Sign Calligraphy Workshop” (手寫小巴牌傳承工作坊)** to appreciate the talents of the elderly and promote intergenerational harmony
- **18 - 25 Sep 2021: “AFC Walking Tours”** to encourage the elderly and their families to build a habit of walking to enhance physical and mental health





## Age-friendly City Sustainability Plan

- To maintain the age-friendly momentum and extend the positive impacts and AFC synergy in a sustainable manner, four university partners developed the following deliverables and distributed to different stakeholders.

Universities	Deliverables for AFC	
<p>Jockey Club Institute of Ageing, The Chinese University of Hong Kong</p>	<p>An AFC online resource platform “Age-friendly Port” (<a href="http://www.jcafc-port.hk">www.jcafc-port.hk</a>)</p>	
	<p>Age-friendly City Guidebook - Practical guidance and resources for age-friendly city development in Hong Kong</p>	
	<p>Booklet and videos of “Happy Ageing – Eight domains of an Age-friendly City”</p>	
<p>Sau Po Centre on Ageing, The University of Hong Kong</p>	<p>Policy Brief: Building an Age-friendly Community in Hong Kong</p>	
	<p>Guidelines for Hong Kong’s Members of WHO Global Network for Age-friendly Cities and Communities</p>	
<p>Asia-Pacific Institute of Ageing Studies, Lingnan University</p>	<p>Age-friendly City Ambassadors Training Manual (Updated Version)</p>	
<p>Institute of Active Ageing, The Hong Kong Polytechnic University</p>	<p>Age-friendly District Profiles (one profile for each of the 18 districts of Hong Kong)</p>	

# Chapter 2

## Evaluation methodology



Community audit to assess and identify age-friendly environment in the community under JCAFC Project's university-led district-based programme

# Chapter 2 - Evaluation methodology

## 2.1 Evaluation approach

The evaluation exercise aimed to assess the effectiveness and impact of the age-friendly initiatives of the Project. The data were collected in various ways, including assessment studies, telephone survey, interviews with programme/ event participants, project partners and major stakeholders, questionnaires, focus group interviews, on-site observations, etc. Analyses were conducted on inputs, outputs/ outcomes and impacts at individual, district and territory-wide levels. Positive changes and improvements in different spectrum (e.g. behavioural, mindset/ attitude, ecosystem/ mechanism, environment, culture) will be highlighted. Best practices, key findings and observations, as well as lessons learnt and insights were also consolidated in this report.

## 2.2 Evaluation components and methods

Areas to be evaluated	Evaluation methods / tools
(a) AFC programme intervention	<ul style="list-style-type: none"> <li>• Programme-end report for each programme prepared by NGOs</li> <li>• Annual district evaluation reports for each district prepared by universities (including evaluation of university-led district-based programmes and consolidation of district AFC efforts)</li> <li>• Statistics / figures, e.g. no. of direct beneficiaries</li> </ul>
(b) District age-friendliness	<ul style="list-style-type: none"> <li>• Final assessment (as compared with baseline assessment) to identify the improvement / changes on the level of age-friendliness in each district through quantitative and qualitative approach               <ul style="list-style-type: none"> <li>▶ Questionnaire (<b>Annex 1</b>)</li> <li>▶ Focus group protocol (<b>Annex 2</b>)</li> </ul> </li> </ul>
(c) Public awareness and attitude towards AFC	<ul style="list-style-type: none"> <li>• Territory-wide telephone survey on public awareness and attitude towards age-friendliness               <ul style="list-style-type: none"> <li>▶ Questionnaire (<b>Annex 3</b>)</li> </ul> </li> <li>• Feedback of participants of publicity and public education activities               <ul style="list-style-type: none"> <li>▶ Public forums evaluation questionnaire (<b>Annex 4</b>)</li> <li>▶ International Conference evaluation questionnaire (<b>Annex 5</b>)</li> </ul> </li> <li>• Statistics / figures, e.g.               <ul style="list-style-type: none"> <li>▶ No. of general public reached by publicity and public education initiatives</li> <li>▶ Websites and Facebook page visitors analytics</li> <li>▶ No. of viewership of videos</li> </ul> </li> </ul>
(d) Community engagement	<ul style="list-style-type: none"> <li>• Interviews with stakeholders               <ul style="list-style-type: none"> <li>▶ Interview questions of NGOs (<b>Annex 6</b>)</li> <li>▶ Interview questions of AFC Ambassadors (<b>Annex 7</b>)</li> <li>▶ Interview questions of Jockey Club Age-friendly City Partnership Scheme awardees (<b>Annex 8</b>)</li> <li>▶ Interview questions of District Councils / District Offices (<b>Annex 9</b>)</li> <li>▶ Interview questions of university partners (<b>Annex 10</b>)</li> </ul> </li> </ul>

## Baseline and final assessments on age-friendliness in 18 districts

	Baseline assessment	Final assessment
Study period	Pilot phase (8 districts): Jul 2015 - Feb 2016 Second phase (10 districts): Mar - Sep 2017	Pilot phase (8 districts): Jun - Nov 2018 Second phase (10 districts): May 2020 - Sep 2021 * (Note: * Longer period of fieldwork due to COVID-19 pandemic)
Target subjects:	People aged 18 or above living in 18 districts	
Methodology:	<ul style="list-style-type: none"> <li>▶ Questionnaire survey (<b>Annex 1</b>) asking survey participants to rate 53 items covering 8 AFC domains on a 6-point Likert scale, ranging from 1 (strongly disagree) to 6 (strongly agree) to indicate the extent to which they perceive age-friendly features in the district they live. The higher the score, the higher the perceived level of age-friendliness on the item being measured.</li> <li>▶ Focus group interviews (<b>Annex 2</b>) were developed based on WHO Age-friendly Cities Project Methodology – Vancouver Protocol (WHO, 2007c) to gauge in-depth views on strengths, concerns, improvements and changes of age-friendliness in the community.</li> </ul>	
No. of participants:	9,785 completed questionnaires  91 focus groups (739 participants)	10,107 completed questionnaires  90 focus groups (646 participants)
	<b>TOTAL: 19,892 completed questionnaires</b>	
	<b>TOTAL: 181 focus groups (1,385 participants)</b>	
Deliverables:	Baseline assessment report for each district	Final assessment report for each district
	Cross-district baseline and final assessment findings (all 18 districts in Hong Kong)	



## Telephone survey on public awareness and attitude towards age-friendliness (“AFC public opinion survey”)

A territory-wide survey with three waves, carried out by the Hong Kong Public Opinion Research Institute, aimed to collect public views over time on (i) the awareness of JCAFC Project and other AFC initiatives, (ii) understanding of AFC concept, and (iii) participation and attitude towards AFC.

	1 <sup>st</sup> Wave	2 <sup>nd</sup> Wave	3 <sup>rd</sup> Wave
Period	Apr 2017	Sep 2018	Jul – Aug 2021
Sampling	Telephone interviews with random sampling (Landline)		Telephone interviews with random sampling (Landline + Mobile)
Sample size	1,331 successful cases	1,327 successful cases	1,310 successful cases
Weighting	Survey data have been rim-weighted according to the latest available figures obtained from the Census and Statistics Department (C&SD) regarding gender, age, and educational attainment distributions of the Hong Kong population.		Survey data have been rim-weighted according to the latest available figures obtained from the C&SD regarding gender, age, educational attainment, and economic activity status distributions of the Hong Kong population.



## Interviews with stakeholders

### Non-governmental organisations (“NGOs”)

<b>Aim</b>	To gauge the views of NGOs (organisers of district-based programmes) on the impact of JCAFC Project in advancing the AFC momentum, learnings from experiences, and future intention on AFC
<b>Target subjects</b>	78 NGO centres (organised 128 district-based programmes across 18 districts)
<b>Response</b>	63 NGO centres from 18 districts (response rate: 81%)
<b>Fieldwork</b>	Online questionnaire from Jul to Aug 2020 and from Apr to May 2021 for Pilot Phase NGOs and Second Phase NGOs respectively

### AFC Ambassadors

<b>Aim</b>	To gauge the views of AFC Ambassadors on the impacts of JCAFC Project in advancing the AFC momentum, learnings from experiences, and future intention on AFC
<b>Response</b>	33 Ambassadors
<b>Fieldwork</b>	8 sessions of focus group interviews (via Zoom or face-to-face) conducted from Sep to Nov 2020

### District Councils / District Offices (“DC/DOs”)

<b>Aim</b>	To gauge the views of DC/DOs on the impact of JCAFC Project in advancing the AFC momentum at district-level, perceived role and future intention of building AFC
<b>Target subjects</b>	DC/DOs of 18 districts
<b>Response</b>	11 districts completed questionnaire (response rate: 61%)
<b>Fieldwork</b>	Online questionnaire conducted from Sep to Oct 2021 [The findings were supplemented with further information from universities on DC/DO views during district engagement]

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## Jockey Club Age-friendly City Partnership Scheme awardees

### Aim

To gauge the general views of companies and organisations on their motivation of participating in Jockey Club Age-friendly City Partnership Scheme, the impacts of the Scheme in advancing the AFC momentum, and their future intention on AFC

### Response

16 awardees of Jockey Club Age-friendly City Partnership Scheme 2020 from different industries:

- ▶ Government and statutory bodies (e.g. architecture, construction, housing, public services)
- ▶ Business sector and social enterprises (e.g. banking, transportation, healthcare, telecommunication, catering, culture and recreation)

### Fieldwork

Written reply/video interview from Mar to Apr 2021

## University partners

### Aim

To gauge the views of four university partners on the overall achievements of JCAFC Project, lessons learnt, observations from experience, and recommendations regarding identification of AFC concerns, empowerment of elderly people, collaboration with stakeholders, community awareness and participation, and evaluation of intervention

### Target subjects

Four university partners, i.e. CUHK, HKU, LingU and PolyU

### Fieldwork

Written opinion survey from Oct to Dec 2021

## Chapter 3

# Project achievements & outputs



AFC Ambassadors to promote age-friendly culture to different stakeholders



# Chapter 3 - Project achievements and outputs

## 3.1 Achievement figures



### Established evidence-based district knowledge on AFC

- **18 districts** completed baseline assessment reports and final assessment reports on assessing community age-friendliness and identifying areas for improvement
- **Hong Kong's first time** to carry out a **large-scale AFC survey** covering all 18 districts with a total of **19,800+** completed questionnaires and **180+** focus group interviews (with **1,300+** participants) to collect views of elderly people and other community members



### Built district momentum

- **18 districts** joined WHO Global Network for Age-friendly Cities and Communities
- **18 districts** identified platforms in **District Councils' Working Groups or Committees** for on-going discussion on AFC and for the elderly to voice out opinions
- **18 districts** prepared **three-year action plans** to set out the direction and action items for improving age-friendliness
- **2,500+ AFC Ambassadors** trained with specialised knowledge on AFC



### Identified good practices of AFC programmes

- **140** district-based programmes organised
- **70+** NGOs and community organisations and **4** universities engaged
- **114,000+** elderly people directly benefitted
- **7** scaled-up territory-wide programmes
  - ▶ **12** age-friendly walking routes of community maps for promoting healthy ageing
  - ▶ **1,200+** elderly households benefitted from home modification services improving elderly home safety and age-friendliness
  - ▶ **5** e-books, **1** thematic webpage, **4** videos, **14** articles and **4** events for promoting elderly employment and civic participation



### Aroused public awareness and community engagement

- **3,912,000+** viewership / engagement of general public through publicity and public education activities
- **270+** media coverage featured JCAFC Project
- **180** companies and organisations joined City Partnership Scheme 2019 and 2020 to adopt age-friendly practices

## 3.2 Output deliverables

The Project has developed and produced a variety of useful and insightful outputs, resources and toolkits.



### Publications

#### *Guides and manuals*

- Age-friendly City Guidebook
- “Happy Ageing – Eight domains of an Age-friendly City” Booklet
- Age-friendly District Profiles for 18 districts of Hong Kong (18 profiles)
- Guidelines for Hong Kong’s Members of WHO Global Network for Age-friendly Cities and Communities
- Age-friendly City Ambassadors Training Manual (Updated Version)
- E-book 《Easy guide on use of digital technology》
- E-book 《Continuing education courses at a glance》
- E-book 《Elderly rejoining the labour market, easy go!》
- E-book 《Be age-friendly · A guidebook for HR & employers》
- E-book 《Active participation in volunteering to become “The New Olds” 》

#### *Reports and journal papers*

- Baseline Assessment Reports of 18 districts (18 reports)
- Final Assessment Reports of 18 districts (18 reports)
- Cross-district Baseline Assessment Report (1 report)
- Reports on Hong Kong Elder Quality of Life Index and AgeWatch index for Hong Kong (6 Index reports from 2014 to 2019 and 4 topical reports on Income security, Capability, Health status and Enabling environment respectively)
- Thematic reports on four AFC domains (4 reports on Community support and health services, Communication and information, Outdoor spaces and buildings, and Transportation)
- 17 journal papers published at academic platforms (**Annex 11**)

#### *Policy recommendations and best practices sharing*

- Policy Brief – Building an Age-friendly Community in Hong Kong
- Action plans for 18 districts of Hong Kong (18 first action plans and 18 updated action plans)
- Jockey Club Age-friendly City Partnership Scheme 2019 Booklet
- Jockey Club Age-friendly City Partnership Scheme 2020 Booklet
- Age-friendly City Booklet (published by Big Silver) (2 booklets)



### Websites and Facebook page

- Jockey Club Age-friendly City Project website ([www.jcafc.hk](http://www.jcafc.hk))
- Facebook Page of Jockey Club Age-friendly City Project ([www.facebook.com/HKJCAFC](https://www.facebook.com/HKJCAFC))
- Jockey Club Age-friendly City Partnership Scheme website ([www.jccitypartnership.hk](http://www.jccitypartnership.hk))
- Age-friendly Port website – an online platform on AFC resources ([www.jcafc-port.hk](http://www.jcafc-port.hk))
- RTHK Radio 5 special webpage on Age-friendly City (<https://app4.rthk.hk/special/agefriendly>)
- Thematic webpage “The New Olds” – under territory-wide publicity campaign by online media CTgoodjobs ([www.ctgoodjobs.hk/events/jcafc-thenewolds](http://www.ctgoodjobs.hk/events/jcafc-thenewolds))



### Videos

- 1 animated video introducing JCAFC Project
- 1 highlights video on JCAFC Project’s district-based programmes
- 13 videos on awardees of Jockey Club Age-friendly City Partnership Scheme 2019 and 2020
- 8 videos of “Happy Ageing – Eight domains of an Age-friendly City” introducing 8 domains with real life examples
- 20 episodes of “HiEggo x AFC” videos introducing AFC concept, best practices, programmes and features in the 18 districts as well as elderly-related health topics



### Other collaterals

- 6+ mobile apps introducing age-friendly facilities and community services information in districts, home design with augment reality (AR) technology, and age-friendly walking routes
- 12 age-friendly walking routes of community maps
- 14 articles and 4 videos on elderly employment and age-friendly workplace, elderly participation in volunteering, as well as lifelong learning and new habits development of the elderly
- 21 videos on exercises at home and healthy diet for the elderly
- 4 animated videos of “Human Library” stories of the elderly living in rural areas
- AFC products (e.g. AFC card game, infographic image files of 8 AFC domain icons)



## Chapter 4

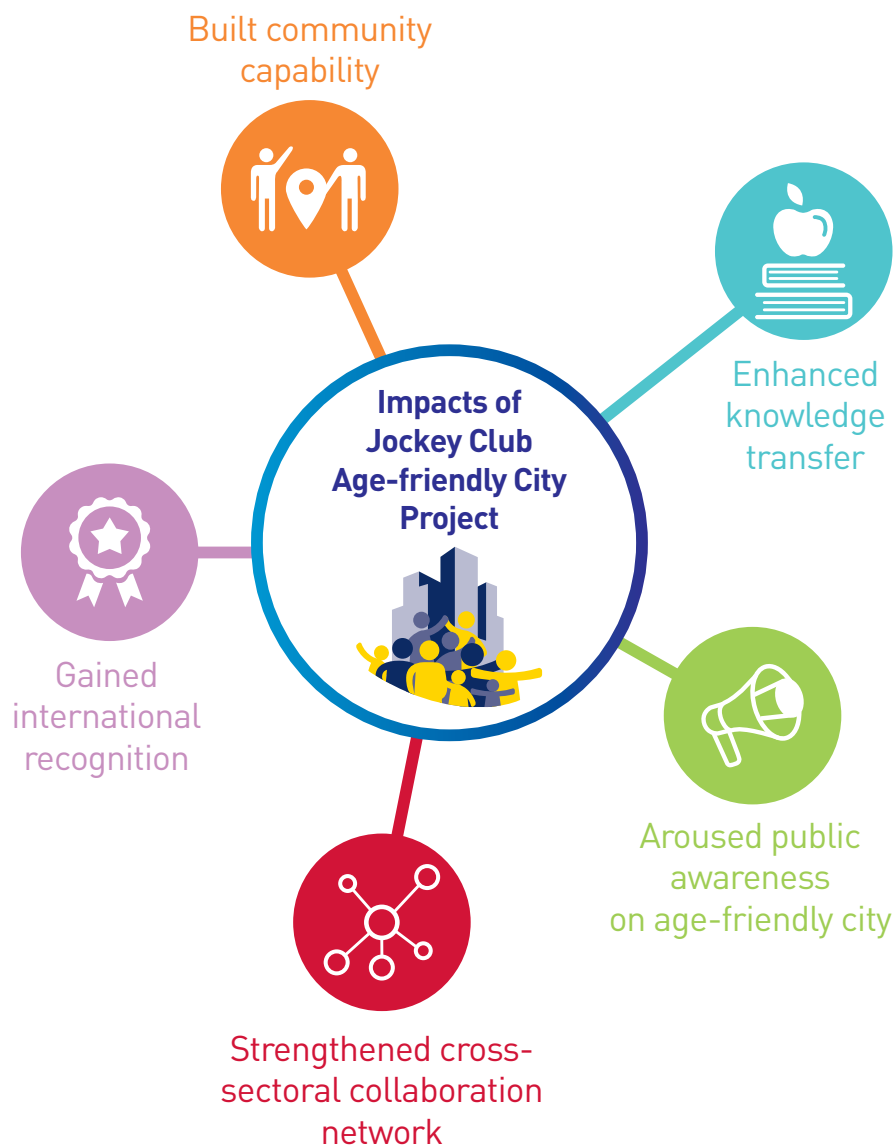
# Project impacts



Home modification and home visit for the elderly under JCAFC Project's district-based programmes

# Chapter 4 - Project impacts

The Project has made the following achievements: **(1) capability building of community** (i.e. DC/DOs, NGOs and Ambassadors), **(2) enhancement of knowledge transfer**, **(3) arousing public awareness**, **(4) strengthening cross-sectoral collaboration network**, and **(5) international recognition**. The Project has successfully engaged different sectors to join hands in playing a part in the building of an age-friendly city.

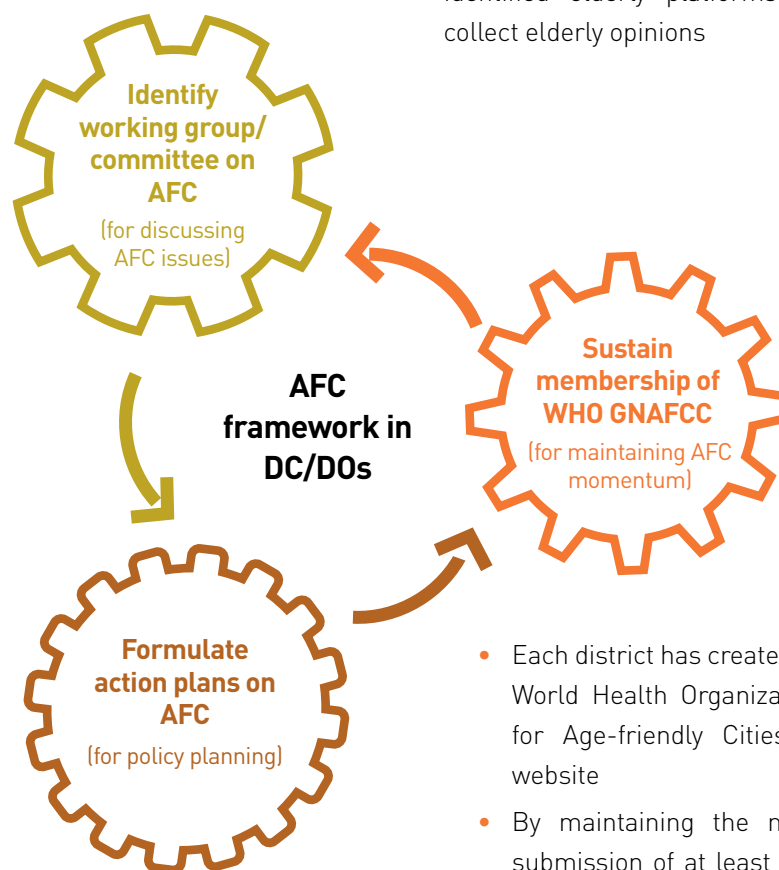


## 4.1 Capacity building of community on age-friendly momentum

### Developed framework to infuse age-friendly city into community agenda

All 18 districts have joined the World Health Organization Global Network for Age-friendly Cities and Communities (“WHO GNAFCC”), showing commitment to enhancing the community’s age-friendliness. The Project successfully opened the dialogue with DC/DOs and drew their attention to the importance of building an age-friendly community. A sustainable framework has been built in DC/DOs, incorporating AFC into community agenda and motivating the district to continue AFC work.

- Identified working group or committee under each DC to discuss and follow up AFC issues (the list of DC working groups / committees on AFC in 18 districts at **Annex 12**)
- Shared with DC members about the AFC concept, assessment findings, district’s AFC concerns and elderly needs
- Identified elderly platforms at district-level to collect elderly opinions



- Developed the first three-year action plan (based on baseline assessment findings) and the updated three-year action plan (based on final assessment findings to review the first action plan) for each district
- The action plan helps to set out directions and action items suitable for the district in improving age-friendliness and elderly well-being

- Each district has created a profile page in the World Health Organization Global Network for Age-friendly Cities and Communities website
- By maintaining the membership through submission of at least one good practice to WHO or performing profile updates regularly, which would be a driving force for DC/DOs to keep the AFC momentum

## Positive feedback of DC/DOs on the impacts of JCAFC Project



### Enhanced knowledge on community and AFC concept

- DC/DOs had better understanding and awareness on their community's age-friendliness (e.g. elderly needs, age-friendly facilities) and enhanced knowledge on AFC concept.
- DC/DOs considered the AFC assessment findings useful and they would make use of the findings as evidence for policy planning and initiating projects to improve age-friendliness (e.g. allocating funds to subsidise AFC-related facilities, activities and services).
- DC/DOs considered the bottom-up approach was good to collect elderly voices through assessment study which could facilitate the development of AFC initiatives duly addressing elderly concerns.

The baseline assessment findings provide useful evidence which facilitates policy advocacy.

Can listen to the elderly voices to understand more about the elderly needs and concerns, so as to formulate improvement measures suitable for the elderly.



### Established partnership and collaborative network

- DC/DOs built good partnership and collaborative network with community stakeholders (e.g. universities, NGOs, community organisations) on AFC issues.
- DC/DOs were pleased to establish a close collaboration relationship with universities which could provide them with multiple angles and academic evidence-based advice on how to enhance the age-friendliness in the community.

Established a collaboration network with university, providing suggestions from academic research perspective.



### Built framework on improving age-friendliness

- DC/DOs agreed the Project assisted districts in building a framework to continuously improve community's age-friendliness, joining WHO GNAFCC to share good practices of AFC, and implementing projects and measures improving age-friendliness.
- DC/DOs were willing to designate working groups/ committees on AFC issues and arrange meetings for sharing information and updates and discussing AFC initiatives in action plans.



### Encouraged public participation and promoted AFC to the public

- DC/DOs agreed the Project facilitated to encourage public engagement in AFC including elderly people and community members and promote AFC messages to the general public.

Encouraged elderly participation in city planning, through using elderly's own living experience.

Source: Stakeholder interview with DC/DOs

## “Building AFC” became the community agenda

With the AFC capabilities and framework built in DC/DOs, their devoted efforts were seen over the past years, e.g. allocating resources / using their own funding to support age-friendly initiatives, and collaborating with other community stakeholders.

### Examples of DC/DOs’ efforts on enhancing age-friendliness

- Provided funding to improve the hardware, environments and facilities of the community, for examples:
  - ▶ provision of rain shelters and walkways
  - ▶ provision / renovation of seats and sitting out areas
- Organised diversified and affordable activities for elderly people, e.g. sports, leisure, social, cultural and intergenerational activities, to enhance social participation of the elderly
- Approved projects in collaboration with NGOs to support AFC programmes, for examples:
  - ▶ healthcare programmes on provision of body check-up for the older people and promotion of fall prevention
  - ▶ programmes on household cleaning and home modification works for the elderly

Source: Annual District Evaluation Reports 2016-2021 prepared by universities, in which the yearly AFC efforts of DC/DOs were documented

The Project also engaged relevant government departments to encourage the incorporation of AFC into community agenda, such as having meetings with Social and Welfare Department’s District Welfare Planning Committees or District Coordinating Committees on Elderly Services covering 18 districts. The District Social Welfare Officers welcomed the implementation of the Project and appreciated the provision of professional support to improve the age-friendliness at district level.





## Established community momentum with AFC programmes by NGOs and community organisations

The Project has built community momentum on AFC through implementation of tailored district-based programmes in 18 districts, which not only improved the age-friendliness of the community and brought direct benefits to elderly people, but also built NGOs' capabilities in playing a key role in AFC and identified exemplary AFC programmes for districts' reference.

### AFC programmes advancing age-friendliness in the community

#### Responded

to elderly needs and district concerns as reflected in baseline assessment findings



- **Collected opinions and understood the elderly needs and district concerns** (e.g. through community audits, home visits, workshops)
- **Provided tangible direct services to the elderly in need** (e.g. home modification, healthcare support for frail and remote elderly, home visits to show care and respect)
- **Delivered useful information and age-friendly messages to the elderly** (e.g. community resources, home-based exercises, home repair service providers, tips on home safety and fixing household problems)

#### Empowered

elderly people to take active roles in AFC



- **Trained elderly people with knowledge and new skills that could apply in daily life and serve others in need** (e.g. making medical appointments, using ICT in daily life to facilitate communication and access to information)
- **Mobilised elderly people in programme planning and AFC monitoring and suggestions** (e.g. monitor community age-friendliness, join regular elderly meetings, collect elderly views, reflect opinions to DC members)



## Aroused

community awareness and participation in AFC



- **Raised public attention on AFC topics through workshops, community education and media promotion** (e.g. AFC concept, knowledge on age-friendliness relating to daily life, importance of building age-friendly living environment and providing age-friendly community facilities, message of intergenerational understanding and respect towards elderly people, active ageing)

District-based programmes introduced age-friendly city concept and information to the elderly in the community, encouraging them to pay attention to the close relationship between daily life and age-friendliness.

**NGO from Sham Shui Po**

## Built

useful AFC resources in the community



- **Consolidated existing resources of the community and useful information for elderly people, carers and community stakeholders for continued use** (e.g. home-based exercise videos, community maps and booklets on dementia community facilities and services)
- **Trained volunteers and established network groups to continue serving the community** (e.g. volunteers of home modification and ICT class for the elderly)

District-based programmes developed and consolidated community resource information, assisting elderly people and carers in making better use of the local resources.

**NGO from Kwun Tong**

Source: Stakeholder interview with NGOs and programme-end report prepared by NGOs

## AFC programmes brought direct benefits to elderly people

Great appreciations were given by elderly participants to the implementation of AFC programmes. The direct services provided in the AFC programmes truly met the needs and aspirations of elderly people, addressed their concerns, and improved the well-being of elderly people.

### Improved health of elderly people for healthy ageing



- Walking activities, body check-ups, pain relief treatments, etc.
  - ▶ Equipped with enhanced knowledge, e.g. benefits and tips of walking, exercises at home
  - ▶ Aroused awareness on health and help-seeking
  - ▶ Built healthy habits
  - ▶ Provided referrals to professionals for follow-up medical treatments for identified cases
  - ▶ Offered door-to-door body check-ups which were convenient to the elderly, especially those who could not leave home due to physical pain or diseases

### Improved living conditions of elderly people for ageing in place



- Home modification / tidy-up exercise / pest control for elderly households
  - ▶ Addressed the daily living difficulties of elderly people (in particular the frail elderly) and provided safe home environment, e.g. through installing / modifying / repairing home appliances, adding hand rails and non-slip mats in bathrooms to avoid fall risk, replacement of flushing pipe to solve seepage problem

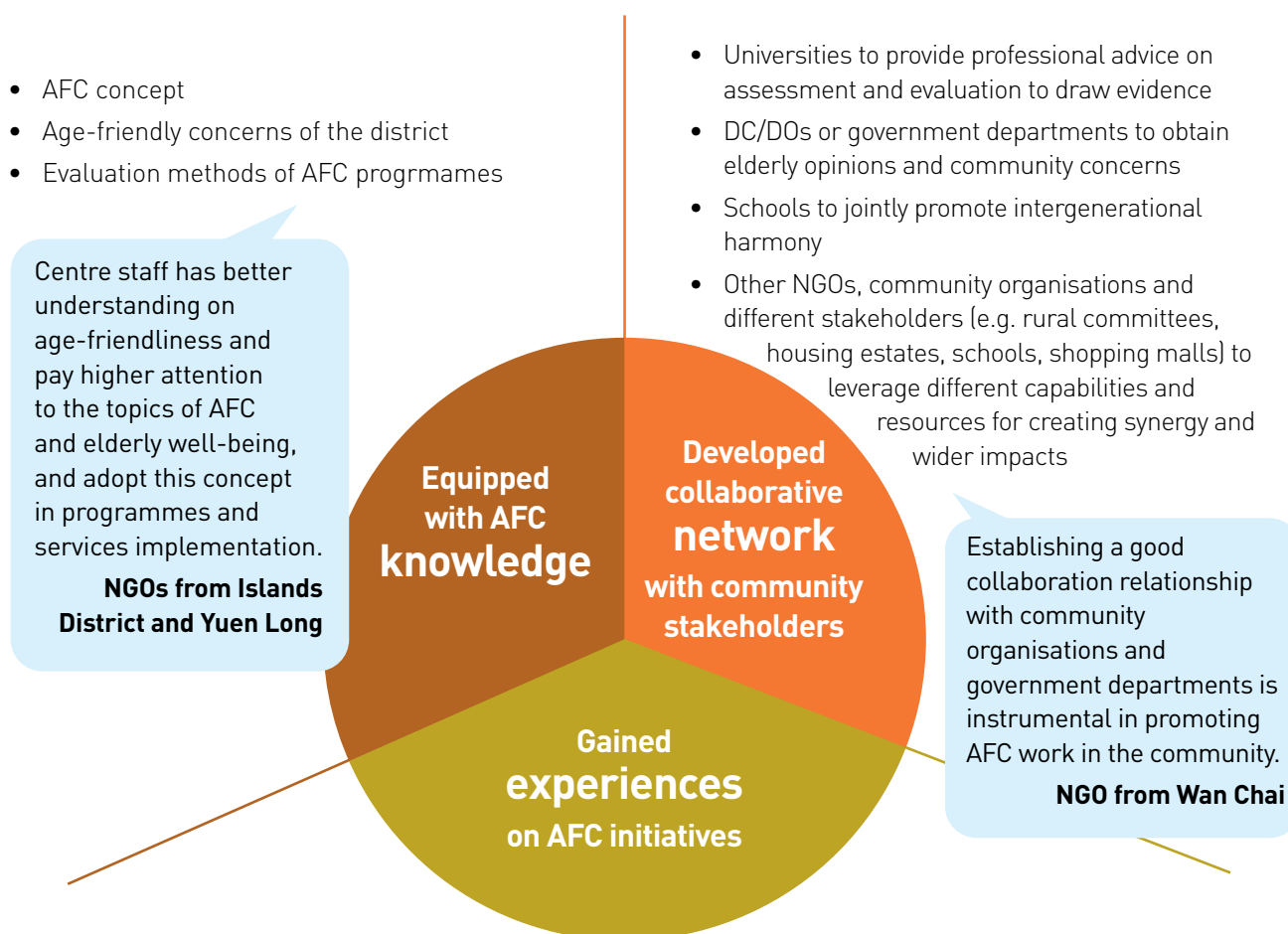
### Facilitated elderly people to stay connected with the society



- Accessed to information
  - ▶ Delivered consolidated and useful information to the elderly (e.g. health knowledge and tips, healthy diet, healthy ageing, home safety tips, use of smart devices) through diversified ways (e.g. training workshops on ICT and smart devices, talks, publicity collaterals such as leaflets and booklets, development of mobile apps)
  - ▶ Narrowed the information gap among elderly people
- Received more care and concern, feeling respected and less isolated
  - ▶ Telephone calls and home visits to elderly people by centre staff and volunteers
  - ▶ Provided assistance on daily matters, e.g. grocery shopping, visit to clinics, making medical appointments, especially for singleton and frail elderly and those living in remote areas / villages, and during the COVID-19 pandemic
- Extended social network of elderly people
  - ▶ Bridged up hard-to-reach, disabled, singleton elderly and the old-old through outreach activities
  - ▶ Better connection with family and friends after attending ICT classes
  - ▶ Provided more opportunities for elderly people to communicate with others and socialise with their peers
  - ▶ Encouraged active participation in social activities to make new friends
- Promoted intergenerational connection between young people and the elderly
  - ▶ Changed attitude towards different generations, e.g. respectful and more patient towards elderly people, more understanding on elderly needs and concerns, acknowledging the good sides of young people such as being friendly and active

## Strengthened NGOs' capabilities on AFC

The Project has equipped NGOs with AFC capabilities on knowledge, experience and network. It was encouraging to see that NGOs had taken actions to continue AFC initiatives under their own capabilities.



For planning and advocating AFC initiatives, NGOs have learnt widely, e.g.

- identifying the needs of district and elderly groups
- consulting elderly views
- planning, implementation and evaluation of AFC programmes
- recognising evidence-based practices

*Source: Stakeholder interview with NGOs, and programme-end reports prepared by NGOs*

### Examples of NGOs to continue AFC initiatives under their own capabilities

- Hong Kong Christian Service Shun Lee Neighbourhood Elderly Centre, an NGO from Kwun Tong, incorporated AFC in the advocacy of redevelopment of old industrial buildings in Kwun Tong “觀塘「工」民長者議會：未來工廈發展藍圖” (published on 12 March 2021) funded by Kwun Tong District Council with participation of elderly people.
- The Hong Kong PHAB Association will continue to support the HKU’s university-led district-based programme “JCAFC Project - Dementia Support Programme in Shek O” in promoting dementia-friendly messages to the district after the completion of the programme under the JCAFC Project.
- Christian Family Service Centre will continue to train 50+ elderly and sustain the territory-wide programme on walkability “Walk the City for Active Ageing” with own funding in different districts after the completion of the programme under the JCAFC Project.

## Identified exemplary programmes for continued implementation

Drawing from the experience of district-based programmes, the scaled-up, territory-wide home modification programme and walkability programme received very positive feedback from elderly beneficiaries which were worthy to be recommended for continuity and further development.

### SIGNATURE PROGRAMME 1

#### Home modification programme for promoting ageing in place

##### Background

- It was a response to the baseline assessment findings reflecting keen demand for home modification by the elderly. This programme was a scaled up programme of successful district-based programmes on home modification, e.g. in Tsuen Wan, Islands, Kowloon City and Kwun Tong.

##### Scope & objectives

- The programme provided home modification for the elderly across the 18 districts to enhance their home safety and living quality and build an age-friendly living environment. The programme also promoted the importance of home safety and age-friendliness through various channels.

##### Key components

- Recruit volunteers and provide training to assist in home assessment and modification works (e.g. home visit and home repair skills, home safety knowledge)
- Conduct assessment and intervention solutions by occupational therapists / physiotherapists for elderly people
- Provide home modification / installation of home devices / improvement of hygiene (e.g. wall re-painting, replacement of light bulbs, installation of handrails and raised toilets, removal of pests)
- Organise promotion booths and workshops to promote age-friendly home

##### Outcomes

- **Facilitated ageing in place**

The home modification works allowed older people to continue to live in their homes with a more manageable, accessible (e.g. moving around easier at home by the elderly themselves), safe and convenient environment which enhanced the ability of independent living and improved quality of life that indicated ageing in place possible.

Many risks in elderly households could be properly resolved by the home modification programme. Installation of elderly-friendly equipment increases the confidence of the elderly to live at home. The programme could reduce the chance of the elderly to enter the nursing home too early, helping to achieve the elderly's aspiration of ageing at home.

**Staff from Hong Kong Family Welfare Society**



- **Improved quality of life of elderly people in terms of physical environment and psychological well-being**

The home modification works improved the safety and comfortability of elderly people's home living environment (e.g. installing of handrails and non-slip mat to reduce fall risks, replacement of flushing pipe to solve seepage problem). Some of the issues had been affected their daily life for a long time. They felt happier with the safe and comfortable living environment. These positive improvements were also recognised by elderly people's family members.

- **Aroused elderly awareness on home safety**

The elderly beneficiaries gained knowledge on home safety and age-friendly housing that they did not know or even neglected before. Some of the information was given by professionals such as occupational therapists and physiotherapists. They realised the importance of home modification as a preventive measure of home accidents.

- **Fulfilled the keen demand for trustworthy home modification service providers**

This programme addressed the huge demand among the elderly for trustworthy providers of home modification at a reasonable price. Their bad experience in the past and lack of knowledge in searching for good providers made them worried and less confident on engaging home modification services. The elderly beneficiaries trusted the service providers provided by the programme in terms of professionalism and quality of home modification works.

I trust the home modification worker. I have asked for their phone number so that I can contact him/ her in the future if needed.

**Elderly beneficiary from  
Hong Kong Lutheran Social Service**

- **Catered for the varying needs of elderly households on home modification**

The NGOs organising the home modification programme appreciated the flexibility of the programme in terms of the coverage of home improvement items, the mode of service delivery and the budget for each case, making the service more manageable and can cater to different needs of the elderly.

The programme funded by the Trust is flexible, covering a wide range of items, e.g. buying a chair recommended by physiotherapist, fixing concrete, pipes, and doors, etc.

**Staff from The Neighbourhood  
Advice-Action Council**

- **As a good intervention to reach the elderly in need**

NGOs could reach different elderly people through the programme, particularly singleton and hidden elderly. With the trust built between NGO staff and elderly people, NGOs could provide necessary follow-up and assistance to the elderly in need, such as day care services and meal delivery services.





Before

After

Improvement of bathroom environment



Before

After

Installation of a new wooden door to replace the curtain originally used to cover doorless entrance



After

After

Replacement of lighting to reduce fall risk



Before

After

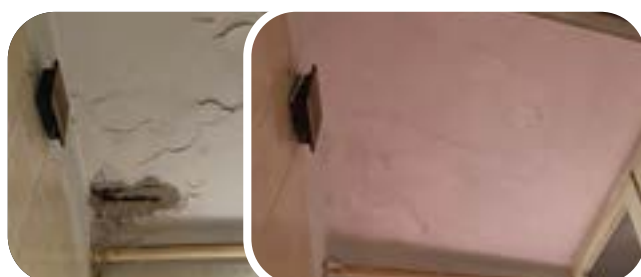
Replacement of dilapidated home electrical devices



Before

After

Tidy up of living environment to spare more spaces to move around or do exercise at home



Before

After

Plastering of the ceiling in kitchen to solve the problems of concrete peel off and exposure of rusty steel bars



Before

After

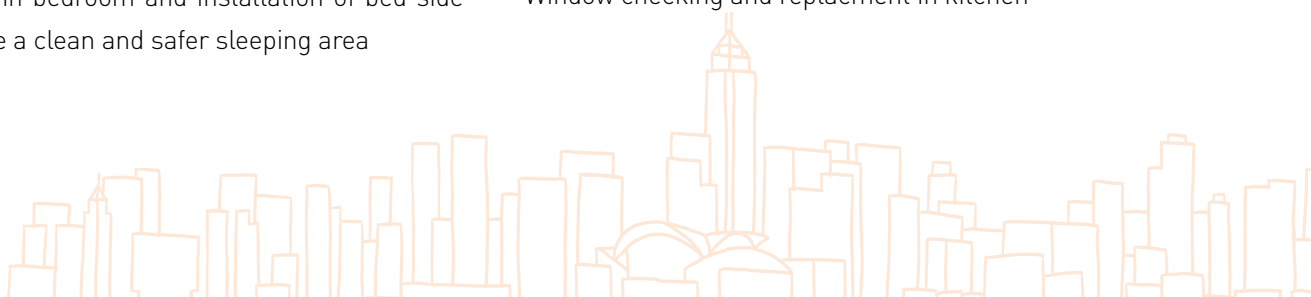
Pest control in bedroom and installation of bed side rail to provide a clean and safer sleeping area



Before

After

Window checking and replacment in kitchen



### Case sharing: Mr Chan in Islands District

Mr Chan is living in hilly area of Cheung Chau, without family support and assistance from friends. He got illness affecting his mobility which made him easy to fall. His home was lack of proper maintenance. Due to the remoteness, it was very difficult for him to find contractor to do home modification and hardly could he bear the high cost.

The contractor workers of the JCAFC Project's home modification programme assisted Mr Chan in repainting the peeling wall, repairing the ceiling to avoid water leakage, removing the wooden boards with termites to resolve the long-standing pest problem, fixing the loose cabinet doors in kitchen, and installing safer and more durable LED lights with larger switches.

Mr Chan is very contented with the modification works which solved the long-standing problems and improved his quality of life. He particularly appreciates the efforts of the two workers who walked for an hour to his home with all equipment and materials, and completed various home modification works diligently.

Mr Chan is longing for ageing in place. Now, his living environment has been greatly improved, relieving his pressure. He feels safer and more comfortable to live at home.

*(This case sharing was provided by Hong Kong Family Welfare Society under "JCAFC Project – Home Safety and Living Improvement Project")*

### Case sharing: An old couple in Central and Western District

A couple at their 90s is living in an old tenement building in Sheung Wan. They go out to the park and Chinese restaurant every day. Unfortunately, the old lady fell in the bathroom and needed to stay at the hospital for a period of time for rehabilitation. Her husband is also very old and may not be able to take care of her. However, the old lady did not prefer to live alone in nursing home.

The contractor workers of the JCAFC Project's home modification programme helped install handrail and non-slip mat in the bathroom to reduce fall risk. Also, the toilet pipe was replaced to solve the water seepage problem. Now, the old couple are happy to live and age at their home.



Installation of handrail and non-slip mat in bathroom to reduce fall risk



Before

After

Replacement of toilet pipe to solve water seepage problem

*(This case sharing was provided by St. James' Settlement under "JCAFC Project – Home Improvement Project for the Elderly")*



## SIGNATURE PROGRAMME 2

### Walkability programme for promoting healthy ageing, “Walk the City for Active Ageing”

#### Background

- This programme was scaled up from an award-winning Kwun Tong district-based programme “JCAFC Project - Walking Kwun Tong for Active Ageing” organised by Christian Family Service Centre.

#### Scope & objectives

- The programme incorporated the concepts of “Healthy Walking”, “Community Guided Tour” and “Age-friendly City” to design walking routes across the city with district characteristics and suitable for the elderly, aiming to encourage the elderly to develop a walking habit to maintain health and enjoy the age-friendly spots in the community.

#### Key components

- Recruit elderly people to design 12 walking routes with district characteristics and suitable for the elderly
- Develop electronic maps of the walking routes on mobile app
- Train young-olds aged 50+ as “Walk Leaders” with the knowledge of proper walking posture and the skills of coordinating and leading walking tours
- Form walking groups to recruit the elderly to join the walking activities and develop walking habit



**Outcomes**

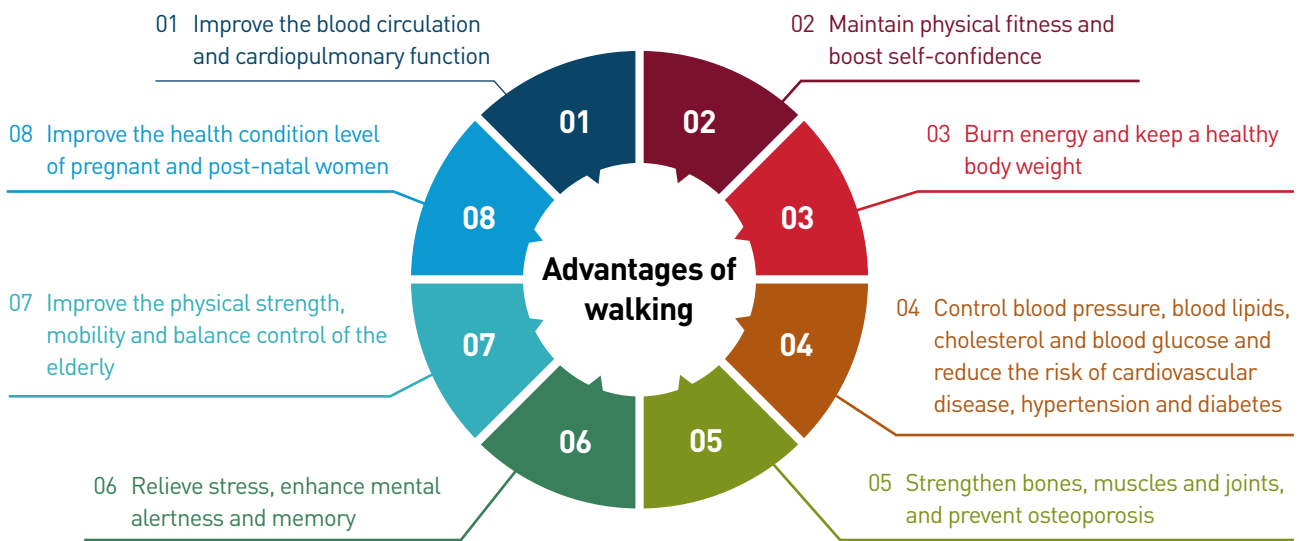
- Walkability is good for health

After joining the programme, I'm more aware of my health. I am fit and more agile now.

I walk more stably and with lower fall risk than before.

I feel that walking is helpful to my physical and mental well-being.

My weight has been reduced. Walking helps with digestion.



- Motivated the elderly to have positive behavioural changes e.g. developing walking habit, joining the walking groups regularly, and serving as “Walk Leaders” with the established resources including checklist of walkability conditions favourable for the elderly, and community maps of age-friendly walking routes
- Enhanced elderly people’s knowledge on the advantages of walking, gesture of walking, as well as the district characteristics and age-friendly facilities along the walking routes
- Enhanced social network of elderly people and made new friends
- Aroused stakeholders’ attention and efforts in co-building a walkable environment

I made more friends and broadened my social network. While walking, I learnt more about the community, and recalled my childhood memory.

**Participant from territory-wide programme “Walk the City for Active Ageing”**

I have developed the walking exercise habit. I walk faster. I will recommend the benefits of walking to friends and the age-friendly walking routes to people in other districts.

**Participant from territory-wide programme “Walk the City for Active Ageing”**



## Empowered elderly people to be Ambassadors with specialised knowledge of AFC

The Ambassador Scheme of the Project trained elderly people to be AFC Ambassadors and provided them with various opportunities for active participation in AFC. Elderly people were empowered on knowledge, well-being and attitude change. The AFC Ambassadors became a valuable group of trained volunteers with specialised AFC knowledge in the community.



## Training of elderly people to be professional volunteers



### AFC Learners

- Received training on specialised knowledge and skills through workshops, courses, talks, field studies, on-site community audit, exhibitions, etc.
- Equipped with presentation skills and video shooting skills to promote AFC concept
- Equipped with skill-sets for being volunteers in AFC programmes (e.g. home visit skills, exercise knowledge, skills to collect opinions, programme leading skills)



Training workshops & courses



### AFC Promoters

- Acted as promoters to convey AFC messages to the general public



AFC street booth & exhibitions





### AFC Volunteers

- Provided volunteering services to show care and offer support to the elderly in need
  - ▶ Home visits & telephone calls
  - ▶ Tangible services (e.g. home repair, escort services of medical appointment)
  - ▶ Dissemination of information (e.g. health knowledge on exercising)



Home visit & home modification



### AFC Facilitators

- Conducted field study / on-site audit to assess and understand the level of age-friendliness in the community
- Collected and consolidated views and comments of elderly people through questionnaires and consultations
- Took part in discussions to share views on AFC issues and relayed views of elderly people to relevant stakeholders (e.g. DC/DOs)



Field study & sharing of views



## Positive changes to Ambassadors

### Enhanced knowledge on AFC

Importance of building an AFC to prepare for an ageing population	AFC concept and relationship to daily life	Understanding on the neighbourhood / community and elderly needs
<p>Ageing population will lead to many issues in the future, so we need to get well prepared for it.</p> <p><b>Female from Tsuen Wan</b></p> <p>An age-friendly city is a city not only for the benefits of elderly people, but suitable for people of all ages to live in.</p> <p><b>Male from Southern District</b></p>	<p>I have more understanding on each of the 8 AFC domains, such as Social participation and Communication and information.</p> <p><b>Female from Tuen Mun</b></p>	<p>I learn that some elderly people in the community are in need of assistance or chatting with others.</p> <p><b>Male from Tuen Mun</b></p>

### Improved well-being

Higher sense of satisfaction and happiness	Broadened social network
<p>I am an elderly person, but I can serve other elderly people. To me, being able to help others is a blessing.</p> <p><b>Male from Eastern District</b></p> <p>After participating in the Ambassador Scheme, I become happier and more positive than before.</p> <p><b>Female from Tuen Mun</b></p>	<p>I made more friends in the community. I can seek help from them when in need.</p> <p><b>Female from Kowloon City</b></p>



## Attitude changes to embrace AFC

Higher awareness and sensitivity to community concerns	Acknowledged the importance of bottom-up participation and enhanced confidence to voice out
<p data-bbox="172 371 719 678">In the past, I was aware of the shopping mall discounts. After becoming an AFC Ambassador, I changed my mindset, and paid more attention to the community's age-friendliness, such as the uneven bricks on the ground, which may increase fall risk. <b>Female from Tsuen Wan</b></p> <p data-bbox="172 734 719 943">I keep exploring what can be further improved in my neighbourhood in order to create a comfortable community for the elderly with feeling at home. <b>Female from Kowloon City</b></p>	<p data-bbox="820 371 1374 584">I had attended District Council meeting. We act like a bridge for bottom-up communication, bringing the elderly voices to policy makers. <b>Male from Tsuen Wan</b></p> <p data-bbox="820 640 1374 808">Only when we voice out, the voices can be heard. <b>Male from Yau Tsim Mong</b></p>

## Behavioural changes with more motivation to participate in AFC

- When Ambassadors' self-efficacy improved (e.g. knowledge, well-being), they were more willing and motivated to continue the participation in AFC.
- When Ambassadors witnessed the improvements brought to the elderly they served in volunteering activities and received positive feedback / recognition from programme participants, they were more confident and passionate to continue involving in voluntary work.

### Ambassador sharing: Mr Chan Kue-ting, aged 68 from Yuen Long

Never too old to learn.

I never thought I could study in the university. When I was young, I did not receive much education. Now, I understand what "Age-friendly City" is and learn the skills of home modification. They are all new to me! I have attended all classes of Ambassador training. After joining the Ambassador Scheme, I discovered that I could voice out my opinion and become the change agent to take the lead to facilitate the rural participation. We can make an impact!



**Ambassador sharing: Mr Lau Pui-yuk, aged 86 from Kwun Tong**

I found that a lot of elderly people had broken appliances or furniture at home, but they did not know where to seek help or they thought it was too costly to repair. I worked as an electrician before retirement, so I am quite familiar with related works. I joined a district-based programme under JCAFC Project through which I worked with my group mate to identify community partners to help the elderly who needed home repairs. It was very encouraging that many shops were willing to offer help.

**Ambassador sharing: Ms Lee Shiu-fong, aged 68 & Mr Cho Yu-man, aged 71 from Sai Kung**

Through different programmes under JCAFC Project, we have enhanced our knowledge on health and will share with other elderly people to raise their awareness.

After becoming AFC Ambassadors, we have increased our sense of belonging to the community. We worked with other Ambassadors to conduct field visits to assess the age-friendliness in our district, e.g. whether the public toilets and lighting on streets were enough or not, and shared our observations with District Councillors through the elderly centre.

We never imagined that we could contribute to the community. Now, we can definitely do more.

**Ambassador sharing: Ms Lam Tsz-fong, aged 83 from Wan Chai**

As an AFC Ambassador, I am being empowered to encourage other elderly people to learn more about the district and express our opinions. For example, the traffic lights in the district changed quickly, and it was hard for elderly people to cross the road. We have expressed our concerns to District Councillors and the pedestrian crossing green time was extended as a result. I believe if people are willing to voice their opinions, they will be heard.





## 4.2 Enhancement of knowledge transfer on evidence-based good practices

The Project has enriched the findings and resources in AFC field. Evidence was drawn for formulating appropriate interventions and policy advocacy. Four important knowledge areas were highlighted in this section, namely the findings of assessment study, local Index on elderly well-being, Hong Kong's unique and successful model of building an AFC, and evidence-based policy recommendations. The Project has also facilitated knowledge transfer and sharing of best practices, AFC findings, information and resources with different stakeholders for reference and sustainable uses.

### Enriched AFC findings and resources

Before the launch of the Project, information about districts' age-friendliness and AFC domains in the context of Hong Kong was limited. The Project has substantially enriched the knowledge bank of AFC not only on the types of knowledge, but also on the methods, datasets and findings. A variety of useful guides and toolkits were also developed serving different purposes at citywide, district and individual levels.

#### Types of knowledge enriched

#### Examples

##### Assessment tool and well-being Index

- AgeWatch Index for Hong Kong / Hong Kong Elder Quality of Life Index for assessing the elderly well-being
- Baseline & final assessments for measuring age-friendliness in the district

##### Ageing and AFC issues

- Ageing and elderly needs and potentials (e.g. through assessment study, publicity campaign "The New Olds")
- AFC concept and 8 domains (e.g. through public forums, topical reports)
- Silver hair market (e.g. through thematic forums of City Partnership Scheme)

##### Evaluation

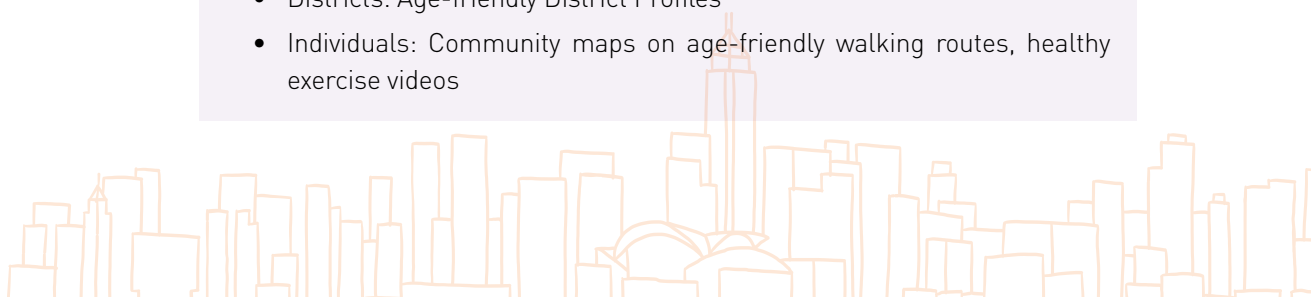
- Evaluation on effectiveness of programme/ project/ campaign
- Public awareness and attitude (e.g. through telephone survey on AFC)
- Stakeholders' feedback

##### Best practices and recommendations

- Unique AFC model with bottom-up, district-based, cross-sectoral and evidence-based approach adopted by the JCAFC Project
- Exemplary AFC programmes for continued implementation
- Award-winning age-friendly practices adopted by business sector and public sector showcased in the City Partnership Scheme
- Action plans and policy briefs for advocacy on improving age-friendliness

##### Resources and toolkits

- Citywide: AFC Guidebook, videos and booklet introducing 8 domains, Guidelines for Hong Kong's Members of WHO GNAFCC, AFC Ambassadors Training Manual
- Districts: Age-friendly District Profiles
- Individuals: Community maps on age-friendly walking routes, healthy exercise videos



## Knowledge transfer to different stakeholders and other cities



### Channels to disseminate AFC findings and resources:

- Shared through a series of publicity and public education programmes and the “Age-friendly Port” website, an AFC resource online platform ([www.jcafc-port.hk](http://www.jcafc-port.hk))
- Shared at international platforms e.g. WHO GNAFCC online platform, International Association of Gerontology and Geriatrics (IAGG) World Congress, Global Solutions Forum 2020 under the United Nations’ Sustainable Development Solutions Network



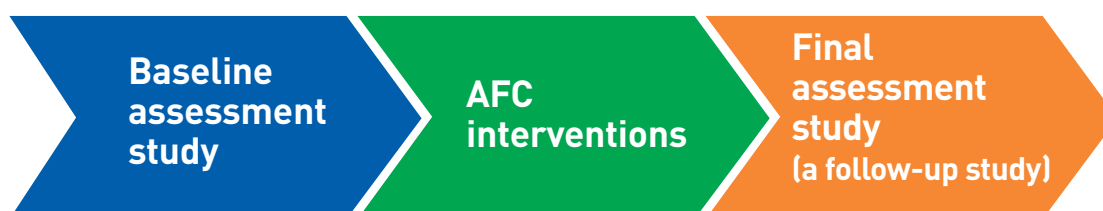
### Insights of future sharing with more focused target groups:

- Sharing with potential industries which get more ready to incorporate AFC elements
- Sharing with relevant government departments and professional bodies to equip policy makers, professionals and industry leaders to steer the development of AFC measures and initiatives

## Knowledge Area 1 AFC assessment study

### Values of conducting AFC assessment study

- The assessment findings are important to:
  - ▶ enrich the understanding on the situation of age-friendliness of districts as well as the needs and concerns of elderly people
  - ▶ provide useful information for communicating with district stakeholders, for examples,
    - kicking start the dialogue to engage DC/DOs
    - sharing with NGOs to design district-based programmes
    - releasing insightful findings through press conferences
  - ▶ provide evidence for recommendations or policy advocacy on AFC programmes / initiatives e.g. drafting district-tailored action plans, scaling up district-based programmes to territory-wide level for wider impacts
  - ▶ facilitate better estimation and planning on how to fill the service gap of elderly people, e.g. worry on the feasibility of ageing in place
- It was the first time to conduct such a large-scale AFC survey to assess the age-friendliness of Hong Kong in a comprehensive manner. The study provided a measurement tool with quantitative and qualitative methods to keep track on the progress of district’s age-friendliness and evaluate the effectiveness of AFC interventions.











## Cross-district final assessment findings on age-friendliness across the 18 districts

### Overall scores and ranking of 8 domains

- Across the 18 districts, statistically significant improvements in age-friendly scores were seen in 6 out of 8 domains in final assessment. In terms of ranking, the domains of Social participation and Transportation performed the best, while Housing and Community support and health services were the domains with the lowest scores.

### Age-friendly mean scores of 8 AFC domains across the 18 districts

AFC domains (in order of ranking in final assessment)	Baseline assessment score (9,785 questionnaires)	Final assessment score (10,107 questionnaires)	Score difference (sig.)	Examples of improved areas with higher scores
 <b>Social participation</b>	4.29	4.28	-0.01	
 <b>Transportation</b>	4.27	4.28	+0.01	Availability of specialised transport services
 <b>Respect and social inclusion</b>	4.10	4.14	+0.04 **	Opportunities for social inclusion
 <b>Communication and information</b>	4.06	4.13	+0.07 **	Use of communication and digital devices
 <b>Outdoor spaces and buildings</b>	4.04	4.09	+0.05 **	Availability of facilities and tailored services for elders
 <b>Civic participation and employment</b>	3.87	3.92	+0.05 **	Job opportunities for elders, against age discrimination
 <b>Housing</b>	3.71	3.76	+0.05 **	Environment of housing
 <b>Community support and health services</b>	3.67	3.73	+0.06 **	Emergency support and burial service

Notes:

- Survey participants were asked to rate 53 items of eight AFC domains on a 6-point Likert scale, ranging from 1 (strongly disagree) to 6 (strongly agree) to indicate the extent to which they perceive age-friendly features in the district they live.
- In final assessment, "Social participation" domain ranked 1<sup>st</sup> and "Transportation" domain ranked 2<sup>nd</sup>, taking into account of 3 decimal places.
- \*\* Significant change at  $p < 0.01$
- 53 question items in the survey were grouped into 8 AFC domains and 19 sub-domains for analysis.

### Areas with better score in age-friendliness

- **Communication and information** domain (at 4<sup>th</sup> ranking) obtained the largest increase in score, where improvements were seen in “access to information by elderly people and persons with less contact with the community” and “use of communication and digital devices”.
- **Community support and health services** domain (despite remaining at the lowest ranking) recorded the second largest increase in score, in which “emergency support” and “burial service” had the largest score increases among all 19 sub-domains.
- Elderly people were more inclusive physically (domains of **Outdoor spaces and buildings** and **Transportation**) and socially (**Respect and social inclusion** domain), for examples, specialised customer services for persons in need; age-friendly facilities (e.g. seating, lifts, ramps); improved quality of public toilets; specialised transportation services available for disabled people; consultation to elderly people on various services; opportunities for students to learn about ageing and for elders to participate in school activities.
- The area of “employment” (under **Civic participation and employment** domain) had obvious improvement in score, such as flexible job opportunities with fair wages for elderly people, against age discrimination in employment.
- The area of “environment of housing” (under **Housing** domain) had better score as well, such as availability of affordable home modification options, understanding of suppliers on the needs of elderly people.

### Areas with declining score in age-friendliness

- Among the 8 domains, **Social participation** domain (despite at 1<sup>st</sup> ranking) was the only domain with dropping score.
- Obvious score decreases were recorded in sub-domains of “road safety and maintenance” under Transportation domain and “facilities and settings” under Social participation domain, which might be due to the social unrest and the social distancing measures under the COVID-19 pandemic.

### Subgroups giving higher scores in both baseline and final assessments

- Older people
- Female
- People with lower education level
- People living in public rental housing
- People with better self-rated health
- People with higher sense of community
- People who were users of elderly community centre in the past three months



## Key observations from focus group interviews

- **Appreciations on more availability of age-friendly measures and increased accessibility**, e.g.
  - ▶ extended age eligibility and transport mode coverage under the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities
  - ▶ more Chinese medicine practitioners joining the Elderly Health Care Voucher Scheme
  - ▶ installation of more lifts and elevators in the community and more exercise equipment for the elderly in parks
  - ▶ installation of shelters, seats and real-time bus arrival display boards in transport stations
  - ▶ increased usage and learning of smart devices by elderly people
- **Persisting areas of concerns**, e.g.
  - ▶ worry about the feasibility of ageing-in-place
  - ▶ inequality for certain groups of elderly people due to limited job opportunities, information, participation in social activities, etc.
  - ▶ unfriendly attitude or negative images towards elderly people still existing in the society
- **Age-friendliness is not only quantity, but also quality**
  - ▶ While there were more age-friendly facilities available in the community and transport areas, increasing concerns on the quality of the facilities were observed (e.g. lack of timely maintenance on lifts, poor design of one-way escalators)
- **Joint efforts by different sectors to carry out AFC initiatives**
  - ▶ Government policy measures (e.g. Universal Accessibility Programme to enhance the accessibility at public walkways, allowance provided by Labour Department to encourage employers to hire elderly people, establishment of new District Health Centres providing primary health services)
  - ▶ Business initiatives (e.g. more seating areas in shopping malls, specialised customer services for the elderly such as meal delivery in fast food restaurants)
  - ▶ NGOs / community organisation initiatives (e.g. home maintenance projects for the elderly provided by volunteer workers, ICT training classes organised by elderly centres)

Details of score findings and focus group observations under 8 domains can be found at **Annex 13**



## Knowledge Area 2 AgeWatch Index for Hong Kong / Hong Kong Elder Quality of Life Index

### Value of establishing a local elderly well-being Index

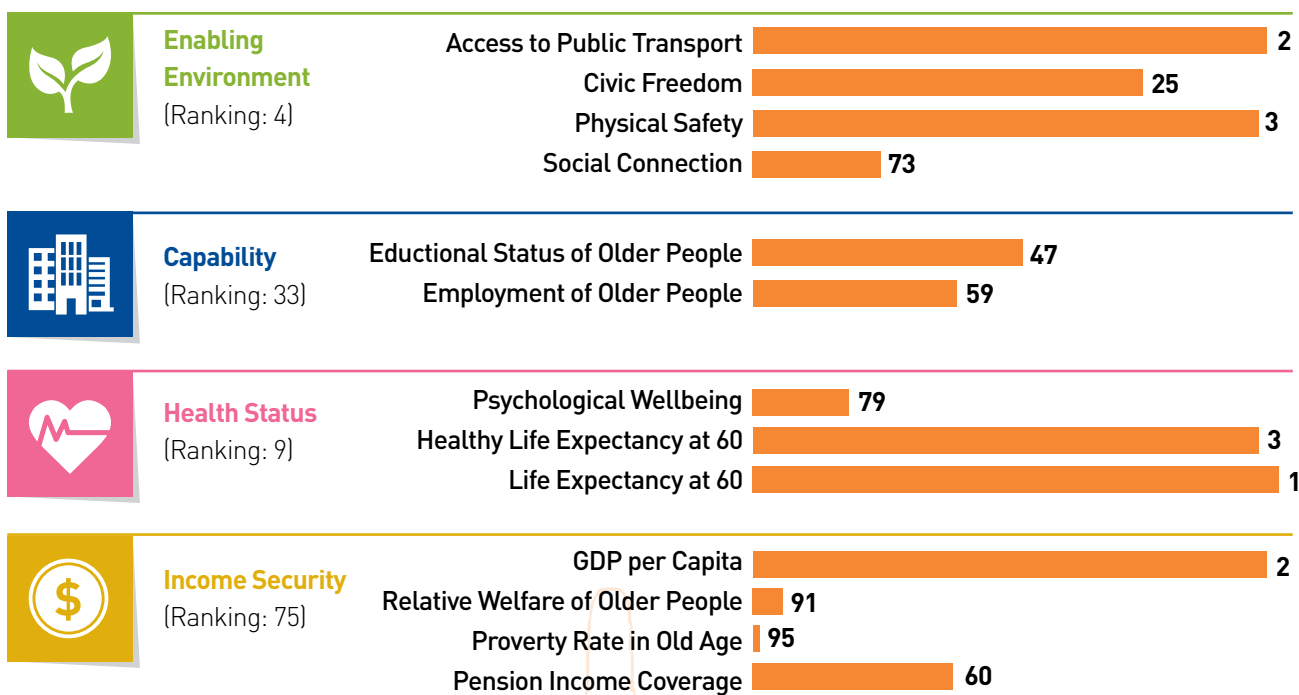
- The Index findings are important to:
  - serve as an objective measurement of the trends in the well-being of elderly people in Hong Kong and keep track on the progress of local age-friendly interventions responding to ageing
  - provide insights on the areas for improvement and facilitate policy planning to formulate elderly projects / age-friendly policies in Hong Kong for improving the quality of life of elderly people
- The Hong Kong Elder Quality of Life Index (“HKEQOL Index”) was developed by adding some AFC indicators into the AgeWatch Index for Hong Kong (a previous Index developed based on Global AgeWatch Index) in order to assess the elderly well-being in a comprehensive manner with locally significant indicators.

### AgeWatch Index findings of 2014 (the first year Index)

- From the Index findings of 2014 (the first year Index), Hong Kong performed quite well in the domains of Health status and Enabling environment (e.g. life expectancy, physical health, access to public transport, physical safety), but improvements were needed on below-average poorly performed areas of (i) Income security (e.g. poverty rate in old age, welfare for the elderly), (ii) psychological well-being, and (iii) social connection.

### Age-Watch Index for Hong Kong 2014

Overall Ranking: **24**



Rankings of Hong Kong amongst the 13 indicators of the Global Age Watch Index (out of 97 countries & territories)

## HKEQOL Index findings of 2019-2020 (the last year Index)

- From the Index findings of 2019-2020 (the last year Index), Capability domain and Health status domain were observed with relatively larger drops in score. In particular, larger score declines were seen in the indicators of **“Social participation”** (-48%), **“Civic participation”** (-44%), **“Mental health”** (-22%) and **“Lifelong learning”** (-21%).
- Improvements were found in the areas of **“Use of ICT”** (+13%) and **“Satisfaction in health services”** (under Enabling environment domain) (+13%).
- The possible implications of the COVID-19 pandemic and social unrest on the elderly well-being were reflected in the latest findings of the Index for 2019-2020, where a deterioration of 7.66% in the overall index score was recorded.

## HKEQOL Index scores from 2016-2017 to 2019-2020

Domain and indicators	2017 score	2018 score	2019 score	2020 score	Change 2019 vs 2020
<b>1. Income Security</b>	<b>25.00</b>	<b>25.19</b>	<b>25.27</b>	<b>24.73</b>	<b>-0.54</b>
1.1 Pension income security	6.25	6.25	6.43	6.52	<b>+0.09</b>
1.2 Poverty rate in old age	6.25	6.38	6.43	6.49	<b>+0.06</b>
1.3 Satisfaction in financial status <sup>#</sup>	6.25	6.29	6.32	5.92	<b>-0.40</b>
1.4 Preparation for contingency expense <sup>#</sup>	6.25	6.27	6.09	5.79	<b>-0.30</b>
<b>2. Health Status</b>	<b>25.00</b>	<b>24.99</b>	<b>23.85</b>	<b>22.06</b>	<b>-1.79</b>
2.1 Life expectancy at 60	4.17	4.17	4.25	4.27	<b>+0.02</b>
2.2 Elderly hospitalization	4.17	4.22	4.09	4.18	<b>+0.09</b>
2.3 Self-rated health condition <sup>#</sup>	4.17	4.08	3.94	3.65	<b>-0.29</b>
2.4 Frailty <sup>#</sup>	4.17	4.37	4.01	3.41	<b>-0.60</b>
2.5 Mental health <sup>#</sup>	4.17	4.02	3.50	2.72	<b>-0.78</b> ▼ 22%
2.6 Subjective well-being: Life satisfaction <sup>#</sup>	4.17	4.14	4.07	3.82	<b>-0.25</b>
<b>3. Capability</b>	<b>25.00</b>	<b>26.43</b>	<b>27.83</b>	<b>22.82</b>	<b>-5.01</b>
3.1 Employment of older people	4.17	4.23	4.31	4.29	<b>-0.02</b>
3.2 Educational status of older people	4.17	4.34	4.46	4.58	<b>+0.12</b>
3.3 Use of ICT <sup>#</sup>	4.17	4.06	3.97	4.50	<b>+0.53</b> ▲ 13%
3.4 Social participation <sup>#</sup>	4.17	4.45	4.87	2.54	<b>-2.33</b> ▼ 48%
3.5 Civic participation <sup>#</sup>	4.17	4.74	5.06	2.84	<b>-2.22</b> ▼ 44%
3.6 Lifelong learning <sup>#</sup>	4.17	4.60	5.16	4.07	<b>-1.09</b> ▼ 21%
<b>4. Enabling Environment</b>	<b>25.00</b>	<b>24.37</b>	<b>24.00</b>	<b>23.61</b>	<b>-0.39</b>
4.1 Housing <sup>#</sup>	4.17	3.88	3.93	3.76	<b>-0.17</b>
4.2 Satisfaction to public transport <sup>#</sup>	4.17	3.87	3.79	3.65	<b>-0.14</b>
4.3 Physical safety <sup>#</sup>	4.17	4.17	4.12	3.74	<b>-0.38</b>
4.4 Satisfaction in leisure activities and events <sup>#</sup>	4.17	4.35	4.32	4.31	<b>-0.01</b>
4.5 Satisfaction in health services <sup>#</sup>	4.17	3.83	3.60	4.08	<b>+0.48</b> ▲ 13%
4.6 Social connections <sup>#</sup>	4.17	4.27	4.24	4.07	<b>-0.17</b>
<b>Total</b>	<b>100.00</b>	<b>100.99</b>	<b>100.95</b>	<b>93.22</b>	<b>-7.73</b>

Note: individual cells may not sum to total due to scores are presented in 2 decimal places

# Subjective indicators

## Knowledge Area 3 Hong Kong's unique and successful model of building an AFC

- **Bottom-up, district-based (different from the Government-led approach of other age-friendly cities and communities)**
  - ▶ 18 districts in Hong Kong with unique demographics, from central business district (CBD) to rural villages
  - ▶ District's age-friendliness assessed based on the 8 AFC domains to identify and address different needs
  - ▶ Tailor-made action plans and appropriate district-based programmes according to the assessment results
  - ▶ Trained local elders to be Ambassadors to spread AFC messages in the community
- **Multi-sectoral collaboration**
  - ▶ Leveraged the strong network of the Trust and its neutral and philanthropic role
  - ▶ Ignited new collaborations:
    - Hong Kong's four gerontology research institutes to work together for the first time
    - joined hands with government departments, all 18 District Councils, NGOs, academia, business sector and the general public
    - partnered with media to implement citywide publicity and public education activities to raise awareness
- **Evidence-based**
  - ▶ Research evidence
    - local index of AgeWatch Index for Hong Kong / Hong Kong Elder Quality of Life Index to assess the well-being of elderly population
    - AFC assessment survey with local residents using quantitative and qualitative methods to measure the age-friendliness of each district and provide findings on the unique concerns in the community
  - ▶ Work experience evidence, e.g.
    - experience of NGOs and universities for identifying exemplary district-based programmes for scaling up to territory-wide level for wider impact
  - ▶ Feedback from organisations, stakeholders and participants, e.g.
    - programme evaluation with beneficiaries, volunteers, NGO staff, etc.
    - interviews with key stakeholders
    - questionnaires with event participants





## Knowledge Area 4 Evidence-based policy recommendations

- By making reference to the baseline and final assessment findings and the experience of the Project in advancing age-friendliness, a publication “Policy Brief – Building an Age-friendly Community in Hong Kong” was compiled to propose policy recommendations based on 8 AFC domains for the Government, policy makers and other stakeholders when advising appropriate age-friendly initiatives.
- The Project has shared the assessment findings with relevant government departments and District Councillors for proposing appropriate measures to address AFC concerns (both common concerns across the city and localised concerns at district level). Concrete follow-up actions for improvement were illustrated with the following examples.

### CASE SHARING - General Out-patient Clinic Telephone Appointment System

- According to the baseline assessment, “Community support and health services” was one of the domains with the lowest scores in nearly all 18 districts.
- Many respondents complained about the General Out-patient Clinic Telephone Appointment System run by the Hospital Authority (a statutory body managing Hong Kong’s public hospitals services) which was inconvenient and not user-friendly, and difficult to follow the instructions in the automated system, particularly for those with hearing difficulties or cognitive decline.
- ✓ After sharing the findings with the District Councils and respective government departments, enhancement on the system and improvement on the appointment arrangement, e.g. a user-friendly mobile app “HA Go”, was launched.

### CASE SHARING - Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (\$2 Scheme)

- Transportation was one of the top two domains with higher scores nearly across the territory.
- The \$2 Scheme had been broadly praised by elderly respondents in the assessment as they could travel around with various transport means for a concessionary fare of \$2 per trip.
- ✓ Views were reflected to the Government and the eligible age was lowered from 65 or above to 60 with effective from 27 Feb 2022.

### CASE SHARING - Localisation of the project

- Islands District: Transportation ranked only the 4<sup>th</sup> in the baseline assessment as the public transports were not well developed and maintained in the remote areas, especially on the outlying islands.
- ✓ After discussing the results with the District Council, it was proposed to the Government to adopt special arrangements, such as allowing bicycles to carry passengers around the islands, and providing wheelchairs for rent to facilitate the frail older people to move around.
- Central and Western, and Wan Chai districts: Most buildings were built along the hillside with many stairs and slopes which posed accessibility and safety challenges for the elderly.
- ✓ After sharing the findings with the District Councils, it was proposed to the Government to construct hillside escalator links and elevator systems for the convenience of the elderly and those need such access.

## 4.3 Arousing public awareness on age-friendliness

Throughout the Project, age-friendly messages have been promoted to different sectors and different groups of people via the Jockey Club Age-friendly City Partnership Scheme and a series of publicity and public education programmes using different channels and formats. The Project has drawn industry attention to put higher priority on elderly needs and aroused the public awareness on age-friendliness. One important message is that AFC is a business of everybody and every sector.

### Aroused industry's awareness, responsiveness and engagement through Jockey Club Age-friendly City Partnership Scheme

To extend the age-friendly culture to business community and public sector, the Project organised the Jockey Club Age-friendly City Partnership Scheme in 2019 and 2020 and attracted over 180 companies and organisations from different sectors and industries ranging from big companies to local shops to join hands in introducing age-friendly products, services and measures. Seven Special Awards were set up to recognise the outstanding practices. These award-winning age-friendly practices were featured and promoted to wider public through different channels (e.g. radio programmes, media interviews, JCAFC Facebook page).



#### Different sectors and industries participated in City Partnership Scheme 2019 and 2020

##### Sectors

- Business
- Government and statutory bodies
- Social enterprises
- Academic

##### Industries

- Banking and finance
- Catering
- Construction / Housing / Architecture
- Culture and recreation
- Education and training
- Healthcare and social services
- Public utilities and services
- Real estate / developer
- Retail
- Telecommunication
- Transportation



### Motivations of implementing age-friendly measures through the City Partnership Scheme

- Agreed with and supported the Scheme's objectives in co-building an AFC for the well-being of older people
- Perceived the Scheme as a good platform for companies and organisations to:
  - ▶ make their age-friendly products/ services to be more well-known and for wider usage by the public  
(e.g. job retraining courses and services; retirement finance solutions; age-friendly banking services; telemedicine choice especially during the pandemic; elderly diet; mobile apps for the seniors)
  - ▶ get recognition on their age-friendly efforts from the public and industries
  - ▶ draw public attention to ageing and AFC issues  
(e.g. design of public buildings; use of technology as solution of medical appointments; knowledge of age-friendly consumption; more understanding on elderly aspirations)
  - ▶ set a model for the industry and attract more stakeholders to co-operate in products/ services development to better address elderly needs



### Positive feedback from participating companies / organisations in City Partnership Scheme

- Effective platform to raise staff / company awareness on AFC concept  
(e.g. increasing concern of the society on age-friendliness, better understanding on community concerns to prioritise elderly needs)
- Appreciate and learn from other companies' efforts on AFC ideas, innovation and diversity of measures  
(e.g. better awareness on elderly projects funded by the Trust, learn more about existing age-friendly facilities and services provided by other parties)

Through the City Partnership Scheme, we learn that the society has increasing concern on AFC. The Bank has greater confidence in investing more resources on the related design of products and services. The Scheme also provides a good platform to raise the awareness of our staff on age-friendliness and to let the general public learn more about the age-friendly practices of the Bank.

**HSBC**

The awards have recognised our efforts and also motivated our staff, especially the younger generation, to provide suitable services for the elderly with respectful attitude.

**Immigration Department**

- Affirm business direction on age-friendliness and gain more confidence on investing resources in products / services development to better meet the elderly needs  
(e.g. develop new market opportunities, devote resources for better quality, incorporate AFC elements in design, explore diverse and innovative solutions, put ideas into practice)



- Inspire companies to develop AFC initiatives and acknowledge the significance of cross-sectoral collaboration in future business opportunities

The City Partnership Scheme brings positive influence to the company in taking forward age-friendly measures and facilities. The Scheme confirms the company's development direction on age-friendliness and drives the company on continued attention and resources input for improving the service quality.

**Kowloon Motor Bus Co.**

In order to meet the development of an age-friendly city, our company accords priority to the elderly needs and inject innovative elements in operation, equipment, products and services. Our company will introduce more suitable solutions and develop new businesses to drive market opportunities and meet the genuine needs of the society in bringing convenience to the elderly and carers.

**Meiriki, a company providing health supplement**

## Increased public awareness on AFC through publicity and public education programmes



### Spread AFC messages to the public

- The Project has launched a series of innovative publicity and public education activities through diversified channels in promoting age-friendly messages to wider public at different ages and with different backgrounds.
- AFC messages were promoted to the general public with more than 3,912,000 viewership/engagement through different interesting initiatives.

### Diversified channels / formats to deliver AFC messages:

- Radio and TV programmes
- Websites and social media platforms (e.g. Facebook page, YouTube)
- Conferences, forums, press briefings
- Exhibitions
- Ceremonies
- Media coverage
- Videos and booklets
- Others (e.g. street booths, tram tour)

### Useful AFC information disseminated to the mass public:

- Knowledge of AFC concept and 8 domains with daily examples
- Assessment findings on age-friendliness
- District characteristics and age-friendly facilities
- Featured district-based programmes, territory-wide programmes and Jockey Club Age-friendly City Partnership Scheme awardees
- Local and overseas age-friendly good practices and initiatives
- Inspiring elderly stories promoting respectful and inclusive culture
- Elderly-related health information
- Achievements of the Project
- AFC information and updates



### Promoted the culture of elderly employment and active participation at later life

- The publicity campaign “The New Olds” in partnership with online media, CTgoodjobs, raised the awareness among employers, Human Resources segment, working population, older adults, retirees and general public on the messages of elderly employment and positive image of elderly people (e.g. elderly participation in volunteering, lifelong learning, development of new habits, elderly talents and potentials) through articles, videos, e-books and theme page ([www.ctgoodjobs.hk/events/jcafc-thenewolds](http://www.ctgoodjobs.hk/events/jcafc-thenewolds)).
- The campaign has also strengthened the positive impression towards older adults through the events of “Energetic Moment of The New Olds” photo competition, “Minibus Sign Calligraphy Workshop” and “Walking Tours”. Participants found that older adults were energetic and versatile, and they were willing to attend activities led by older adults in the future. The workshop and walking tours led by the older adults also promoted intergenerational harmony.
- After attending the event of “Age-friendly Workplace Seminar” under the campaign, employers of small and medium enterprises (SMEs) and Human Resources practitioners gained more understanding of age-friendly practices on employment and building of age-friendly work environment. Participants had higher intention to suggest to their companies to create age-friendly workplace and hire older adults.
- It was a good experience of joint collaboration between the Project and CTgoodjobs, one of the largest platforms in Hong Kong offering recruitment services for employers and job seekers, to promote an age-friendly work environment, an inclusive society and volunteering among the elderly in Hong Kong.

I had forwarded the e-book 《Be age-friendly · A guidebook for HR & employers》 (長者及年齡友善 · 職人必備手冊) to different department heads who enquired about elderly employment.

**A participant from Human Resources of “Age-friendly Workplace Seminar”**





### Findings of public opinion survey on AFC

- As reflected from the territory-wide telephone survey on public awareness and attitude towards age-friendliness (three waves of survey conducted in 2017, 2018 and 2021 respectively), the **public awareness on JCAFC Project** in 2021 had **statistically significantly increased** as compared with the commencement of the Project in 2017 (7% in 1<sup>st</sup> wave vs. 10% in 3<sup>rd</sup> wave).
- Although the self-perceived familiarity with the AFC concept remained at similar level across three waves of survey (about 6%-8%), it was observed there was indeed an **improved understanding on AFC** among the public. Apart from mentioning the items relating to the Respect and social inclusion domain and the Community support and health services domain (two familiar domains as their topics were commonly discussed by the society such as respectful to the elderly and health services for senior citizens), more respondents in the 3<sup>rd</sup> wave of survey could mention items relating to Outdoor spaces and buildings domain (e.g. barrier-free facilities such as lifts, elderly-friendly community facilities such as elderly fitness equipment) and Communication and information domain (e.g. elderly smart mobile, computer class for the elderly), as well as could highlight the message of “catering for the needs of the elderly or people of different ages” which is the key element in the AFC concept.
- **Websites and social media platforms** (e.g. Facebook, YouTube) **became more popular** in getting information by the general public, while traditional channels (e.g. TV, Radio, TV/radio news, Newspaper/magazines) recorded reduced usage in the 3<sup>rd</sup> wave of survey.
- The **impact of COVID-19 pandemic in AFC participation** was seen by the reduced percentages in three areas of “heard of any AFC initiatives”, “participated in AFC” and “shared AFC messages” in the 3<sup>rd</sup> wave of survey.
- Majority of people (about 60%) showed **future intention to participate in building AFC** if there was a chance and **shared a common view on the importance to play a part in building Hong Kong into an AFC** across the three waves of survey.



### Feedback of participants of AFC public forums and International Conference

- Majority participants of 8 sessions of public forums and the AFC International Conference indicated that they had more knowledge and understanding on the AFC concept and related topics (e.g. age-friendly issues relating to 8 domains, age-friendly initiatives and practices in Hong Kong and other cities, AFC sustainability). The information was useful to their work / study. They were willing to participate further in building an AFC. The public education activities could foster exchange and connection among different stakeholders.



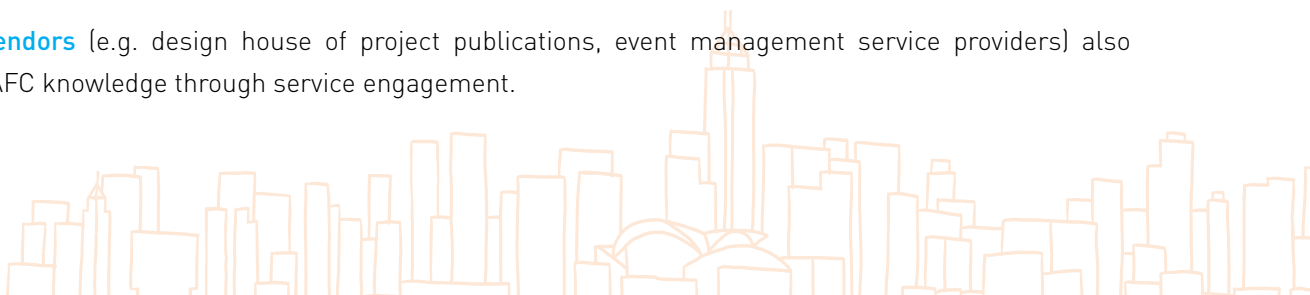
## 4.4 Strengthening cross-sectoral collaboration network to spur age-friendly city initiatives

The Project has built up capacities of different stakeholders and cultivated an age-friendly culture among sectors and in the community, which laid down a foundation for fostering collaborations among multiple stakeholders. The Project has identified the unique roles of key stakeholders and leveraged their expertise, resources and network to play a part in the building of an AFC. Building relationship and trust with districts and establishing network with industries were not easy. AFC served as a good ground for stakeholders to share common interests and visions to kick start the dialogue and connection. The Project has infused AFC elements into the community agenda, work / business plan of NGOs and businesses, as well as individuals' daily lifestyle. Cross-sectoral concerted efforts are of vital importance for the success of building an AFC. It is very encouraging to find that the stakeholders are willing to continue to work together to make Hong Kong a more age-friendly city.

### Collaborative efforts among sectors in building an age-friendly city

One of the greatest achievements of this Project was successfully gathering the collaborative efforts of the Government, DC/DOs, academia, NGOs, business sector, media, elderly people and the community under the leadership of the Trust on the building of an AFC. This Trust-initiated project has won the support and trust from DC/DOs across 18 districts and across age groups as well as engaged sectors of different disciplines.

- Four local **universities** built up Professional Support Teams and worked closely with the Trust in building AFC momentum in 18 districts and bridged different stakeholder groups.
- The **local administration (DC/DOs)** was engaged to improve age-friendliness and cater for the elderly needs through a systematic plan of actions and joining the WHO GNAFCC.
- The **business sector** (including social enterprises) and **public sector** (including government departments and public organisations) were mobilised to join hands in introducing age-friendly practices. Support from the **four major chambers of commerce in Hong Kong** were also obtained to the Jockey Club Age-friendly City Partnership Scheme.
- The AFC programmes (e.g. workshops, talks) and public forums enhanced collaborations with **professionals and practitioners** such as architects, urban planners, occupational therapists / physiotherapists, medical professionals, social workers, app developers, Human Resources staff, physical trainers, home modification workers, etc.
- Close connection was built with over 70 **NGOs** and more than 2,500 **Ambassadors** across the 18 districts in maintaining the AFC momentum in the community.
- Three **radio stations** in Hong Kong (namely RTHK, Commercial Radio Hong Kong, and Metro Radio) and other **media platforms** (e.g. CTgoodjobs, one of the largest job matching platforms in Hong Kong; Big Silver, a publishing company specialising elderly topics; TVB, a television broadcasting company; HiEggo (健康旦), one of the popular online media platforms featuring health topics) also worked together to produce AFC programmes and collaterals to disseminate AFC messages to wider audience.
- **Service vendors** (e.g. design house of project publications, event management service providers) also obtained AFC knowledge through service engagement.



## Engagement of different sectors and their roles in building an age-friendly city



Source: From the experience of JCAFC Project and the feedback of DC/DOs, Jockey Club Age-friendly City Partnership Scheme awardees, Ambassadors, NGOs and universities in stakeholders' interviews



## What can be done further in the future?



### District Councils / District Offices

- **Provide opinions and recommendations** to relevant stakeholders and government departments based on the district's situations of age-friendliness (82% of questionnaire responses)

*(In response to this, the Project has compiled "Policy Brief – Building an Age-friendly Community in Hong Kong" for reference)*

- **Provide platform/ channel** under District Council for the elderly to express opinions (64% of questionnaire responses)
- **Maintain the membership** of WHO Global Network for Age-friendly Cities and Communities ("WHO GNAFCC") (55% of questionnaire responses)

*(In response to this, the Project has developed "Guidelines for Hong Kong's Members of WHO Global Network for Age-friendly Cities and Communities" to assist the districts in maintaining the membership of WHO GNAFCC)*

- **Collaborate with different community stakeholders** in co-building age-friendly community. DC/DOs expressed that they were welcomed to partner with interested parties with funding commitment on AFC (55% of questionnaire responses)



### NGOs

- Obtain / disseminate **AFC updated information**
- Infuse **AFC elements** into NGO's work plan/ mechanism
- **Partner with stakeholders** to promote age-friendly culture in the community
- Launch **AFC activities / services** and **public education**

(65% - 75% of questionnaire responses)



### Ambassadors

- **Keep concern on AFC issues in daily life and voice out via various platforms** (e.g. elderly centres/ DC members/ housing estates)
- **Apply the knowledge and skills in daily life** (e.g. ICT skills learnt in class, home-based exercises learnt in trainings) **and assist in AFC initiatives organised by different organisations** (e.g. make videos to help prevent fraud in the community, integrate elderly health exercise into dancing skills)
- **Proactively provide help / show care to elderly people in the community** (e.g. build social network with elderly people using social media and provide them with updated information)
- **Start from oneself and inspire others in the community**

I learnt the knowledge of making videos (under the JCAFC Project) and now assist the community in the production of anti-fraud video.

**Male from Islands District**

I keep communicating with other elderly Ambassadors, sending caring messages and updated information to each other.

**Female from Sai Kung**

We are willing to take part in volunteering and community promotion (e.g. street booths), and assist in encouraging the hidden elderly to connect to the society.

**Female from Sha Tin**



### Business & public sectors

- Public sector
  - ▶ Infuse more age-friendly elements in the **design of public infrastructure** (e.g. construction projects of public buildings and facilities; elderly housing)
  - ▶ Provide **age-friendly public services** to elderly people (e.g. new telephone hotline service for elderly consumption complaints; diversified job retraining courses for older people)
- Business sector
  - ▶ Continue **age-friendly HR practices** (e.g. employ older people/retirees; extend retirement age; staff training)
  - ▶ Develop/ explore **new services and products** to unleash the potentials of Silver Hair Market (e.g. banking services suitable for the elderly)
  - ▶ Extend **business scope** and provide **age-friendly information** (e.g. online promotion such as YouTube videos and e-magazine; organise workshops, talks and sharing)
- Both sectors
  - ▶ **Collaborate with different stakeholders** (e.g. on products/services development; publicity & promotion; community education) to create synergy on co-building an AFC (e.g. through more exchange with industries on elderly needs; expanded usage of services/products)



### Universities

- Incorporate **AFC knowledge into university subjects and academic curriculum** for educating the professionals-to-be and young generations
- Conduct **assessment study** on a regular basis in collaboration with interested districts
- Develop **common indicators of evaluation** for AFC programmes in collaboration with interested NGOs
- Provide **training to AFC Ambassadors** in partnership with interested NGOs
- Enhance **knowledge transfer** (e.g. organise forums and conferences relating to AFC)

Source: From the experience of JCAFC Project and the feedback of DC/DOs, Jockey Club Age-friendly City Partnership Scheme awardees, Ambassadors, NGOs and universities in stakeholders' interviews



## 4.5 International recognition and exchange with global experts

The Project not only gained wide support from local stakeholders, but also received international recognition and got many great opportunities to exchange ideas and share the uniqueness of Hong Kong's successful model of building an AFC and its best practices with global scholars and experts.



The JCAFC Project was selected as **one of the eight best sustainable solutions in the world** to be presented in the **Global Solutions Forum 2020** under the United Nations' Sustainable Development Solutions Network (SDSN).

Background information: SDSN's Global Solutions Forum brings together sustainable development experts from around the world to showcase how they are implementing local initiatives that are advancing the Sustainable Development Goals.



Kwun Tong district-based programme "JCAFC Project - Walking Kwun Tong for Active Ageing" by Christian Family Service Centre won the **"Best Active Ageing Programme (Community) Award"** in Singapore's 6<sup>th</sup> Asia Pacific Eldercare Innovation Awards in 2018.

Background Information: The Asia Pacific Eldercare Innovation Awards was launched in 2013 by Ageing Asia to provide an annual recognition to organisations in Asia Pacific countries that demonstrate eldercare innovation in their business, operational and service models to change the way seniors age.





A delegation of the JCAFC Project led by Mr Leong Cheung, Executive Director, Charities and Community of The Hong Kong Jockey Club with members including Professional Support Teams attended the **21<sup>st</sup> International Association of Gerontology and Geriatrics (IAGG) World Congress** in July 2017 in San Francisco, USA.

- shared the baseline assessment findings in a poster presentation on “Building Hong Kong into an Age-friendly City - Results from a Baseline Assessment”
- showcased the Trust’s Elderly Strategy and its flagship elderly programmes including the JCAFC Project through distribution of leaflets and research reports to visitors at exhibition booth
- visited three elderly services units (namely On Lok Site, San Francisco Village and Guest House of Zen Hospice Project) to learn more about the primary care model for ageing in place, service model for making use of social capital in the neighbourhood, as well as end-of-life care services
- gained fruitful insights and takeaways from the visits and Congress
- forged closer ties with world-renowned experts
- established relationships with international scholars and other partners for collaboration and consultation

Background information: With the theme of “Global Aging and Health: Bridging Science, Policy and Practice”, the Congress attracted over 6,000 scholars and participants from more than 75 countries all over the world to exchange knowledge and experience in gerontology and geriatric field.





The JCAFC Project team held an **exchange meeting with a Korean delegation from Bucheon City** on 29 August 2017 in The Chinese University of Hong Kong to exchange views on building an AFC. The 16-member delegation included government officials, Council member, university professor, and representatives from senior welfare organisations.

- JCAFC Project team introduced the Project and shared experiences of conducting baseline assessment, ambassador training, development of action plans and implementation of district-based programmes in collaboration with district stakeholders, and joining the WHO GNAFCC.
- The Korean delegation introduced Bucheon City Hall and its senior welfare division.
- Both parties exchanged views on various age-friendly issues and developments.



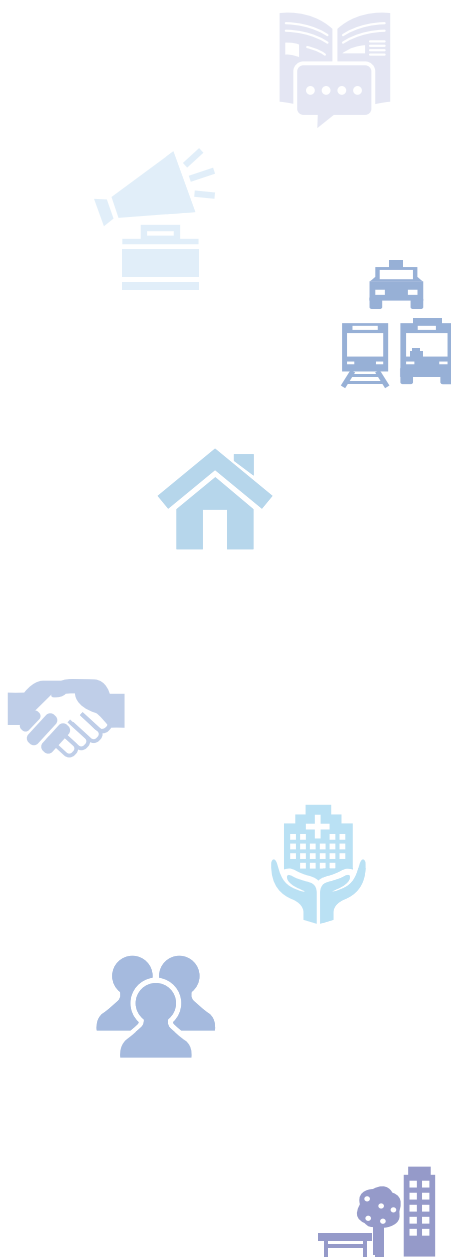
The distinctive age-friendly model of Hong Kong and the importance of cross-sectoral collaboration to address AFC sustainability issues were presented, and the exemplary AFC programmes in 18 districts and age-friendly practices of awardees of City Partnership Scheme were also showcased in form of exhibition in the **Jockey Club Age-friendly City International Conference “Age-friendly Cities 15 Years On: Origins and Best Practices Worldwide and in Hong Kong”** on 7 June 2021.

Background information: The Conference attracted over 400 participants and brought together government, business sector, academic, non-profit sector and social enterprises in Hong Kong and overseas to share wisdoms of building an AFC and facilitated knowledge exchange. The Conference was held in hybrid mode with online and onsite participation and consisted of a series of plenary and thematic sessions, thematic forum and exhibition.



# Chapter 5

## Lesson learnt and insights



Age-friendly City exhibition to arouse the public awareness on the importance of age-friendliness

# Chapter 5 - Lessons learnt and insights

## 5.1 Learnings and insights

Under the JCAFC Project, learnings and wisdoms have been gained in many areas of the building of an AFC, providing insights for the AFC sustainability.

### Key pathways to achieve AFC in Hong Kong

- **Importance of a trusted intermediary (e.g. the Trust, universities) to bridge multiple stakeholders**

- ▶ To government officials and district councillors (DC/DOs) for assessing the district age-friendliness, consolidating feedback on AFC concerns and co-developing action plans
- ▶ To NGOs for co-creating and evaluation of appropriate AFC programmes intervention
- ▶ To elderly people for knowledge transfer and empowerment with ambassador training

- **Use appropriate approach to address the uniqueness of districts and the elderly in the context of Hong Kong**

- ▶ Each district is unique
  - District-based, bottom-up approach is crucial
  - Imperative to assess accurately the needs of the elderly in light of the conditions in each district
- ▶ The elderly are not a monolith
  - Elderly population is diverse
  - Develop AFC programmes for the elderly with different health status, mobility, relative affluence, cognitive impairment and functional abilities

- **Make sure everyone is engaged**

- ▶ Everyone has a role to play
- ▶ Important to have cross-sectoral collaboration, proactive involvement and dedicated efforts of Government, District Councils, NGOs, academia, business sector and general public



## Challenges and learnings of engagement of District Councils / District Offices

### Challenges

- ▶ In response to regular changes of District Council term and government officials (i.e. District Officers), re-engagement work with new members is required (e.g. illustrating the AFC concept and importance of AFC, updating the background and progress)
- ▶ Some districts did not accord high priority to AFC (e.g. occupied by the handling of COVID-19 pandemic and other local issues), hence, highlighting the importance of AFC is required

### Learnings

- **AFC as a common interest to kick start and sustain the dialogue with DC/DOs**
  - ▶ Highlight the importance of AFC to DC/DOs (e.g. AFC was highly related to the community and elderly issues as well as the livelihood concerns of local residents, which were essential for gaining support of local voters)
  - ▶ Good to prepare more dynamic and new ideas to facilitate the discussion with DC/DOs
- **Facilitate communication and enhance trust with DC/DOs**
  - ▶ Universities' district knowledge (from baseline and final assessment findings)
  - ▶ Informal meetings to better gauge DC priority and initial views on AFC
  - ▶ Formal DC meetings to discuss and follow up AFC issues
- **Facilitate continuous engagement of DC/DOs to keep the momentum**
  - ▶ Provide clear guides and useful toolkits for reference (e.g. "Guidelines for Hong Kong's Members of WHO Global Network for Age-friendly Cities and Communities" to cope with regular changes of DC term and unexpected political dynamics; "Policy Brief – Building an Age-friendly Community in Hong Kong" for Government and DCs to continuously infuse AFC into community agenda based on 8 AFC domains)
  - ▶ Provide regular updates through meetings and communications
  - ▶ Create collaboration opportunities (e.g. invite DC/DOs to be panellists to vet district-based programme proposals or guests in AFC ceremonies and promotion events)



## Useful tips for the implementation of AFC programmes

- **On-site community audit** (e.g. walking tour, photo-taking) **and creative and innovative activities** (e.g. drama performance and microfilm production to demonstrate AFC issues) **are more effective** than workshops and talks to enrich the AFC experience and real-life engagement of programme participants.
- Community education activities (e.g. exhibitions, community talks) are good opportunities to **collect elderly views and local residents' opinions and suggestions on AFC**, which are valuable for programme planning and for sharing with relevant stakeholders.
- **Better usage of technology to develop online resources** can enhance continuous participation of elderly people and their technology utilisation (e.g. use of smart devices and social media platforms such as YouTube, WhatsApp and Facebook), especially during the COVID-19 pandemic when there is a new normal of changing delivery mode from offline to online. However, **keeping the traditional form of face-to-face communication** as far as possible is necessary in order to include those with low IT literacy.
- It was widely observed that **the elderly was willing to learn and use information and communication technology (ICT)**. Training on the ICT usage for the elderly is welcomed.
- **Collaboration across different stakeholders is vital** to leverage diverse expertise and resources for co-designing intervention programmes for improving age-friendliness. Taking home modification as an example, professional occupational therapists for home safety assessment, universities for evaluation, NGOs and DC/DOs for identification of suitable cases of elderly households.
- **Making contingency plans** can better cope with the ever-changing situations under COVID-19 pandemic.

## Suggestions on AFC publicity and promotion

- **Targets of further sharing and knowledge transfer:**
  - Share with potential industries getting more ready to incorporate AFC elements
  - Share with relevant government departments and professional bodies to equip policy makers, professionals and industry leaders with AFC knowledge
  - Transfer AFC knowledge and experience to young generation and involve them to further promote AFC
  - Encourage cross-district exchange to make reference of good practices from other districts
- **Combining in-person and virtual communication methods** to spread AFC information becomes the new normal of delivery method.
- **More usage of social media platforms** should be adopted to let more people get to know the project profile.
- **Diverse publicity formats** (e.g. videos, publications, exhibitions, forums, conferences), **interesting online publicity initiatives** (e.g. online voting activities in Facebook) and **collaboration with online media** (e.g. HiEggo, CTgoodjobs) can facilitate to reach wider audience.
- In view of low perceived familiarity of the AFC concept (as reflected from the public opinion survey on AFC), **continued efforts of public education** is necessary to disseminate AFC messages.
- When promoting AFC, it is essential to **identify common AFC topics / issues** that are interested to the society (e.g. ageing in place, healthy ageing, inclusive and accessible environments) and to **link age-friendliness to everyone's life and business** with real life examples. This could allow stakeholders and the public to easily understand and motivate people to get involved in AFC.
- In view of positive future intention and perceived importance of being a part (as reflected from the public opinion survey on AFC), **more opportunities** should be provided **for public engagement** by elderly people, different stakeholders and the general public in AFC.

## Learnings on Ambassadors training and engagement

- **AFC Ambassadors are more than volunteers**
  - Ambassadors are trained volunteers with specialised knowledge in AFC
  - Transform the role from participants to facilitators
  - Proactive in advocacy work
- **Importance of a progression pathway**
  - Training to fit Ambassadors with different educational levels
  - Experienced Ambassadors to take more advancing and active roles in building AFC (e.g. take part in DC meetings)
- **Importance of building a platform to keep the bonding of trained Ambassadors and their continuous engagement (e.g. volunteering centralised platform)**
  - Maintain the network of Ambassadors for further engagement
  - Raise the sense of ability (e.g. through delivering AFC training to new Ambassadors)
  - Share inspiring stories of Ambassadors

## Learnings from the territory-wide home modification programme

- **Tailor-made home modification services are more preferred by elderly people**, as it could truly resolve their long-lasting problems in households and accurately address the needs of elderly people based on their specific situations, requirements, preferences and intentions.
- Project budget and time are the critical factors affecting the service scope of home modification that **may not fully meet the expectations of elderly people** (e.g. large-scale home modification or more serious issues such as broken floor tiles or falling concrete could not be completely fixed)
- It is necessary to **provide professional training to NGO staff** on home modification knowledge and home safety assessment (e.g. checking safety hazards of electrical leakage or water seepage issues) which facilitate their role in home modification programmes and related follow-up work (e.g. evaluation, referrals).
- It is good to **maintain the group of trained volunteers** to continue providing simple home modification works (e.g. paint walls, change door hinges) to elderly households in the community in the long run.
- It is important to **deliver a clear illustration on the service scope to the participating elderly**, so as to manage their expectations to the outcomes.
- **Face-to-face evaluation method for home modification is preferred by elderly beneficiaries**. Telephone interviews were not preferred as it may affect the collection of data (e.g. unwilling to answer questionnaires due to troublesome feeling, excessive content of the questionnaire, poor knowledge and education to understand the questions, and unknown interviewers), but it could be a possible alternative during the COVID-19 pandemic.

## Learnings for project implementation under COVID-19 pandemic and unexpected social and political changes

### Challenges

- ▶ The Project experienced unexpected social and political changes (i.e. social unrest, COVID-19 pandemic, political dynamics in District Councils) from 2019, bringing some influences on the project progress, e.g. conduction of assessment and evaluation, as well as implementation of AFC programmes and publicity.
- ▶ Under the COVID-19 pandemic, social participation opportunities of elderly people were also affected due to the social distancing measures and closure of community centres.

### Learnings

- **Be agile to meet challenges**



**Programmes/events** → modify to **online format** to keep participation of elderly people and the public (e.g. teaching videos on home-based healthy exercise, webinars, video of walking routes with real-time coaching)



**Publicity and network bonding** → make good use of **social media platforms** to disseminate AFC messages and COVID-19 related topics to wider public and maintain connections with AFC Ambassadors



**Data collection** → adoption of **online questionnaire** and **telephone interviews** as alternative ways to collect views and feedback for assessment study and programme evaluation

- **Better use of ICT for elderly people**

- ▶ higher acceptability of elderly people to e-platform
- ▶ increasing use of ICT by elderly people

- **Consider diverse needs of elderly people with different ICT proficiency**

- ▶ provide ICT support (e.g. smart devices, training, WiFi connection)
- ▶ maintain traditional ways of communication (e.g. printed materials, person-to-person communication by NGO staff)

- **Limitation of some programmes/ services**

- ▶ resume on-site services that are not feasible to change to online format (e.g. home modification work, physical health assessment) after the pandemic eases



## Chapter 6

# Way forward and conclusion



Development of age-friendly walking routes under JCAFC Project's territory-wide programme "Walk the City for Active Ageing" to embrace healthy ageing



# Chapter 6 - Way forward and conclusion

## 6.1 What's next

For the sake of AFC sustainability, the four university partners have developed useful guides and toolkits for key stakeholders to assist them in future AFC work (including AFC Guidebook, videos and booklet introducing 8 AFC domains, Age-friendly District Profiles for 18 districts, Policy Brief on Building an Age-friendly Community in Hong Kong, Guidelines for Hong Kong's Members of WHO Global Network for Age-friendly Cities and Communities, and Age-friendly City Ambassadors Training Manual). To sustain AFC legacy and amplify the impact, the JCAFC Project is extended for 18 months (from 1 January 2022 to 30 June 2023) with the following three main focuses:

1. Facilitate knowledge and practice transfer to local stakeholders and at international platforms
2. Diffuse AFC culture through cross-sector publicity and public education initiatives
3. Engage passionate Ambassadors as change agents in the community

## 6.2 Conclusion

Using the bottom-up, district-based, evidence-based and cross-sectoral approach, the JCAFC Project successfully laid down a solid foundation for Hong Kong in creating an AFC through building capabilities, knowledge, awareness, network and recognition. It is also proud for the Project to mobilise various stakeholders of academia, Government, NGOs, DC/DOs, business and public sectors, elderly people as well as the general public and gather their collaborative efforts, making everyone to be engaged and playing a part in the AFC movement. The AFC work has its value, not only improving age-friendliness of the community, but also addressing the underlying inequalities experienced by elderly people and promoting healthy ageing.

Looking ahead, it is hoped the established age-friendly momentum could be further extended to spur innovative AFC solutions in a sustainable way, making Hong Kong a more age-friendly city to live, work and age.



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# Annexes

## Annex 1 - Baseline and final assessment questionnaire items

The questionnaire was conducted in Chinese

### A 室外空間和建築

#### A1 室外空間

- 公共地方乾淨同舒適。
- 戶外座位同綠化空間充足，而且保養得妥善同安全。
- 司機喺路口同行人過路處俾行人行先。
- 單車徑同行人路分開。
- 街道有充足嘅照明，而且有警察巡邏，令戶外地方安全。

#### A2 建築

- 商業服務（好似購物中心、超市、銀行）嘅地點集中同方便使用。
- 有安排特別客戶服務俾有需要人士，例如長者專用櫃檯。
- 建築物內外都有清晰嘅指示、足夠嘅座位、無障礙升降機、斜路、扶手同樓梯、同埋防滑地板。
- 室外和室內地方嘅公共洗手間數量充足、乾淨同埋保養得妥善，俾唔同行動能力嘅人士使用。

### B 交通

#### B1 道路安全及保養

- 路面交通有秩序。
- 馬路保養妥善，照明充足。

#### B2 專設服務的提供

- 有專為殘疾人士而設嘅交通服務。
- 喺公共交通唔夠嘅地方有其他接載服務。

#### B3 舒適和方便使用的公共交通

- 公共交通工具嘅車廂乾淨、保養良好、容易上落、唔迫、又有優先使用座位。而乘客亦會讓呢啲位俾有需要人士。
- 車站嘅位置方便、容易到達、安全、乾淨、光線充足、有清晰嘅標誌，仲有蓋，同埋有充足嘅座位。
- 司機會喺指定嘅車站同緊貼住行人路停車，方便乘客上落，又會等埋乘客坐低先開車。
- 的士可以擺放輪椅同助行器，費用負擔得起。司機有禮貌，並且樂於助人。

#### B4 公共交通服務的提供

- 交通網絡良好，透過公共交通可以去到市內所有地區同埋服務地點。
- 公共交通嘅費用係可以負擔嘅，而且價錢清晰。無論係惡劣天氣、繁忙時間或假日，收費都係一致嘅。
- 喺所有時間，包括喺夜晚、週末和假日，公共交通服務都係可靠同埋班次頻密。
- 公共交通服務嘅路線同班次資料完整，又列出可以俾傷殘人士使用嘅班次。

### C 房屋

#### C1 房屋的提供及負擔

- 房屋嘅數量足夠、價錢可負擔，而且地點安全，又近其他社區服務同地方。
- 區內有充足同可負擔嘅房屋提供俾體弱同殘疾嘅長者，亦有適合佢哋嘅服務。

#### C2 居住環境

- 住所嘅所有房間同通道都有足夠嘅室內空間同平地可以自由活動。
- 有可負擔嘅家居改裝選擇同物料供應，而且供應商了解長者嘅需要。

### D 社會參與

#### D1 設施與配置

- 活動可以俾一個人或者同朋友一齊參加。
- 提供多元化嘅活動去吸引唔同喜好嘅長者參與。
- 喺區內唔同場地（好似文娛中心、學校、圖書館、社區中心同公園）內，舉行可以俾長者參與嘅聚會。

#### D2 參與社區活動的機會

- 活動同參觀景點嘅費用都可以負擔，亦都有隱藏或附加嘅收費。
- 有完善咁提供有關活動嘅資料，包括無障礙設施同埋交通選擇。
- 對少接觸外界嘅人士提供可靠嘅外展支援服務。

## E 尊重和社會包容

### E1 態度

- 各種服務會定期諮詢長者，為求服務得佢哋更好。
- 服務人員有禮貌，樂於助人。
- 社會認同長者嘅過去同埋目前所作出嘅貢獻。
- 傳媒對長者嘅描述正面同埋冇成見。

### E2 社區共融的機會

- 提供唔同服務同產品，去滿足唔同人士嘅需求同喜好。
- 學校提供機會去學習有關長者同埋年老嘅知識，並有機會俾長者參與學校活動。

## F 公民參與和就業

### F1 公民參與

- 長者有彈性嘅義務工作選擇，而且得到訓練、表揚、指導同埋補償開支。

### F2 就業

- 長者員工嘅特質得到廣泛推崇。
- 提倡各種具彈性並有合理報酬嘅工作機會俾長者。
- 禁止嘍僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。

## G 信息交流

### G1 信息

- 資訊發佈嘅方式簡單有效，唔同年齡嘅人士都接收到。
- 定期提供長者有興趣嘅訊息同廣播。
- 少接觸外界嘅人士可以嘍佢哋信任嘅人士身上，得到同佢本人有關嘅資訊。
- 嘍公眾場所，好似政府辦事處、社區中心同圖書館，已廣泛設有平嘅或者係免費嘅電腦上網服務俾人使用。

### G2 通訊及電子設備的使用

- 電子設備，好似手提電話、收音機、電視機、銀行自動櫃員機同自動售票機嘅掣夠大，同埋上面嘅字體都夠大。
- 電話應答系統嘅指示緩慢同清楚，又會話俾打去嘅人聽點樣可以隨時重複內容。

## H 社區與健康服務

### H1 醫療 / 社區支援服務的提供及負擔

- 醫療同社區支援服務足夠。
- 有提供家居護理服務，包括健康、個人照顧同家務。
- 院舍服務設施同長者嘅居所都鄰近其他社區服務同地方。
- 市民唔會因為經濟困難，而得唔到醫療同社區嘅支援服務。

### H2 緊急事故的支援

- 社區應變計劃（好似走火警）有考慮到長者嘅能力同限制。

### H3 殯葬服務

- 墓地（包括土葬同骨灰龕）嘅數量足夠同埋容易獲得。

## 社群意識指數

- 嘍呢個社區我可以得到我需要嘅東西。
- 這個社區幫助我滿足我嘅需求。
- 我覺得自己係這個社區嘅一份子。
- 我屬於呢個社區。
- 我可以參與討論嘍呢個社區發生嘅事情。
- 呢個社區嘅人們善於互相影響。
- 我覺得同呢個社區息息相關。
- 我同呢個社區嘅其他人有良好嘅關係。



## English translated version of questionnaire items on domains of age-friendly city and sense of community

### A Outdoor spaces and buildings

#### A1 Outdoor spaces

- Public areas are clean and comfortable.
- Outdoor seating and green spaces are sufficient, well-maintained and safe.
- Drivers would give way to pedestrians at road junctions and pedestrian crossings.
- Cycling paths and pedestrian pavements are separated.
- There are sufficient street lighting and police patrols to keep outdoor areas safe.

#### A2 Buildings

- Business services (e.g. shopping centres, supermarkets, banks) are concentrated and convenient to use.
- Specialised customer services are arranged for needy persons in needs (e.g. priority service counters for elderly people).
- There are clear signage, sufficient seating, barrier-free lifts, ramps, handrails for stairs, and non-slip floors inside and outside the buildings.
- Public toilets for outdoor and indoor areas are sufficient, clean, well-maintained, and easily accessible by people with varying mobility levels.

### B Transportation

#### B1 Road safety and maintenance

- Road traffic is orderly.
- Roads are well-maintained with sufficient lighting.

#### B2 Availability of specialised services

- Specialised transport services are available for disabled people.
- Other transport services are available for places without sufficient public transport.

#### B3 Comfort to use public transport

- Public transport vehicles are clean, well-maintained, easy for getting on and off, uncrowded, and with priority seats provided. Passengers would offer the priority seats to needy persons on public transport.
- Transport stops are conveniently located and easily accessible, with safe and clean environment, sufficient lighting, clear signage, shelter, and sufficient seating.
- Drivers would stop the vehicles at designated stops and close to pedestrian roadside to facilitate passengers to get on and off, and wait for passengers to sit down before driving off.
- Taxis have spaces for wheelchairs and walking aids, and the cost is affordable. Taxi drivers are polite and helpful.

#### B4 Accessibility of public transport

- Transport network is good, and people can go to all places and service locations in the city through public transport.
- Public transport is affordable with clear price information. Transport fares are consistent regardless of bad weather, busy hours or holidays.
- Public transport services are reliable and frequent at all times, including at nights and during weekends and holidays.
- Public transport services provide complete information on routes and timetable, including the service timetable for disabled people.

### C Housing

#### C1 Affordability and accessibility of housing

- Housing is sufficient and affordable, and the living areas are safe and close to other community services and places.
- Sufficient and affordable housing with suitable services are available for frail and disabled elderly in the district.

#### C2 Environment of housing

- Housing provides sufficient indoor spaces and even surfaces in all rooms and corridors for people to move around freely.
- Affordable home modification options and material supply are available, and the suppliers understand the needs of elderly people.

### D Social participation

#### D1 Facilities and settings

- Activities are available for people to participate individually or with friends.
- Wide variety of activities are provided to attract elderly people with different interests.
- Gatherings for elderly people can be organised in various venues in the district (e.g. civic centres, schools, libraries, community centres and parks).

#### D2 Availability and accessibility of social activities

- Activities and visits are affordable, without any hidden or additional fees.
- Comprehensive activity information is provided, including barrier-free facilities and transport options.
- Reliable outreach support services are provided for people with less contact with the community.

## E Respect and social inclusion

### E1 Attitude

- Elderly people are consulted on a regular basis for various services, in order to serve them better.
- Service staff are polite and helpful.
- The society acknowledges the contributions of elderly people in the past and at present.
- The media depicts elderly people positively and without stereotypes.

### E2 Opportunities for social inclusion

- Different services and products are provided to meet people with varying needs and preferences.
- Schools provide opportunities to learn about the topics related to ageing and older adults, and elderly people are given the chances to participate in school activities.

## F Civic participation and employment

### F1 Civic participation

- Flexible volunteering options are available for elderly people, with training, recognition, guidance and subsidy for expenses.

### F2 Employment

- The characters of elderly employees receive wide recognition.
- Various kinds of flexible job opportunities with fair wages for elderly people are promoted.
- Age discrimination in employment in respect of recruitment, retention, job promotion and training is forbidden.

## G Communication and information

### G1 Information

- Information is disseminated in a simple and effective way, which can be accessible by people of different ages.
- Information interesting to elderly people is regularly provided and broadcasted.
- People with less contact with the community can get relevant information from someone they trust.
- Wide public access to computers and the Internet free of charge or at minimal charges is available in various public places (e.g. government offices, community centres and libraries).

### G2 Use of communication and digital devices

- Digital devices (e.g. mobile phones, radios, televisions, automatic teller machines and ticket machines) have large buttons and big font size.
- Telephone answering services give slow and clear instructions, and allow the callers to repeat the messages at any time.

## H Community support and health services

### H1 Availability and affordability of medical / social services

- Sufficient medical and community support services are available.
- Home care services are available, including health, personal care and housework services.
- Residential care homes and the living areas of elderly people are located close to other community services and places.
- People would not be impeded from accessing to medical and community support services due to financial difficulties.

### H2 Emergency support

- Community emergency plans (e.g. fire escape) take into account the abilities and limitations of elderly people.

### H3 Burial service

- Burial sites (including graves and columbarium spaces) are sufficient and easily accessible.

## Sense of Community Scale

- I can get what I need in this neighbourhood.
- This neighbourhood helps me fulfill my needs.
- I feel like a member of this neighbourhood.
- I belong in this neighbourhood.
- I have a say about what goes on in my neighbourhood.
- People in this neighbourhood are good at influencing each other.
- I feel connected to this neighbourhood.
- I have a good bond with others in this neighbourhood.

## Annex 2 - Baseline and final assessment focus group protocols

The focus group interviews were conducted in Chinese

### Baseline assessment focus group protocol

題目及問題	提示
<p>熱身問題</p> <p>作為長者，你喜歡居住的地方是城市還是鄉郊地區？</p>	<p>詢問</p> <p>住在城市及鄉郊</p> <ul style="list-style-type: none"> <li>- 好的特點</li> <li>- 存在的問題</li> </ul>
<p><b>題目 1 室外空間和建築</b></p> <p>現在討論一下戶外空間及建築，我希望你分享一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>當你走出家門去悠閒散步、辦事或訪友，那兒是一個怎樣的環境？</p> <p>當你進入建築物內購物或辦事，你看見的情景是怎樣？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 小徑，路面設計，保養？</li> <li>- 過路及交界？</li> <li>- 交通流量，音量？</li> <li>- 特定日期，時間 (例如晚上)？</li> <li>- 天氣情況？</li> <li>- 綠化空間，步行區？</li> <li>- 街燈？對陽光，風雨的保護？休憩區，長椅？</li> <li>- 人身安全？對治安感覺？</li> <li>- 走廊，室內，梯級，門，電梯，地台，照明，路標，洗手間，休憩區？</li> </ul>
<p><b>題目 2 交通</b></p> <p>以下部份關於社區內的運輸系統，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請形容一下你在區內使用公共運輸工具的經驗，例如電車、鐵路、輕鐵、火車、巴士、小巴。</p> <p>你希望區內運輸設備是怎樣呢？</p>	<p>詢問</p> <p>巴士，電車，鐵路……是否</p> <ul style="list-style-type: none"> <li>- 收費可負擔？</li> <li>- 容易到達目的地？容易乘搭？</li> <li>- 班次足夠？準時？覆蓋範圍充分？</li> <li>- 候車處：照明，座位，保護？</li> <li>- 治安保障？</li> <li>- 對殘疾人士設計？</li> </ul> <p>假如你是駕車人士，你認為以下的運輸配套如何？</p> <ul style="list-style-type: none"> <li>- 路牌指示、街名標示</li> <li>- 交接處的照明</li> <li>- 交通指示容易明白</li> <li>- 足夠及接近的停泊、殘疾車位、上/落客區、司機休息處</li> </ul>
<p><b>題目 3 房屋</b></p> <p>以下是關於住屋的部份，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請講出你居住地區？</p> <p>如果你需要搬家，你會選擇那些地區？</p>	<p>詢問</p> <p>你對現時居住地區的接受程度如何？</p> <ul style="list-style-type: none"> <li>- 成本？</li> <li>- 舒適度？</li> <li>- 人身安全？治安？</li> <li>- 對公共服務接近程度？</li> </ul> <p>你在屋內的移動性及獨立性如何？</p> <ul style="list-style-type: none"> <li>- 容易走動？</li> <li>- 物件容易接近及儲藏？</li> <li>- 處理家務方便與否？</li> </ul>
<p><b>題目 4 尊重和社會包容</b></p> <p>以下部分關於社區如何尊重及接受長者，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>那些方面你覺得你在社區內是受尊重及不受尊重？</p> <p>在區內的活動中，那些方面你覺得你在社區內是得到認受及不受認受？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 社區人士對長者在禮貌方面的情況如何？聆聽？</li> <li>- 社區人士對長者提出幫助的情況如何？</li> <li>- 長者在使用服務及參與活動時提出的需要時，社會人士所作出適當反應如何？</li> <li>- 長者被諮詢？</li> <li>- 社會提供了多項選擇給長者嗎？</li> <li>- 社會認同長者的貢獻嗎？</li> <li>- 長者在同齡人士之間的活動情況如何？</li> </ul>

題目及問題	提示
<p><b>題目 5 社會參與</b></p> <p>我們討論一下社交及休閒活動，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你在區內參與活動、交際應酬有多容易？</p> <p>你可否分享一下你在以下活動的參與情況如教育，文化，康樂的靈活性嗎？</p>	<p>詢問</p> <p>社交及休閒活動是否…</p> <ul style="list-style-type: none"> <li>- 收費可負擔？</li> <li>- 容易接近？</li> <li>- 次數充足？</li> <li>- 位置方便？</li> <li>- 時間方便？</li> <li>- 提供多項選擇？</li> <li>- 有趣？</li> </ul>
<p><b>題目 6 信息交流</b></p> <p>以下部份是關於處理資訊方面，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你是怎樣收取區內資訊？例如，服務及活動方面。</p> <p>從電話，收音機，電視，單張，有關人士…</p>	<p>詢問</p> <p>資訊是否…</p> <ul style="list-style-type: none"> <li>- 容易接近？</li> <li>- 有用？</li> <li>- 適時？</li> <li>- 容易明白？</li> <li>- 設備難於操作，如電腦、資訊媒介…</li> </ul>
<p><b>題目 7 公民參與和就業</b></p> <p>我想知道你參加義務工作，公共事務及就業方面的情況，我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>請分享義務工作的情況？</p> <p>就業方面？你正在就業還是尋找工作？</p>	<p>詢問</p> <p><u>關於義務服務</u></p> <ul style="list-style-type: none"> <li>- 義務資訊是否足夠？義務服務種類多性？義務服務的吸引力？</li> <li>- 請分享一下參加社區事務的情況？例如社區組織，議會方面。</li> </ul> <p><u>關於就業</u></p> <ul style="list-style-type: none"> <li>- 就業空缺的資訊是否足夠？可接觸到這些空缺？空缺品種多樣性？</li> <li>- 吸引力？經驗受認同？報酬？</li> <li>- 可調較至適合長者能力？可調較至適合長者喜好？</li> <li>- 鼓勵長者參與的方法？</li> </ul>
<p><b>題目 8 社區與健康服務</b></p> <p>我想知道你居住的社區內的社會服務及醫療服務的情況。我希望你分享以下一些你的正面經驗及負面經驗。同時希望你提供改善意見。</p> <p>你對你所居住社區所提供的長者服務有什麼經驗？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 有那些服務提供？</li> <li>- 容易得到服務嗎？</li> <li>- 使用的情況如何？</li> <li>- 費用可負擔？</li> <li>- 對有需要人士提出服務需要的反應速度？</li> </ul>
<p>結尾問題</p> <p>在訪問完成前，請問還有沒有一些之前沒有提出的討論而閣下希望現在提出呢？</p>	<p>無須提示</p>

## Final assessment focus group protocol

題目及建議問題	提示
建議熱身問題	你理想中的社區是怎樣的？ 在過去幾年，有沒有留意到這個區的一些變化是和你的生活有關？ 這些變化有沒有改變你的生活？是變得好了還是差了？
<p><b>題目 1 室外空間和建築</b></p> <p>現在討論一下戶外空間及建築，我希望你嘗試比較一下今天和兩三年前的情況，分享一些你的正面經驗及負面經驗。</p> <p>對比兩三年前，當你走出家門去悠閒散步、辦事或訪友，外面的環境有沒有改善？還是變差？</p> <p>對比兩三年前，當你進入建築物內購物或辦事，你看見的情景有什麼不同？是改善了還是變差？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 小徑，路面設計，保養？</li> <li>- 過路及交界？</li> <li>- 交通流量，音量？</li> <li>- 特定日期，時間(例如晚上)？</li> <li>- 天氣情況？</li> <li>- 綠化空間，步行區？</li> <li>- 街燈？對陽光，風雨的保護？休憩區，長櫈？</li> <li>- 人身安全？對治安感覺？</li> <li>- 走廊，室內，梯級，門，電梯，地台，照明，路標，洗手間，休憩區？</li> </ul>
<p><b>題目 2 交通</b></p> <p>以下部份關於社區內的交通系統。我希望你嘗試比較一下今天和兩三年前的情況，分享一些你的正面經驗及負面經驗。</p> <p>對比兩三年前，請形容一下現在你使用區內公共交通工具的經驗，例如電車、鐵路、輕鐵、火車、巴士、小巴。</p> <p>你認為區內的交通設備對比兩三年前有沒有改善？還是變差？</p>	<p>詢問</p> <p>巴士，電車，鐵路……是否</p> <ul style="list-style-type: none"> <li>- 收費可負擔？</li> <li>- 容易到達目的地？容易乘搭？</li> <li>- 班次足夠？準時？覆蓋範圍充分？</li> <li>- 候車處：照明，座位，保護？</li> <li>- 治安保障？</li> <li>- 對殘疾人士設計？</li> </ul> <p>假如你是駕車人士，你認為以下的運輸配套如何？</p> <ul style="list-style-type: none"> <li>- 路牌指示、街名標示</li> <li>- 交接處的照明</li> <li>- 交通指示容易明白</li> <li>- 足夠及接近的停泊、殘疾車位、上/落客區、司機休息處</li> </ul>
<p><b>題目 3 房屋</b></p> <p>以下是關於住屋的部份，我希望你嘗試比較一下今天和兩三年前的情況，分享一些你的正面經驗及負面經驗。</p> <p>請講出你居住地區？</p> <p>與兩三年前比較，你覺得現時的住屋情況是改善了還是變差？配套是否更適合長者？</p> <p>如果你需要搬家，你覺得適合讓你居家安老的選擇是否比兩三年前多？</p>	<p>詢問</p> <p>你對現時居住地區在接受程度如何？</p> <ul style="list-style-type: none"> <li>- 成本？</li> <li>- 舒適度？</li> <li>- 人身安全？治安？</li> <li>- 對公共服務接近程度？</li> </ul> <p>你在屋內的移動性及獨立性如何？</p> <ul style="list-style-type: none"> <li>- 容易走動？</li> <li>- 物件容易接近及儲藏？</li> <li>- 處理家務方便與否？</li> </ul>
<p><b>題目 4 尊重及社會包容</b></p> <p>以下部分關於社區如何尊重及接受長者，我希望你嘗試比較一下今天和兩三年前的情況，分享一些你的正面經驗及負面經驗。</p> <p>哪些方面讓你覺得在社區內受到尊重及不受尊重？對比兩三年前有沒有改善？還是變差？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 社區人士對長者在禮貌方面的情況如何？</li> <li>- 社區人士聆聽長者的需要？</li> <li>- 社區人士對長者提出幫助的情況如何？</li> <li>- 長者在使用服務及參與活動時提出的需要，社會人士所作出適當反應如何？</li> <li>- 長者被諮詢？</li> <li>- 社會提供了多項選擇給長者嗎？</li> <li>- 社會認同長者的貢獻嗎？</li> <li>- 長者在同齡人士之間的活動情況如何？</li> </ul>

題目及建議問題	提示
<p><b>題目 5 社會參與</b></p> <p>我們討論一下社交及休閒活動，我希望你嘗試比較一下今天和兩三年前的情況，分享一些你的正面經驗及負面經驗。</p> <p>你平均每星期會有多少時間留在區內參與活動或交際應酬？</p> <p>在參與社區活動方面，你覺得哪些方面對比兩三年前有所改善？哪些方面卻變差？</p>	<p>詢問</p> <p>社交及休閒活動是否…</p> <ul style="list-style-type: none"> <li>- 收費可負擔？</li> <li>- 容易抵達？</li> <li>- 次數充足？</li> <li>- 位置方便？</li> <li>- 時間方便？</li> <li>- 提供多項選擇？</li> <li>- 有趣、吸引？</li> </ul>
<p><b>題目 6 信息交流</b></p> <p>以下部份是關於處理資訊方面，我希望你嘗試比較一下今天和兩三年前的情況，分享一些你的正面經驗及負面經驗。</p> <p>在收取區內資訊方面，你覺得對比兩三年前有沒有改善？有沒有哪些地方變差？</p>	<p>詢問</p> <p>資訊是否…</p> <ul style="list-style-type: none"> <li>- 容易接觸到？</li> <li>- 有用？</li> <li>- 適時？</li> <li>- 容易明白？</li> <li>- 設備難於操作，如電腦、資訊媒介…</li> <li>- 收取區內資訊？從電話，收音機，電視，單張，有關人士…</li> </ul>
<p><b>題目 7 公民參與和就業</b></p> <p>我想知道你參加義務工作，公共事務及就業方面的情况，請嘗試比較一下今天和兩三年前的情况，分享一些你的正面經驗及負面經驗。</p> <p>請分享義務工作的情况？對比兩三年前有沒有改善？有沒有哪些地方變差？</p> <p>就業方面？你正在就業還是尋找工作？</p> <p>你認為長者就業機會對比兩三年前有沒有改善？有沒有哪些地方變差？</p>	<p>詢問</p> <p><u>關於義務服務</u></p> <ul style="list-style-type: none"> <li>- 義務資訊是否足夠？義務服務種類多性？義務服務的吸引力？</li> <li>- 請分享一下參加社區事務的情况？例如社區組織，議會方面。</li> </ul> <p><u>關於就業</u></p> <ul style="list-style-type: none"> <li>- 關於就業空缺的資訊是否足夠？可接觸到這些空缺？空缺品種多樣性？</li> <li>- 吸引力？經驗受認同？報酬？</li> <li>- 可調較至適合長者能力？可調較至適合長者喜好？</li> <li>- 鼓勵長者參與的方法？</li> </ul>
<p><b>題目 8 社區與健康服務</b></p> <p>我想知道你居住的社區內的社會服務及醫療服務的情况。請嘗試比較一下今天和兩三年前的情况，分享一些你的正面經驗及負面經驗。</p> <p>過去，你對你所居住社區所提供的長者服務有什麼經驗？對比兩三年前有沒有改善？有沒有哪些地方變差？</p>	<p>詢問</p> <ul style="list-style-type: none"> <li>- 有哪些服務提供？</li> <li>- 容易得到服務嗎？</li> <li>- 使用的情况如何？</li> <li>- 費用可負擔？</li> <li>- 對有需要人士提出服務需要的反應速度？</li> </ul>
<p><b>結尾問題</b></p> <p>在訪問完成前，請問還有沒有一些之前沒有提出的討論而閣下希望現在提出呢？例如，你希望看見這一區如何變得更適合長者居住？</p>	

## Annex 3 - Questionnaire of territory-wide telephone survey on public awareness and attitude towards age-friendliness

The questionnaire was conducted in Chinese



Address: Units 9-11, 6/F, Tower B, Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong  
地址: 香港黃竹坑業興街 11 號南滙廣場 B 座 6 樓 9-11 室  
Website 網址: [pori.hk](http://pori.hk)

# 香港民意研究所香港民意研究計劃 香港中文大學賽馬會老年學研究所 公眾對長者及年齡友善的認知及意見調查 (第三輪)

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調查問卷 (定稿)

2021 年 6 月 30 日

Hong Kong Public Opinion Program (HKPOP)  
Hong Kong Public Opinion Research Institute

Survey on Public Awareness and Attitude towards Age-Friendliness (Wave3)

## 第一部分 自我介紹

喂，先生／小姐／太太你好，我姓 X，我係香港民意研究所嘅訪問員黎嘅，我哋進行緊一項有關長者及年齡友善嘅問卷調查，我哋只會阻你大概 10 分鐘時間，請問你願唔願意接受我哋訪問呢？

願意 → 繼續介紹

唔願意 → 終止訪問，多謝，拜拜

請你放心，你嘅電話號碼係經由我哋嘅電腦隨機抽樣抽中嘅，問卷係唔記名嘅，而你提供嘅資料係會絕對保密，並只會用作綜合分析。你可選擇拒答任何題目，甚至可以隨時終止訪問而唔會引致任何不良後果。如果你對今次嘅訪問有任何疑問，你可以打去熱線電話 XXXX-XXXX 同我哋嘅督導員聯絡。為左保障數據嘅真確性，我哋嘅訪問會被錄音，但只會用作內部參考。所有含個人識別資料嘅數據，即係你嘅電話號碼，同埋錄音會係調查完成後三個月內銷毀。而家我哋開始訪問。

[S1] 我頭先打嘅電話號碼係 XXXX-XXXX，如果我打錯咗請你話俾我知。

冇打錯，繼續係 → L1/M1

打錯 → 終止訪問，多謝，拜拜

## 第二部分 選出被訪者

### 家居電話版本

[L1] 呢份問卷嘅訪問對象係 **18 歲或以上**講廣東話嘅香港居民，請問你屋企宜家有幾多位屬於呢個組別？

一位，係接聽電話人士 → Q1

一位，係其他人 → 邀請接受訪問，並重覆自我介紹 → Q1

有多過一位，    位 (入實數) → L2

冇 → 訪問告終，多謝合作，拜拜

訪者拒絕回答 → 訪問告終，多謝合作，拜拜

[L2] 因為多過一位，我哋希望所有合資格嘅家庭成員都有同等機會接受訪問，所以想請即將生日果位黎聽電話。(訪問員可舉例說明：「即係有冇 7 月或未來三個月內生日嘅人係度？」) 請問可唔可以呢？

可以 - 接聽電話的人士是被訪者 → Q1

可以 - 其他家人是被訪者 (訪問員請重覆自我介紹) → Q1

被選中的家庭成員不在家／沒空 (訪問員請另約時間再致電)

唔可以 - 家人拒絕回答 → 訪問告終，多謝合作，拜拜

唔可以 - 訪者拒絕回答 → 訪問告終，多謝合作，拜拜



**選出被訪者 (手提電話版本)**

- [M1] 你係唔係 18 歲或以上嘅香港居民？  
係 → Q1  
唔係 → 訪問告終，多謝合作，拜拜  
拒答 → 訪問告終，多謝合作，拜拜

**第三部分 問卷主體部分**

**I. 對長者及年齡友善城市的認知**

【訪問員讀出：以下落黎係問關於長者友善、年齡友善嘅問題】  
(訪問員放慢及強調「長者友善」及「年齡友善」)

Q1. 首先，請問你有無聽過「賽馬會齡活城市計劃」？呢度所講嘅「齡活」係「年齡」嘅「齡」。  
(訪問員放慢及強調「賽馬會齡活城市計劃」)

- 有聽過 → Q3  
無聽過  
唔知／難講  
拒答

Q2. 【只問 Q2 答「無聽過」或「唔知／難講」的受訪者】咁你有無聽過賽馬會有關「長者友善」或者「年齡友善」嘅計劃？  
(訪問員放慢及強調「賽馬會」、「長者友善」及「年齡友善」)

- 有聽過  
無聽過 → Q4  
唔知／難講 → Q4  
拒答 → Q4

**[訪問員參考資料，不用讀出]**

<<「賽馬會齡活城市計劃」背景資料>>

- 合作夥伴 (四間大學的老年學研究單位)：
  - 香港中文大學賽馬會老年學研究所
  - 香港大學秀圃老年研究中心
  - 嶺南大學亞太老年學研究中心
  - 香港理工大學活齡學院
- 計劃內容：
  - 香港長者生活關注指數 (AgeWatch Index for Hong Kong)／香港長者生活質素指數 (Hong Kong Elder Quality of Life Index)的電話問卷調查
  - 基線研究 (baseline assessment) 及終期評估 (final assessment) 的問卷調查和聚焦小組訪問
  - 「齡活大使」培訓 (ambassador training)

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- 140 項地區計劃 (district-based programmes) 及 7 項全港推行計劃 (territory-wide programmes)  
(由非政府機構／地區團體以及四間大學，於全港 18 區推行合適的地區計劃／全港推行計劃，以推動社區的長者及年齡友善風氣)
  - 賽馬會齡活城市「全城·長者友善」計劃 (Jockey Club Age-friendly City Partnership Scheme) (鼓勵公司／機構推行長者及年齡友善措施)
  - 全港宣傳和公眾教育活動，包括：
    - (1) 電台節目—
      - 香港電台：第五台 (節目包括「長進課程」、「區域耆才」、「歲月留情」、「愛得及時」、「交換角色」、「區區有睇頭」、「地球村長」、「長者友善城市專題講座」等)；第一、二台 (有關長者及年齡友善城市的宣傳聲帶)
      - 商業電台 881903 (節目包括「同途有心人」、有關長者及年齡友善城市、「全城·長者友善」計劃得獎者的宣傳聲帶)
      - 新城電台 (有關長者及年齡友善城市、「全城·長者友善」計劃得獎者的宣傳聲帶)
    - (2) 《健康·旦》網上平台 (由藝人鄭丹瑞主持，當中 20 集介紹長者及年齡友善的概念以及長者健康的短片)；
    - (3) 電視台：無綫翡翠台「長命百二歲」節目冠名贊助及資訊視窗 (2019 年 2 月至 3 月)
    - (4) 公眾論壇 (探討長者及年齡友善城市的八個範疇)、國際研討會；
    - (5) 新聞發佈會、啟動禮、嘉許禮、展覽、攝影比賽、網上公眾投票；
    - (6) 電車巡遊、巴士廣告宣傳；
    - (7) 計劃小冊子、刊物及其他宣傳品；
    - (8) 傳媒報導，包括電視電台、報章、雜誌；及
    - (9) 網址／專頁—
      - 賽馬會齡活城市計劃網址: [www.jcafc.hk](http://www.jcafc.hk)
      - 賽馬會齡活城市計劃 Facebook 專頁: [www.facebook.com/HKJCAFC/](https://www.facebook.com/HKJCAFC/)
      - 賽馬會齡活城市「全城·長者友善」計劃網址: [www.jccitypartnership.hk](http://www.jccitypartnership.hk)
      - 香港電台齡活城市特設網上專頁: [www.rthk.hk/special/agefriendly/](http://www.rthk.hk/special/agefriendly/)
      - 「新耆族」計劃 (全港推行計劃下有關公民參與和就業之公眾教育項目，與網上求職平台 CTgoodjobs 合作) 網址: [www.ctgoodjobs.hk/events/jcafc-thenewolds/](http://www.ctgoodjobs.hk/events/jcafc-thenewolds/)
- (訪問員只需問被訪者就他／她的認知，該活動或項目是否與賽馬會長者友善或年齡友善的計劃有關)

Q3. 【只問於 Q1 或 Q2 答「有聽過」的受訪者】 請問你係透過咩野途徑聽過呢個計劃? (不讀答案，可選多項)

傳統渠道

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朋友／鄰居／親戚／同學／同事

網站和社交媒體

- 賽馬會齡活城市計劃網頁
- 香港電台齡活城市網上專頁
- 其他網站
- 社交媒體平台 (例如: Facebook/Instagram/YouTube) (訪問員請先追問甚麼平台, 如被訪者答 Facebook, 請再追問是否賽馬會齡活城市計劃 Facebook 專頁)
- 賽馬會齡活城市計劃 Facebook 專頁
- 《健康·旦》網上平台/社交媒體平台
- CTgoodjobs 網上平台/社交媒體平台
- 社會服務機構
  - 社區中心
  - 長者/老人中心
- 特定地點
  - 商場
  - 醫院
  - 學校/通識堂
  - 教會
  - 住宅大廈
- 宣傳品
  - 海報/宣傳小冊子
  - 宣傳品/紀念品
  - 大學研究中心通訊 (Newsletter)
- 活動
  - 工作坊/講座/展覽
  - 地區計劃或全港推行計劃項目/活動
  - 齡活大使
  - 問卷調查及聚焦小組訪問
- 交通工具廣告
  - 巴士
  - 電車
  - 港鐵
  - 小巴
  - 沒有特別指明交通工具的種類
- 政府及公共機構
  - 區議會/區議員
  - 政府部門
  - 政府網站/刊物/政策/措施
  - 公共機構
- 其他, 請註明: \_\_\_\_\_
- 唔知/唔記得
- 拒答

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Q4. 當提起「長者友善城市」或「年齡友善社區」，你會即時諗起啲乜野？（不讀答案多項）

室外空間和建築

室外加添座椅

室外座椅／行人路加上蓋

室外／建築物的無障礙升降機、扶手、防滑地板等

長者健身設施、步行徑等

環境衛生／空氣清新

綠化環境

交通

關愛座

\$2 乘車優惠

公共交通工具的無障礙升降機、扶手、防滑地板等

車站加添座椅

有蓋車站

房屋

房協的「長者安居樂」住屋計劃

房委會及房署的「優先配屋計劃」

居家安老

家居無障礙設計／設施（例如：防滑扶手）

家居維修

同家人同住／方便家人照顧

社會參與

提供予長者的活動

提供予長者聚會／舉辦活動的地方

社區中心／長者中心

長者社交渠道

長者的朋友／長者之間交朋結友

尊重和社會包容

尊重／關愛長者

長幼共融

讓座

長者專設服務（例如：優先排隊）

歧視長者

慈善活動／捐錢幫助有需要長者

長者生活優惠（例如：長者購物／餐飲優惠）

政府／立法會相關長者政策

退休保障／養老計劃

對長者的態度（例如：和諧、友善）

照顧／幫助長者

關注唔同年齡人士

- 職場年齡歧視
- 延長退休年齡
- 彈性工作安排
- 信息交流
  - 字體夠大
  - 長者電腦／智能電話班
  - 長者及年齡友善手機應用程式
- 社區與健康服務
  - 長者醫療券
  - 普通科門診電話預約系統
  - 醫療服務輪候時間
  - 安老院／護老院
  - 長者家居照顧服務 (例如：送飯、陪診)
  - 墓地／殯儀服務／善終服務
  - 非政府組織／社福機構／社工幫助有需要長者
  - 長者相關服務
  - 長者醫療相關服務
  - 長者健康／長命
  - 長者
  - 年齡
  - 長壽
  - 其他城市／國家的長者情況
  - 香港長者整體狀況／相關議題 (例如：人口老化、腦退化症、貧窮長者、獨居／隱蔽長者、深水埗老人家推紙皮)
  - 長者日常生活
  - 長者生活環境／長者社區環境
- 城市
  - 適合長者或唔同年齡人士的友善城市／社區／活動／服務 (訪問員注意：重點是「適合長者的友善 XXX」／「適合唔同年齡人士的友善 XXX」)
- 其他，請註明：\_\_\_\_\_
- 完全唔認識「長者友善城市」或「年齡友善社區」
- 唔知／難講
- 拒答

Q5. 你認為自己對「長者及年齡友善」想表達嘅意思或者概念有幾熟悉或唔熟悉？(訪問員追問程度)

- 非常熟悉
- 幾熟悉
- 一半半
- 幾唔熟悉／幾陌生
- 非常唔熟悉／非常陌生
- 唔知／難講
- 拒答

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【訪問員讀出：其實，「長者及年齡友善」講既係為長者同其他年齡人士提供適合嘅環境同服務，當中包括八個範疇，就係室外空間和建築、交通、房屋、社會參與、尊重和社會包容、公民參與和就業、信息交流，以及社區與健康服務。】

(訪問員請清楚讀出「為」字，並放慢及強調八個範疇的名稱)

Q6. 請問你喺過去一年裏面，有無聽過任何有關「長者及年齡友善」嘅活動、政策或者宣傳？(如果有，訪問員請追問：) 有幾經常聽到？

有，經常

有，間中

有，好少

過去一年無聽過 → Q8

唔知／難講 → Q8

拒答 → Q8

Q7. 【只問 Q6 答「有」的受訪者】咁你係透過咩野途徑聽到呢啲活動、政策或者宣傳？(不讀答案，可選多項)

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電視／電台新聞

報章／雜誌

人際網絡

朋友／鄰居／親戚／同學／同事

網站和社交媒體

賽馬會齡活城市計劃網頁

香港電台齡活城市網上專頁

其他網站

社交媒體平台 (例如：Facebook／Instagram／YouTube) (訪問員請先追問甚麼平台，如被訪者答 Facebook，請再追問是否賽馬會齡活城市計劃 Facebook 專頁)

賽馬會齡活城市計劃 Facebook 專頁

《健康·旦》網上平台／社交媒體平台

CTgoodjobs 網上平台／社交媒體平台

社會服務機構

社區中心

長者／老人中心

特定地點

商場

醫院

學校／通識堂

教會

住宅大廈

宣傳品

海報／宣傳小冊子

宣傳品／紀念品

大學研究中心通訊 (Newsletter)

活動

工作坊／講座／展覽

地區計劃或全港推行計劃項目／活動

齡活大使

問卷調查及聚焦小組訪問

交通工具廣告

巴士

電車

港鐵

小巴

沒有特別指明交通工具的種類

政府及公共機構

區議會／區議員

政府部門

政府網站／刊物／政策／措施

公共機構

其他，請註明：\_\_\_\_\_

唔知／唔記得

拒答

## II. 對長者及年齡友善城市的態度

Q8. 咁過去一年裏面，你有冇參與過有關「長者及年齡友善」嘅活動？(如果有，訪問員請追問：) 有幾經常參與？

有，經常

有，間中

有，好少

過去一年無參與過

唔知／難講

拒答

Q9. 同樣嘅過去一年裏面，你有冇向身邊嘅人推廣或者分享有關「長者及年齡友善」嘅訊息？(如果有，訪問員請追問：) 有幾經常推廣或者分享？

有，經常

有，間中

有，好少

過去一年無推廣或分享過

唔知／難講

拒答

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Q10. 你想唔想了解更多有關「長者及年齡友善」嘅概念同資訊? (訪問員追問程度)

非常想  
幾想  
一半半  
唔係幾想 / 幾唔想  
完全唔想  
唔知 / 難講  
拒答

Q11. 如果有機會，你想唔想參與共同建立香港成為一個「長者及年齡友善」嘅城市? (訪問員追問程度)

非常想  
幾想  
一半半  
唔係幾想 / 幾唔想  
完全唔想  
唔知 / 難講  
拒答

Q12. 最後，你覺得要將香港建立成為一個「長者及年齡友善」嘅城市，需唔需要你嘅參與? (訪問員追問程度)

非常需要  
幾需要  
一半半  
唔係幾需要 / 幾唔需要  
完全唔需要  
唔知 / 難講  
拒答



## 第四部分 個人資料部分

為咗方便分析唔同背景人士嘅睇法，想問你一啲簡單嘅個人資料。你嘅資料只會用作呢次調查分析之用，而且係會絕對保密嘅，請放心。

DM1 性別 (由訪問員填寫，只在不確定時間被訪者)

男  
女

DM2 受訪者年齡

\_\_\_\_\_ 歲 (準確數字)

拒答

DM2b 年齡 (範圍) 【只問不肯透露準確年齡被訪者】 (訪問員可讀出範圍)

18 至 20 歲  
21 至 24 歲  
25 至 29 歲  
30 至 34 歲  
35 至 39 歲  
40 至 44 歲  
45 至 49 歲  
50 至 54 歲  
55 至 59 歲  
60 至 64 歲  
65 至 69 歲  
70 至 74 歲  
75 至 79 歲  
80 歲或以上  
拒答

DM2c 【只問 50 歲或以上被訪者】 請問你覺得自己係唔係一位長者?

係  
唔係  
唔知 / 難講  
拒答

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DM3 教育程度

小學或以下

初中 (中一至中三)

高中 (中四至中七 / DSE / 毅進)

專上教育：非學位課程 (包括文憑 / 證書 / 副學位課程)

專上教育：學士學位課程

專上教育：研究院或以上 (包括碩士學位 / 博士學位)

拒答

DM4 婚姻狀況

未婚

已婚

離婚或分居

喪偶

拒答

DM5 請問以下邊一項最可以形容你現時嘅就業情況? (讀出 1-7 項，次序由電腦隨機排列，只選一項)

待業 / 待學中

退休人士

家庭主婦 / 家務料理者

義工

兼職或散工

全職人士

學生

其他，請註明：\_\_\_\_\_

拒答

DM6 請問你個人每月收入大約係幾多? 請包括所有收入來源，如薪金、佣金、雙糧、花紅、租金收入、投資回報、政府津貼、零用錢、家用、退休金等。

沒有收入

HK\$5,000 以下

HK\$5,000 – HK\$9,999

HK\$10,000 – HK\$14,999

HK\$15,000 – HK\$19,999

HK\$20,000 – HK\$24,999

HK\$25,000 – HK\$39,999

HK\$40,000 – HK\$49,999

HK\$50,000 或以上

不穩定

拒答

DM7 你認為自己冇無足夠嘅錢應付日常開支? (訪問員追問程度)

- 非常足夠
- 幾足夠
- 一半半
- 唔係幾足夠／幾唔足夠
- 非常唔足夠
- 拒答

DM8 居住房屋? (讀出 1-6 項，括弧內不讀出，只選一項)

- 公營租住房屋
- 居屋
- 私人屋苑
- 唐樓
- 單棟式大廈 (洋樓)
- 村屋 (別墅／平房／新型村屋)
- 村屋 (簡單磚石蓋搭建築物／傳統村屋)
- 棚屋
- 公營臨時房屋
- 私人臨時房屋
- 員工宿舍
- 安老院
- 其他，請註明： \_\_\_\_\_
- 拒答

DM9 請問以下邊一項**最貼近**你而家嘅居住情況? (讀出 1-6 項，括弧內不讀出，只選一項)

- 一個人住
- 一個人加工人
- 只同伴侶 (唔計工人)
- 只同直屬家人 (包括父母、兄弟姐妹、子女，祖父母／外祖父母、外／內孫、岳父／母、外父／母) (唔計工人)
- 只同親戚 (唔計工人)
- 只同朋友或「室友／同屋住」 (唔計工人)
- 其他：伴侶及直屬家人
- 其他：伴侶及親戚
- 其他：伴侶、直屬家人及親戚
- 其他：伴侶、直屬家人及朋友
- 其他，請註明： \_\_\_\_\_
- 拒答

Hong Kong Public Opinion Program (HKPOP)  
Hong Kong Public Opinion Research Institute

Survey on Public Awareness and Attitude towards Age-Friendliness (Wave3)

DM10 請問你住喺邊區?

中西區 (中上環、西營盤)  
東區 (北角、柴灣、小西灣、鯉魚涌)  
南區 (香港仔、鴨脷洲、黃竹坑)  
灣仔 (跑馬地、銅鑼灣)  
觀塘 (牛頭角、油塘、九龍灣、藍田)  
黃大仙 (慈雲山、彩虹、鑽石山、樂富)  
九龍城 (紅磡、土瓜灣、何文田、九龍塘)  
旺角 (大角咀)  
深水埗 (荔枝角、長沙灣、美孚)  
油尖 (佐敦、尖沙咀)  
北區 (粉嶺、上水)  
西貢 (將軍澳)  
沙田 (大圍、馬鞍山)  
大埔 (太和)  
離島 (東涌、愉景灣)  
葵青 (葵涌、青衣)  
荃灣 (青龍頭)  
屯門  
元朗 (天水圍)  
拒答

問卷已經完成，多謝您接受我哋嘅訪問。拜拜。

# Annex 4 - Public forum evaluation questionnaire

The questionnaire was conducted in Chinese



## 「賽馬會齡活城市計劃」公眾論壇 <論壇主題> 意見問卷調查

問卷編號: \_\_\_\_\_

謝謝您參加今天的公眾論壇活動，請於活動結束後撥冗填寫本問卷(請以☐表示您的選項)，並將已填妥的問卷交回工作人員。您的意見將有助我們日後舉辦其他公眾教育活動。

### (I) 對公眾論壇的意見

	非常 不同意	不同意	同意	非常 同意
1. 參與今天的公眾論壇後，您：				
a. 認識了由香港賽馬會策劃及捐助的「賽馬會齡活城市計劃」。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 認識了世界衛生組織（世衛）提倡關於「長者及年齡友善城市」的八個範疇。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 對<相關論壇主題>有更深入的認識。	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	非常 不滿意 *	不滿意 *	滿意	非常 滿意
2. 您是否滿意今天的公眾論壇安排？				
a. 整體安排	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 個別論壇內容：				
(i) 例：「賽馬會齡活城市計劃」及「長者及年齡友善城市」八個範疇的介紹	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) 例：講者A：題目	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) 例：講者B：題目	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) 例：討論：題目	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\*請註明「不滿意」／「非常不滿意」的原因：

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**(II) 對參與「長者及年齡友善城市」活動的意見**

	非常 不想 參與	不想 參與	想 參與 *	非常想 參與 *
3. 您是否想參與共同建設香港成為適合不同年齡人士生活的「長者及年齡友善」城市?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*如果「想」或「非常想」，您希望以什麼形式參與？[可以選多於一項]				
<input type="checkbox"/> 了解更多「長者及年齡友善」的資訊 <input type="checkbox"/> 參加「長者及年齡友善」的社區／公眾活動 <input type="checkbox"/> 向身邊的人推廣「長者及年齡友善」的訊息 <input type="checkbox"/> 向相關機構或團體提出「長者及年齡友善」的意見、建議或項目方案 <input type="checkbox"/> 其他(請註明: _____)				

**(III) 背景資料**4. 性別: 男 女5. 年齡組別: 19歲或以下 20-29 30-39 40-49 50-59 60-69  
70-79 80歲或以上

6. 您從什麼途徑得知今天的公眾論壇活動?[可以選多於一項]

&lt;選項按個別論壇的宣傳方法而定&gt;

 電視／電台／報章／雜誌 海報／宣傳小冊子 大學研究中心的邀請 「賽馬會齡活城市計劃」齡活大使 「賽馬會齡活城市計劃」網頁或其他網站，請註明: \_\_\_\_\_ 家人／朋友／親戚／鄰居／同學／同事 其他途徑，請註明: \_\_\_\_\_

多謝您的意見!

## Annex 5 - International conference evaluation questionnaire



### Jockey Club Age-friendly City International Conference cum City Partnership Scheme Award Presentation Ceremony

#### Evaluation Form

#### 賽馬會齡活城市國際研討會暨「全城·長者友善」計劃嘉許禮 意見問卷

Thank you for joining the Jockey Club Age-friendly City International Conference cum City Partnership Scheme Award Presentation Ceremony, please complete this evaluation form to share your valuable opinion.  
謝謝您參加賽馬會齡活城市國際研討會暨「全城·長者友善」計劃嘉許禮，請填寫本問卷給予您寶貴的意見。

	Strongly Disagree 非常不同意	Disagree 不同意	Neutral 中立	Agree 同意	Strongly Agree 非常同意	N/A 不適用
1. After joining this event, you: 參與活動後，您：						
(i) Know more about the “Jockey Club Age-friendly City Project” initiated and funded by The Hong Kong Jockey Club Charities Trust 認識更多由香港賽馬會慈善信託基金策劃及捐助的「賽馬會齡活城市計劃」	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Know more about the eight domains of Age-friendly City advocated by the World Health Organization 認識更多世界衛生組織（世衛）提倡關於「長者及年齡友善城市」的八個範疇	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Have a better understanding on the age-friendly initiatives / practices in Hong Kong and other cities 對香港及其他城市的長者及年齡友善措施／方案有更深入的了解	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Have a better understanding on Hong Kong’s experience in building an Age-friendly City 對香港建構「長者及年齡友善城市」的經驗有更深入的了解	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Have a better understanding on the sustainability of Age-friendly City 對「長者及年齡友善城市」的可持續發展有更深入的了解	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Consider the content of this event is useful for my work/study 認為是次活動的內容對我的工作／學習有幫助	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(vii) Consider the event can foster exchange and connection among different stakeholders on age-friendly issues 認為是次活動能夠促進不同界別的分份者就年齡友善議題進行交流及聯繫	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(viii) Wish to participate in co-building Hong Kong into an Age-friendly City which can cater for the needs of all ages 希望共同建設香港成為適合不同年齡人士生活的「長者及年齡友善城市」	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> *	<input type="checkbox"/> *	<input type="checkbox"/>

\* If you choose **Agree or Strongly Agree** in question 1(viii), how would you like to participate?

[You may choose more than one option]

如在題目 1(viii) 選擇「同意」或「非常同意」，您想以什麼形式參與？

[可以選多於一項]

- Learn more about age-friendly information 了解更多「長者及年齡友善」的資訊
- Participate in age-friendly community / public activities 參加「長者及年齡友善」的社區／公眾活動
- Promote age-friendly messages to others 向身邊的人推廣「長者及年齡友善」的訊息
- Provide age-friendly opinions, recommendations or solutions to relevant organisations 向相關機構或團體提出「長者及年齡友善」的意見、建議或項目方案
- Others 其他 (Please specify 請註明: \_\_\_\_\_)

	Very dissatisfied 非常不滿意	Dissatisfied 不滿意	Average 一般	Satisfied 滿意	Very satisfied 非常滿意
2. Are you satisfied with the programme content? 您是否滿意活動內容?					
(i) Opening Plenary – The origins of age-friendly city movement; and Jockey Club Age-friendly City Project: A unique and successful model in building an age-friendly city 主題演講 – 長者及年齡友善城市運動的起源，以及賽馬會齡活城市計劃 – 建構齡活城市的獨特及成功框架	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Jockey Club Age-friendly City Partnership Scheme Award Presentation Ceremony 賽馬會齡活城市「全城·長者友善」計劃嘉許禮	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Thematic Forum - Innovative Age-friendly Practices under the New Normal 專題論壇 – 新常態下的長者及年齡友善創新措施	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) Thematic Session - Building an Age-friendly City for an Ageing Community: The Hong Kong Insights 專題講座 – 建構長者及年齡友善城市以回應人口老化的挑戰：香港的經驗與前瞻	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



(v) Thematic Session - Advancing Age-friendly City: Cooperation and Participation towards Sustainability 專題講座 – 促進長者及年齡友善城市發展：透過協作與參與達致可持續發展	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(vi) Exhibition 展覽	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very dissatisfied 非常不滿意	Dissatisfied 不滿意	Average 一般	Satisfied 滿意	Very satisfied 非常滿意	N/A 不適用
3. Are you satisfied with the event arrangement? 您是否滿意活動的安排?						
(i) Registration 報名	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Event time 活動時間	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Event materials 活動物資 (booklets & souvenirs 場刊及紀念品)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) On-site arrangement 現場安排 (Lighting, seats, sound, spacing, signage, etc. 燈光、座位、音響、場地空間、場地指示等)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Online platform interface layout 網頁介面	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall, how are you satisfied with the event? 整體而言，您有多滿意這次活動?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you have any other comments or suggestions for the event? 您對是次活動是否有其他意見或提議?

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**Thank you for your opinion!**  
多謝您的意見!

## Annex 6 - Stakeholder interview questions for NGOs

The questionnaire was conducted in Chinese

### Sample questionnaire for 8 districts under Pilot Phase



# 「賽馬會齡活城市計劃」成效評估－ 地區計劃主辦機構意見問卷

感謝對「賽馬會齡活城市計劃」的支持，並協助舉辦地區計劃，共同推動社區的長者及年齡友善風氣。有賴各方的參與及鼎力支持，八個先導地區（中西區、離島、九龍城、觀塘、沙田、大埔、荃灣、灣仔）的地區計劃得以順利完成。

為評估「賽馬會齡活城市計劃」的整體成效，我們誠邀各地區計劃的主辦機構填寫以下意見問卷，就舉辦地區計劃的經驗提供寶貴的意見。

參與本調查純屬自願性質，您可隨時退出而不會對您造成負面影響，而是次調查收集的資料將絕對保密，只供「賽馬會齡活城市計劃」作參考之用。如有任何查詢，請致電3943 3385或電郵至info@jcafc.hk與「賽馬會齡活城市計劃」秘書處聯絡。

有關「賽馬會齡活城市計劃」

為應對人口老化帶來的挑戰和機遇，香港賽馬會慈善信託基金聯同本地四間老年學研究單位，於2015年推行「賽馬會齡活城市計劃」，旨在於社區推動長者及年齡友善的風氣，建立地區可持續提升年齡友善程度的經架，以及加深公眾對長者及年齡友善城市的認識，並鼓勵社區參與，共同建構香港成為長者及年齡友善的城市。更多有關計劃的詳情，可瀏覽：[www.jcafc.hk](http://www.jcafc.hk)

**\* 必答項目**

**\* 機構名稱：**

\_\_\_\_\_

**\* 舉辦地區計劃的地區：**

中西區       灣仔       九龍城       觀塘       沙田  
 大埔       荃灣       離島

**\* 1. 你認為「賽馬會齡活城市計劃」的地區計劃如何提升社區的長者及年齡友善程度？（請於下列合適的範疇加以說明，可選填多項）**

a) 回應社區的關注 / 長者的需要：  
\_\_\_\_\_

b) 大眾對長者及年齡友善的認識：  
\_\_\_\_\_

c) 長者 / 社區人士的參與：  
\_\_\_\_\_

d) 地區資源的建立（如：長者大使 / 資源小冊子）：  
\_\_\_\_\_

e) 伙伴協作（如：大學 / 區議會）：  
\_\_\_\_\_

f) 其他：  
\_\_\_\_\_

**\* 2. 就 貴機構過往舉辦地區計劃的經驗，請分享當中的得著。**

(請於下列合適的範疇加以說明，可選填多項)

a) 對長者及年齡友善的認識：

b) 對地區年齡友善狀況的了解：

c) 策劃、推行及檢討項目的實踐經驗：

d) 從成效評估中歸納出良好方案：

e) 合作伙伴網絡：

f) 其他：

**\* 3. 在推動社區的長者及年齡友善風氣方面，你認為非政府機構 (NGO) / 地區團體擔當什麼主要角色？ (可選多項)**

培訓大使、社區教育

政策倡議，向持份者提出改善建議

推動 / 鼓勵社區參與

進行相關的研究

作為長者和地區其他持份者的橋樑，促進社區連繫

資助相關項目的發展 (如：設施 / 活動 / 服務)

了解長者的需要，收集意見

其他：(請加以說明)

**\* 4. 未來， 貴機構會如何繼續參與建立長者及年齡友善的社區？ (可選多項)**

推出長者及年齡友善的活動 / 服務

了解 / 發放有關長者及年齡友善的最新資訊

於現行的工作計劃 / 機制中，加入長者及年齡友善的元素

向相關持份者提出長者及年齡友善的意見、建議或改善方案

投放 / 申請更多資源，舉辦長者及年齡友善的項目

舉辦公眾教育及宣傳，推廣長者及年齡友善的訊息

為中心職員提供培訓，加深他們對長者及年齡友善的認識


與其他機構 / 團體成為合作伙伴，共同推動社區的長者及年齡友善風氣

建立或持續推行長者平台，收集意見

參與長者及年齡友善的政策倡議 / 討論

其他：(請加以說明)

完成

 SurveyMonkey  
研經利器  
製作調查問卷超超簡單。

# Annex 7 - Stakeholder interview questions for AFC Ambassadors

The questionnaire was conducted in Chinese



## 「賽馬會齡活城市計劃」成效評估— 齡活大使聚焦小組討論大綱

### 背景：

香港賽馬會慈善信託基金聯同本地四間老年學研究單位，於 2015 年推行「賽馬會齡活城市計劃」。計劃根據世界衛生組織所定下的「長者及年齡友善城市」的八個範疇，於社區推動長者及年齡友善的風氣，建立可持續改善年齡友善程度的框架，以及提升公眾對「齡活城市」的認識和參與，共同建構香港成為適合不同年齡人士生活的地方。

計劃已在全港 18 區招募及培訓超過 2,200 位長者及其他市民成為「齡活大使」，協助推廣年齡友善及關愛長者的訊息。

為了解「賽馬會齡活城市計劃」的整體成效，我們現正向不同的合作夥伴收集意見。是次聚焦小組旨在了解「齡活大使」參與本計劃的經驗及意見。

### 問題：

#### 一. 熱身問題

1. 你係點樣成為「齡活大使」？（參與年期、原因及經過等）

#### 二. 對「長者及年齡友善城市」的認識及參與

2. 參加「齡活大使」培訓之後，有冇加深你對「長者及年齡友善城市」呢個課題嘅認識？可唔可以舉例講吓加深咗邊方面嘅認識？
3. 成為「齡活大使」之後，你做過啲咩去幫助社區變得更加長者友善、年齡友善呢？可唔可以分享吓你嘅經驗？

（訪問員可就以下範疇進行追問：

- **推廣訊息** - 向身邊人或透過社區展覽／媒體訪問／製作刊物向公眾人士介紹年齡友善嘅資訊
- **收集意見** - 進行地區考察或探訪，加深了解社區長者及年齡友善嘅情況及意見，以及關注相關議題、留意長者嘅需要
- **表達想法** - 向相關持份者反映意見，提出改善建議，如區議員、政府部門、機構、商店等，或者參與調查研究
- **知識分享** - 將自身嘅經驗／專長／對社區嘅認識，透過舉辦活動／分享會／工作坊等向其他人分享
- **公民參與** - 參與政策討論／社區關注組／義務工作，改善社區嘅年齡友善環境）

[可追問:]

- 在過程中你發現／了解多咗邊方面嘅嘢？（區內年齡友善嘅情況？長者嘅需要？）
- 關注／討論邊方面嘅議題？
- 反映咗咩意見？提出咗邊啲改善建議？向邊啲人／機構／政府部門提出？持份者有冇回應？
- 經過你同其他人嘅努力，之前提及嘅情況有冇得到改善？有冇引起社區人士嘅關注？
- 有冇嘢比較深刻同難忘嘅經驗／體會？

### 三. 對「長者及年齡友善城市」／「齡活大使」計劃的意見

4. 你認為一個長者及年齡友善嘅社區應該係點樣嘅？點解咁**重要**？可唔可以講吓你嘅睇法？
5. 你覺得「齡活大使」或長者**自身嘅參與**，對於改善區內唔同範疇嘅長者及年齡友善情況，有乜嘢幫助？
6. 你認為「賽馬會齡活城市計劃」為「齡活大使」帶嚟啲咩**正面嘅影響或改變**呢？（譬如增加信心同能力去發掘社區嘅年齡友善問題，向相關持份者表達意見）

### 四. 未來的意向

7. 未來，你會想做啲咩去**繼續協助提升**社區嘅長者及年齡友善程度？

（例如：

- 持續關注有關長者及年齡友善嘅資訊，或學習更多相關課題嘅知識（如了解長者嘅需要）
- 向持份者表達意見，提出建議，作出跟進
- 參與政策討論、自發組織或參與社區／長者關注組（收集意見、討論議題、提出建議、爭取權益等）
- 籌組／帶領長者友善項目，或擅用自己嘅專長／經驗積極參與社區事務或義務工作，建立友善嘅生活環境）

[可追問:]

- 可以透過啲咩途徑去做？
- 區內有冇平台／渠道可以俾你繼續參與或者表達意見？
- 你會唔會自發、主動去做？

### 五. 結尾問題

8. 最後，有冇關於「齡活大使」嘅其他經驗或意見想分享？

## Annex 8 - Stakeholder interview questions for Jockey Club Age-friendly City Partnership Scheme awardees

The questionnaire was conducted in Chinese



策劃及捐助：



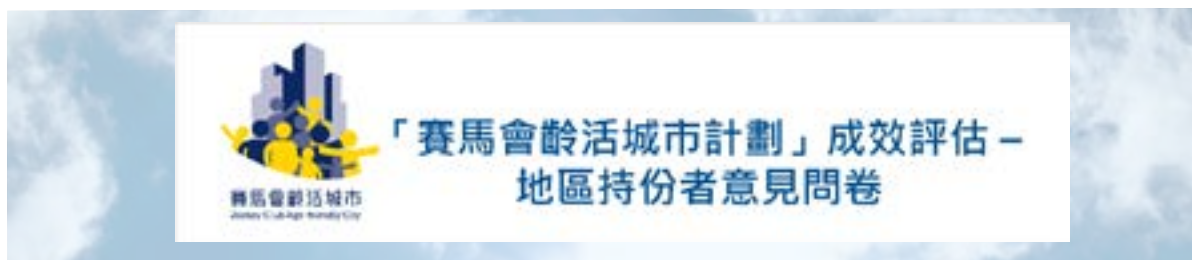
### 賽馬會齡活城市 — 「全城·長者友善」計劃 2020

#### 訪問問題

- 請簡介公司／機構
- 請分享參加計劃的原因及得獎感受
- 請簡介得獎措施／產品／服務
- 為何會推出有關得獎措施／產品／服務？成效如何？推行時遇到甚麼困難？
- 特別大獎指定問題：有關設施如何改善長者的生活？
  - 齡活就業大獎：聘用長者／退休人士有甚麼好處？
  - 齡活設施大獎：有關設施如何改善長者的生活？
  - 齡活創意大獎：有關創新產品／服務有何獨特之處？構思的靈感來源是什麼？
  - 齡活協作大獎：如何有效地與各方通力合作？
  - 齡活商業大獎：其長者相關的業務，如何捕捉銀髮市場的商機？
  - 友善人情大獎：請分享獲得友善人情大獎的勵志、正能量故事
- 賽馬會齡活城市「全城·長者友善」計劃如何提升貴公司／機構對長者及年齡友善的關注？
- 未來會如何繼續推廣長者及年齡友善的文化？

## Annex 9 - Stakeholder interview questions for District Councils / District Offices

The questionnaire was conducted in Chinese



感謝過去對「賽馬會齡活城市計劃」的鼎力支持，攜手推動長者及年齡友善的風氣。在計劃下，四間大學的專業支援團隊於全港18區進行基線研究，檢視各區的長者及年齡友善情況，並與區議會分享研究結果，共同制訂為期三年的行動方案；同時亦為各區加入世界衛生組織（世衛）的「全球長者及年齡友善城市及社區網絡」提供專業支援；以及透過區議會架構下的相關委員會／工作小組會議，就年齡友善之議題進行討論、交流意見。為回應長者及其他不同年齡人士的需要，計劃亦撥款資助各區的非政府機構和地區團體推行合適的地區計劃，並招募和培訓「齡活大使」，鼓勵社區參與，共同建構長者及年齡友善的城市。

現誠邀各區代表填寫以下意見問卷，作為評估「賽馬會齡活城市計劃」的整體成效，以及總結推動齡活社區經驗之重要參考。

參與本調查純屬自願性質，你可隨時退出而不會對你造成負面影響，是次調查收集的資料將絕對保密，只供「賽馬會齡活城市計劃」團隊作參考之用。如有任何查詢，請致電3943 9234或電郵至info@jcafc.hk與「賽馬會齡活城市計劃」秘書處聯絡。

### 有關「賽馬會齡活城市計劃」

為應對人口老化帶來的挑戰和機遇，香港賽馬會慈善信託基金聯同本地四間老年學研究單位，於2015年推行「賽馬會齡活城市計劃」，旨在於社區推動長者及年齡友善的風氣，建立地區可持續提升年齡友善程度的框架，以及加深公眾對「齡活城市」的認識，並鼓勵社區參與，共同建構香港成為長者及年齡友善的城市。更多詳情，可瀏覽：[www.jcafc.hk](http://www.jcafc.hk)

### \* 必答項目

#### \* 1. 所屬地區：

- 中西區  東區  離島  九龍城  葵青  觀塘  北區  西貢  
 沙田  深水埗  南區  大埔  荃灣  屯門  灣仔  黃大仙  
 油尖旺  元朗

請就地區層面的範疇和經驗，回答以下問題，分享寶貴的意見。

#### \* 2. 你認為「賽馬會齡活城市計劃」如何協助地區層面推動長者及年齡友善社區？ (可選多項)

- 加深對區內長者及年齡友善狀況的關注和了解 (如: 長者的需要、長者及年齡友善的社區設施)  
 增加對長者及年齡友善概念的認識  
 建立可持續提升長者及年齡友善程度的框架 (如: 行動方案、相關委員會／工作小組)  
 推展長者及年齡友善相關的項目或改善措施  
 促進長者或其他人士的社區參與  
 向大眾推廣長者及年齡友善的訊息  
 有助伙伴協作／網絡建立 (如: 與大學、非政府機構、地區團體)  
 成為世衛「全球長者及年齡友善城市及社區網絡」的成員，分享良好經驗  
 其他 [請加以說明]

**\* 3. 在建立長者及年齡友善社區方面，你認為地區層面應該擔當什麼主要角色？**  
(可選多項)

- 收集意見，了解當區長者的需要
- 政策倡議，向相關持份者 / 政府部門反映意見或提出改善建議
- 實施工程項目，改善社區環境
- 撥款資助長者及年齡友善項目的發展 (如: 設施 / 活動 / 服務)
- 推動有關長者及年齡友善的討論，鼓勵社區參與
- 促進社區不同持份者的連繫與合作
- 社區教育，提高大眾對長者及年齡友善的認識
- 帶領區內長者及年齡友善的整體規劃及發展
- 其他：[請加以說明]

**\* 4. 未來，在地區層面可以如何繼續推動長者及年齡友善的工作？**  
(可選多項)

- 於議會架構下提供長者意見表達的平台或渠道
- 將長者及年齡友善的議題納入相關委員會 / 工作小組的討論和跟進
- 因應區內的長者及年齡友善狀況，向相關持份者 / 政府部門提出意見或改善建議
- 定期評估區內長者及年齡友善的情況 (如: 環境、服務)
- 定期跟進地區行動方案，檢視進度
- 投放資源，推行長者及年齡友善的改善工程或措施
- 其他：[請加以說明]
- 延續世衛「全球長者及年齡友善城市及社區網絡」的成員資格
- 向社區人士發放有關長者及年齡友善的最新資訊
- 舉辦公眾教育及宣傳活動，推廣長者及年齡友善的訊息
- 提供培訓，加深地區對長者及年齡友善的認識
- 與社區不同的持份者合作，共同推動長者及年齡友善社區

完成

SurveyMonkey  
技術提供  
製作調查問卷輕鬆簡單。

隱私權與 Cookie 聲明



## Annex 10 - Stakeholder interview questions for university partners

### Jockey Club Age-friendly City Project Evaluation Stakeholder opinion survey - Professional Support Team

Professional Support Teams (“PSTs”) have made various efforts under the Project to support districts in developing an age-friendly community as well as improving community awareness and participation over the years. During the course, PSTs have accumulated valuable knowledge, experiences and wisdoms in adopting bottom-up and district-based approach. As the project partners and one of the major stakeholders, the Secretariat would like to invite four PSTs to provide views and feedback by filling in the below table. PSTs’ views would be useful for the evaluation of overall effectiveness of the Project.

**Views of PST on lessons learnt and suggestions in building an age-friendly city in respect of the following aspects:**

	Lessons learnt / observations from experience	Suggestions / good practices / insights for future development
<b>a) Identification of AFC concerns and community issues</b> (e.g. assessment study)		
<b>b) Empowerment of elderly people</b> (e.g. AFC Ambassadors)		
<b>c) Collaboration with stakeholders</b> (e.g. DCs/DOs, NGOs, community organisations, business sector, government departments) <b>** PSTs please share DC/DO feedback/ suggestions/ comments, if any.</b>		
<b>d) Community awareness and participation</b> (e.g. public forum, production of publicity materials)		
<b>e) Evaluation of intervention</b> (e.g. AFC programmes, district changes and improvements, good practices consolidation)		

**Any other comments:**

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Thank you very much!

## Annex 11 - List of journal papers developed under Jockey Club Age-friendly City Project

Title:	<b>Objective and Perceived Built Environment, Sense of Community, and Mental Wellbeing in Older Adults in Hong Kong: A Multilevel Structural Equation Study</b>
Journal:	Landscape and Urban Planning
Author:	Guo Y., Liu Y., Lu S., Chan O.F., Chui C.H.K. & Lum T.Y.S. (2021)
	<a href="https://doi.org/10.1016/j.landurbplan.2021.104058">https://doi.org/10.1016/j.landurbplan.2021.104058</a>
Title:	<b>The Contribution of Sense of Community to the Association Between Age-Friendly Built Environment and Health in a High-Density City: A Cross-Sectional Study of Middle-Aged and Older Adults in Hong Kong</b>
Journal:	Journal of Applied Gerontology
Author:	Tang J.Y.M., Chui C.H.K., Lou V.W.Q., Chiu R.L.H., Kwok R., Tse M., Leung A.Y.M., Chau P.H., & Lum T.Y.S. (2021)
	<a href="https://doi.org/10.1177/0733464821991298">https://doi.org/10.1177/0733464821991298</a>
Title:	<b>Productive Engagement and Ageing in Productivist Welfare Regimes: Questing for an Age-Friendly City in Hong Kong</b>
Journal:	Ageing & Society
Author:	Wen Z., Mok K.H., & Amoah P.A., (2021)
	<a href="https://doi.org/10.1017/S0144686X21000167">https://doi.org/10.1017/S0144686X21000167</a>
Title:	<b>Factors Affecting Trends in Societal Indicators of Ageing Well in Hong Kong: Policies, Politics and Pandemics</b>
Journal:	The Journal of Nutrition, Health & Aging, 25(3):325-329
Author:	Woo J., Leung D., Yu R. Lee R. & Wong H. (2021)
	<a href="https://doi.org/10.1007/s12603-020-1488-z">https://doi.org/10.1007/s12603-020-1488-z</a>
Title:	<b>Sense of Community Mediating Between Age-Friendly Characteristics and Life Satisfaction of Community-Dwelling Older Adults</b>
Journal:	Frontiers in Psychology, 11:86
Author:	Au A., Lai D.W.L., Yip H.M., Chan S., Lai S., Chaudhury H., Scharlach A. & Leeson G. (2020)
	<a href="https://doi.org/10.3389/fpsyg.2020.00086">https://doi.org/10.3389/fpsyg.2020.00086</a>
Title:	<b>The detrimental impacts of negative age stereotypes on the episodic memory of older adults: does social participation moderate the effects?</b>
Journal:	BMC Geriatrics, 20: 452
Author:	Chan S.C.Y., Au A.M.L. & Lai S.M.K. (2020)
	<a href="https://doi.org/10.1186/s12877-020-01833-z">https://doi.org/10.1186/s12877-020-01833-z</a>
Title:	<b>How Much Money Is Enough? Poverty and Health in Older People</b>
Journal:	The journal of nutrition, health & aging, 24: 1111-1115
Author:	Woo J., Yu R., Cheung K., & Lai E.T.C. (2020)
	<a href="https://doi.org/10.1007/s12603-020-1444-y">https://doi.org/10.1007/s12603-020-1444-y</a>
Title:	<b>Achieving the Age-friendly City Agenda: An Interventional Study in Hong Kong's Islands District</b>
Journal:	Journal of Asian Public Policy
Author:	Amoah P.A., Mok K.H., Wen Z. & Li L.W. (2019)
	<a href="https://doi.org/10.1080/17516234.2019.1663981">https://doi.org/10.1080/17516234.2019.1663981</a>

Title:	<b>Social Participation and Life Satisfaction: The Differential Mediating Effects of Social Network Size and Social Support among Young-Old and Old-Old</b>
Journal:	The Journal of Aging and Social Change, 9(2): 33-49
Author:	Chan S.C.Y., Au A., Yip H.M. & Lai S.M.K. (2019)
	<a href="https://doi.org/10.18848/2576-5310/CGP/v09i02/33-49">https://doi.org/10.18848/2576-5310/CGP/v09i02/33-49</a>

Title:	<b>Fostering Civic Awareness and Participation among Older Adults in Hong Kong: An Empowerment-based Participatory Photo-voice Training Model</b>
Journal:	Journal of Applied Gerontology
Author:	Chui C.H.K., Chan O.F., Tang J.Y., & Lum T.Y.S. (2019)
	<a href="https://doi.org/10.1177/0733464819838448">https://doi.org/10.1177/0733464819838448</a>

Title:	<b>Older Adults' Perceptions of Age-friendliness in Hong Kong</b>
Journal:	The Gerontologist, 59(3), 549-558
Author:	Chui C.H.K., Tang J.Y.M., Kwan C.M., Chan O.F., Tse M., Chiu R.L.H., Lou V.W.Q., Chau P.H., Leung A.Y.M. & Lum, T.Y.S. (2019)
	<a href="https://academic.oup.com/gerontologist/article/59/3/549/5025122">https://academic.oup.com/gerontologist/article/59/3/549/5025122</a>

Title:	<b>Perceptions of Neighborhood Environment, Sense of Community, and Self-Rated Health: an Age-Friendly City Project in Hong Kong</b>
Journal:	Journal of Urban Health, 96(2): 276-288
Author:	Yu R., Wong M. & Woo J. (2019)
	<a href="https://doi.org/10.1007/s11524-018-00331-3">https://doi.org/10.1007/s11524-018-00331-3</a>

Title:	<b>Age-Friendliness and Life Satisfaction of Young-Old and Old-Old in Hong Kong</b>
Journal:	Current Gerontology and Geriatrics Research, vol. 2017, Article ID 6215917, 10 pages, 2017
Author:	Au A.M.L., Chan S.C.Y., Yip H.M., Kwok J.Y.C., Lai K.Y., Leung K.M., Lee A.L.F., Lai D.W.L., Tsien T. & Lai S.M.K. (2017)
	<a href="https://doi.org/10.1155/2017/6215917">https://doi.org/10.1155/2017/6215917</a>

Title:	<b>An Institutional Perspective of "Glocalization" in Two Asian Tigers: The "Structure-Agent-Strategy" of Building an Age-friendly City</b>
Journal:	Habitat International, 59: 101-109
Author:	Sun Y., Chao T.Y., Woo J., & Au D.W.H (2017)
	<a href="https://doi.org/10.1016/j.habitatint.2016.11.013">https://doi.org/10.1016/j.habitatint.2016.11.013</a>

Title:	<b>Building an Age-Friendly Hong Kong: A Bottoms-Up Approach</b>
Journal:	Innovation in Aging, 1(Suppl 1): 686
Author:	Tsien T. B. (2017)
	<a href="https://doi.org/10.1093/geroni/igx004.2451">https://doi.org/10.1093/geroni/igx004.2451</a>

Title:	<b>Effects of Perceived Neighbourhood Environments on Self-Rated Health among Community-Dwelling Older Chinese</b>
Journal:	International Journal of Environmental Research and Public Health, 14(6): 614
Author:	Wong M., Yu R. & Woo J. (2017)
	<a href="https://doi.org/10.3390/ijerph14060614">https://doi.org/10.3390/ijerph14060614</a>

Title:	<b>Urban Characteristics Influencing Health of Older People: What Matters</b>
Journal:	International Journal of Innovative Research in Medical Science, 2(12): 1561-1568
Author:	Woo J., Yu R., Leung J., Wong M., Lau K., Ho H.C., Yip H.M., Kwok J., Lai D., Tsien T. & Au A. (2017)
	<a href="https://ijirms.in/index.php/ijirms/article/view/204">https://ijirms.in/index.php/ijirms/article/view/204</a>

## Annex 12 - List of District Council working groups or committees on age-friendly city in 18 districts

District	AFC follow-up platform under 5 <sup>th</sup> term of District Council (from 1 Jan 2016 to 31 Dec 2019)	AFC follow-up platform under 6 <sup>th</sup> term of District Council (from 1 Jan 2020 to 31 Dec 2023)
<b>HONG KONG ISLAND</b>		
<b>Central &amp; Western</b>	Working Group on Elderly Service under the Culture, Leisure and Social Affairs Committee	Cultural, Education, Healthcare, Leisure and Social Affairs Committee
<b>Eastern</b>	Culture, Leisure, Community Building and Services Committee	Social Welfare and Elderly Committee
<b>Southern</b>	Community Affairs and Tourism Development Committee	Working Group on Rehabilitation and Age-friendly Community in the Southern District under the Environment, Hygiene and Healthcare Committee
<b>Wan Chai</b>	Community Building and Housing Affairs Committee	Community Building and Housing Affairs Committee
<b>KOWLOON</b>		
<b>Kowloon City</b>	Community Building and Social Services Committee	Social Services Committee
<b>Kwun Tong</b>	Community Education Working Group under the Social Services Committee	Social Services and Youth Development Committee (Discontinued committee starting from September 2021)
<b>Sham Shui Po</b>	Working Group on Healthy and Safe Community	Working Group on Elderly and Rehabilitation Services under the Community Affairs Committee (Discontinued working group)
<b>Wong Tai Sin</b>	Community Building and Social Services Committee	Community Building and Social Services Committee
<b>Yau Tsim Mong</b>	Working Group on Care for the Community under the Community Building Committee	Working Group on Poverty and Care for the Community under the Community Building Committee (Discontinued working group)
<b>NEW TERRITORIES</b>		
<b>Islands</b>	Islands Healthy City and Age-friendly Community Working Group under the Tourism, Agriculture, Fisheries and Environmental Hygiene Committee	Islands Healthy City and Age-friendly Community Working Group under the Tourism, Agriculture, Fisheries, Environmental Hygiene and Climate Change Committee
<b>Kwai Tsing</b>	Safe and Healthy Community Working Group under Community Affairs Committee	Inclusive Community Working Group under the Community Affairs Committee (Discontinued working group)
<b>North</b>	Working Group on Age-friendly Community Network under Social Services, Labour and Economic Affairs Committee	Committee on Social Affairs (January 2020 to August 2021)
<b>Sai Kung</b>	Age-friendly City Working Group under Social Services & Healthy and Safe City Committee	Age-friendly City Working Group under the Education, Health and Social Welfare Committee
<b>Sha Tin</b>	Working Group on Age-friendly Community under the Education and Welfare Committee	Working Group on Age-friendly Community under the Education and Welfare Committee
<b>Tai Po</b>	Working Group on Elderly Projects and Medical Services under the Social Services Committee	Working Group on Elderly Projects, Medical Services and Caring for the Community under the Healthcare, Education and Social Services Committee
<b>Tsuen Wan</b>	Working Group on Age-friendly Community and Rehabilitation under the Social Services and Community Information Committee	Task Force on Care for the Elderly, Rehabilitation and Community Information (March 2020 to September 2021) under the Social Service and Community Development Committee
<b>Tuen Mun</b>	Social Services Committee	Working Group on Community Care under the Social Services Committee (Discontinued working group)
<b>Yuen Long</b>	Working Group on Age-friendly Community in Yuen Long District	Working Group on Age-friendly Community in Yuen Long District (Up to 25 October 2021) under Yuen Long District Council

## Annex 13 - Findings of cross-district final assessment on age-friendliness across 18 districts

### All 18 districts

Data were collected from

**10,107** questionnaires

**646** participants of focus group interviews

### Age-friendly scores of 8 domains and 19 sub-domains (from questionnaire survey results <sup>Note 1</sup>)

8 domains of AFC (in order of ranking in final assessment)	Final assessment score	Baseline assessment score	Score difference	Sig.
Social participation	4.28	4.29	-0.01	
Transportation	4.28	4.27	+0.01	
Respect and social inclusion	4.14	4.10	+0.04	**
Communication and information	4.13	4.06	+0.07	**
Outdoor spaces and buildings	4.09	4.04	+0.05	**
Civic participation and employment	3.92	3.87	+0.05	**
Housing	3.76	3.71	+0.05	**
Community support and health services	3.73	3.67	+0.06	**

19 sub-domains of AFC (in order of 8 domains)	Final assessment score	Baseline assessment score	Score difference	Sig.
<b>A. Outdoor spaces and buildings</b>				
(A-i) Outdoor spaces	4.16	4.15	+0.02	
(A-ii) Buildings	4.02	3.91	+0.10	**
<b>B. Transportation</b>				
(B-i) Road safety and maintenance	4.30	4.39	-0.10	**
(B-ii) Availability of specialised services	3.96	3.84	+0.12	**
(B-iii) Comfort to use public transport	4.29	4.29	<0.01	
(B-iv) Accessibility of public transport	4.40	4.38	+0.02	
<b>C. Housing</b>				
(C-i) Affordability and accessibility of housing	3.58	3.55	+0.03	
(C-ii) Environment of housing	3.94	3.88	+0.06	**
<b>D. Social participation</b>				
(D-i) Facilities and settings	4.31	4.34	-0.03	*
(D-ii) Availability and accessibility of social activities	4.26	4.25	+0.01	
<b>E. Respect and social inclusion</b>				
(E-i) Attitude	4.23	4.21	+0.02	
(E-ii) Opportunities for social inclusion	3.96	3.87	+0.10	**
<b>F. Civic participation and employment</b>				
(F-i) Civic participation	4.19	4.16	+0.03	
(F-ii) Employment	3.83	3.77	+0.07	**
<b>G. Communication and information</b>				
(G-i) Information	4.18	4.11	+0.07	**
(G-ii) Use of communication and digital devices	4.03	3.97	+0.06	**
<b>H. Community support and health services</b>				
(H-i) Availability and affordability of medical/ social services	3.99	3.99	+0.01	
(H-ii) Emergency support	3.79	3.60	+0.18	**
(H-iii) Burial service	2.62	2.44	+0.18	**

\*\* significant change at  $p < 0.01$  \* significant change at  $p < 0.05$

#### Note 1

- Survey participants were asked to rate 53 items of eight AFC domains on a 6-point Likert scale, ranging from 1 (strongly disagree) to 6 (strongly agree) to indicate the extent to which they perceive age-friendly features in the district they live.
- The higher the score, the higher the perceived level of age-friendliness on the item(s) being measured.
- 53 question items in the survey were grouped into 8 domains and 19 sub-domains for analysis.
- Score difference was calculated based on more than two decimal places.

## Subgroups giving higher scores in 8 domains in baseline and final assessments

✓ higher score in baseline assessment    ○ higher score in final assessment

	Outdoor spaces & buildings	Transportation	Housing	Social participation	Respect & social inclusion	Civic participation & employment	Communication & information	Community support & health services
<b>Age group</b>								
Older people	✓○	✓○	✓○	○				✓○
<b>Gender</b>								
Female				✓○	✓○	✓○		
<b>Marital status</b>								
Non-married (i.e. never married, widowed, divorced or separated)	✓	✓		✓	✓			✓
<b>Education level</b>								
Lower education level	○	○	○	✓○	✓○	✓○	✓○	✓○
<b>Type of housing</b>								
Public rental housing	✓○	✓○	✓○	✓○	✓○	✓	✓	✓○
<b>Living arrangement</b>								
Living alone			○	○				
Living with somebody (i.e. living with family members/ family members and others, living with others)	✓			○				
<b>Length of residence</b>								
Shorter length of residence in the community	✓	✓						
Longer length of residence in the community				○				
<b>Employment status</b>								
Retired	○	○	✓○	○				
Working					✓			
Unemployed/homemakers/students				○		○		
<b>Monthly personal income</b>								
Higher monthly income			✓					
Lower monthly income		✓						○
<b>Self-rated health</b>								
Better self-rated health	✓○	✓○	✓○	✓○	✓○	✓○	✓○	✓○
<b>Use of elderly community centre in the past three months</b>								
User of elderly community centre		○	○	✓○	✓○	✓○	✓○	✓○
<b>Sense of community</b>								
Higher sense of community	✓○	✓○	✓○	✓○	✓○	✓○	✓○	✓○

## Key observations of focus group interviews <sup>Note 2</sup>



### Outdoor spaces & buildings

#### Positive changes / Common strengths in age-friendliness

- **More availability of age-friendly and barrier-free facilities in the community**
  - elevators and lifts at shopping centres, public markets, parks and footbridge networks (e.g. supported by government policy such as the Universal Accessibility Programme)
  - seats (e.g. at bus stops, in estates and shopping malls), shelters, handrails, clear signage, public toilet;
  - exercise equipment for elderly people, cycling and jogging trails, heated swimming pools
- **Improved walkways and outdoor green spaces**
  - enhancement of promenade
  - beautification of streets with wall art, refurbishment of streets with modern restaurants and shops
  - expansion of green belt areas and public spaces
- **Efforts to maintain a pleasant living environment**
  - improved shopfront extensions by enforcement actions
  - increased frequency of street cleaning
  - new pavements to reduce rubbish and rodent problems
  - improved lighting at night in some housing estates

My district has many steep slopes. Three years ago, there were not many lifts and escalators. Older people with impaired mobility should not be able to walk to the slopes. But now, lifts are installed for most areas with steep slopes and many stairs.

**a focus group participant from Kwai Tsing**

It's quite easy for me to push my mother in a wheelchair to go around the community. Pedestrian subways are equipped with lifts.

**a focus group participant from Tai Po**

The newly installed lifts in Shun Tak Centre (信德中心) facilitate my travel and save me from climbing up the stairs.

**a focus group participant from Central & Western District**

#### Common concerns

- **Inadequate and poorly designed/ maintained community facilities**
  - inadequate shelters, seating and public toilet in outdoor space
  - seating made from steel being hot easily
  - lack of maintenance for lifts and exercise facilities for older people
- **Unsafe and uncomfortable pedestrian walkways**
  - uneven and slippery pavement with tiles
  - congested streets
- **Unpleasant environment due to hygienic problems and noise/air pollution**

The public toilets in Ap Lei Chau Estate (鴨脷洲邨) are poorly maintained and of poor hygiene, e.g. the toilet seats are broken with no flushing water and toilet paper.

**a focus group participant from Southern District**

There are many benches, but they are not sheltered. I can't find a seat on rainy days.

**a focus group participant from Sha Tin**

#### Note 2

- The focus group questions were adapted from the WHO Age-Friendly Cities Project Methodology: Vancouver Protocol (2007).
- Views of "positive changes/ common strengths" and "common concerns" mentioned in 9 districts or more (out of 18 districts) were classified as common observation.
- For views which were only be identified in a few districts but involving improvement efforts/ new initiatives to address the barriers to age-friendliness identified in baseline assessment, they were identified as special views indicated with the symbol (#).



## Transportation

### Positive changes / Common strengths in age-friendliness

- **Improved transport network connecting key destinations commonly accessed by elderly people**
  - new MTR stations and lines (e.g. Tuen Ma Line)
  - new bus/ minibus routes connecting residential areas and hospitals
  - more rehabilitation bus services (e.g. Southern District Council's project "Southern District Rehab Access")
- **More availability of age-friendly public transport and crossing facilities**
  - **bus:** installed ramps on Lantau buses; free Wi-Fi service and USB charging ports in new buses; more installation of seats, shelters and real-time bus arrival display boards at bus stops; bus route signage with larger font sizes
  - **minibus:** installed stop buttons and handrails on seat in new 19 seat mini bus
  - **MTR station:** more benches and public toilets
  - **pedestrian crossing:** introduced the pilot scheme of time extension for pedestrian flashing green lights for elderly and disabled people to cross the road
- **Better attitude of drivers and staffs of public transport to elderly and disabled people**
  - provide sufficient time for elderly people to get on and off the vehicle
  - provide help to wheelchair passengers in need
- **Improved transport affordability for the young-olds and other groups of people (#)**
  - lowered eligible age of the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (\$2 Scheme) from 65 or above to 60
  - monthly transport tickets for long-haul commuters

It's good to install the smart devices at the crossings in my district, such as Woh Chai Street (窩仔街) and Wai Chi Street (偉智里) in Shek Kip Mei (石硤尾), so that older people can have more time to complete the crossing by tapping their Octopus Card on the smart device.

**a focus group participant from Sham Shui Po**

It becomes easier to travel from Tuen Mun to other areas. Previously, if you want to go to Kowloon, you must wait for a specific bus. Now, no matter which bus you take, you can go to the interchange station and transfer to other lines, e.g. the West Rail line, to go to Kowloon, which it is more convenient.

**a focus group participant from Tuen Mun**

### Common concerns

- **Unfriendly aspects in public transport**
  - **MTR:** long walking distance between residential areas and exits, one-way escalators, inadequate lift connecting street exits and station concourse, lack of value-adding machine for octopus at the Light Rail Station, overloaded Light Rail services
  - **tram:** lack of shelters with back panel/ too small shelters at tram stops, not up-to-date information of tram mobile apps
  - **bus:** hot, polluted and inaccessible to wheelchair users for bus terminals, not enough shelters, seats and real-time bus arrival display boards at some bus stops, lack of timely maintenance for real-time bus arrival display boards and passenger signage, inaccurate bus arrival information of bus mobile app
  - **minibus:** packed layout of minibus terminals, not enough barrier-free facilities for wheel-chair users, high step to get into the mini-bus, not follow the timetable, high speed driving
  - **taxi:** refusal of service by taxi drivers, expensive for wheelchair service in taxi
- **Insufficient transport connections linking rehabilitation/ hospital services causing long waiting time**
  - uphill residential areas
  - remote areas and outlying islands

There is no direct transport from Tai Kok Tsui (大角咀) to Queen Elizabeth Hospital. If taking bus, it has to walk about 15-20 minutes after getting off the bus. Alternatively, I have to travel to Jordan MTR station first and then take minibus.

**a focus group participant from Yau Tsim Mong**





## Housing

### Positive changes / Common strengths in age-friendliness

- **Increasing age-friendliness of housing design in new/ redeveloped residential buildings and public housing estates**
  - accessible design with lifts in redeveloped residential buildings
  - affordable, spacious and comfortable environment, as well as suitable living spaces for public housing
- **Availability of support services on home modification/ building maintenance (#)**
  - basic home maintenance and modification services are available and affordable for public housing
  - government's subsidy schemes such as "Building Maintenance Grant Scheme for Elderly Owners" for elderly residents of private housing
  - NGOs' elderly home maintenance projects (e.g. fix and reorganise electric cords) provided by volunteer workers
  - options of small companies providing home maintenance available in the community

Kai Ching Estate (啟晴邨) and Hung Hom Estate (紅磡邨) have spacious and comfortable environment as well as accessible design. They are good models of new public housing estates.

**a focus group participant from Kowloon City**

Few years ago, the community centre in Choi Yuen Estate (彩園邨) provided a home modification programme by the NGO Evangelical Lutheran Church of Hong Kong. They helped me to repair the air-conditioner at cheap price, just a few hundred dollars only.

**a focus group participant from North District**

### Common concerns

- **Persisting difficulties on home maintenance as a major challenge for elderly people**
  - limited information (e.g. reliability of service providers, NGOs' home maintenance projects provided to centre members)
  - high costs on minor home renovation (e.g. checking, replacement of light bulbs, repair of broken windows)
  - public rental housing: poor quality, lengthy and complicated procedures for home modification services
  - private housing: difficult to undertake building maintenance (e.g. old tenement buildings without owners' corporation, huge cost for refurbishment of the whole estates)
- **Concerns about the feasibility of "ageing in place"**
  - difficult to access daily necessities (e.g. wet markets, bank services, traditional stores)
  - barriers of "ageing in place" (e.g. increasing prices, fewer choices, longer travel distance to neighbouring substitutes)

I have reservation about having strangers coming into my home. I'm not sure whether the service providers are reliable or not.

**a focus group participant from Yau Tsim Mong**

It's challenging to find a trustworthy agency to do home modification work. It costs around HK\$300 per inspection and more money to fix the issues. It's a substantial financial burden to me.

**a focus group participant from Southern District**



## Social participation

### Positive changes / Common strengths in age-friendliness

- **Affordable and diversified social participation opportunities for elderly people through different channels**
  - **wide variety:** health talks, exercises and interest classes, music and drama activities, new sports facilities such as snooker tables, golf range and lawn ball
  - **affordable prices:** designated free morning sessions for elderly people
  - **different channels:** elderly centres, community centres, NGOs, District Councils, Government & public bodies (e.g. Leisure and Cultural Services Department, Social Welfare Department, Housing Society), informal local groups providing a platform for exchanging materials among residents
- **More efforts to provide social participation opportunities for certain groups of people (#)**
  - social activities targeting young-olds and male elderly organised by NGOs
  - outreach activities for hidden elderly, rural elderly and singleton elderly

A social group for male is formed. It's good to have a weekly gathering. I can release my work pressure.

**a focus group participant  
from Sai Kung**

In my community, there is a social support network in the Neighbourhood Elderly Centre to reduce the loneliness of the elderly and prevent suicides.

**a focus group participant from Tsuen Wan**

### Common concerns

- **Insufficient venues and spaces for social activities**
  - limited space and opening hours of elderly centres leading to insufficient activity quotas
  - lack of multi-purpose buildings, civic centres and community halls for activities such as Chinese operas, singing and film-watching
  - lack of indoor venues for social gathering
  - lack of sports facilities and classes for exercise activities
  - insufficient and small public libraries in sub-communities
- **Inaccessibility to social activities**
  - unfamiliar with online booking
  - promotion failing to reach non-members of elderly centres
  - limited opportunities for different elderly ethnic groups owing to language barriers and cultural differences
  - less attractive activities for the young-olds and male elderly

In the past, I often went to the elderly centre to play. Now under the pandemic, the centre does not allow me to go in. I'm not dare to go shopping for too long. I have no choice but stay at home every day, and I feel so dull.

**a focus group participant from Tuen Mun**



## Respect & social inclusion

### Positive changes / Common strengths in age-friendliness

- **Stronger sense of respect and care to elderly people in business sector and in local community**
  - **specialised services for older people in business sector:** meal delivery in fast food restaurants, priority seats on buses, provide discounts to the cardholder of Senior Citizen Card, more seats for older people in bank
  - **harmony neighbourhood:** give seats on public transport, greeting among neighbourhood, free meals to deprived families by local groups
  - **respectful culture:** increasing acceptance and respectful towards older people due to more civic education and intergenerational activities, financial support from the government, etc.

I notice that HSBC has the caring counter for the elderly. It is located at the first counter when you enter the bank. I saw the counter was serving a wheelchair elderly.

**a focus group participant from Sai Kung**

The interface of the mobile app of HKTV Mall (an online shopping platform) has extra-large font option and the "Pay by others" function tailored for elderly customers.

**a focus group participant from Yau Tsim Mong**

I will go to Ocean Park because people aged 65 or above is free of charge.

**a focus group participant from North District**

### Common concerns

- **Perceived distant intergenerational relationship**
  - **distant intergenerational relationship:** insufficient opportunities of interaction and understanding, always focusing on mobile phones by young people, negative impact of social unrest
  - **inconsiderate services in public and business sector:** ill treatment and impatient services, limited specialised service in supermarket and shopping mall
  - **insufficient understanding by the society:** lack of public education on better understanding of elderly needs, discrimination against caregivers with wheelchair elderly family members, negative image of older people by the media

When elderly people like me stand in the bus, some (of the young people) just play their mobile phones or only take a glance at you, but do not give seat to you. This is not good.

**a focus group participant from Tuen Mun**



## Civic participation & employment

### Positive changes / Common strengths in age-friendliness

- **Availability of diverse volunteering opportunities for elderly people**
  - wide variety (e.g. home support, information sharing, escort services)
  - different channels (e.g. elderly centres, civic organisations, churches, community centres, social enterprises)
  - provide useful training before volunteering
- **Multiple platforms to express opinions of elderly people**
  - DC members, mutual-aid associations in public housing estates, community organisations, elderly concern groups, voting, rural committees of outlying islands
- **More initiatives to promote elderly employment by different sectors (#)**
  - government measures such as training courses offered by ERB, allowance provided by Labour Department to encourage employers engaging older people
  - more social enterprises offering more job opportunities for older people
  - large companies such as HSBC setting up a good model of employing senior citizens
  - online platform for job matching services such as Happy-Retired Charity Action

I notice that more social enterprises provide job opportunities to elders.

**a focus group participant from Kowloon City**

The training provided before the volunteering activities is beneficial to me.

**a focus group participant from Wong Tai Sin**

### Common concerns

- **Persisting unfavourable factors to elderly employment**
  - **limited choice of jobs:** limited to low-paid and manual work jobs (e.g. cleaners, dishwashers, security guards), lack of part-time jobs in nearby community for older people
  - **lacking support for re-entering to labour market:** lack of proper job retraining, job information platform, and support services on re-employment
  - **costly insurance policy:** making employers hesitate to hire elderly employees
  - **unfriendly workplace:** unfair treatment to elderly employees (e.g. lower wages, limited benefits for part-time employees)
  - more working skills requirement: require basic ICT knowledge (e.g. use computer)
- **Persisting barriers in civic participation**
  - **limited channels:** express opinions about government policy, review the follow up actions taken by government departments after voicing out the opinions
  - **unstable DC membership:** hinder older people to express their views and concerns of the district

Apart from deteriorating physical ability, older people are less competitive, as more frontline jobs require Information and Communication Technology (ICT) knowledge.

**a focus group participant from Yau Tsim Mong**

I think older adults encounter unfair treatment such as lower wages and unprotected part-time jobs. Their choices of jobs are limited, mainly blue-collar jobs such as cleaners and security guards.

**a focus group participant from Kwun Tong**



## Communication & information

### Positive changes / Common strengths in age-friendliness

- **Increasing use and learning of smart devices by elderly people to access information**
  - more training classes on the use of smart phones, computers and mobile applications (e.g. Whatsapp, Zoom)
- **Accessible information through multiple channels**
  - friendly measures facilitating information access:
    - useful apps of public services (e.g. Hospital Authority, The Kowloon Motor Bus Company Limited, MTR)
    - big enough press buttons on mobile phones and in lifts
    - easy and effective platform of Personal Emergency Link Service (平安鐘) to provide information and interaction for older people
  - different channels to receive information:
    - person-to-person communication (e.g. elderly centres, volunteer visits)
    - notice boards of public housing estates/ community halls/ District Councils
    - mass media and social media platforms

After receiving training by a social service organisation, I can use my smartphone to share information with family and friends constantly.

**a focus group participant from Islands District**

Under the COVID-19 pandemic, elderly centres provide more training workshops such as online meetings and instant messaging mobile applications. I can join centre's online activities and stay in touch with others during the pandemic. I also can receive district's and centre's information more easily.

**a focus group participant from Eastern District**

### Common concerns

- **Less chance to receive information by certain groups of people**
  - people living in private housing: reluctance of disseminating external information by property management agencies
  - non-members of elderly centres: less informed of social services and activities
- **Worsening digital division among elderly groups, especially during the COVID-19 pandemic**
  - new Information and Communication Technologies (ICT) cannot benefit some older groups, especially for the old-olds with low literacy and those using traditional mobile phones without Internet access
  - under the COVID-19 pandemic, information was disseminated in online mode (e.g. through websites), as the face-to-face services in community elderly centres were affected
- **Unfriendly ways of information dissemination**
  - small font size on printed materials, limited space of notice board in public housing estate
  - over-reliance of ATM and online banking: fewer banks making it harder to find person-to-person customer services
  - information mailed to illiterate elderly without follow-up calls or in-person contacts

I have poor eyesight. My daughter gave me a mobile phone, but it's useless as I don't know how to use it.

**a focus group participant from Tai Po**

I'm 80+ years old and using traditional mobile phone which cannot connect to the Internet.

**a focus group participant from Islands District**



## Community support & health services

### Positive changes / Common strengths in age-friendliness

- **Improved accessibility of medical and healthcare services**
  - new hospital (e.g. North Lantau Hospital), new District Health Centre providing primary health service, increasing number of night-time General Out-patient Clinics (GOPCs)
  - more convenient to book the out-patient clinic services (e.g. direct voice input of HKID number and birth year other than key-in for GOPC Telephone Appointment System, mobile application “HA Go”)
  - more private clinics joining the Elderly Health Care Voucher Scheme (e.g. Chinese medicine practitioners, ophthalmologists)
  - variety of services/ programmes meeting the needs of elderly people (e.g. mobile vehicles with herbal medical service, health clinics/ programme run by NGOs)
- **Availability of variety of community support services available**
  - meal delivery and home-help services
  - escort services for attending medical appointments
  - transitional care services such as “Integrated Discharge Support Programme for Elderly Patients”
  - support service for people with dementia and caregivers

I use the Elderly Health Care Voucher when I see a private doctor and it is useful. I can also use the voucher for dental services, including check-up and cleaning.

**a focus group participant from Sha Tin**

In my district, the Jockey Club Community eHealth Care Project monitors older adults' glucose levels and blood pressure. Nurses will follow-up with older adults once their health indicators are not match the standard levels.

**a focus group participant from Southern District**

### Common concerns

- **Barriers in public medical and healthcare services**
  - **long waiting time hindering timely diagnosis and treatment:** specialist services, A&E admissions, GOPC clinics
  - **unfriendly public hospitals:** complicated procedures of making appointments, lack of transport services connecting hospitals, clumsy in going to different locations within a hospital for different procedures, waiting areas without sufficient seating
  - **limited access:** lack of services for remote outlying areas
  - **unfriendly GOPC Telephone Appointment System:** difficult to follow the instructions, especially for the old-olds and persons with hearing difficulties
- **Limitations of the Elderly Health Care Voucher Scheme**
  - limited coverage (e.g. dental clinics)
  - insufficient information about the coverage and the list of clinics
  - charging higher prices for voucher users
  - inadequate subsidised amount to cover dental and medical expenses
- **Difficulties in accessing subsidised community support services**
  - insufficient quotas (e.g. home support services, subvented elderly homes, community care services, escort services for attending medical appointments)
  - long assessment time and strict eligibility of application for subsidised community support services
  - poor service quality of private elderly homes

My back is pain. I need to do physiotherapy, but have to wait for 2 years! I have no choice but go for private physiotherapy, which is more expensive. I only did it once or twice and then gave up, as I cannot afford.

**a focus group participant from Tuen Mun**



# 賽馬會齡活城市

Jockey Club Age-friendly City



Some of the photos in this report were taken during non-pandemic period. For the photos taken during pandemic period, on-site participants strictly followed the pandemic prevention measures implemented at that time.

## **Jockey Club Age-friendly City Project Evaluation Report**

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Website of Jockey Club Age-friendly City Project: [www.jcafc.hk](http://www.jcafc.hk)

Published in March 2022

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