



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



# Age-friendly City Guidebook



Practical guidance and resources for  
Age-friendly City development in Hong Kong



Initiated and funded by:



The Hong Kong Jockey Club Charities Trust

Produced by:



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Age-friendly City Project

# **Age-friendly City Guidebook**

Practical guidance and resources for Age-friendly City development in Hong Kong

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# 1

## Introduction

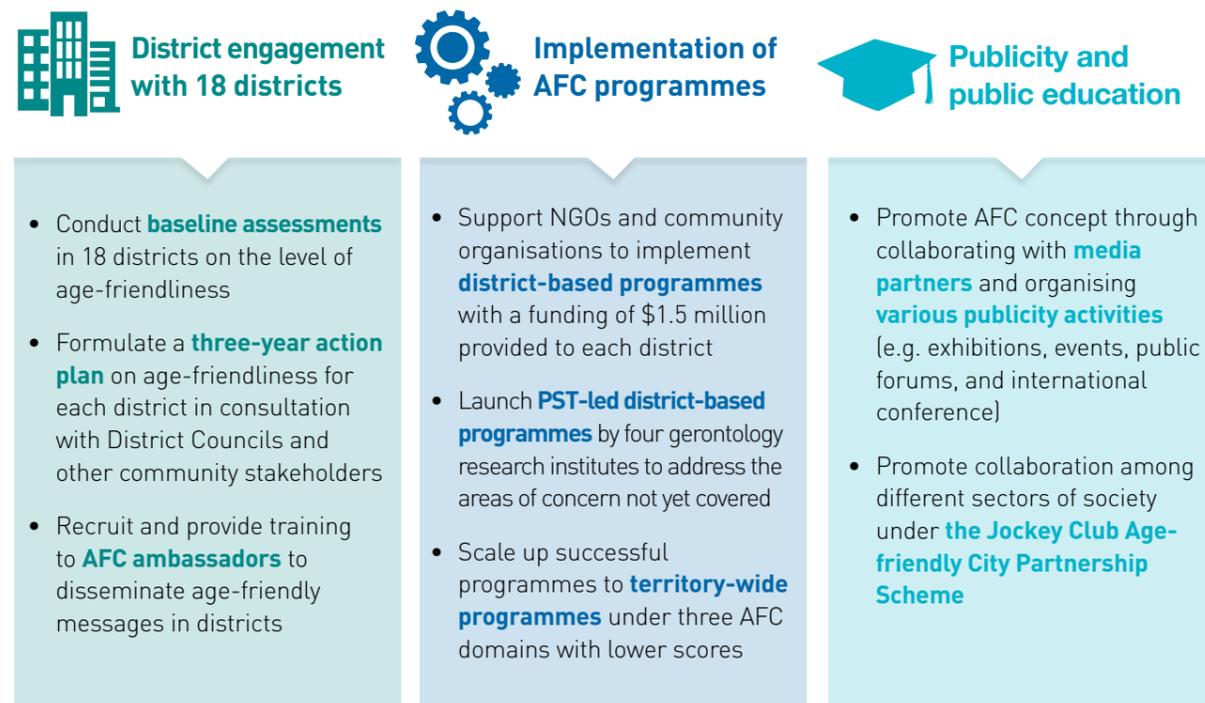
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# 1. Introduction

## 1.1 Background of Age-friendly City Guidebook

In response to the challenges and opportunities of an ageing population in Hong Kong, The Hong Kong Jockey Club Charities Trust (“HKJCCT”) has launched the **Jockey Club Age-friendly City Project** (“JCAFC Project”) in July 2015, in partnership with four gerontology research institutes from local universities, namely – CUHK Jockey Club Institute of Ageing, 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, with the aim of building an age-friendly city (“AFC”) which can cater to the needs of all ages and promote healthy ageing.

The JCAFC Project has been implemented in 18 districts of Hong Kong to arouse public awareness and encourage community participation in building an AFC. The major project components include:



Drawn from the 6 years’ experience of the JCAFC Project on building AFC in Hong Kong, **the Age-friendly City Guidebook** has been developed to provide practical guidance and useful resources for policy makers, public sector commissioners and other community stakeholders, in taking forward the age-friendly city movement in the long-run.

## 1.2 How to use this Guidebook?

After being introduced to the background information on relevant concepts on AFC, the reader will find the principles, essentials elements and strategic approaches with practical tips and concrete examples in building an AFC, which will help to guide the design, implementation, monitoring and assessment of age-friendly strategies and initiatives. The guidelines also provide useful templates and forms to support practical work.

## 1.3 What is an Age-friendly City?

### 1.3.1 Importance of AFC

The world’s population has been ageing at an unprecedented pace. According to the projections of the United Nations (2019), the number of people aged 60 or above will rise from 7.7 billion in 2019 to 9.7 billion in 2050. By 2050, one in six people in the world will be over the age of 65.

To meet the forthcoming challenges of demographic change, it is essential to respond to the needs of the ageing population by adapting city and community structures, policies, and services. The concept of age-friendly city can be a powerful idea in manipulating the physical as well as the social environment to optimise opportunities for health, participation and security which enhances the quality of life as people age and thereby promote healthy ageing (WHO, 2007a), reducing the expected economic implications of population ageing.

### 1.3.2 Eight Domains of AFC

The World Health Organisation (“WHO”) launched the Global Age-friendly Cities Project in 2005 (WHO, 2007a). In 2006, the WHO initiated a focus group research project in 22 countries around the world and highlighted older people’s concerns about age-friendly features (WHO, 2007b). Eight domains, summarising factors of the urban environment that support active and healthy ageing, were identified:





### Outdoor spaces and buildings

A pleasant, clean and secure environment with green spaces, rest areas, as well as well-developed and safe pedestrian crossings and building infrastructure is a favourable living environment for seniors.



### Transportation

Accessible, affordable and safe public transport enables people to age actively, remain engaged with their community, as well as gain access to health and social services.



### Housing

Affordable, well-designed and safe housing options with good connectivity to social services and the community allow older residents to live comfortably and help cater to their diverse needs.



### Social participation

A variety of accessible and affordable social activities are available to cater to older people's diverse interests. The participation of older residents in leisure, social, cultural, educational and spiritual activities will foster their continued integration into society.



### Respect and social inclusion

This refers to the attitudes, behaviours and messages of the community towards older people. An inclusive society appreciates and shows respect for the elderly and encourages older people to participate more in their city's social, civic and economic activities.



### Civic participation and employment

There are ample opportunities for voluntary work and paid employment for older people so that they can continue to contribute to their communities.



### Communication and information

Appropriate distribution of information to older people in a timely, accessible and affordable manner, through the communication channels that seniors are familiar with, helps prevent the social exclusion of elderly people.

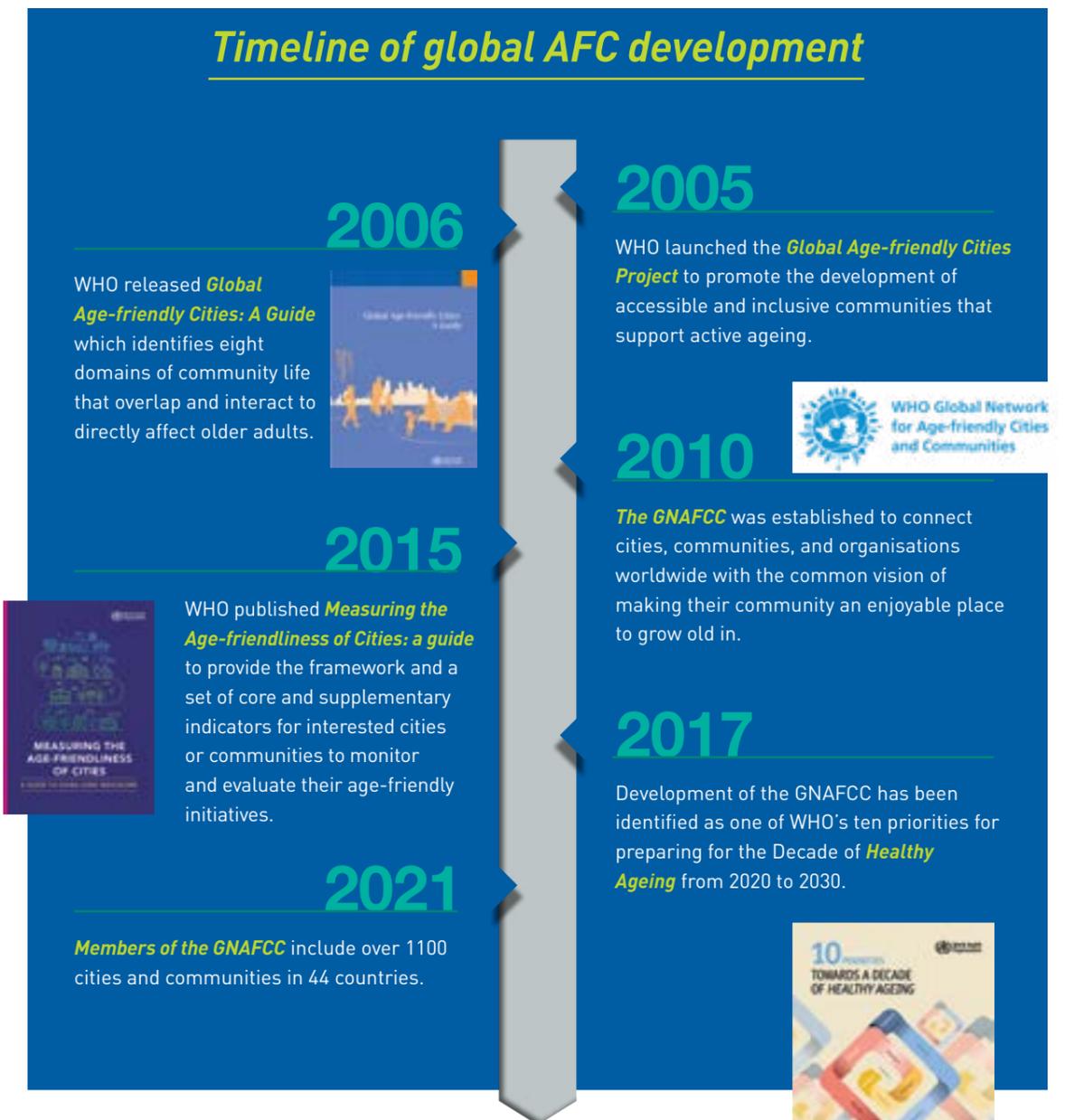


### Community support and health services

A wide range of accessible and affordable health and support services are vital to keep seniors healthy, independent and active.

## 1.3.3 Global AFC Movement

To connect cities, communities and organisations worldwide with the common vision of making their community more age-friendly, the WHO further established **Global Network for Age-friendly Cities and Communities** ("GNAFCC") in 2010. Since its inception with 11 members, the GNAFCC has grown to include 1114 cities and communities in 44 countries as of March 2021, covering over 262 million people worldwide (WHO, 2021).



The cities and communities participating in the GNAFCC are committed to continuously assess and improve their age-friendliness, and to adapt their living environment and urban infrastructure for older people with different needs and capacities (WHO, 2018). The interactive map (<https://apps.who.int/agefriendlycitiesmap/>) enables people to browse Network members by country.

The GNAFCC also acts as a platform to facilitate its members to exchange information and best practices on building an age-friendly city. *The Global database of age-friendly practices* has been established to collect concrete measures taken locally to make the community more age-friendly. The database can be accessed via the link (<https://extranet.who.int/agefriendlyworld/afp/>).



#### Learning resource: **Manual on the Membership Renewal of GNAFCC**

At present, all 18 districts in Hong Kong have joined the GNAFCC. As members of the GNAFCC, they are required to fulfill their responsibilities for the continuous development of AFC and regularly submit examples of age-friendly practice. To support local districts in sustaining the membership of GNAFCC, the Manual on the Membership Renewal of GNAFCC has been compiled by Sau Po Centre on Ageing of The University of Hong Kong to provide practical guidelines on the actions required to maintain the membership.

Please visit AFC online resource platform ([www.jcafc-port.hk](http://www.jcafc-port.hk)) to browse the manual.

## 1.4 Age-friendly City movement in Hong Kong

### 1.4.1 Ageing trend and the development of AFC in Hong Kong

The ageing process of Hong Kong's population will increase in pace during the next 20 years, mainly due to longer life expectancy and a lower fertility rate (Census and Statistics Department, 2020).



Almost 1 in 3 people will be elderly in 2039



Percentage of the 65 or above age group in our population is projected to nearly double over a period of 20 years, from 18% in 2019 to 33% in 2039

In response to the challenges of an ageing population, building an age-friendly community has been the focus of attention of local organisations in Hong Kong, for more than a decade. The Policy Address 2016 has revealed the HKSAR Government's recognition of the importance of promoting AFC in Hong Kong.

## Major milestones of AFC movement in Hong Kong

### 2008

The concept of AFC was introduced by the Hong Kong Council of Social Service to the local community.

### 2015

JCAFC Project was launched by the Hong Kong Jockey Club Charities Trust in partnership with four gerontology research institutes to support all 18 districts of Hong Kong to build momentum and develop capabilities in AFC.



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### 2016

Hong Kong Chief Executive's Policy Address featured "Building an Age-friendly Community" as a specific policy focus and committed to directing resources towards building an AFC in Hong Kong.



### 2018

The HKSAR Government published HongKong2030+, a strategic study to update the city's long-term development strategy, with initiatives to address the rapidly ageing population.



### 2019

All 18 districts in Hong Kong have joined the GNAFCC.



### 1.4.2 AFC policy focus by the HKSAR Government

In its Policy Address 2016, the HKSAR Government showed its commitment to build an age-friendly community and outline the specific policy focus on supporting older people to age in place and achieve active ageing. Table 1.1 summarizes some of the AFC initiatives highlighted in the Policy Address 2016.

**Table 1.1 AFC initiatives highlighted in Policy Address 2016**

Enhance pedestrian facilities to improve accessibility for the elderly	Improve public transportation facilities for the elderly in need
<ul style="list-style-type: none"> <li>▶ Enhance barrier-free access facilities at public walkways and government premises</li> <li>▶ Construct lift and pedestrian walkway systems for hillside buildings</li> <li>▶ Encourage the private sector to build pedestrian connection facilities, such as footbridges and subways, through waiving the land premium for lease modification</li> </ul>	<ul style="list-style-type: none"> <li>▶ Extend the pedestrian green time to facilitate the elderly and the disabled to cross signalised road junctions</li> <li>▶ Offer a subsidy to franchised bus companies to install display panels at suitable sheltered bus stops, offering real-time bus arrival information and also install seats at bus stops for the convenience of elderly passengers and those in need</li> </ul>
Improve cultural and recreational facilities to promote the active ageing of the elderly	Promote ageing in place
<ul style="list-style-type: none"> <li>▶ Install additional elderly fitness equipment at outdoor leisure venues in the 18 districts</li> <li>▶ Enhance the hardware facilities in public libraries to promote reading among the elderly, and provide equipment suited to the needs of elderly people (including seats and reading aids) in public libraries</li> <li>▶ Provide priority seats for the elderly at indoor facilities such as swimming pools and sports centres</li> </ul>	<ul style="list-style-type: none"> <li>▶ Adopt the concept of universal design in all newly built public rental housing ("PRH"), and install barrier-free facilities, such as lifts, at existing PRH estates</li> <li>▶ Modify facilities in old PRH units to meet the special needs of the elderly</li> <li>▶ Establish building rehabilitation assistance schemes for elderly owner-occupiers with financial difficulties, to repair and maintain their buildings</li> </ul>

### 1.4.3 Local efforts on building AFC

Other than government policy, efforts to develop Hong Kong into an age-friendly city rely upon the initiatives taken by different sectors to cater for the changing needs of an ageing society. Table 1.2 lists some examples of AFC initiatives taken by non-governmental organisations ("NGOs"), professional organisations, and public bodies for improving the quality of life of older people.

**Table 1.2 Examples of AFC initiatives taken by local organisations**

Local organizations	AFC initiatives
Hong Kong Housing Society	<ul style="list-style-type: none"> <li>• Delivering the Ageing-in-Place Scheme to provide a one-stop service and concern network for elderly residents to fulfil their needs for housing, healthcare and social support</li> </ul>
Elderly Commission	<ul style="list-style-type: none"> <li>• Launching a school-based Elder Academy Scheme jointly with the Labour and Welfare Bureau to promote continuous learning among older adults</li> </ul>
The Hong Kong Jockey Club Charities Trust	<ul style="list-style-type: none"> <li>• Providing funding to support various projects for elderly employment, community support, promotion of health, and intergenerational harmony. These include the launch of CADENZA, which aims at pioneering new approaches in elderly care and enhancing the quality of life of the elderly</li> </ul>
The Hong Kong Council of Social Service	<ul style="list-style-type: none"> <li>• Adapting the AFC framework to promote the concept of AFC to local community</li> </ul>
Senior Citizen Home Safety Association	<ul style="list-style-type: none"> <li>• Enabling ageing-in-place with a quality life by leveraging technology and innovation to provide people-centric services, such as the provision of 24/7 Care-on-Call Service</li> </ul>
District Councils	<ul style="list-style-type: none"> <li>• Facilitating the civic participation of older adults by including them as members of working groups to promote elderly services in local districts</li> </ul>
The Investor and Financial Education Council	<ul style="list-style-type: none"> <li>• Promoting financial inclusion among older adults through the provision of education on the knowledge, attitudes, and skills to make informed financial decisions</li> </ul>
Consumer Council	<ul style="list-style-type: none"> <li>• Organising consumer education for older people through training senior educators to disseminate consumer knowledge, such as the latest product information and consumption tips, to the elderly in the community</li> </ul>



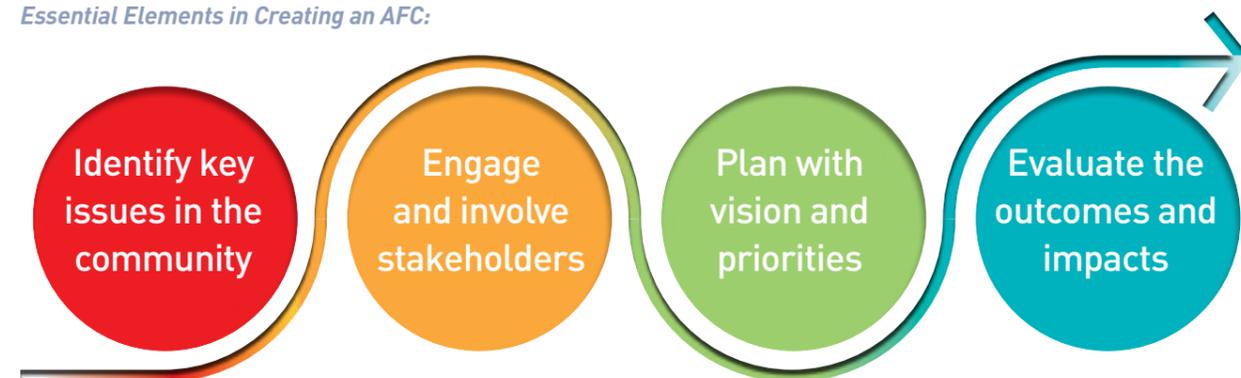
# 2

## Essential Elements and Principles in Creating an Age-friendly City

- 2.1 Identify key issues in the community
- 2.2 Engage and involve stakeholders
- 2.3 Plan with vision and priorities
- 2.4 Act for improving age-friendliness
- 2.5 Evaluate the outcomes and impacts

## 2. Essential Elements and Principles in Creating an Age-friendly City

### Essential Elements in Creating an AFC:



### 2.1 Identify key issues in the community

#### 2.1.1 Why assess the community?

Before beginning any age-friendly initiatives, you need to have a comprehensive understanding of the community. Conducting an age-friendly assessment is an important starting point for you to understand where your community stands today in terms of age-friendliness and therefore identify areas of improvement for future action and change.

An age-friendly assessment should be conducted regularly every 3-5 years to measure the community change that reflects the progress of your age-friendly initiatives. The first age-friendly assessment constitutes the baseline for future follow-up assessments.

#### The age-friendly assessment will help you to:

- Understand the needs and experience of the older people in the community
- Identify what aspects of your community are age-friendly or not age-friendly
- Assess the current strengths and barriers for creating age-friendly community (e.g. how current programmes and services support older people)
- Set priorities for action and change and develop a baseline for measuring progress

#### 2.1.2 How to assess the community?

There are two key steps to conducting your age-friendly assessment:



##### 2.1.2.1 Creating community profile

The community profile can help you better understand the characteristics of the community, especially for an ageing population. To create your profile, you will have to collect the available secondary data and information, which includes two major types:



#### A) Overview of the latest socio-demographic data

- The types of data include population structure, education level, income level, housing characteristics, and other relevant items.
- The latest census data can be assessed from the Hong Kong Census and Statistics Department. Its “**District Profiles**” further provides the statistic tables of each local district and sub-communities. (<https://www.byccensus2016.gov.hk/en/bc-dp.html>)
- Review the current socio-demographic data can help project the future ageing trend and needs in your community.



#### B) Exploration of local services and resources that promote the quality of life for older adults

- The types of local services and resources include the list of health care services, community care and support services, leisure and cultural facilities, and other relevant services and resources.
- Listing these community assets can help you consider how existing assets can be expanded and modified to create an age-friendly supportive environment and avoid any duplication of current actions.

### 2.1.2.2 Collecting views from community residents

The second step for age-friendly assessment is to collect the views of local residents, particularly older people, to understand their experience of living in the community. Both quantitative (questionnaire survey) and qualitative (focus group interviews) approaches based on the checklists of eight AFC domains are suggested by WHO (WHO, 2007a; 2007b) to obtain their opinions:



Questionnaire survey

- Aims to measure the perception of community residents of the age-friendliness of the districts.
- Adopting quota sampling methods can avoid the over-sampling of a particular demographic representation in the sample (e.g. set quota for different age groups).
- Adding some socio-demographic questions in questionnaire survey can help in comparing the perception of age-friendliness among different groups of people (e.g. gender, age groups, and housing types).



Focus group

- Aims to gauge in-depth views on strengths and concerns of age-friendliness in the community which could supplement the survey data.
- Typically have a small group of individuals (usually 6-10 people) who have met to discuss specific subjects, under the direction of a moderator.
- The focus group moderators lead participants through eight AFC domains and invite them to identify age-friendly aspects (strengths) and not age-friendly aspects (concerns) of the community and share any suggestions for improvement.



#### Learning resource: **Structured Age-friendly Assessment Questionnaire in Hong Kong**

Based on the WHO's checklist of the essential features of an age-friendly city, JCAFC Project has partnered with four local gerontology research institutes to develop a structured questionnaire in Chinese to assess age-friendliness in local communities. The questionnaire consists of 53 items, which are further grouped into 19 sub-domains under eight AFC domains. On each item, respondents are asked to rate the age-friendliness of their neighborhood on a six-point Likert-type scale.

The structured AFC questionnaire, interviewer manual, and a simple guide to data analysis are provided at [Annex 1](#).

## 2.2 Engage and involve stakeholders

Creating an age-friendly environment cannot be achieved by one sector alone but requires cooperation between different sectors across the whole of society. A **bottom-up approach** and **cross-sectoral collaborations** are two key principles emphasised by WHO for mobilising multiple stakeholders to plan and implement age-friendly initiatives.

### 2.2.1 Bottom-up approach

The bottom-up approach emphasises empowering the older people to play a part in enhancing the age-friendliness of their community. This expresses the paradigm shift from a view of older people as service recipients to key actors in creating an age-friendly community. The AFC initiatives are not only carried out for older people, but also by older people. Moreover, the trained older people can serve as a social capital to support other community stakeholders to continue the AFC momentum in the long run.

Based upon the experience of JCAFC Project, there are two major ways to facilitate the active participation of older people:

- Capacity-building of older people with AFC knowledge and critical skills to spread the AFC message and implement age-friendly initiatives
- Enable older people to reflect on their needs and offer suggestions to policymakers and related stakeholders via a suitable platform (e.g. delegated discussion platforms for AFC under District Council; local concern groups established by elderly centres)



#### Learning resource: **AFC Ambassador Training Manual**

JCAFC Project has encouraged bottom-up participation in AFC by nurturing a workforce of trained elderly people as AFC Ambassadors across the city. As of October 2021, around 2,500 AFC Ambassadors have been trained to offer support to various programmes and events to improve the age-friendliness of the city. By consolidating the experience of empowering ambassadors for the JCAFC Project, the Asia-Pacific Institute of Ageing Studies of Lingnan University has developed the Ambassador Training Manual to provide a practical guide and materials for relevant stakeholders to train elderly to take part in AFC work.

Please visit AFC online resource platform ([www.jcafc-port.hk](http://www.jcafc-port.hk)) to browse the manual.

## 2.2.2 Cross-sectoral collaboration

The cultivation and maintenance of partnerships with multiple sectors and cross-disciplinary professions are identified as a key success factor in implementing age-friendly initiatives.

The benefits of cross-sectoral collaborations include:

- Developing a wider range of AFC initiatives
- Using their own expertise and combining resources to improve the community
- Enhancing their AFC awareness to allow the age-friendly agenda to be integrated into their operation and practice, sustaining the AFC momentum in the long run

### 2.2.2.1 How to engage stakeholders

The process of mobilising multiple stakeholders to take action on building age-friendly community involves the following steps:

#### 1. Identification of key stakeholders:

The first step is to identify key stakeholders that will be affected by or have an influence over your AFC initiatives. These stakeholders can be a group of people or an organisation. When identifying key stakeholders, you can consider the reasons for engaging each of them, for example, define how their actions or ability influence your organisation to achieve the goal.

#### 2. Planning engagement strategies:

The second step is to develop a plan on engaging with each stakeholder. With the aim of utilising their potential to support your AFC initiatives, appropriate engagement strategies can be selected. The Practitioner's Handbook on Stakeholder Engagement (UNEP, 2005) lists some engagement approaches on the social programme:

- Inform** Provide stakeholders with background and updated information to help them understand the issues and projects.
- Consult** Gather feedback or input on a project or plan, and modify the plan, based on the consultation.
- Involve** Work directly with stakeholders to ensure that their concerns are fully understood and taken into account.
- Collaborate** Partner with stakeholders to develop mutually agreed solutions and a joint plan of action.

Consolidating the experience of the JCAFC Project, the following table lists its engagement approach and strategies with key stakeholders:

**Table 2.1 Stakeholder engagement strategies in the JCAFC Project**

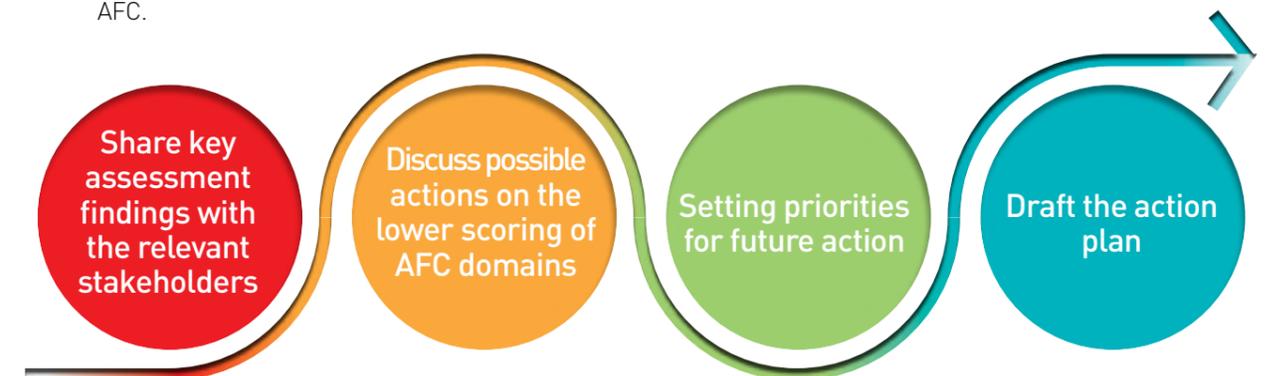
 Key stakeholders	 Rationale/Role	 Engagement approach	 Examples of engagement strategy
Older people	Beneficiary group of AFC initiatives	Consult and involve	<ul style="list-style-type: none"> <li>Collect their views on the community issues related to age-friendliness</li> <li>Train older people to be AFC ambassadors to help spread AFC messages within the community</li> </ul>
Government departments	Policy maker	Inform	<ul style="list-style-type: none"> <li>Disseminate the results of age-friendly assessments and policy suggestions to the relevant government departments</li> </ul>
District Councils	Local community representatives	Consult and involve	<ul style="list-style-type: none"> <li>Consult with each DC on developing a three-year action plan on age-friendliness</li> <li>Provide professional support to DCs to join the GNAFCC</li> </ul>
Gerontology research institutes	Experts on ageing issue	Collaborate	<ul style="list-style-type: none"> <li>Partner with four gerontology research institutes to form professional support teams to support JCAFC Project</li> </ul>
NGOs	Facilitator of AFC initiatives	Involve	<ul style="list-style-type: none"> <li>Provide funding support to facilitate NGOs on launching age-friendly initiatives in the districts</li> </ul>

 <b>Key stakeholders</b>	 <b>Rationale/Role</b>	 <b>Engagement approach</b>	 <b>Examples of engagement strategy</b>
<b>Business sector</b>	Facilitator of AFC initiatives	Involve	<ul style="list-style-type: none"> <li>Encourage business companies to adopt age-friendly practices or provide products catering for the needs of the elderly through the Jockey Club Age-friendly City Partnership Scheme (see details in <a href="#">Chapter 3.7</a>)</li> </ul>
<b>Media</b>	Promoter	Inform and collaborate	<ul style="list-style-type: none"> <li>Build relationships with local media by inviting them to publicity events or providing updated news</li> <li>Collaborate with different media to produce publicity and public education materials to spread the AFC message (e.g. RTHK Radio 5, Commercial Radio, Metro, CTgoodjobs, Big Silver)</li> </ul>

## 2.3 Plan with vision and priorities

After completing an age-friendly assessment, you need to share key assessment findings with the relevant stakeholders (i.e. government departments, District Councils), and consult their opinions on future action. The lower scoring of AFC domains, identified from the age-friendly assessment, can be highlighted to facilitate a discussion with them on setting priorities for the action items. It is also an opportunity to identify possible partnerships in the community.

Following this, there is the crucial step for developing the action plan that addresses the lower scoring of the AFC domains and stakeholder's opinions into a practical set of strategies and action steps on building an AFC.



### 2.3.1 What is an action plan?

An action plan is a document that identifies priority areas for further improvement, based on the findings of an age-friendly assessment (e.g. address the lower scoring of the AFC domains) and discussion with stakeholders, and proposes concrete actions to improve these priority areas.

The key aspects of action plan contain:

- Overall age-friendly vision for the community that sets out what you believe are the ideal conditions for older people in your community
- Key information relating to the community profile
- Key findings of your age-friendly assessment and proposed priority areas for future action
- Action steps you will take to achieve your goals

The proposed priority areas and the action steps are often structured by AFC domains and presented in the form of a table in the action plan. A sample of an action plan is provided in [Annex 3](#).



#### Learning resource: **AFC Action Plans for 18 districts in Hong Kong**

Under the JCAFC Project, the four gerontology research institutes have worked with corresponding District Councils to develop a three-year action plan. Please visit JCAFC Project website for the action plans developed for the 18 districts in Hong Kong:

<https://www.jcafc.hk/en/Resources-Centre/Publications/Action-Plans.html>

## 2.4 Act for improving age-friendliness

Implementing your action plan is at the heart of creating an age-friendly community. Based upon the experience of the JCAFC Project, three major types of action have been proposed to build an AFC in Hong Kong:



### 2.4.1 District-level actions on addressing community needs

In collaboration with community stakeholders, district-level actions are taken to respond to the community needs identified from the age-friendly assessment.

After making an action plan for each district, the JCAFC Project engaged with 18 District Councils and other relevant departments on following up the prioritised action items for the community. The engagement works include forming or delegating discussion platforms of Working Groups or Committees under each District Council to regularly discuss the AFC agenda. The discussion platforms serve as a bridge between different community stakeholders, including government departments, NGOs, gerontology research institutes and residents who are concerned with local AFC issues.

District Councils also support local AFC initiatives through the allocation of funding for community programmes and district minor works (e.g. the installation of seats and covers at walkways). For example, a funding of \$100,000 was approved by the Southern District Council to support its Working Group on Rehabilitation and Age-friendly Community for the implementation of the "2018-19 Southern District Age-friendly and Safe City Plan". This aims to provide health assessment and information technology services to various Southern elderly centres (Southern District Council, 2019).



#### Learning resource: District profiles for 18 districts in Hong Kong

To provide a district-level overview on the age-friendliness and the development of age-friendly momentums, a District AFC Profile has been compiled for each of the 18 districts by the Institute of Active Ageing of The Hong Kong Polytechnic University.

Please visit AFC online resource platform ([www.jcafc-port.hk](http://www.jcafc-port.hk)) to browse the profiles.

In addition to the engagement with District Councils and government departments to take action on improving age-friendliness in the districts, the JCAFC Project has provided funding for each district for implementation of district-based programmes that respond to age-friendly concerns, under 8 AFC domains identified from the age-friendly assessment. A total of 140 district-based programmes ("DBPs") were organised by nearly 80 local NGOs/community organisations and four university partners in 18 districts. Some DBPs are designed to address various AFC domains at the same time. The major focus of DBPs under each AFC domain is summarised in table 2.2:

Table 2.2 Major focus of DBPs under 8 AFC domains



#### Outdoor spaces and buildings

- ▶ Conducting a **community audit by older people** to assess the age-friendliness of outdoor environments and community facilities, and relaying the findings and suggestions to relevant stakeholders for improvement
- ▶ Organising **training workshops by professionals** (e.g. architects, urban planners) to enhance the knowledge and understanding of age-friendly design among community members



#### Transportation

- ▶ Conducting **site visits and collecting views** on transport facilities and services, and relaying views to government departments and relevant parties
- ▶ **Public education and promotion** on transport safety and the culture of offering seats on public transport



#### Housing

- ▶ Providing **home modification support to older people** in need
- ▶ Consolidating and sharing **information on home maintenance services** available in the community



#### Social participation

- ▶ Enhancing social participation for isolated elderly people (e.g. those who live alone or have a lower level of mobility) through **outreach engagement activities / services**
- ▶ **Empowering older people to take an active role** in organising various types of social activities (e.g. health ambassadors, walk leaders of guided tours, tutors of interest classes for their peers)



### Respect and social inclusion

- ▶ Improving the mutual understanding and respect between the younger and older generations through different types of **intergenerational activities** (e.g. co-design workshop on age-friendly homes, photography, drama and gardening)



### Civic participation and employment

- ▶ Providing **employment training** and **job seeking support** for older people (e.g. internship opportunities with an allowance and job hunting platforms)
- ▶ Providing **volunteer opportunities** to serve other older people in need (e.g. a home repair service, minor home modifications and providing out-patient escort services)
- ▶ Empowering older people to **express their concerns and views on AFC issues** in the community via different means (e.g. community audits, district consultation forums, photo-voice, and video-voice)



### Communication and information

- ▶ Providing **information and communication technologies training** to older people
- ▶ Launching **age-friendly apps** to provide community information
- ▶ Publishing **printed materials** to consolidate useful community information and distributing them to older people through outreach activities and oral communication (e.g. street stations, exhibitions, talks and home visits)



### Community support and health services

- ▶ Providing **health care related skills training** to older people and caregivers
- ▶ Providing **professional medical service** to older people in need (e.g. health check-ups for older people living in remote areas)

## 2.4.2 Scale up to territory-wide programme

Good practices of age-friendly initiatives should be considered for scaling up, to maximise their impact across the territory.

To address the three AFC domains with lower scores (Housing, Civic participation and employment, as well as Community support and health services) in the baseline assessment of the JCAFC Project, some successful DBPs were scaled up to territory-wide programmes for implementation across the city to achieve a greater impact on enhancing age-friendliness.



### Community support and health services

#### A. Walk the City for Active Ageing

Organised by the Christian Family Service Centre, the walkability programme combined the concepts of “Healthy Walking”, “Regional Guided Tour” and “Age-friendly City” in designing 12 walking routes that facilitate older people in developing a walking habit, and to enjoy sports without the need of equipment, anytime and anywhere. Some 50+ volunteers have been trained to become Walk Leaders and assist in organising regular walking tours for small groups of older people in the community.



### Housing

#### B. Home Modification Programme for the Elderly

Organised by five local NGOs, this initiative provided home modification for older people across 18 districts to enhance their home safety and living quality, as well as offer an age-friendly living environment. Older people with rehabilitation needs were provided with intervention solutions followed with home improvement works (e.g. home modification / device installation / hygiene improvement) after assessment by occupational therapists / physiotherapists. Community education activities were also organised to promote the importance of home safety and age-friendliness among older people and the public.



### Civic participation and employment

#### C. “The New Olds” public education programme

In collaboration with online media CTgoodjobs, this initiative aims to promote an age-friendly culture among employers, young-olds and retirees and encourage employers to implement age-friendly practices through a number of channels, including creating and publicising videos to demonstrate the talents and potentials of the New Olds, articles and e-books to share age-friendly employment tips, a theme page on the CTgoodjobs website, as well as launching other community education activities.

### 2.4.3 Public education campaign

Combatting negative perceptions of ageing and raising public awareness of age-friendly issues are important in fostering the development of an AFC. In collaboration with different stakeholders, the JCAFC Project has planned a series of publicity and public education initiatives to cultivate an age-friendly culture across the city. Different types of public awareness-raising strategies were adopted to spread the message to a wider scope of community members (including older people) with varying needs, interests and educational background and thereby encourage community involvement.

**Table 2.3 Public awareness-raising strategies adopted in the JCAFC Project**

Type of strategies	Examples under JCAFC Project
<b>Publicity events</b> (e.g. forum, symposium, conference)	<ul style="list-style-type: none"> <li>Organised a <b>series of public forums</b> on 8 AFC domains since 2017 to raise public awareness of age-friendly issues and potential areas for improvement</li> <li>Held the <b>JCAFC International Conference cum City Partnership Scheme Award Presentation Ceremony</b> in June 2021, to facilitate different sectors in Hong Kong and overseas exchanging knowledge and sharing best practices on building an AFC</li> </ul>
<b>Outreach engagement activities</b> (e.g. exhibition, road show, tram tour)	<ul style="list-style-type: none"> <li>Organised an <b>AFC tram tour</b> between Central and Happy Valley to raise public awareness of AFC in May 2018</li> <li>Set up <b>street stations and exhibitions</b> at different locations and events to promote the message of AFC, such as a three-day exhibition at Causeway Bay in November 2018, the AFC booth at Gerontech and Innovation Expo cum Summit in 2018, 2019 and 2020</li> </ul>
<b>Media campaigns</b> (e.g. radio programmes, online videos)	<ul style="list-style-type: none"> <li>Engaged <b>RTHK Radio 5</b> as a media partner since September 2015 to incorporate age-friendly messages on its four radio programmes – “Elderly Academy”, “Magesenior”, “Stand by Me” and “Elderly Global Village” and organised community education activities</li> <li>Launched a publicity campaign with <b>online media HiEggo</b> to produce and broadcast 20 episodes of short AFC videos on various online platforms on a weekly basis since November 2020</li> </ul>
<b>Online engagement activities</b> (e.g. photo competition, online voting)	<ul style="list-style-type: none"> <li>Initiated an <b>online writing contest at JCAFC Project Facebook page</b> calling for innovative age-friendly initiatives and an online voting campaign inviting the public to vote for their favourite initiatives under the Jockey Club Age-friendly City Partnership Scheme 2020</li> <li>Organised an <b>online photo competition of “Energetic Moment of the New Olds”</b> to invite the general public to take photos showing the energetic and lively side of the older people</li> </ul>

## 2.5 Evaluate the outcomes and impacts

Evaluation is a systematic approach to gather, analyse and use information in order to assess the effectiveness of a programme, policy or initiative. Measuring the outcomes and impacts of your age-friendly initiatives can provide evidence to address the overall achievement of age-friendly works, adjust action plans to new circumstances, and evaluate its effectiveness for the strategic allocation of resources for further development and advising on policy change, which is crucial to developing an AFC in a sustainable way.

There are some points to note in your evaluation:

**Evaluation starts from the time the programme is initiated.** It is an ongoing process that collects evidence throughout the implementation process. The evaluation strategy and the indicators of success should be planned and formulated before the start of the age-friendly programme.

Evaluation does not mark the end of your project. It can be understood as an **iterative process**, or as a **cycle of continuous improvement**. It provides the foundation upon which your programme is further refined or the start of new plans.

A well implemented programme that improves age-friendliness in a specific community is only the first step. Evidence-based evaluation helps you identify good practice and provides supporting ground to **scale up successful programmes** or develop new initiatives for extending the AFC impacts in a sustainable way (see examples listed in [2.4.2](#))

### 2.5.1 How to measure the outcomes of age-friendly initiatives?

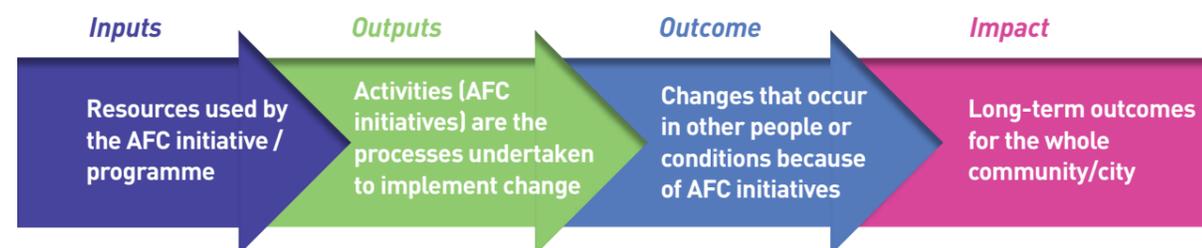
There are three major steps to developing the evaluation plan for measuring the outcomes of AFC initiatives:



### 2.5.1.1 Develop a Logic Model framework for evaluation of your AFC plan

Designing the appropriate evaluation framework is important for establishing a clear direction for your evaluation. The framework can be created with a **Logic Model**, which is a road map to display how your visions of age-friendly community will be achieved.

Logic Models are usually developed alongside narrative descriptions of a programme showing what the programme or initiative will do and what it is to accomplish. It is a framework for describing the linkage between resources, activities and resulting changes ranging from immediate to long-term effects (Frechtling, 2007). The process of developing a Logic Model helps to define the specific outcomes for your AFC initiatives, which creates the foundation for measurement and evaluation.



The main elements of Logic Model are often synthesized into a flow-chart, map, or table to portray the sequence of steps leading to the programme results. Table 2.4 presents a simple example of a Logic Model for the JCAFC Project which shows how certain resources enable various AFC initiatives (the outputs) that help improve the age-friendliness of the districts (the outcomes), which, in turn, contribute to building an AFC as a whole city (the impact).

Table 2.4 Simple example of Logic Model for JCAFC Project

Inputs (resources)	Outputs (interventions to create an AFC)	Resulting changes	
		Outcome (short term to intermediate)	Impact (long term)
<ul style="list-style-type: none"> <li>• Funding of The Hong Kong Jockey Club Charities Trust</li> <li>• Professional support of four university partners</li> <li>• District stakeholder's involvement</li> <li>• Media partners</li> </ul>	<p><b>Comprehensive Support Scheme for Districts</b></p> <ul style="list-style-type: none"> <li>• Conduct baseline assessment, tailor-made action plans and DBPs of each district</li> <li>• Recruit and provide training to AFC ambassadors</li> <li>• Engagement with district stakeholders</li> </ul> <p><b>Territory-wide publicity and public education activities</b></p> <ul style="list-style-type: none"> <li>• Organise publicity and public education programmes</li> </ul>	<p><b>A) District improvement</b></p> <ul style="list-style-type: none"> <li>✓ Accomplish the prioritised items of action plans</li> <li>✓ Satisfy community needs addressed by the assessment</li> <li>✓ Increase district stakeholders' understanding of the AFC concept and infuse AFC into their agenda</li> <li>✓ Join GNAFCC by all 18 districts</li> </ul> <p><b>B) Public awareness</b></p> <ul style="list-style-type: none"> <li>✓ Enhance public awareness of the importance of AFC</li> <li>✓ Encourage more community sectors to adopt AFC measures</li> </ul>	<ul style="list-style-type: none"> <li>✓ Sustain district momentums in developing an age-friendly community</li> <li>✓ Cultivate the culture on co-building AFC across each sector</li> </ul>

### 2.5.1.2 Decide the evaluation method(s) to collect data

After defining the specific outcomes for your AFC initiatives, the next step is to think about the necessary data and the methods used to collect the data. There are plenty of methods to collect data, but to decide which ones are appropriate depends on the availability of data, and the available resources and time required for the evaluation.

It is feasible to adopt various data collection methods to evaluate your AFC initiatives simultaneously. The multiple data provide more solid evidence to highlight the project outcomes. Table 2.5 lists out the evaluation methods used in JCAFC Project to measure each specific outcome:

**Table 2.5 Evaluation methods used in JCAFC Project**

*Specific outcomes*      *Evaluation methods in JCAFC Project*

## A) District improvement

### Accomplish the prioritised items of action plans

1. Monitor the progress of action plan for each district using annual evaluation reports from four gerontology research institutes
  - The template for recording action plan progress and district change is provided at [Annex 4](#)

### Satisfy community needs addressed by the assessment

2. Evaluate the effectiveness of DBPs and territory-wide programmes by four gerontology research institutes
  - The framework for evaluation report on AFC initiative is provided in [Annex 5](#)
  - Examples of evidence-based evaluation methods on AFC initiative are listed in [table 2.6](#)
3. Conduct age-friendly assessment after expected completion year of action plan to compare the findings with baseline results

### Increase district stakeholder's understanding of AFC concept and infuse AFC into their agenda

4. Conduct survey/interview with district stakeholders to collect their views
  - Focus group interview with AFC ambassadors
  - Opinion survey for NGOs, District Councils, and gerontology research institutes
  - The samples of focus group protocol and questionnaires for district stakeholders are provided in [Annex 6](#)

*Specific outcomes*

*Evaluation methods in JCAFC Project*

## B) Public awareness

### Enhance public understanding of AFC concepts

5. Feedback and coverage of publicity and public education activities
6. Public awareness survey of AFC
  - Conduct a pre and post territory-wide telephone survey to assess the changes in the public awareness on age-friendliness after the implementation of age-friendly initiatives

### Encourage more community sectors to adopt AFC measures

7. Evaluate the effectiveness of Jockey Club Age-friendly City Partnership Scheme
  - Examine the records of participating companies/organisations
  - Interview with awardees of Jockey Club Age-friendly City Partnership Scheme

### 2.5.1.3 Establish an indicator of success for specific outcome/impact

Indicator of success translates general concepts relating to the programme and its expected effects into specific, measurable parts. To assess the effectiveness of the DBP and territory-wide programmes under JCAFC Project, the four gerontology research institutes designed appropriate evaluation methods and an indicator of success for the age-friendly initiatives in their respective districts. Table 2.6 lists some examples (see next page).



#### Learning resource: **Establishing an indicator of success for the age-friendly programme**

Based on the goals of your age-friendly initiatives, you need to develop specific and measurable indicators to address your outcome. Here are some resources and tools for you to select the appropriate indicators to measure your age-friendly initiatives:

WHO. (2015). *Measuring the Age-friendliness of Cities: A Guide to Using Core Indicators*.

[http://apps.who.int/iris/bitstream/handle/10665/203830/9789241509695\\_eng.pdf](http://apps.who.int/iris/bitstream/handle/10665/203830/9789241509695_eng.pdf)

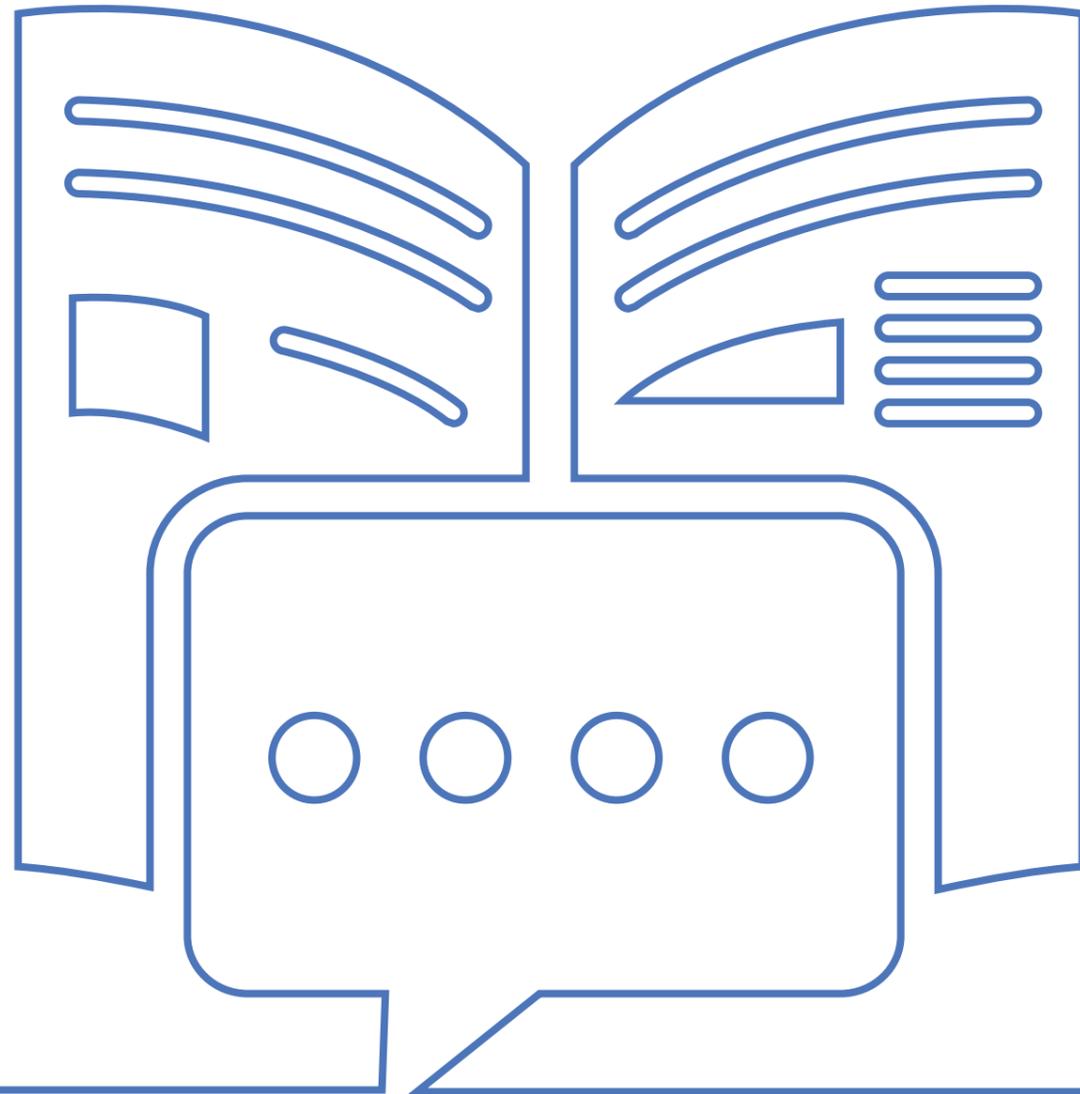
Public Health Agency of Canada. (2015). *Age-Friendly Communities Evaluation Guide – Using Indicators to Measure Progress*.

<https://www.canada.ca/content/dam/phac-aspc/migration/phac-aspc/seniors-aines/alt-formats/pdf/indicators-indicateurs-v2-eng.pdf>

Table 2.6 Examples of the evaluation framework on JCAFC Project initiatives

JCAFC initiatives	Objectives	Evaluation method	Expected outcomes (examples)	Indicator of success (examples)
<b>Active Ageing Programme 2020</b> (evaluated by CUHK Jockey Club Institute of Ageing)	<ul style="list-style-type: none"> <li>To empower older adults to develop a healthy lifestyle through organising 8 sessions of exercise class</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pre-test and post-test survey for elderly participants</li> </ul>	1. Change in exercising patterns	<ul style="list-style-type: none"> <li>Engaged in physical activity over recent month (%)</li> <li>Average days of physical activity per week</li> </ul>
			2. Improvements in participants' health conditions	<ul style="list-style-type: none"> <li>Self-rated health conditions ranging from 1 (poor) to 5 (excellent)</li> <li>Health status measured by 5-item frailty scale</li> </ul>
<b>Walk the City for Active Ageing</b> (evaluated by Institute of Active Ageing of The Hong Kong Polytechnic University)	<ul style="list-style-type: none"> <li>To empower young-old by training to be a walk leader and promote walking for health and fitness for the elderly in their own community</li> <li>To shed light on the walkability of the city environment for healthy walking</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pre-test and post-test survey for elderly participants (intervention group &amp; comparison group) and walk leaders</li> <li>✓ Focus group discussion for elderly participants and walk leaders</li> </ul>	1. Improvement for elderly participants: <ul style="list-style-type: none"> <li>Understanding of walking</li> <li>Walking habit efficacy and intention</li> <li>Social contact</li> <li>Exploring the environment</li> <li>Health efficacy</li> <li>Physical exercise frequency</li> </ul>	<ul style="list-style-type: none"> <li>Self-rated higher scores on the scales developed from concerned studies, constructs, and recognised standards</li> <li>Positive experience shared during focus group discussion</li> </ul>
			2. Improvement for walk leader <ul style="list-style-type: none"> <li>Sense of community</li> <li>General self-efficacy</li> </ul>	<ul style="list-style-type: none"> <li>Self-rated higher scores modified from Brief Sense of Community Scale and General Self-efficacy Scale</li> <li>Positive experience shared during focus group discussion</li> </ul>
			3. Walkers' perception and expectations of the walkability of the routes	<ul style="list-style-type: none"> <li>Scores given on the scale modified from the walkability checklist of CEx WALKScore 2016</li> <li>Opinion given during focus group discussion</li> </ul>

JCAFC initiatives	Objectives	Evaluation method	Expected outcomes (examples)	Indicator of success (examples)
<b>Home Modification Programme for the Elderly</b> (evaluated by Asia-Pacific Institute of Ageing Studies of Lingnan University)	<ul style="list-style-type: none"> <li>To enhance older adult's home safety and living quality, through home improvement work</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pre-test and post-test survey to examine the change in service users' quality of life, ageing in place, and home safety</li> <li>✓ Qualitative interview with service users and NGO staff to explore the factors behind the changes</li> </ul>	1. Positive change in the sense of home safety	<ul style="list-style-type: none"> <li>Self-rated higher scores on the sense of home safety</li> <li>Positive experience shared during focus group discussion</li> </ul>
			2. Positive change in the confidence of ageing in place	<ul style="list-style-type: none"> <li>Self-rated higher scores on the confidence of ageing in place</li> <li>Positive experience shared during focus group discussion</li> </ul>
<b>"The New Olds" public education programme</b> (evaluated by Sau Po Centre on Ageing of The University of Hong Kong)	<ul style="list-style-type: none"> <li>To promote age-friendly culture to employers, young-olds, retirees, and mass public, and encourage employers to implement age-friendly practices in their companies/organisations</li> </ul>	<ul style="list-style-type: none"> <li>✓ Cross-sectional survey for the general public to attend the activities/events</li> <li>✓ Pre-test and post-test survey for the participants, (retirees, HRs and employers)</li> <li>✓ Focus group discussion for participants (retirees, HRs and employers)</li> </ul>	1. Improve the perception/ image of older people	<ul style="list-style-type: none"> <li>Higher score in 4 questions of Kogan's Attitudes Toward Old People Scale</li> </ul>
			2. Increase willingness to promote age-friendly working practice in the workplace	<ul style="list-style-type: none"> <li>Higher score in questions related to their willingness to promote age-friendly workplace (e.g. I would suggest that my company employs older people)</li> </ul>
			3. Increase perception of age-friendly working environment & civic participation in Hong Kong	<ul style="list-style-type: none"> <li>Higher score in 3 questions related to age-friendly working environment and civic participation in HK (adopted from the AFC assessment questionnaire)</li> </ul>



# 3

## Best Practices in Hong Kong and Other Countries

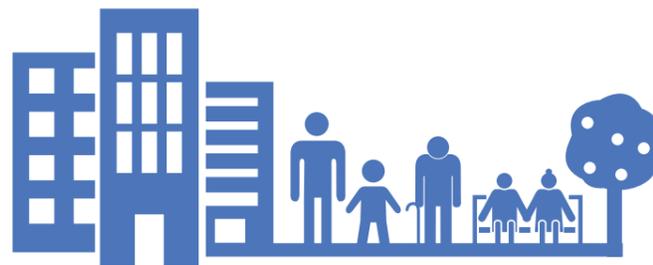
- 3.1 Inclusive built environment
- 3.2 Addressing ageism
- 3.3 Making information accessible for older people
- 3.4 Inclusive labour market
- 3.5 Promoting ageing in place
- 3.6 Creating Age-friendly City network
- 3.7 Promoting age-friendly services and goods
- 3.8 Empowering the elderly to take care of their own health

## 3. Best Practices in Hong Kong and Other Countries

Many cities and communities worldwide have been taking active initiatives towards becoming a more age-friendly place to live. Taking reference from their innovative and supportive solutions helps us plan our own initiatives to respond to the needs of the ageing population in our city. This chapter consolidates and shares the good practices of local and international efforts on building an AFC.

### 3.1 Inclusive built environment

Ensuring accessibility and effective design of outdoor spaces and public buildings enables people of all abilities, including older people, to actively participate in their community. Here are some examples of local authorities who have adapted the urban environment to be age-friendly.



Hong Kong

#### Universal Accessibility (“UA”) Programme

To develop the universally accessible environment in the community, the Highways Department has implemented a UA Programme to retrofit barrier-free access facilities (i.e. lifts, ramps) onto public walkways including public footbridges, elevated walkways and subways since 2012. The Highways Department has also engaged with 18 District Councils to prioritise locations at public walkways where they considered lift retrofitting necessary in their respective district. From 2012, three phases of the UA programme, covering 375 retrofitting projects have been conducted across the city.

Learn more: <https://www.hyd.gov.hk/barrierfree/eng/index.html>



Hong Kong

#### The Intergenerational Play Space Design Competition - HKHS Prosperous Garden

“The Intergenerational Play Space Design Competition: HKHS Prosperous Garden” was a design competition organised by the Jockey Club Design Institute for Social Innovation (“JCDISI”) together with the Hong Kong Housing Society (“HKHS”) in 2020. The competition had university and professional categories that invited the participants to form a multi-disciplinary team to redesign the public space in the Prosperous Garden of the HKHS, with the aim of fostering intergenerational harmony with an innovative and practical design proposal. The innovative ideas from the winning projects serve as a prototype that facilitate the industry to transform and create more intergenerational play spaces in Hong Kong

Learn more: <https://www.polyujcsoinno.hk/en/pg-designcomp>



United States

#### Safe Streets for Seniors

Safe Streets for Seniors is a pedestrian safety initiative for older people in New York. It aims to remake streets safer for older pedestrians to get around the city and reduce the number of pedestrian accidents on the streets. Since launching the programme in 2008, the New York City Department of Transportation (“DOT”) examined accident histories across the city and identified 41 Senior Pedestrian Focus Areas that have a high density of seniors and a high number of pedestrian accidents or injuries. DOT evaluated pedestrian conditions in these focused areas from a senior citizen’s perspective and conducted different types of safe improvement works, such as extending pedestrian crossing times at crosswalks to accommodate slower walking speeds, constructing pedestrian safety islands, and installing new stop controls and signals. Up to 2021, more than 200 street improvement projects have been implemented to enhance road safety for older pedestrians.

Learn more: <https://www1.nyc.gov/html/dot/html/pedestrians/safeseniors.shtml>

### 3.2 Addressing ageism

Deconstructing stereotypes and prejudice among elderly people is particularly important for establishing an inclusive community. To address ageism in the community, some innovative initiatives have been put forward to showcase the diversity of life stories of older people and promote positive images of older people.





Hong Kong

### JCAFC Project – Story of My Life

Organised by the Helping Hand Cheung Muk Tau Holiday Centre for the Elderly, Story of My Life was one of the district-based programmes under JCAFC Project to enhance the intergenerational understanding between younger and older people in 2017. The programme recruited a group of youth volunteers to receive training on intergenerational communication and pair up with the older people to create life story books for them. The life story books were further published and displayed in the community events. Through this programme, the younger generation changed their perception of elders as being stern and difficult to communicate with. In addition, publishing and sharing these life story books of elderly people with the community has enabled recognition of their contributions and appreciation by their family members.

Learn more: <https://extranet.who.int/agefriendlyworld/afp/jockey-club-age-friendly-city-project-story-of-my-life/>



United Kingdom

### Age-positive Image Library and Icon

With the aim of challenging the prevalence of negative perceptions of ageing and older people, the Centre for Ageing Better has launched a free library of positive and realistic images of people aged 50 and over and designed a series of ten age-positive icons to show the diversity of later life. The library contains over 400 images covering various themes related to ageing such as health, community activity and employment, and has been regularly updated for public use. It offers a wide selection of photographs and icons that avoid negative stereotypes associated with older people.

Learn more: <https://www.ageing-better.org.uk/news/age-positive-image-library-launched>



Ireland

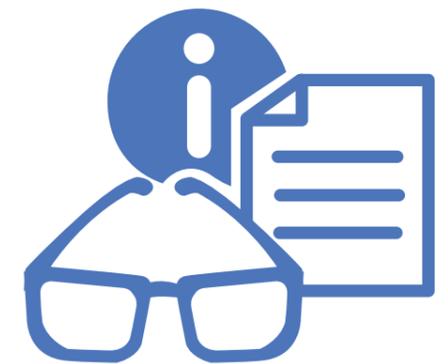
### Intergenerational Choir (Ceol le Chéile)

Ceol le Chéile is an intergenerational choir made up of older people, children and young people in Donegal. This project was conceived as part of the Donegal Age Friendly Programme with the aim of promoting social inclusion and developing stronger intergenerational relationships between older people and young people through collaborating on a common interest. Since 2019, this choir has had a membership of up to 100 people, consisting of 30 children aged from 6 to 14 and 70 older people. The choir members met for choir rehearsals that include social activities and tea breaks every week. They have performed at many venues, including theatres, churches, nursing homes and to a national audience.

Learn more: <https://extranet.who.int/agefriendlyworld/afp/intergenerational-choir-of-ages-ceol-le-cheile/>

## 3.3 Making information accessible for older people

Older people receive information in a variety of ways, and no one way suits every person. To support older people to stay connected with society, some organisations and local authorities have taken the initiative to enhance older people's ability to access information through digital technology, and promote accessible print information to older people who are unable to access information online.



Hong Kong

### ICT Outreach Programme for the Elderly

To encourage a wider adoption of information and communication technology among older people, the Office of the Government Chief Information Officer ("OGCIO") has launched five rounds of the ICT Outreach Programme for the Elderly, from 2014 to now. In each round, the OGCIO funded various NGOs to organise various outreach activities and training classes for the elderly with limited mobility and the "hidden elderly". With the support from professional social workers and volunteers, over 1,000 older people were served in each round of those programmes, in which they learnt the use of digital technology to access information and broaden their social circle.

Learn more: [https://www.ogcio.gov.hk/en/our\\_work/community/ict\\_programmes\\_for\\_elderly/](https://www.ogcio.gov.hk/en/our_work/community/ict_programmes_for_elderly/)



United Kingdom

### Keeping Well this Winter Campaign

Keeping Well this Winter is a new information campaign that supports older people who are not online with practical information to keep well during the winter. It has been launched by the Greater Manchester Ageing Hub and its partner in December 2020. The campaign develops a booklet of tips and advice on keeping physically well and maintaining good mental health and training resources for frontline staff and volunteers. To target the elderly who do not have access to the Internet, the campaign has distributed 140,000 printed copies of the booklet to the homes of older people across Greater Manchester through local councils and followed this up with phone calls or personal visits.

Learn more: <https://www.greatermanchester-ca.gov.uk/what-we-do/ageing/keeping-well-this-winter/>



United States

### AgeWise TV

AgeWise TV is a series of television programmes designed for older people, featured on the Seattle Channel (municipal television station) during the COVID-19 quarantine, and the first episode was aired on June 25, 2020. It is a one-hour programme which features lifelong learning and fitness opportunities to help older people stay connected and stay healthy, although local senior centres have been closed due to COVID-19. Instead of the web-based programme which many older people are unable to access, the television programme plays an important role in directly bringing information to older people.

Learn more: <https://www.seattle.gov/agefriendly/events>

## 3.4 Inclusive labour market

Enabling older people to continue working for as long as they desire is important for their financial security and social engagement in later life. However, many older workers feel they are at a disadvantage in the labour market, due to their age. Here are some examples of good initiatives on combatting age discrimination in employment:



Hong Kong

### Online Job-matching Platform and Training Programme for Young-old

Happy-Retired Charity Action ("HRCA") was established in 2015 to support young-olds to develop their second career. With funding support from the HKJCCT in 2020, HRCA has developed a dedicated online digital platform that provides an accreditation service and job matching service for the young-olds seeking job opportunities. The platform also enables employers to identify suitable young-old candidates easily through a professional talent search service. Besides the online job-matching platform, HRCA organises career workshops and recruitment talks to equip young-old with updated job information and career skills.

Learn more: <https://happy-retired.org/>



Hong Kong

### Empathising with the Elderly in the Workplace - The Age-Friendly Community Kitchen

To develop the age-friendly workplace in the catering industry, JCDISI conducted a field study in community kitchen to explore innovative social design solutions for improving the working environment. Since January 2019, JCDISI has collaborated with social design students from PolyU and a design consultant to examine the operation of "Chan Un Chan Third Age Volunteers Centre cum Community Kitchen", which has recruited retired people who are 55 or older as staff and volunteers to manage the community kitchen, which has provided meals for the people in need in the community. Following the field study, they put forward a feasible design advice to improve the working conditions of elderly staff and volunteers. They also co-designed "The Toolkit for the Age-Friendly Community Kitchen" as a reference for the catering industry to make their workplace more age-friendly.

Learn more: <https://www.polyujcsoinno.hk/en/topic/s2/kitchen-2>



Singapore

### Senior Worker Early Adopter Grant and Part-time Re-employment Grant

The Singaporean government has launched the Senior Worker Early Adopter Grant and Part-time Re-employment Grant to encourage employers to recruit older workers and develop age-friendly workplaces in 2020. The former grant provides funding support to employers who are willing and able to implement higher internal retirement and re-employment ages above the prevailing statutory ages, and the later grant supports employers who commit to a re-employment policy where they would provide part-time re-employment opportunities to elderly workers who request it. The grants also require employers to adopt the Tripartite Standard on Age-Friendly Workplace Practices, which specifies a set of good age management practices that all employers should implement in the workplace.

Learn more: <https://www.mom.gov.sg/employment-practices/schemes-for-employers-and-employees/senior-worker-early-adopter-grant-and-part-time-re-employment-grant>

#### Examples of good employment practices in the Tripartite Standard:

- Age is not a selection criterion used when advertising for shortlisting or selecting job candidates
- Jobs and workplaces are designed to be age-friendly
- Employees can request flexible work arrangements to be offered by the company. They are informed about the types of flexible work arrangements offered, the process to request them, and the expectations for the responsible use of flexible work arrangements (e.g. in company's staff website, HR policy, circular or memo)

### 3.5 Promoting ageing in place

Older people generally want to stay in their own homes and communities as long as possible, close to family and their neighborhood. However, increased age is associated with increased disability, which may impact an individual's ability to live independently. Here are some local and international efforts for supporting older people to reside in their own home:



Hong Kong

#### JCAFC Project - Home Modification Programme for the Elderly

To address the need for minor home modification services, identified from age-friendly baseline assessment in Hong Kong, the JCAFC Project has funded 5 local NGOs to organise a territory-wide home modification programme that supports the elderly in need, across the whole city. Under the programme, agency staff, referred workers, allied health professions/ occupational therapists, and works professionals conducted home visits and home safety assessments for elderly residents in need, and arranged for technicians / volunteers to carry out home modifications or improvement work (e.g. installing fall prevention home devices, pest control and tidy-up initiatives) to enhance their living environment. More than 1,100 elderly households have received the home modification support through the territory-wide programme of the JCAFC Project.

Learn more: [https://www.jcafc.hk/uploads/docs/Summary-list\\_Territory-wide-programmes\\_eng\\_20210224-\(final\)2.pdf](https://www.jcafc.hk/uploads/docs/Summary-list_Territory-wide-programmes_eng_20210224-(final)2.pdf)

#### Ageing-in-Place Scheme

HKHS has implemented various housing schemes to meet the housing needs of different sectors of the community. In 2012, HKHS launched the Ageing-in-Place Scheme and gradually extended this to all 20 of its rental estates. It aims to help elderly residents remain in their own home and avoid the need for an early move to a nursing home, through the provision of three-pronged support that fulfils their needs for home modification, healthcare and social support. The scheme is operated by estate-based social workers who proactively reach out to needy elderly residents and arrange accessible and appropriate services for them.

Learn more: <https://www.hkhs.com/en/our-business/elderly-housing/ageing-in-place>



Canada

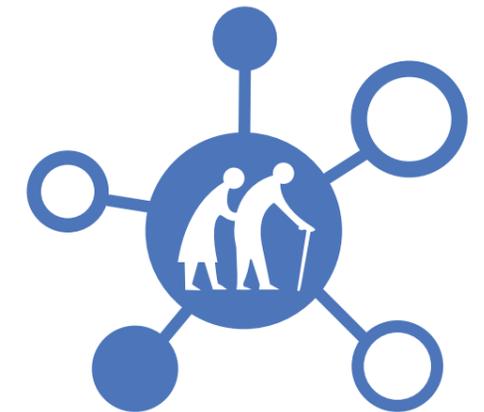
#### Toronto HomeShare Programme

Toronto HomeShare is a City of Toronto programme that has linked older adults and post-secondary students, with the goal of supporting the preference of older adults for remaining in their homes and the community of their choice. The programme has been facilitated by social workers who will match older adults (aged 55 and over) who have a spare room in their home with post-secondary students looking for affordable housing in Toronto. In exchange for reduced rent, the students are required to provide 5 hours per week of companionship or small chores, such as preparing and sharing meals together, assisting with errands, or walking a pet. Through the programme, the elderly can gain financial security through additional income, an opportunity for reciprocal social support, and foster intergenerational relations.

Learn more: <https://extranet.who.int/agefriendlyworld/afp/toronto-homeshare/>

### 3.6 Creating Age-friendly City network

Creating an AFC network provides a platform for individuals and organisations from different places or disciplines to foster collaboration and share the learning of age-friendly practices. Here are some international examples of building collaborating network of AFC:



Singapore

#### Ageing Asia - Industry Alliance on the Business of Ageing

Ageing Asia is the first industry ageing business network that seeks to unite businesses, the government, and community leaders with a shared vision to change the future of ageing in the Asia Pacific region. The network has been established since 2012 and now connects over 1,700 members from 30 countries and more than 20 industries. It focuses on addressing new opportunities and the market demands of the ageing population and facilitating knowledge exchange of global best practices in health and eldercare adaptable to the Asia Pacific ageing market. The Ageing Asia Alliance Journal is one of the key resources published by the Ageing Asia to provide the latest news on the business of ageing with its networking members.

Learn more: <https://ageingasia.com/>



United  
Kingdom

### The Housing Learning and Improvement Network (“The Housing LIN”)

The Housing LIN is a sophisticated network bringing together over 40,000 housing, health and social care professionals in England, Wales, and Scotland to exemplify innovative housing solutions for an ageing population. It organises online and regional networked activities to facilitate knowledge exchange and has developed an online resource library to provide information on the latest policy development, good practice and research on housing and social care for older people. In addition to the strong links with individual members across different disciplines, the Housing LIN has also been commissioned by the government and other trade and professional organisations to influence policy and practice, such as creating good practice tools to plan and design age-friendly housing.

Learn more: <https://extranet.who.int/agefriendlyworld/afp/online-age-friendly-housing-design-hub/>



United States

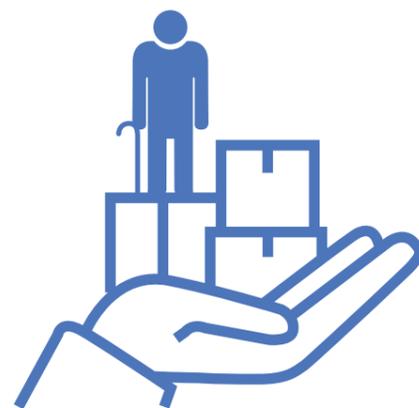
### Age-Friendly University (“AFU”) Global Network

The AFU Global Network consists of more than 70 institutions of higher education around the globe which have endorsed the 10 AFU principles and are committed to becoming more age-friendly in their programmes and policies. It was initiated by the Gerontological Society of America in 2019. Through its newsletters, its members can share the latest age-friendly efforts at universities and colleges. The toolkit, “Tools for Advancing Age Inclusivity in Higher Education”, is also designed for higher education institutions to promote age-friendly programmes and practices on the campus.

Learn more: <https://www.geron.org/programs-services/education-center/age-friendly-university-afu-global-network>

## 3.7 Promoting age-friendly services and goods

Building an AFC relies upon mobilising different sectors to make their own age-friendly efforts to improve the environment for older people. There are some initiatives taken by local authorities and organisations in cultivating an age-friendly culture for different sectors and encouraging their adoption of age-friendly practices.



Hong Kong

### Jockey Club Age-friendly City Partnership Scheme

The JCAFC Project has launched the City Partnership Scheme to engage with different stakeholders, including the business community and public sector, to adopt age-friendly practices or provide age-friendly products and services in Hong Kong. Under the scheme, all participating companies or organisations which have adopted at least one age-friendly practice are given a set of a certificate and age-friendly stickers to recognise their contribution in promoting an age-friendly culture. Furthermore, seven special awards have been set up to commend those companies or organisations with an outstanding performance. More than 180 companies and organisations have joined the scheme in 2018 and 2020”.

Learn more: <https://jccitypartnership.hk/homepage>



Australia

### Melville Age Friendly Business Accessible Network (MAFAB)

The City of Melville, a local government authority in Western Australia, established the MAFAB network in 2015 to engage with local businesses to implement age-friendly and accessible initiatives that improve the customer experience for older people, including those living with dementia and people with a disability. One of the key achievements of MAFAB was to launch the Garden City Memory Café in 2016. It has been a collaboration between Alzheimer’s organisation, the regional shopping centre and the City of Melville, to provide people living with dementia and their family or carers with a monthly meet-up location, where they can meet new friends, share experiences and access support from the Alzheimer’s organisation.

Learn more: <https://extranet.who.int/agefriendlyworld/afp/melville-age-friendly-business-accessible-network-mafab/>



United  
Kingdom

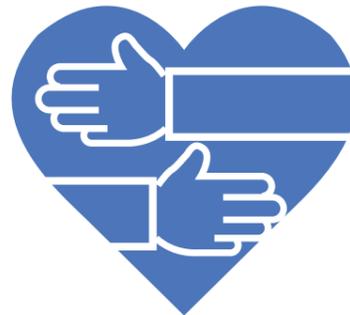
### Age-friendly Training Courses for Public Services Providers

Age UK Isle of Wight has developed a training course to help service providers become more age-friendly. It aims to improve services by equipping the staff with the skills and awareness of age-friendly issues to communicate with older customers and identify accessibility issues. The training course has been piloted with the police and fire service on the Isle of Wight from 2016 and has now been delivered to over 30 organisations on the island. Furthermore, the main bus operator, Southern Vectis, has incorporated this training into its compulsory programme for all drivers, with a highly practical element whereby the drivers wear an age simulation suit and glasses to board the bus. The training has also improved bus services for older customers, including changes to timetables so drivers can allow passengers more time to board the vehicle.

Learn more: <https://www.ageing-better.org.uk/stories/improving-services-older-customers>

### 3.8 Empowering the elderly to take care of their own health

While ageing, older people can become frail and often face deteriorating health. Encouraging older people to follow a healthy lifestyle and take care of their own health can delay their ageing process. Here are some examples of good initiatives for promoting a healthy lifestyle among older people:



Hong Kong

#### Jockey Club Community eHealth Care Project

Commencing in 2016, the Jockey Club Community eHealth Care Project was the first territory-wide elderly care support project to integrate health management technology, community care and professional support to promote preventive healthcare among the elderly and empower them in their health management in Hong Kong. Under the project, eHealth stations have been set up at elderly centres in different districts, where the residents can receive regular health measurements of blood pressure, blood glucose and weight, and have their health data monitored and followed up by an online nursing team through real time telecommunication technology. The project has also applied big data analytics to examine the possible health risks of the elderly and discover the association between daily health readings and long-term health-status.

Learn more: <https://www.jc-ehealth.hk>

#### JCAFC Project – Active Ageing Programme

With the funding support of JCAFC Project, three batches of Active Ageing Programmes were organised from 2018-2020 by the CUHK Jockey Club Institute of Ageing to equip a group of older people with the ability of health self-management through exercising and a healthy diet. Exercise training classes were delivered by a health and fitness specialist from the CUHK Centre of Nutritional Studies with the aim of enhancing muscle strength and endurance. Nutrition and healthy cooking classes were organised by a registered dietitian to deliver the message of healthy ageing with nutrition to the older people. Some trained participants were further invited to take part in the production of tutorial video, which demonstrates suitable physical fitness exercise for elderly people with different levels of health conditions, as well as sharing nutritious menus and cooking methods. The video has been promoted to the public to encourage the elderly to do the workout at home with aid of the video.

Learn more: [https://www.youtube.com/playlist?list=PLH0xVrRWg4Am6YsTFoqydwb45B\\_ypBand](https://www.youtube.com/playlist?list=PLH0xVrRWg4Am6YsTFoqydwb45B_ypBand)

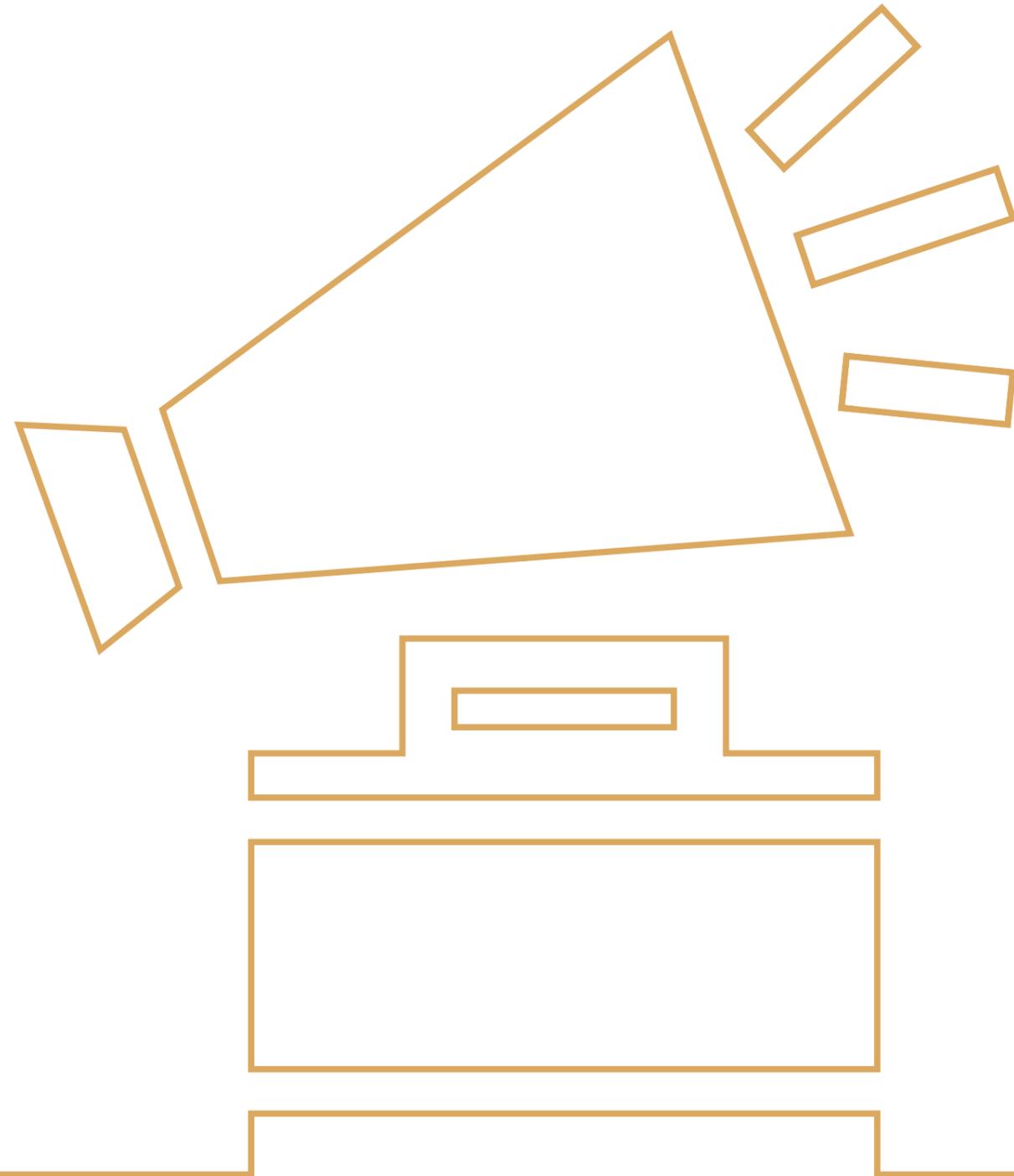


Canada

#### Stay on Your Feet

Stay on Your Feet ("SOYF") is a regional strategy that supports healthy and active ageing for older people across Northeastern Ontario. It aims to reduce the rate and severity of falls among older people which helps older adults stay healthy and independent for longer. Funded by the North East Local Health Integration Network and in partnership with the five public health units, SOYF offers a variety of falls prevention resources and simple tips to the elderly, and organises free exercise classes in the community. A free 12-week group exercise programme, Stand Up!, is also specifically designed for older people to help them build balance, strength and flexibility to prevent falls.

Learn more: <https://stayonyourfeet.ca/>



# 4

## Sustaining the Momentum of Age-friendly City

- 4.1 Securing resources
- 4.2 Gaining support from government and local authorities
- 4.3 Maintaining the momentum on cross-sectoral collaborations
- 4.4 Sustaining the involvement of older adults in building an Age-friendly City

## 4. Sustaining the Momentum of Age-friendly City

Building an AFC requires a sustained commitment and investment in infrastructure, programmes, and services that respond to the rapid ageing population. Critical factors for sustaining AFC include:



**Securing resources**



**Gaining support from government and local authorities**



**Maintaining the momentum on cross-sectoral collaborations**



**Sustaining the involvement of older adults in building an Age-friendly City**

### 4.1 Securing resources

Pressure relating to the availability of resources has presented major challenges to achieve goals and strategies associated with building an AFC for ageing population. With sustained injections of resources into the age-friendly agenda, successful actions can be scaled up to benefit the wider community.



#### *Strategies for securing resource*

- ▶ Identifying funding opportunities and seeking funding from multi-sources to start your AFC initiative (see [Annex 7](#) for funding opportunities in Hong Kong)
- ▶ Conducting evidence-based evaluation (see [chapter 2.5](#)) to inform potential funder about the impact of your age-friendly initiatives. Identifying best practice to seek further support on maintaining and scaling up the initiatives (see examples in [chapter 2.4.2](#))

### 4.2 Gaining support from government and local authorities

Gaining government and local authorities' buy-in on age-friendly related issues can be challenging as there are competing policy priorities with limited resources, particularly during an economic recession and an unstable political situation when policy makers may have different attention to public policy. A change in local leadership may further cause the disruption of the commitment to address the age-friendly agenda. Below are some of the strategies to secure support from government and local authorities.



#### *Strategies for gaining support from government and local authorities*

- ▶ There is a strong need to link age-friendly work with existing urban policies and government priorities, as it might increase policy makers' attention to the age-friendly agenda. Here are some examples:
  - Link the idea of "Smart City" development with the domains of Communication and information that help promote the digital inclusion of older people
  - Promote to infuse the concept of age-friendly into technical documents and guidelines of government departments. A good example is the "Elderly-friendly Design Guidelines" launched by the Architectural Services Department (2019) to provide design recommendations to the industry and designers on age-friendly buildings and outdoor spaces
- ▶ Compile a policy brief on age-friendliness and topical reports on specific AFC domains to share with government and local authorities for reference on project planning and policy making
- ▶ Continue to advocate the needs of older people in order to keep age-friendly related issues on the policy agenda
  - For example, the urgent need to build a supportive environment can be highlighted under the circumstances that the COVID-19 pandemic may intensify social isolation among older people

### 4.3 Maintaining the momentum on cross-sectoral collaborations

Partnerships among different stakeholders and cross-cutting sectors are important to establish a sustainable AFC. The long-term vision is to engage all sectors of society to incorporate age-friendly elements into their core missions and work plan.



#### *Strategies for maintaining the momentum on cross-sectoral collaborations*

- ▶ Continue to promote city-wide age-friendly culture to the business community, public sector and the general public, and raise their awareness of the opportunities of the “silver hair” market, for example, share good business cases on responding to the emerging needs and preferences of an ageing population
- ▶ Establish cross-sectoral or cross-discipline networks to maintain knowledge sharing activities on AFC, and embed the AFC lens / language in different industries and organisations (for the examples of good practice, see [chapter 3.6](#))
- ▶ Organise regular recognition programmes (e.g. the Jockey Club Age-friendly City Partnership Scheme) to give awards to local organisations and the business community for the outstanding performance in promoting AFC

### 4.4 Sustaining the involvement of older adults in building an Age-friendly City

The development of AFC is built on the key principle of the active participation of older adults. The trained AFC ambassadors are valuable assets to the future development of an AFC. To keep the AFC momentum going, it is important to develop suitable platforms for their ongoing engagement in AFC.



#### *Strategies for sustaining the involvement of older adults*

- ▶ Setting up a sustainable platform for AFC ambassadors to maintain the bonding, recruitment and training of new ambassadors, and continual participation (e.g. community audits, AFC promotion activities and advanced training)
- ▶ Coordinating with the government and District Councils / Districts Offices to develop regular district platforms for encouraging the involvement of older people and local elderly concern groups on AFC discussion and advocacy (e.g. a working group under District Councils)

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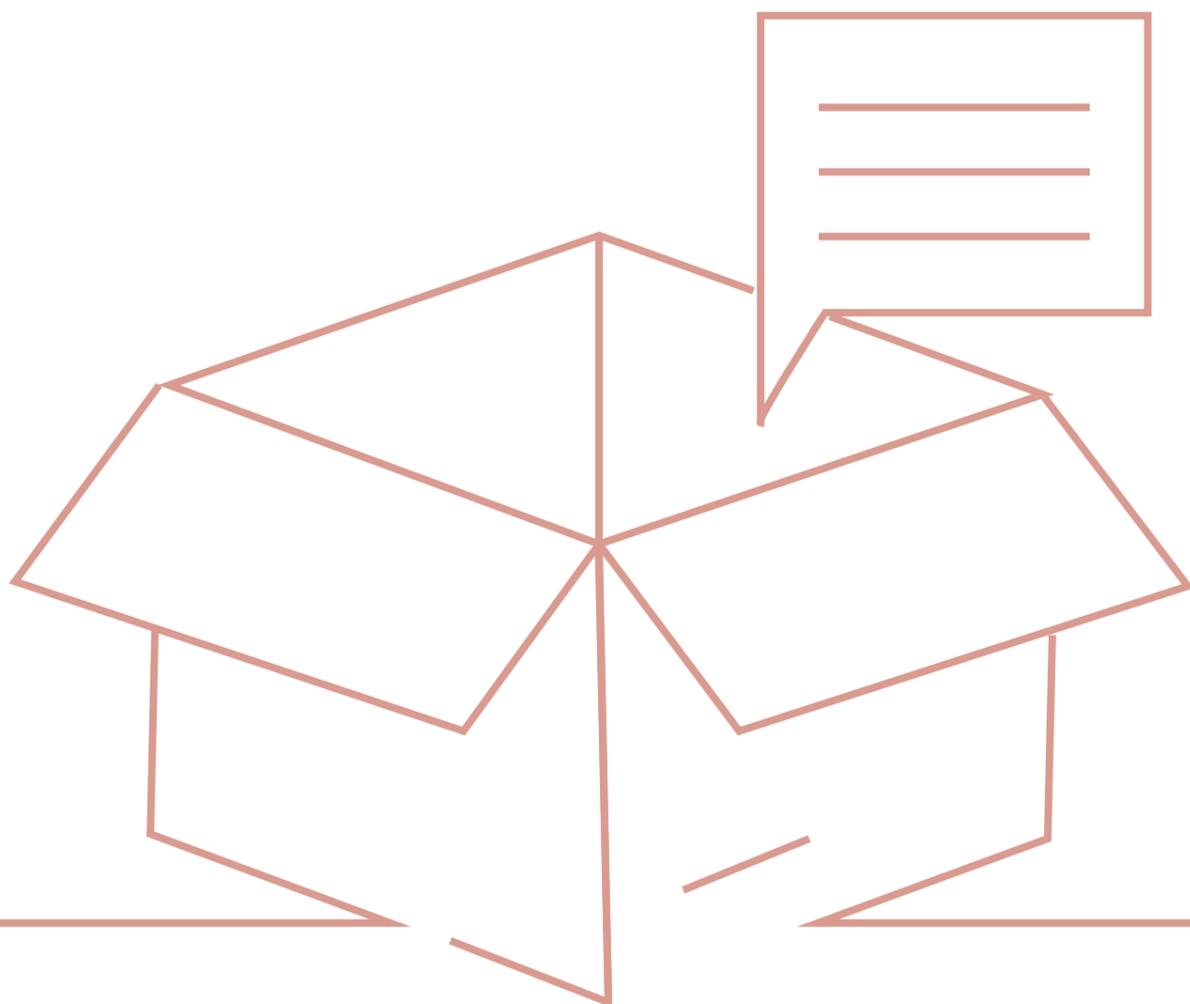


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## Annex

- Annex 1. Structured age-friendly assessment questionnaire, interviewer manual and simple guide to data analysis
- Annex 2. Focus group protocol for age-friendly assessment, and template for summary of findings
- Annex 3. Template for action plan
- Annex 4. Template for recording action plan progress and district improvement
- Annex 5. Sample outline of the evaluation report on the Age-friendly City initiative
- Annex 6. Materials for collecting views of district stakeholders on Age-friendly City Project evaluation
- Annex 7: Funding opportunities for Age-friendly City development in Hong Kong
- Annex 8. Main resource summary on the Jockey Club Age-friendly City Project



# Annex 1. Structured age-friendly assessment questionnaire and interviewer manual

## A) Age-friendly assessment questionnaire by 53 items (Chinese version only)

以下有些句子，請回答您對這些句子的同意程度，以1至6分代表。1分為非常不同意，2分為不同意，3分為有點不同意，4分為有點同意，5分為同意，6分為非常同意。



請就你居住的地區評分，有 \* 號題目，可就全港情況評分；有些題目中會列出一些長者友善社區的條件。如各項條件並不一致，請以使用該設施/環境的整體情況評分。  
您有幾同意而家……

### A. 室外空間和建築

	非常不同意	不同意	有點不同意	有點同意	同意	非常同意
1. 公共地方乾淨同舒適。	1	2	3	4	5	6
2. 戶外座位同綠化空間充足，而且保養得妥善同安全。	1	2	3	4	5	6
3. 司機喺路口同行人過路處俾行人行先。	1	2	3	4	5	6
4. 單車徑同行人路分開。	1	2	3	4	5	6
5. 街道有充足嘅照明，而且有警察巡邏，令戶外地方安全。	1	2	3	4	5	6
6. 商業服務（好似購物中心、超市、銀行）嘅地點集中同方便使用。	1	2	3	4	5	6
7. 有安排特別客戶服務俾有需要人士，例如長者專用櫃枱。	1	2	3	4	5	6
8. 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。	1	2	3	4	5	6
9. 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。	1	2	3	4	5	6

### B. 交通

	非常不同意	不同意	有點不同意	有點同意	同意	非常同意
1. 路面交通有秩序。	1	2	3	4	5	6
2. 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。	1	2	3	4	5	6
3. 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。	1	2	3	4	5	6
4. 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。	1	2	3	4	5	6
5. 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。	1	2	3	4	5	6
6. 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。	1	2	3	4	5	6
7. 有專為殘疾人士而設嘅交通服務。	1	2	3	4	5	6
8. 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。	1	2	3	4	5	6
9. 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。	1	2	3	4	5	6
10. 喺公共交通唔夠嘅地方有其他接載服務。	1	2	3	4	5	6
11. 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。	1	2	3	4	5	6
12. 馬路保養妥善，照明充足。	1	2	3	4	5	6

### C. 房屋

	非常不同意	不同意	有點不同意	有點同意	同意	非常同意
1. 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。	1	2	3	4	5	6
2. 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。	1	2	3	4	5	6

## C. 房屋

	非常不同意	不同意	有點不同意	有點同意	同意	非常同意
3. 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。	1	2	3	4	5	6
4. 區內有充足同可負擔嘅房屋提供俾體弱同殘疾嘅長者，亦有適合佢地嘅服務。	1	2	3	4	5	6

## D. 社會參與

1. 活動可以俾一個人或者同朋友一齊參加。	1	2	3	4	5	6
2. 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。	1	2	3	4	5	6
3. 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。	1	2	3	4	5	6
4. 提供多元化嘅活動去吸引唔同喜好嘅長者參與。	1	2	3	4	5	6
5. 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。	1	2	3	4	5	6
6. 對少接觸外界嘅人士提供可靠嘅外展支援服務。	1	2	3	4	5	6

## E. 尊重和社會包容

1. 各種服務會定期諮詢長者，為求服務得佢地更好。	1	2	3	4	5	6
2. 提供唔同服務同產品，去滿足唔同人士嘅需求同喜好。	1	2	3	4	5	6
3. 服務人員有禮貌，樂於助人。	1	2	3	4	5	6
4. 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。	1	2	3	4	5	6
5.* 社會認同長者嘅過去同埋目前所作出嘅貢獻。	1	2	3	4	5	6
6.* 傳媒對長者嘅描述正面同埋有成見。	1	2	3	4	5	6

## F. 公民參與和就業

	非常不同意	不同意	有點不同意	有點同意	同意	非常同意
1. 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。	1	2	3	4	5	6
2.* 長者員工嘅特質得到廣泛推崇。	1	2	3	4	5	6
3.* 提倡各種具彈性並有合理報酬嘅工作機會俾長者。	1	2	3	4	5	6
4.* 禁止嘍僱用、留用、晉升同培訓僱員呢幾方面年齡歧視。	1	2	3	4	5	6

## G. 信息交流

1. 資訊發佈嘅方式簡單有效，唔同年齡嘅人士都接收到。	1	2	3	4	5	6
2. 定期提供長者有興趣嘅訊息同廣播。	1	2	3	4	5	6
3. 少接觸外界嘅人士可以嘍佢地信任嘅人士身上，得到同佢本人有關嘅資訊。	1	2	3	4	5	6
4.* 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。	1	2	3	4	5	6
5.* 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。	1	2	3	4	5	6
6. 係公眾場所，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同上網服務俾人使用。	1	2	3	4	5	6

## H. 社區與健康服務

1. 醫療同社區支援服務足夠。	1	2	3	4	5	6
2. 有提供家居護理服務，包括健康、個人照顧同家務。	1	2	3	4	5	6
3. 院舍服務設施同長者嘅居所都鄰近其他社區服務同地方。	1	2	3	4	5	6
4. 市民唔會因為經濟困難，而得唔到醫療同社區嘅支援服務。	1	2	3	4	5	6
5. 社區應變計劃(好似走火警)有考慮到長者嘅能力同限制。	1	2	3	4	5	6
6.* 墓地(包括土葬同骨灰龕)嘅數量足夠同埋容易獲得。	1	2	3	4	5	6

## B) Interviewer manual (Chinese version only)

### I. 問卷調查注意事項

- 問卷員於自我介紹時，請說明自己是來自中文大學的問卷員，但可嘗試避免用敏感字眼，例如「訪問」或「問卷調查」等、可用一些較貼近生活的用字，例如「我地而家做緊一啲資料搜集」、「同你傾下偈」、「了解下你嘅需要」等。問卷員亦可嘗試向受訪者表明是次訪問並不牽涉任何宣傳、或要求任何金錢或利益，以減低他們的戒心。
  - 建議：「你好，我係黎自中文大學既研究員，想了解一下區內人仕係唔同區既長者及年齡友善既意見同資料.....」
- 問卷員應說明是次問卷時間需時約20分鐘，避免受訪者在訪問中途離開。
- 居住於院舍，但平時有外出經驗的人士亦為合適的訪問對象。
- 受訪者在答問題時無須親身經歷，可根據親友經驗告之。
- 有關個別題目的解釋，請參考附表。如受訪者**不明白**所描述的事物，訪問員可先根據附表作出解釋後，若解釋後仍**不明白**所描述的事物，在旁空白位置寫上「8」，代表不明白題目。
- 如受訪者明白所描述的事物，只是**不清楚有沒有**，受訪者應以多與少而盡量評1-6分(例如：完全唔覺有/或者根本無，應給1分；聽過人講可能有，則應按1-6分準則評分)。如受訪者**因不清楚而拒絕評分**，請在旁空白位置填上「9」。
- 如受訪者**拒絕作答**(有部分問題受訪者可能會迴避回答，例如有些長者會忌諱墓地問題；又或者部分受訪者會拒絕回答個人資料某些問題)，請在旁空白位置寫「99」。
- 為確保訪問質量，所有題目應盡可能填寫1-6分，即使其他分數（8或9）亦不應超過每個範疇題目總數的一半。至於受訪者資料部分，亦只應從列出項目中選擇。
- 除了有\*號的題目代表可就香港整個環境評分外，其他問題均以受訪者所住地區評分。
- 如問卷員於某部分問題遇上特殊困難，例如受訪者對該事物完全沒有認識，或完全不會接觸該些事物，又或者受訪者有傾向感到有關問題沒有興趣而欲終止訪問等，問卷員可視乎特別情況將問題順延一個範疇，或到最後才嘗試完成該未完成部分。
- 建議完成訪問後立即閱卷一次，以確定沒有問題遺漏。如閱卷後發現有問題遺漏，可嘗試即時向受訪者補問;否則在旁空白位置寫「10」。

### II. 有關個別題目的註釋:

題號	項目	解釋
A2	綠化空間	包括有栽種花草樹木的公共或私人地方。
A2	多項概念*	以方便在戶外活動為主(因為座位及綠化空間量多及質優才方便活動)。
A5	多項概念	以街道安全為主。
A6	多項商業服務	以受訪者會使用的服務為主。
A8	無障礙升降機	升降機設有傷殘人仕按鈕、凸字、聲音訊息。
A8	多項概念*	以方便在建築物內活動為主(建築物外的指示也是為了引領使用者入內)。
A9	多項概念*	以方便使用洗手間為主(太髒的洗手間，有都不敢用，有等於冇)。
B2	公共交通	包括巴士、小巴、的士、小輪、地鐵、輕鐵。
B3	公共交通	包括巴士、小巴、的士、小輪、地鐵、輕鐵。
B3	多項概念*	在收費方面，以方便使用公共交通為主(如不知如何收費或太貴都是不方便)。
B4	公共交通	包括巴士、小巴、的士、小輪、地鐵、輕鐵。
B4	多項概念*	在班次方面，以方便使用公共交通為主。
B5	公共交通	包括巴士、小巴、的士、小輪、地鐵、輕鐵。
B5	多項概念*	在路線方面，以方便使用公共交通為主(如每班巴士都是低地台巴士，即使沒有列出也不會影響使用)。
B6	公共交通	包括巴士、小巴、的士、小輪、地鐵、輕鐵。
B6	多項概念*	在車廂內，以方便使用公共交通為主(如果乘客會讓座，才會方便長者乘搭)。
B7	交通服務	如復康巴士。
B8	多項概念*	以方便等車為主(有座位會方便長者)。
B9	多項概念*	以上落車時的安全為主。
B10	其他接載服務	任何非公共交通服務營辦團體提供給所有人士的免費或收費交通服務。公共交通服務包括巴士、小巴、的士、小輪、地鐵、輕鐵。其他服務包括(合法或非法)村巴、樓巴、客貨車。自己或朋友駕私家車也可。
B11	多項概念*	以方便乘搭的士為主(如司機不願幫助有需要人士上落，便不方便)。
B12	多項概念*	以安全使用馬路，不易跌倒為主。

題號	項目	解釋
C1	社區服務	例如購物、飲食、教育、醫療、郵政、交通服務等。
C1	多項概念*	以有合適房屋居住為主(列上的特質是一些被視為合適的條件)。
C3	家居改裝	加設輔助設施(如扶手、沖涼機)。
D1	活動	指社區內任何公私營機構、志願機構、或屋苑提供的社區活動，可以是付費或免費的活動。
D2	隱藏或附加收費	沒有列明的額外收費。
D3	無障礙設施	方便各種行動能力的人士使用的設施。  無障礙設施是指任何人能夠自行及自主地使用的設施，讓傷殘人士在社區內便利、安全地出行和工作。如電動升降台，讓輪椅使用者可以方便地上落樓梯；引路徑可引領弱視及失明人士前往目的地，以及在危險地帶(例如港鐵月台)鋪設警告紋理的地板作為指示；電子資訊顯示板，顯示出如列車綫路、班次等簡單易明的句子，協助失聰人士獲悉資訊。
D6	少接觸外界人士	指有隱蔽傾向、或與社會的聯繫有限、或有使用服務的需要但不會主動求助的人士。他們的人際網絡不強，害怕與他人接觸及交談。
D6	外展支援服務	包括經濟和情緒支援，例如探訪活動。
E1	各種服務	包括公私營和志願機構的服務。
E2	不同服務和產品	任何公私營和志願機構提供的服務和產品。服務如銀行、零售、醫療，產品如日常用品、電子產品、投資產品等。
E4	多項概念*	以方便長幼交流為主。
F1	彈性	可因應個人需要和喜好以作出調整時間和地點。
F2	長者員工的特質	例如具經驗、耐性等。
F3	彈性	可因應個人需要和喜好以作出調整時間和地點。
G1	資訊發佈方式	包括電視、收音機、告示板、報紙。
G3	少接觸外界人士	指有隱蔽傾向、或與社會的聯繫有限、或有使用服務的需要但不會主動求助的人士。他們的人際網絡不強，害怕與他人接觸及交談。
G4	大按鍵及大字體	指與操作有關的按鍵及字體較大。
G5	電話應答系統	以電腦操作的電話系統，即係按1字中文，按2字英文。
H5	社區應變計劃	指有關天災人禍的緊急應變計劃。

\* 該題目同時涉及多個項目的描述

## C) Simple guide to data analysis for age-friendly assessment questionnaire

1. To have a better understanding of the age-friendliness of various aspects under each domain, the questionnaire items were further grouped into 19 sub-domains, details of which are set out at following list.

*List of 19 sub-domains under 8 AFC domains and corresponding questionnaire items*



### A. Outdoor spaces and buildings

1. Outdoor spaces (A1-A5)
2. Buildings (A6-A9)



### B. Transportation

3. Road safety and maintenance (B1, B12)
4. Availability of specialised services (B7, B10)
5. Comfort to use public transport (B6, B8, B9, B11)
6. Accessibility of public transport (B2-B5)



### C. Housing

7. Affordability and accessibility (C1, C4)
8. Environment (C2, C3)



### D. Social participation

9. Facilities and settings (D1, D4, D5)
10. Availability and accessibility of social activities (D2, D3, D6)



### E. Respect and social inclusion

11. Attitude (E1, E3, E5, E6)
12. Opportunities for social inclusion (E2, E4)



### F. Civic participation and employment

13. Civic participation (F1)
14. Employment (F2-F4)



### G. Communication and information

15. Information (G1, G2, G3, G6)
16. Use of communication and digital devices (G4, G5)



### H. Community support and health services

17. Availability and affordability of medical/social services (H1-H4)
18. Emergency support (H5)
19. Burial service (H6)

2. Responses to individual AFC items are averaged to produce a mean score of 8 AFC domains and 19 AFC sub-domains. Mean domain scores are calculated only if at least half of the domain items had valid responses, ranging from 1 (strongly disagree) to 6 (strongly agree). The higher the score, the higher the perceived level of age-friendliness on the item(s) being measured.
3. The following template can be adopted to display mean scores of the 8 domains and the 19 sub-domain. It helps to identify areas which are better performed and poorly performed in the community in relation to age-friendliness.

Template for displaying mean scores of the 8 domains and the 19 sub-domain

8 domains and 19 sub-domains of AFC	Mean scores
 <b>A. Outdoor spaces and buildings</b>	
1. Outdoor spaces	
2. Buildings	
 <b>B. Transportation</b>	
3. Road safety and maintenance	
4. Availability of specialised services	
5. Comfort to use public transport	
6. Accessibility of public transport	
 <b>C. Housing</b>	
7. Affordability and accessibility	
8. Environment	
 <b>D. Social participation</b>	
9. Facilities and settings	
10. Availability and accessibility of social activities	
 <b>E. Respect and social inclusion</b>	
11. Attitude	
12. Opportunities for social inclusion	
 <b>F. Civic participation and employment</b>	
13. Civic participation	
14. Employment	

8 domains and 19 sub-domains of AFC	Mean scores
 <b>G. Communication and information</b>	
15. Information	
16. Use of communication and digital devices	
 <b>H. Community support and health services</b>	
17. Availability and affordability of medical/social services	
18. Emergency support	
19. Burial service	

Note: the higher the score, the higher the perceived level of age-friendliness on the item(s) being measured.

## Annex 2. Focus group protocol for age-friendly assessment, and template for summary of findings

### A) Focus group protocol for age-friendly assessment (Chinese version only)

#### 題目及問題

熱身問題 1. 你對長者的印象是怎樣的？ 或你覺得理想中的社區是怎樣的？



#### 題目1 室外空間及建築

現在討論一下戶外空間及建築，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

- 當你走出家門去散步、辦事或訪友，你覺得戶外的環境是否對長者及其他人友善？ [可追問：]
  - 公共地方乾淨同舒適？
  - 有足夠的綠化空間及休憩地方？
  - 安全及易行的步行環境？
  - 有足夠的公共設施，如洗手間、戶外座位等？
  - 設有無障礙設施，如電梯、方便輪椅使用者的斜道及樓梯升降台？
  - 對治安感覺，如夜間照明足夠？
- 當你進入建築物內購物或辦事，你覺得裡面的環境是否對長者及其他人友善？ [可追問：]
  - 有清晰嘅指示？
  - 足夠嘅座位？
  - 設有無障礙設施，如電梯、方便輪椅使用者的斜道及樓梯升降台？



#### 題目2 交通

現在討論一下社區內的運輸系統，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

- 請形容一下你在區內使用公共運輸工具的經驗，例如電車、港鐵、輕鐵、巴士、小巴、的士。 [可追問：]
  - 收費可負擔？
  - 容易到達目的地？覆蓋範圍充分？
  - 容易乘搭？班次足夠？
  - 候車處：有蓋，座位？
  - 有無障礙設施(例如方便輪椅上落)？
- 你希望區內運輸設備是怎樣呢？



#### 題目3 房屋

以下是關於住屋的部份，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

- 你的住屋情況如何？ [可追問：]
  - 成本可負擔？(例如租金、管理費等等)
  - 室內環境舒適？
  - 容易走動？容易拿取日常需要的用品？
  - 處理家務方便與否？
  - 有沒有家居改裝或維修的服務？若有需要改裝，可於哪裏找到資訊？
- 你居住的附近環境如何？ [可追問：]
  - 附近超市，街市，酒樓，餐廳，商鋪，銀行等是否足夠和方便？
  - 與公共服務接近程度？



## 題目4 尊重和社會包容

以下是關於社區如何尊重及接受長者，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

1. 那些方面你覺得你在社區內是受尊重及不受尊重？[可追問：]
  - 社區人士對長者在禮貌方面的情況如何？
  - 社區人士對長者提出幫助的情況如何？
  - 社區上有一些尊重長者的措施？（例如長者優惠）
2. 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？[可追問：]
  - 長者在使用服務及參與活動時提出的需要或意見有被聆聽嗎？
3. 整體而言，你認為社會認同長者的貢獻嗎？



## 題目5 社會參與

以現在討論一下社交及休閒活動，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

1. 你在區內平日有什麼社交及休閒活動？是否很容易參與這些活動？
2. 你可否分享一下你在其他活動的參與情況如學習，文化，康樂等？[可追問：]
  - 收費可負擔？
  - 位置方便？容易抵達？
  - 有足夠名額？容易報名？
  - 時間方便？
  - 提供多項選擇？內容有趣、吸引？



## 題目6 信息交流

以下是關於信息交流方面，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

1. 你平日是怎樣收取區內資訊，例如服務及活動方面的資訊？及是否有足夠渠道接受相關資訊？
2. 在接受區內資訊上，你會否遇上其他困難？[可追問：]
  - 使用手機或電腦接收資訊有困難嗎？
  - 使用電子服務或電話預約服務有困難嗎（如銀行櫃員機、普通科門診電話預約服務）？
  - 資訊內容是否容易明白/閱讀？



## 題目7 公民參與和就業

我想知道你參加義務工作，公共事務及就業方面的情況，希望你分享一些正面經驗及負面經驗，同時提供改善意見。

1. 就業方面？你正在就業嗎？如果沒有，你會否希望可以找到合適的工作？[可追問：]
  - 關於就業空缺的資訊是否足夠？有沒有渠道可接觸到這些資訊？
  - 種類和待遇是否足夠和吸引？
  - 經驗受認同？
  - 可調較至適合長者能力與喜好？
  - 鼓勵長者參與就業的方法？
2. 請分享參與義務工作及社區事務的情況？[可追問：]
  - 關於義務工作的資訊是否足夠？
  - 種類是否足夠？能夠滿足到不同的長者能力及喜好？
  - 鼓勵長者參與義務工作及社區事務的方法？



## 題目8 社區與健康服務

我想知道你居住的社區內的醫療及社區支援服務的情況。我希望你分享一些正面經驗及負面經驗，同時提供改善意見。

1. 你對你所居住社區所提供的醫療及長者服務有什麼經驗？[可追問：]

- 有哪些醫療及社區支援服務提供？
- 容易得到服務嗎？輪候時間會否很長？
- 使用的情況如何？有沒有遇上什麼困難？
- 費用可負擔？
- 上門支援服務是否足夠？（如送飯服務）

**結尾問題** 在訪問完成前，請問你還有沒有一些之前沒有提出的討論，而現在希望提出呢？

## B) Template for summary of focus group findings

The analysis of focus group interviews aims to highlight under the eight domains those aspects of the community that are age-friendly (advantages), problems in the community that are not age-friendly (barriers), and suggestions to improve the barriers identified, all grounded in the local participants' response. The following template helps to summarise the major findings of focus group interviews:

<i>Domains</i>	<i>Advantages</i>	<i>Barriers</i>	<i>Suggestions</i>
 <i>Outdoor spaces and buildings</i>			
 <i>Transportation</i>			
 <i>Housing</i>			
 <i>Social participation</i>			
 <i>Respect and social inclusion</i>			
 <i>Civic participation and employment</i>			
 <i>Communication and information</i>			
 <i>Community support and health services</i>			
<i>Others</i> <i>(Please specify)</i>			

## Annex 3. Template for action plan

The following is an action plan template for your community's use and modification as needed.

<i>Domains</i>	<i>Priority areas for improvement</i>	<i>Proposed actions</i>	<i>Relevant stakeholder(s)</i>
	<b>Outdoor spaces and buildings</b>		
	<b>Transportation</b>		
	<b>Housing</b>		
	<b>Social participation</b>		
	<b>Respect and social inclusion</b>		
	<b>Civic participation and employment</b>		
	<b>Communication and information</b>		
	<b>Community support and health services</b>		
	<b>Others</b> <i>(Please specify)</i>		

## Annex 4. Template for recording action plan progress and district improvement

The template is to document the progress of the action plan, as well as significant district improvements related to age-friendliness in the reporting period. The example is listed in the first box for reference.

<i>Domains</i>	<i>Progress of proposed action items</i>	<i>Other district improvements, if any (e.g. Infrastructure/Facilities/Services/Policy measures)</i>
	<b>Outdoor spaces and buildings</b> e.g. increasing the frequency of street cleaning to improve street hygiene	e.g. the Government has allocated \$600 million to the Food and Environmental Hygiene Department for refurbishing public toilet across the whole city in 2019
	<b>Transportation</b>	
	<b>Housing</b>	
	<b>Social participation</b>	
	<b>Respect and social inclusion</b>	
	<b>Civic participation and employment</b>	
	<b>Communication and information</b>	
	<b>Community support and health services</b>	

## Annex 5. Sample outline of the evaluation report on the Age-friendly City initiative

### 1. Background

- Name of the initiative
- District/sub-district
- Organiser(s) and co-organiser(s) (if any)
- Goals and its relation to AFC domains (e.g. how they relate to the findings of the age-friendly assessment)
- Implementation Period

### 2. Input

- Financial and human resources
- Support from stakeholders (e.g. District Councils, District Offices and other community groups)
- Involvement of the elderly (e.g. in form of consultations and volunteer support)

### 3. Activities and output

- Programme content
- Duration
- Target participants
- Output
  - e.g. No. of beneficiaries who attend the event
  - e.g. No. of leaflets distributed in the community
  - e.g. No. of older people involved (and the type of involvement)

### 4. Outcome evaluation

- Methods for evaluating the initiative
- Outcomes (Results of evaluation)
  - e.g. % of participants who understand more about the concept of age-friendliness / have attitude or behavioral change / have improvement in health and well-being or other programme-specific outcomes
  - e.g. Improvement of AFC domain(s)

### 5. Impact and lesson learnt

- Impact
  - e.g. Sustainable development of the initiative
  - e.g. Sustainable impact created for the community
- Lesson learnt
  - e.g. Review of programme implementation
  - e.g. For further improvement of AFC domains

### 6. Any other relevant items as deemed appropriate

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Notes: Apart from descriptive format, the evaluation content could be presented in other formats, such as numeric, graphics, storytelling photos and video.

## Annex 6. Materials for collecting views of district stakeholders on Age-friendly City Project evaluation

### A) Focus group protocol for AFC ambassadors (Chinese version only)

#### 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? 持份者有咩回應?
- 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，有冇幫助?
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?

## B) Opinion survey for the organisers of Age-friendly City initiative (e.g. NGOs/community organisations) (Chinese version only)

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？  
(請於下列適合的範疇加以說明，可選填多項)

- 回應社區的關注 / 長者需要： [請加以說明] \_\_\_\_\_
- 大眾對長者及年齡友善的認識： [請加以說明] \_\_\_\_\_
- 長者 / 社區人士的參與： [請加以說明] \_\_\_\_\_
- 地區資源的建立 (如：長者大使 / 資源小冊子)： [請加以說明] \_\_\_\_\_
- 伙伴協作 (如：大學 / 區議會)： [請加以說明] \_\_\_\_\_
- 其他： [請加以說明] \_\_\_\_\_

2. 就 貴機構過往舉辦地區計劃的經驗，請分享當中的得著。  
(請於下列適合的範疇加以說明，可選填多項)

- 對長者及年齡友善的認識： [請加以說明] \_\_\_\_\_
- 對地區年齡友善狀況的了解： [請加以說明] \_\_\_\_\_
- 策劃、推行及檢討的實踐經驗： [請加以說明] \_\_\_\_\_
- 從成效評估中歸納出良好方案： [請加以說明] \_\_\_\_\_
- 合作伙伴網絡： [請加以說明] \_\_\_\_\_
- 其他： [請加以說明] \_\_\_\_\_

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
- 推動 / 鼓勵社區參與
- 作為長者和地區其他持份者的橋樑，促進社區連繫
- 了解長者的需要，收集意見
- 政策倡議，向持份者提出改善建議
- 進行相關的研究
- 資助相關項目的發展 (如：設施 / 活動 / 服務)
- 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
- 於現行的工作計劃 / 機制中，加入長者及年齡友善的元素
- 投放 / 申請更多資源，舉辦長者及年齡友善的項目
- 為中心職員提供培訓，加深他們對長者及年齡友善的認識
- 建立或持續推行長者平台，收集意見
- 了解 / 發放有關長者及年齡友善的最新資訊
- 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
- 舉辦公眾教育及宣傳，推廣長者及年齡友善的訊息
- 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
- 參與長者及年齡友善的政策倡議 / 討論
- 其他： [請加以說明] \_\_\_\_\_

## C) Survey for the representatives of District Councils (Chinese version only)

### 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
- 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
- 其他：[請加以說明] \_\_\_\_\_

## D) Opinion survey for the gerontology research institutes

As the project partners and one of the major stakeholders, we would like to invite four gerontology research institutes to provide views and feedback by filling in the below table. Your views would be useful for the evaluation of overall effectiveness of the Project.

Views of gerontology research institutes on lessons learnt and suggestions in building an age-friendly city in respect of the following aspects:

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

Any other comments:

## Annex 7. Funding opportunities for Age-friendly City development in Hong Kong

### Funding from the Government/public bodies/charity fund

<b>The Social Innovation and Entrepreneurship Development Fund</b>	Support innovative projects that have contributed to the alleviation of poverty and social exclusion. Find more information at <a href="https://www.sie.gov.hk/en/index.page">https://www.sie.gov.hk/en/index.page</a>
<b>Innovation and Technology Fund for Better Living</b>	Fund innovation and technology projects which will improve the quality of life or address the needs of specific community groups. Find more information at <a href="https://fbl.itb.gov.hk/">https://fbl.itb.gov.hk/</a>
<b>Community Investment and Inclusion Fund</b>	Support local or territory-wide community projects to develop social capital in the community, such as cultivating a support network for older people. Find more information at <a href="https://www.ciif.gov.hk/en/home/index.html">https://www.ciif.gov.hk/en/home/index.html</a>
<b>ICT Programmes for the Elderly</b>	Provide funding support for organising outreach programmes to encourage a wider adoption of ICT among the elderly. Find more information at <a href="https://www.ogcio.gov.hk/en/our_work/community/ict_programmes_for_elderly/">https://www.ogcio.gov.hk/en/our_work/community/ict_programmes_for_elderly/</a>
<b>Elder Academy Development Foundation</b>	Provide funding support for setting up academies for the elderly in primary and secondary schools, and post-secondary institutions. Find more information at <a href="https://www.elderacademy.org.hk/en/eadf/index.html">https://www.elderacademy.org.hk/en/eadf/index.html</a>
<b>District Council Funds</b>	Provide funding support for organising recreational and cultural activities and community activities within the district. Find more information at <a href="https://www.had.gov.hk/en/public_services/district_administration/dbmain.htm">https://www.had.gov.hk/en/public_services/district_administration/dbmain.htm</a>
<b>The Hong Kong Jockey Club Charities Trust</b>	Initiate and lend support to projects that address short- to long-term challenges arising from the ageing population trend. Find more information at <a href="https://charities.hkjc.com/charities/english/charities-trust/index.aspx">https://charities.hkjc.com/charities/english/charities-trust/index.aspx</a>
<b>The Community Chest</b>	Support a wide range of services in six major service areas: children & adolescents, the elderly, family & child welfare, medical & health, rehabilitation & aftercare, and community development. Find more information at <a href="https://www.commchest.org/en/">https://www.commchest.org/en/</a>

# Annex 8. Main resource summary on the Jockey Club Age-friendly City Project

The JCAFC Project has compiled several useful AFC materials and developed an online resource platform “Age-friendly Port” ([www.jcafc-port.hk](http://www.jcafc-port.hk)) as a knowledge transfer, providing all kinds of AFC resources for different stakeholders for sustainable use and the further advancement of AFC. Here is the main resource summary list to be available in the AFC online platform.

## Publicity and public education

- AFC videos and booklet
- Jockey Club Age-friendly City Partnership Scheme resources booklet
- HiEggo x AFC videos
- AFC Booklet by Big Silver

## District collateral

- District AFC Profile - 18 individual districts
- AFC Action plans for 18 individual districts
- Baseline assessment reports on age-friendliness for 18 individual districts
- Cross-district report of baseline assessment on age-friendliness

## AFC policy advocacy

- Policy Brief for the Government and District Councils on 8 AFC domains
- Thematic reports on AFC domains

## Guides/toolkits/manuals

- AFC Ambassador Training Manual
- WHO AFC Network Membership Renewal Manual
- AFC Guidebook: Practical guidance and resources for AFC development in Hong Kong



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

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



THE HONG KONG  
POLYTECHNIC UNIVERSITY  
香港理工大學



Institute of  
Active Ageing  
活齡學院



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