



# Jockey Club Age-friendly City Project

## Action Plan Review and Further Suggestion for Enhancing the Age-friendliness of Tuen Mun District

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同心 同步 同進 RIDING HIGH TOGETHER

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Lingnan 嶺南大學  
University 香港 Hong Kong



亞太老年學研究中心  
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## Introduction

In response to the global ageing and urbanizing population, the World Health Organization (“WHO”) launched the Global Age-friendly Cities Project in 2005. According to the WHO, an age-friendly city encourages active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age as well as benefit their family and the society. An age-friendly city is not just “elderly-friendly”, but friendly for all ages.

In order to proactively tackle the challenges of an ageing population and promote the concept of an age-friendly city, the Hong Kong Jockey Club Charities Trust launched the Jockey Club Age-friendly City Project (“Project”) in 2015 in partnership with four gerontology research institutes of local universities, including 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 (“LU APIAS”), and Institute of Active Ageing of the Hong Kong Polytechnic University. The four institutes have formed professional teams under this project to support eighteen districts in Hong Kong to adopt a bottom-up and district-based approach to develop age-friendly communities.

According to the “Global Age-friendly Cities: A Guide” (WHO, 2007), eight domains summarising factors of the urban environment that support active and healthy ageing were identified below:

- 1) 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.
- 2) 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.
- 3) 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.
- 4) Social participation: A variety of accessible and affordable social activities are available to cater to older people’s diverse interests. Seniors’ participation in leisure, social, cultural, educational and spiritual activities fosters their continued integration in society
- 5) Respect and social inclusion: It 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.
- 6) Civic participation and employment: An age-friendly city and community provides ample opportunities of voluntary work and paid employment, and encourages civic participation for older people so that they can continue to contribute to their communities after retirement.
- 7) 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 social exclusion of elderly people.
- 8) 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.

Under the Project, LU APIAS conducted a baseline assessment, which comprised questionnaire surveys, focus group interviews and field observation from May to September 2017 to examine the existing age-friendliness of Tuen Mun District, Hong Kong. Based on the findings of baseline assessments, LU APIAS worked closely with the Tuen Mun District Council (“TMDC”) to develop a three-year district-wide action plan (2018 - 2020) to enhance the age-friendliness in the district. By submitting the baseline report and the action plan to WHO, Tuen Mun District had successfully joined the WHO Global Network for Age-friendly Cities and Communities in 2017.

To evaluate the outcome of the Age-friendly City Project and the implementation of the action plan, LU APIAS conducted the final assessment from October 2020 to August 2021. A total of 514 residents were interviewed through questionnaire surveys. Twenty-eight participants of different ages and identities joined five focus groups (18-59 age group; 60-79 age group; 80 or above age group; caregiver group; service provider group) to share their comments and insights on building the age-friendly environment in the district. LU APIAS analyzed the findings from desktop research and the final assessment to review the three-year action plan (2018-2020) and provide further suggestions for TMDC and relevant stakeholders to continually build a more age-friendly district that can cater to the needs of all ages.

Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment		Implementation Outcome as of 2021 <sup>1</sup> District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment
Domain 1: Outdoor spaces and buildings			
1. Unfavourable conditions of outdoor spaces	<input checked="" type="checkbox"/> To strengthen the pest control work (e.g., increase the number of mosquito eradication work) <input checked="" type="checkbox"/> To strengthen patrol and law enforcement to prevent the illegal disposal of waste, including construction waste <input checked="" type="checkbox"/> To strengthen the implementation of public education on proper recycling (e.g. education talks)	<p>1. Supported by District Council and District Management Committee, Tuen Mun District Office of Home Affairs Department collaborated with other government departments (e.g., The Food and Environmental Hygiene Department) to initiate the District-Led Action Scheme between 2019-2020. Actions have been taken to deal with three problems affecting the residents' daily life, including unauthorized structure in front of shops, illegal bike parking and mosquito breeding. Relevant public education was also conducted through education day and light box advertising.<sup>29</sup></p> <p>2. Since 2018, The Food and Environmental Hygiene Department (FEHD) has started to install internet protocol cameras at refuse deposit blackspots for investigation purpose. District Council has been actively communicating with FEHD to follow up for the implementation of this plan. Currently there are 10 usable internet protocol</p>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Positive] Satisfied with the riverside greening work in Tuen Mun District, the view is open and comfortable, the number of public toilets in the town centre and shopping malls (such as V-City) has been increased, and the sanitary conditions are satisfactory (60-79 age group)</p> <p>2. [Positive] The overall community environment has improved. For example, the markets in Leung King Estate and Sha King Estate have been renovated, and the community environment, cleanliness and supporting facilities have been improved (service provider group)</p> <p>3. [Negative] The environment in Tuen Mun's public areas needs to be improved, especially in the streets, roadsides, footbridges, hills, and other locations where there is waste, construction waste and disposed facial masks (such as San Hui) (60-79 age group)</p> <p>4. [Negative] The toilets in the San Hui</p>

<sup>1</sup> The review period of implementation outcome is from 2018 to the middle of August 2021

		<p>cameras in Tuen Mun District.<sup>32, 33</sup></p> <p>3. Environmental Protection Department (EPD) is actively building a new community recycling network called “Green Community”. The Recycling Stations, Recycling Stores and eight Recycling Spots in Tuen Mun District have started operating in order to support the residents for reducing waste and recycling. Green Sense HK Ltd initiated Green Living in Tuen Mun 2020 project. Education street counter and online lectures/ workshop were carried out to promote environment protection. District Council has been closely communicating with EPD and Green Sense for the above projects .<sup>18</sup></p>	<p>market in the old Tuen Mun area are very dirty. Some street and lane being unattended to due to the unclear or rigid labour division of cleaning duties. (60- 79 age group)</p> <p>5. [Negative] Since 2019, the number of trash bins on the streets has decreased, which makes it inconvenient for citizens to dispose of rubbish and is not conducive to the cleanliness of the environment (such as locations near Prime View) (caregiver group)</p> <p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>1. To organize large-scale community hygiene improvement activities to promote the solidarity of the residents in the area to improve the environmental sanitation in the area (such as Keep Clean campaign) (60-79 age group)</li> <li>2. To improve the environmental sanitation in public areas and timely disposal of general waste, construction waste and facial masks (60-79 age group)</li> <li>3. To review and optimize the division of responsibilities of hygiene and cleaning duties of the public areas in the district (60-79 age group)</li> <li>4. To review the distribution of trash bins in</li> </ol>
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			the area and add trash bins as needed (caregiver group)
2. Potential danger in outdoor areas	<input checked="" type="checkbox"/> To strengthen patrol at night time near San Hui Methadone Clinic, Po Tin Estate and Chi Lok <input checked="" type="checkbox"/> To strengthen regular checking and maintenance of streetlights and to clear the obstacle (e.g. trees in rural areas need to be trimmed regularly) for improving the visibility in the street <input checked="" type="checkbox"/> To install more street lights (e.g. Glorious Garden, Chi Lok and some rural areas)	1. District Council has allocated funds to support Improvement Works to the Lighting System of Cycle Paths and Walkways in Tuen Mun Park . <sup>11</sup> 2. District Council has kept active communication with police force for fighting crime and improving residents' safety awareness. Council members have been providing residents' feedback regarding public security issue to the police force and make relevant recommendations (e.g., strengthening patrol in secluded areas to prevent crime) . <sup>2</sup>	<p><b><u>Views on the current situation</u></b></p> 1. [Positive] The potential safety hazards in Tuen Mun Park have been greatly reduced since the district councilors intervened. Residents used to worry about being sexually harassed and would not dare to bring children and elderly to the park, as different crowds of people were often seen there. Now the order has resumed, and residents consider it to be a good place for leisure (18-59 age group)
3. Insufficient pedestrian facilities	<input checked="" type="checkbox"/> To install elevators at Tuen Mun Light Rail Town Centre Stop to link with footbridge for easy access to Tuen Mun Town Hall or Tuen Mun Town	1. Highways Department has initiated Universal Accessibility Programme in Tuen Mun District and installed barrier-free access facilities (e.g. elevators) in multiple areas. District Council has kept close communication with Highways Department	<p><b><u>Views on the current situation</u></b></p> 1. [Positive] Elevators installed at the Tuen Mun Town Centre Light Rail Station and the footbridge make it more convenient for the citizens, the elderly and wheelchair users (18-59 age group, 60-79 age group)

	Centre	for the progress of the programme. <sup>12, 34</sup>	<p>and caregiver group)</p> <p>2. [Negative] Having elevators on footbridges installed still do meet the needs. Because of the limited space of the elevators, the waiting time for the elderly will be even longer if there are bicycles or wheelchairs in the elevators. Building inclined walkway will provide more choices for different users (18-59 age group)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. Related departments review the barrier-free facilities of the footbridge and install inclined walkway to provide more choices for pedestrians and wheelchair users in the area (18-59 age group)</p>
4. Insufficient and inaccessible facilities	<input type="checkbox"/> To provide mobile bank branches at remote areas or housing estates with more elderly residents <input checked="" type="checkbox"/> To retrofit covers of walkways connecting residential areas and shopping centres <input checked="" type="checkbox"/> To increase public facilities (e.g. benches) in shopping centres	1. District Council has allocated funds under District Minor Works Programme to install facilities such as benches (locations include areas near Dorboa Building, Po Tong Ha Tsuen, San Hing Tsuen, Tsz Tin Tsuen, Kei Lun Wai , Kwong Shan Tsuen, etc), covers of walkways (e.g. the covers of walkway near Kwong Kin Trade Centre on Ming Kum Road) and rain shelters (e.g. rain shelters near Po Tin Estate) <sup>28</sup>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Positive] More barrier-free facilities and facilities for the elderly have been installed at the town centre (for example, inclined walkway in parks, shopping malls and roads) (18-59 age group)</p> <p>2. [Positive] The environment, cycle paths, and amusement facilities in the parks near Tuen Mun River have been improved, making it very suitable for the elderly and people of all ages. (18-59 age group)</p> <p>3. [Negative] Barrier-free facilities and</p>

			<p>facilities for the elderly in areas outside the town centre need to be improved (questionnaire interview)</p> <p>4. [Negative] Some housing estates lack resting benches and covers, etc., and the walking time could be too long and difficult for the elderly (such as the passage between Kin Sang Estate and to Leung King) (80 or above age group)</p> <p>5. [Negative] Many public spaces and shopping malls are closed to the public since the COVID-19 pandemic began, the elderly mention there are now fewer resting places (questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. Related departments install more barrier-free facilities and facilities for the elderly in areas outside Tuen Mun town centre (questionnaire interview)</p> <p>2. Related departments install covers and resting seats in Tuen Mun Park, and have wider seats for elderly people of different body sizes and needs (18-59 age group)</p> <p>3. Related departments adjust the amount of resting seats in public areas and shopping malls, considering the trend of pandemic, for the elderly (from caregiver group and questionnaire interview)</p>
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			<p>4. To review and install more inclined walkways in the public areas in the housing estates that have many stairways, to make it easier for the elderly (service provider group)</p> <p>5. Related departments review the housing estates and their surrounding walkways, adding resting benches, shades where necessary, to make it easier for the elderly to rest (80 or above age group)</p>
<p>5. Unclear or confusing signs</p>	<p><input checked="" type="checkbox"/> To review the signage design including colors, font sizes, materials used, and the location of putting the signage (e.g. signs inside shopping centres or road signs) to avoid ambiguity</p>	<p>1. District Council members provided suggestions for improving the design of road signs in the district (e.g. the design of the road sign at the roundabout connecting Lung Fu Road and Tuen Mun–Chek Lap Kok Link) .<sup>13</sup></p>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Positive] The signs and signboards in many shopping malls are much clearer than before (60-79 age group)</p> <p>2. [Negative] The signs in some shopping malls are still not clear enough, and the font on the signs is too small (e.g. the signboards showing the way to toilets) (service provider group and questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. Related departments review the signs in the malls, replacing those that are ambiguous and make the text font larger for the elderly (service provider group and questionnaire interview)</p>

Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment	
Domain 2: Transportation			
1. Expensive cross-district transportation fares	<input checked="" type="checkbox"/> To introduce monthly pass for travelling across districts <input checked="" type="checkbox"/> To provide transportation concession scheme for people aged between 60 and 64 (e.g. half fare concession) <input checked="" type="checkbox"/> To provide transportation allowance for caregivers	1. In June 2021, Labour and Welfare Bureau announced that the eligible age of the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (\$2 Scheme) would be lowered to 60 from February 27, 2022. <sup>49</sup> 2. Kowloon Motor Bus (KMB) launched Monthly Pass in 2018 and started the Regional Two-way Sectional Fare Scheme in Tuen Mun District in 2020. Both of the above provide more bus fare concession to the residents in the district. <sup>43, 44</sup> 3. Public Transport Fare Subsidy Scheme has been launched since 2019. <sup>27</sup>	<u><b>Views on the current situation</b></u> 1. [Positive] The fare of public transport to and from the district is affordable for the elderly, and they are particularly satisfied with the \$2 concession scheme, but it is still heavy for the younger people who take regional bus to work across districts (60-79 age group; caregiver group) 2. [Positive] Pleased with the interchange discount using the Light Rail and the West Rail (80 or above age group)
2. Barrier-free public transportation services cannot meet service needs	<input checked="" type="checkbox"/> To enhance the service of Rehabus <input checked="" type="checkbox"/> To enhance the barrier-free facilities of public transportation <input checked="" type="checkbox"/> To continuously review the existing transportation network design and	1. Since May 31 <sup>st</sup> , 2021, Kwoon Chung Bus has extended the service coverage of Tuen Mun Hospital Route, added stops as well as service frequency. <sup>48</sup> 2. Transport Department has installed smart device for the elderly and the disabled to	<u><b>Views on the current situation</b></u> 1. [Positive] The interchange arrangement provides convenience for residents and shortens the traffic time (60-79 age group) 2. [Positive] The elderly could use Octopus Card to increase the transit time when crossing the road near Tai Hing Estate, making it easier for them (60-79 age

	<p>discuss with bus and mini-bus companies to improve the service</p>	<p>extend flashing green time at Tai Hing Street, near Tai Hing Commercial Complex. District Council has kept close communication with Transport Department for this project. <sup>26</sup></p> <p>3. District Council members have provided suggestions for the development of matched barrier-free facilities for public transportation (e.g. the slope at Kin Sang Estate bus station) .<sup>16</sup></p> <p>4. District Council has provided recommendations to the Transport Department for the planning of bus route and road network (e.g. improving the road network in So Kwun Wat in order to meet the need of the increasing population).<sup>3</sup></p> <p>5. Opened in December 2020, Tuen Mun–Chek Lap Kok Link provided more direct route for residents to commute between Northwest New Territories and Lantau Island. District Council has been actively communicating with Transport Department about the adjustment of transport service needed after the opening of the Link (e.g. bus route). <sup>14</sup></p>	<p>group)</p> <p>3. [Positive] The bus/minibus driver will wait for the elderly to be seated properly when passengers get on and off the bus, to ensure their safety (caregiver group)</p> <p>4. [Positive] The elderly said that bus companies and MTR have done a good job in providing barrier-free facilities (questionnaire interview)</p> <p>5. [Negative] The waiting time for some bus routes is too long (e.g. 67X) (caregiver group)</p> <p>6. [Negative] Elderly people say that it is inconvenient for wheelchair users to get on and off taxis or minibus (questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. To increase the Rehabus service that suit wheelchair users better, and improve the service of taxis and minibus for wheelchair users (18-59 age group and questionnaire interview)</p> <p>2. To review the bus waiting time, and provide better and more efficient services (caregiver group)</p>
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		<p>6. District Council has invited representatives from KMB and CityBus to join District Council meetings. Council members provided recommendations to the two service providers for improving their services (e.g. requesting CityBus to consider installing luggage rack on cross-boundary coach). The two corporations have made efforts to improve their service quality (e.g. KMB alleviated lost trip problem by arranging part-time captains and adjusting bus schedule).<sup>4, 5, 6</sup></p>	
<p>3. Issues about Light Rail service</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> To increase the frequency of Light Rail service during peak hours</li> <li><input checked="" type="checkbox"/> To review the feasibility of increasing the frequency of coupled-set Light Rail vehicles (LRVs) especially for routes via Tuen Mun Hospital</li> <li><input type="checkbox"/> To enlarge the maps of Light Rail routes for easier understanding and increase the number of staff stationed at Light</li> </ul>	<ol style="list-style-type: none"> <li>1. MTR has purchased forty new Light Rail vehicles to replace the old vehicles and expand the fleet, which will increase its passenger capacity.<sup>46</sup></li> <li>2. In March 2018, MTR hired independent consultancy company to conduct opinion survey on its Light Rail service improvement plan. It also communicated with Highways Department and District Council for advice. The final plan decided to increase 1) the frequency of a few light rail routes in Tuen Mun District and 2) the proportion of coupled-set vehicles during</li> </ol>	<p><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>1. [Negative] It is very difficult for wheelchairs users to go to Tuen Mun Hospital for follow-up consultation. Although the Light Rail has a special wheelchair zone and the staff sometimes help, there are just too many passengers on board that not enough space to be given to wheelchair users. Therefore, wheelchair users can hardly take the Light Rail during peak hours and the waiting time could be very long. In addition, the Light Rail is the only public transportation for citizens to go to Tuen Mun Hospital. There is no other public transport. (18-59 age group)</li> </ol>

	<p>Rail stops to provide information to passengers</p>	<p>peak hour. In the following years, based on the development status of the district, council members have been constantly providing suggestions to MTR to further improve the light rail service (e.g. reopening 506 light rail route in the first half of 2021 in order to alleviate the traffic congestion at the roundabout connecting Lung Fu Road and Lung Mun Road.<sup>17, 25</sup></p>	<ol style="list-style-type: none"> <li>2. [Negative] The road from the Tuen Mun Hospital Light Rail station to Tuen Mun Hospital is narrow and uncovered. It is even more inconvenient for the elderly and wheelchair users when on rainy days (questionnaire interview)</li> <li>3. [Negative] The Light Rail vehicles are very crowded. It is difficult for the elderly to find a seat, and to get on and off the trains in a hurry. We hope that the LRT can have more carriages (60-79 age group)</li> <li>4. [Negative] The arrangement of Light Rail vehicles is unreasonable. They use more single-set Light Rail vehicles during peak hours or on weekends, while more coupled-set Light Rail vehicles are used on weekdays. Waiting time during non-peak hours is relatively long (caregiver group)</li> <li>5. [Negative] The signboard on Light Rail and buses are still under maintenance, and it is inconvenient for elderly passengers to check the schedule and route (60-79 age group and caregiver group)</li> <li>6. [Positive] The MTR has a mobile application (APP) for checking the arrival time of the Light Rail vehicles. It will be easier for the elderly if they learn to use it (service provider group)</li> </ol>
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			<p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"><li>1. Related departments assess the possibility of having more public transport to and from Tuen Mun Hospital, other than the Light Rail, to relieve the pressure of the Light Rail and the stress to the residents, especially the wheelchair users (18-59 age group; 60- 79 age group)</li><li>2. Related departments review the schedule of the light rail, try to increase the frequency and arrange multiple-set Light Rail vehicles during peak hours (60-79 age group and caregiver group)</li><li>3. To widen the walkway connecting Tuen Mun Hospital and the Light Rail station, and put on a cover on it (questionnaire interview)</li></ol>
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Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment
Domain 3: Housing		
<p>1. Unaffordable private housing</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> To increase housing supply</li> <li><input type="checkbox"/> To review the procedures and eligibility criteria of public housing applications</li> <li><input checked="" type="checkbox"/> To introduce initiatives to facilitate home ownership of young people</li> <li><input type="checkbox"/> To implement measures of stabilizing the property market if necessary</li> </ul>	<ol style="list-style-type: none"> <li>1. District Council wrote to the Office of Financial Secretary, suggesting the government to utilize fiscal reserve to assist citizens to purchase owner-occupied property (e.g. providing stamp duty discount for the first-time home buyer and waiving mortgage insurance charge).<sup>8</sup></li> <li>2. The new public rental housing, Yan Tin Estate, started intake in 2018. The government has plan to further develop public housing in Tuen Mun District. The construction is estimated to be completed in multiple phases between 2023/2024 to 2028/2029. The District Council has had multiple discussion regarding the need for public facility brought by the newly-built public housing. Relevant suggestions have been provided to the government department in charge. <sup>15 30 35</sup></li> <li>3. The Chief Executive's 2019 Policy Address announced that the government will raise</li> </ol>
<p style="text-align: right;"><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>1. [Positive] Supply of low-cost housing has increased in recent years, so people show high appraisal to this category (60-79 age group)</li> <li>2. [Positive] Relative to other districts (such as Kowloon), the housing in Tuen Mun district meets better the needs of different social classes, and the grassroot families can generally live in public housing with a more suitable size (60-79 age group)</li> <li>3. [Negative] The rents of private housing have been increasing. For a flat of three hundred square feet, the monthly rent has increased from three to four thousand dollars in the past to seven or eight thousand, or even ten thousand dollars in recent years. This takes up more than half of the total income of the grassroot families, and is unaffordable to them (caregiver group)</li> </ol> <p style="text-align: right;"><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>1. To review the private housing leasing market and introduce measures to stabilize</li> </ol>		

		<p>the cap on the value of the properties under the Mortgage Insurance Programme of the HKMC Insurance Limited. For a first-time home buyer, the cap on the value of a property eligible for a mortgage loan of maximum cover of 90% loan-to-value (LTV) ratio will be raised from the existing four million to eight million. For a property eligible for a mortgage loan of maximum cover of 80% LTV ratio, the cap on its value will be raised from six million to ten million. The above action is aimed to alleviate young people's burden for down payment by increasing LTV ratio. <sup>24</sup></p>	<p>rents in due course (caregiver group)</p>
<p>2. Complicated application procedures for home maintenance and lack of relevant publicity</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> To introduce and provide information on home maintenance subsidy scheme to older people</li> <li><input checked="" type="checkbox"/> To enhance the publicity and simplify the application procedures for home maintenance subsidies</li> </ul>	<p>1. Starting from 2 July 2020, the Urban Renewal Authority (URA) took over the administration of the Building Maintenance Grant Scheme for Elderly Owners from the Hong Kong Housing Society, which is now rechristened as Building Maintenance Grant Scheme for Needy Owners with beneficiaries including elderly owner-occupiers and owner-occupiers who are recipients of the Comprehensive Social Security Assistance Scheme and Disability</p>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Negative] Elderly people said that most home maintenance subsidies only benefit the public housing tenants, CSSA recipients, etc. Private housing tenants lack related support and channels for help (questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. [Negative] Provide more information and help channels for the elderly living in private housing on maintenance subsidy</p>



		<p>Allowance.<sup>36</sup></p> <p>2. URA has set up Building Rehabilitation Platform which offers comprehensive and practical information and technical support for citizens with need for house maintenance.<sup>47</sup></p>	<p>scheme (questionnaire interview)</p>
<p>3. Lack of platforms for older people to express their needs regarding housing</p>	<p><input type="checkbox"/> To provide platforms (e.g. organize forums and conduct consultation) to understand older people and other residents' views on home maintenance and modification</p>	<p>N.A.</p>	<p><b><u>Recommendations for improvement</u></b></p> <p>1. District community centre organizations and district councilors' offices hold more seminars and provide information on the housing needs, home settlement and minor house maintenance to the elderly. In particular, the home safety of the elderly living in rural areas deserves more attention, like more inspections to their home environment, installation of non-slip floor tiles, handrails, and other facilities, according to their needs (questionnaire interview)</p>

Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment	
Domain 4: Social participation			
<p>1. Insufficient venues for activities in elderly centres</p>	<p><input checked="" type="checkbox"/> To review the booking and confirmation procedures of government facilities and venues</p> <p><input checked="" type="checkbox"/> To display the list of possible venues (e.g. vacant school premises) which are available to NGOs for short-term use (e.g. conducting activities).</p> <p><input type="checkbox"/> To renovate elderly centres</p> <p><input type="checkbox"/> To improve activity venues in rural areas</p>	<p>1. District Council has allocated funds to improve the recreation and sports facilities (e.g. installing electronic time display screen in Leung Tin Sports Centre; installing sterilizer in public libraries), and has been actively following up for the progress of government-led construction projects (e.g. open space in Area 27). In addition, the Tuen Mun Siu Lun Government Complex was commenced at the end of 2019. The above works can provide more venues for the elderly activities. <sup>10, 11, 53</sup></p> <p>2. Leisure and Cultural Services Department has provided various ways for citizens to book facilities and register for activities, including Leisure Link Internet Booking, Booking Counters and Self-Service Kiosks. <sup>42</sup></p>	<p><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>[Negative] Some areas (e.g. locations near Prime View and Fung Yuen Playground) lack fitness trails for the elderly to exercise (caregiver group)</li> <li>[Negative] Lack of facilities suitable for the elderly to exercise in rural areas (caregiver group)</li> <li>[Negative] In rural areas, there is no venue for the elderly to play music loud and exercise (service provider group)</li> <li>[Negative] It is hoped that community halls can give priority to those social welfare organizations that provide services to the elderly, so that activities that require larger venues (such as dancing and Tai Chi classes, etc.) could be organized (service provider group)</li> </ol> <p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>To review and have more fitness trails for the elderly to exercise (caregiver group)</li> <li>To install and improve facilities and venues in more rural areas for the elderly to exercise (caregiver group and service</li> </ol>

			<p>provider group)</p> <p>3. Related departments can let community halls open to social welfare organizations that provide services to the elderly in need (service provider group)</p>
<p>2. Limitations to provide sufficient activity quotas for members of elderly centres</p>	<p><input type="checkbox"/> To increase transparency and fairness of recruitment of participants in order to enable more older people to participate</p>	<p>N.A.</p>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Negative] There is a serious shortage of venues for the elderly community centres, that they could not allow more activity quotas to the elderly (caregiver group, service provider group)</p> <p>2. [Negative] Since the start of pandemic, there have been even fewer quota for activities in the elderly community centres. In many cases, organizations could only pick the applications by drawing lots, and many elderly people were disappointed of failing to join the activities (questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. It is recommended that the authorities review the needs of elderly and youth services in the district, and re-determine the area/space ratio and manpower of elderly service institutions, so that the elderly community centres can have more activities for the elderly to participate</p>

<p>3. Provide suitable activities considering the service needs of young-olds</p>	<p><input checked="" type="checkbox"/> To provide informative and educational activities to meet the needs of young-olds</p> <p><input type="checkbox"/> To provide platforms for young-olds to express their needs regarding the design of activities</p>	<p>1. Under Community Involvement Project, District Council has funded a number of organizations to conduct various activities to meet the diversified need of the residents in the district, including young-olds population.<sup>22</sup></p> <p>2. Leisure and Cultural Services Department received funding from District Council and conducted multiple activities for the elderly, (including young-olds), which enriched their daily life.<sup>39</sup></p>	<p>(caregiver group, service provider group)</p> <p><b><u>Views on the current situation</u></b></p> <p>1. [Negative] The activity design of social welfare organizations mostly focuses on the frail elderly or caregivers and expect those elderly in better health to help as volunteers. Services and activities targeting the elderly with better physical fitness are very few (caregiver group and questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. It is recommended more activities and services that suit the elderly people of better physical fitness and young-olds be provided (caregiver group and questionnaire interview)</p>
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Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment	
Domain 5: Respect and social inclusion			
<p>1. Some older people views on children’s disrespectful behaviours towards older people due to parents overprotecting their children</p>	<p><input type="checkbox"/> To enhance parent education</p> <p><input checked="" type="checkbox"/> To enhance the moral and civic education in schools in order to promote care, love and respect</p> <p><input checked="" type="checkbox"/> To organize more inter-generational programmes to advocate the importance of mutual inclusion</p> <p><input type="checkbox"/> To put up signs at prominent positions in vehicle compartments regarding respect and inclusion</p>	<p>1. TMDC Yan Oi Tong Youth Space has held seven Dreamcrafter @ Tuen Mun competitions and sponsored eleven projects related to harmony across generations, retired population and elderly in the community, which assisted to enhance the inter-generational communication and establish a positive public image of the elderly. <sup>21, 52</sup></p> <p>2. The Working Group on Promotion of the Well-being of Third Age Citizens under Tuen Mun District Coordinating Committee on Elderly Services launched promotion programmes for third age citizens. Videos with meaningful life stories of older people in Tuen Mun district were produced to promote the spirit of active ageing and foster the positive and proactive life attitude of retirees to the younger generations in the community. The District Council has been communicating with Tuen Mun District</p>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Positive] Schools in Tuen Mun District provide students and the elderly with opportunities for them to communicate and cooperate, promoting inter-generational harmony (18-59 age group and 60-79 age group)</p> <p>2. [Positive] The SWD and the government promote inter-generational harmony, and encourage primary and secondary students to better understand and connect with the elderly, and helping them with some services (service provider group)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. Related departments advocate for more exchanges and communication between the elderly and young people, and to the younger groups for helping the elderly in need with new information and knowledge (18-59 age group)</p> <p>2. To strengthen family, school and public education to enhance respect and care for the elderly (caregiver group)</p>

		<p>Office of Social Welfare Department to follow up for the progress of programme implementation.<sup>37, 51</sup></p> <p>3. The Working Group on Dementia Friendly and Carer Support under Tuen Mun District Coordinating Committee on Elderly Services has conducted district-based Dementia Friends Information Session cum Concern Visit, aiming at enhancing younger generations' understanding of dementia and reduce the negative impression on dementia patients. The Working Group has also been actively echoing the Dementia Friendly Community Campaign and the Support for Carers Project to promote a dementia friendly community for frail elderly persons and their caregivers. The District Council has been in close contact with Tuen Mun District Office of Social Welfare Department to follow up for the progress of programme implementation.<sup>37</sup></p>	
<p>2. Citizens have ample opportunities to voice their opinions, but the feedback from</p>	<p><input type="checkbox"/> To respond to residents in a timely manner with clear explanations about the limitations of</p>	<p>1. The District Council holds the sessions for the Meet-the-Public Scheme. The elderly residents are able to communicate with council members about their opinions on</p>	<p><b><u>Views on the current situation</u></b></p> <p>1. [Negative] Residents living in rural areas report that they are not clear about the location of the newly elected council</p>

<p>government departments and NGOs cannot live up to the expectations of the citizens</p>	<p>improvement</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> To regularly release the progress of follow-up actions and improvements made for time-consuming issues</li> <li><input checked="" type="checkbox"/> To invite service users to discuss their opinions and feasible recommendations</li> </ul>	<p>public issues and services in the district.</p> <p>Based on the feedback from the residents, council members provide recommendation to related government departments to address the issue and improve services.<sup>19</sup></p> <p>2. District Council established the Civic Affairs Committee to promote the elderly and other residents' participation in civic affairs in the district and to encourage them to share their experience and suggestions.<sup>20</sup></p>	<p>member's office. Some council members are not eager to collect opinions from residents. The residents are not familiar with the new council member's office, or even not aware of the change of council members. This has impact on the collection of feedback of residents (18-59 age group and questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. To strengthen the communication between the new council members and the residents in the district, enhance mutual trust, and provide multiple channels for the residents in the district to express their opinions (18-59 age group and questionnaire interview)</p>
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Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment	
Domain 6: Civic participation and employment			
<p>1. Insufficient elderly employment opportunities</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> To mobilize the public, private and non-profit sectors to promote elderly employment</li> <li><input type="checkbox"/> To review the retirement age or to advocate flexible retirement age</li> <li><input checked="" type="checkbox"/> To enhance employment support service for older people</li> <li><input checked="" type="checkbox"/> To encourage or subsidize employers to employ older people</li> <li><input checked="" type="checkbox"/> To enhance the public understanding of the positive image as well as abilities of older people</li> <li><input checked="" type="checkbox"/> To provide training for older people (e.g. information technology, new skills)</li> </ul>	<p>1. The Working Group on Promotion of the Well-being of Third Age Citizens under Tuen Mun District Coordinating Committee on Elderly Services conducted a series of activities regarding life planning. Experts were invited to conduct online sharing session about financial management after retirement, employment and business start-up. District Council has been in close contact with Tuen Mun District Office of Social Welfare Department to follow up for the progress of programme implementation.<sup>51</sup></p> <p>2. Office of the Government Chief Information Officer has launched the two-year (2019-2021) Enriched Information and Communications Technology (ICT) Training Programme for the Elderly, the Elderly IT Learning Portal and ICT Outreach Programme for the Elderly 2021-2023. All the above programmes were</p>	<p><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>1. [Positive] There are many training opportunities for the elderly, and they are often promoted in the community (such as counters on streets) (18-59 age group)</li> <li>2. [Negative] The types of training are quite limited and old fashioned, (such as confinement service, domestic helper, flower arranging, etc.), and not connected to newly emerging industries (18-59 age group)</li> <li>3. [Negative] I hope that the government will provide more relevant training and courses, and they should correspond to actual positions on the job market (60-79 age group)</li> <li>4. [Negative] The employment market for the elderly in Tuen Mun is subject to many restrictions, the types of jobs available are limited, and it is difficult to protect the rights of the employees (for example, the purchase of insurance may affect their employment). The existing training has limited effect on promoting the employment of the elderly (60-79 age</li> </ol>



		<p>aimed to enhance older people’s capability in using digital technology <sup>40</sup></p> <p>3. Labour Department implemented The Employment Programme for the Elderly and Middle-aged. Since September 2020, enhancement measures were launched, including providing allowance to employers which engage elderly job seekers and offering retention allowance to the elderly joining the programme.<sup>31</sup> Employees Retraining Board (ERB) implemented the “First-Hire-Then-Train” programme in health care services and will encourage more employers to join the mentioned programme in 2020-2021. Besides, ERB will discuss with the stakeholders to extend the programme to more fields and cover more job opportunities. The mentioned programme also encourage the employers to join the Employment Programme for the Elderly and Middle-aged.<sup>54</sup></p>	<p>group and caregiver group)</p> <p>5. [Negative] The elderly who have just retired are still capable of working but may be confused about the future. I hope the government will improve the policy to support those retirees who are capable and willing to get re-employed, and achieve financial security (service provider group and questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>1. Social welfare organizations design more diversified training activities for the elderly and especially that related to emerging industries (18-59 age group)</li> <li>2. The Elder Academies at universities can strengthen their promotion, so that more elderly can sign up the courses to add value to themselves and to stay connected with the society (questionnaire interview)</li> <li>3. Provide training that correspond to actual positions on the job market (60-79 age group)</li> <li>4. Strengthen the employment support for the elderly and protection of the rights of the employed elderly (such as retirement planning, career planning support) (60-79 age group, caregiver group, service provider group and questionnaire</li> </ol>
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<p>2. Limitations of elderly employment (job nature, work environment)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To create an age-friendly working environment to meet older people's needs, e.g. flexible work schedule</li> <li><input type="checkbox"/> To explore more potential jobs which are suitable for older people</li> </ul>	<p>N.A.</p>	<p>interview)</p> <p><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>1. [Negative] When compared with same type of work, e.g. domestic helpers, the hourly wage in Tuen Mun district is lower than that in Kowloon district, and there are fewer job opportunities in Tuen Mun district, so it makes people work in other districts (e.g. domestic helpers) (60-79 age group, 18-59 age group and questionnaire interview)</li> <li>2. [Negative] Reemployment for the elderly is limited, usually to a few social enterprises or restaurants. Types of jobs are limited to security guards or cleaners, etc. (service provider group and questionnaire interview)</li> </ol> <p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>1. To discover more types of jobs suitable for the elderly (60-79 years old group)</li> <li>2. To provide more career referral services and related training workshops for the “golden-aged elderly” (i.e. those who are between 50 and 65 years old, have recently retired or plan to do so), so that they have the opportunity to contribute to the society again (questionnaire interview)</li> </ol>
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3. Age discrimination

To establish age discrimination policy (e.g. recruitment, salary, fringe benefits)

1. In May 2019, the Legislative Council passed a non-binding motion, urging the Government to enact age discrimination legislation.<sup>41</sup>

Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment
Domain 7: Communication and information		
<p>1. Limitations of NGOs' policies which do not allow them to utilize technologies to communicate with service users</p>	<p><input type="checkbox"/> To re-evaluate NGOs' policies in order to meet the latest service needs (e.g. deliver information on activities to service users via WhatsApp)</p>	<p>N.A.</p>
<p>2. Over-dependent on computer-mediated communication facilities</p>	<p><input checked="" type="checkbox"/> To re-evaluate the possibility of increasing manual counter services or hotline services (e.g. bank counter service)</p> <p><input type="checkbox"/> To re-evaluate the existing telephone hotline systems and simplify the</p>	<p>1. Organizations in the district adopted various approaches of information provision to meet the need of different groups of residents. For example, the District Council supported the improvement project for the notice board in rural areas, which makes it more convenient for the residents to receive information. The Working Group on</p>
		<p><b><u>Views on the current situation</u></b></p> <p>1. [Positive] Since the start of the pandemic, social welfare organizations have gradually released activity information through mobile phones (WhatsApp) to the elderly who have access to the Internet. For the elderly who are not Internet literate, they are contacted by telephone (service provider group)</p> <p>2. [Positive] The elderly reports that many social welfare organizations provide smart phone and Internet-related courses, that they learn to use the technologies (such as: WhatsApp, Facebook, Google, etc.) (questionnaire survey)</p> <p><b><u>Views on the current situation</u></b></p> <p>1. [Positive] Notices posted in the housing estate are helpful for the elderly to be updated of latest information in their areas (60-79 age group)</p> <p>2. [Positive] The staff of social welfare organizations proactively use various ways (such as telephone calls, volunteer visits) to help the elderly in the district to obtain the latest information (80 or above age group)</p>

	<p>data entry procedures to make the system more user-friendly for older people</p>	<p>Dementia Friendly and Carer Support under Tuen Mun District Coordinating Committee on Elderly Services published booklets promoting carer service and support information in the district. Office of Communications Authority launched the Subsidy Scheme to Extend Fibre-based Networks to Villages in Remote Areas. The project aims to enhances the coverage of fibre-based networks in remote areas and provides the infrastructure necessary for the deployment of other types of telecommunications services , so that the elderly and other residents in the rural areas can receive information through internet. <sup>9, 23, 37</sup></p> <p>2. HSBC Age-friendly Banking offers elderly friendly services such as Community Care Counter and Easy ATM. <sup>45</sup></p>	<p>and caregiver group)</p> <p>3. [Positive] Traditional media (such as TV, radio) can provide a lot of information to the elderly (age group 80 or older and caregiver group)</p> <p>4. [Positive] Volunteer visits can bring care and community information to the elderly who have been mostly staying at home (caregiver group)</p> <p>5. [Negative] Elderly who have been mostly staying at home have difficulty in obtaining information in time and can only rely on caregivers or visiting volunteers for latest messages. Many elderly do not know how to access information with their mobile phones (caregiver group)</p> <p>6. [Negative] The elderly reports that very few banks have Community Care Counters for the elderly (questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <p>1. Continue to strengthen support for the hidden elderly (such as volunteer visits and telephone calls) (caregiver group)</p> <p>2. It is recommended that banks assign Community Care Counters for the elderly or others in need (questionnaire interview)</p>
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Areas for Improvement and Action Plan (2018 – 2020) Based on Baseline Assessment	Implementation Outcome as of 2021 District Council/Government/ Corporation	Suggested Follow-Up Action Plan Based on Final Assessment
Domain 8: Community support and health services		
<p>1. Unevenly distributed and limited medical and social support services in the district</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To increase point-to-point transportation between clinics and residential areas (especially in rural areas)</li> <li><input type="checkbox"/> To provide mobile clinic services in rural areas</li> <li><input checked="" type="checkbox"/> To increase day care services for the older people in the district</li> <li><input checked="" type="checkbox"/> To review the waiting time for day care services</li> <li><input checked="" type="checkbox"/> To provide outreach supporting services for the community</li> </ul>	<ol style="list-style-type: none"> <li>1. New Territories West Cluster has plans in 2021-2022 to provide additional beds and increase support services, such as discharge planning and home visit for elderly patients, outreach to Residential Care Homes for the Elderly, etc.<sup>50</sup></li> <li>2. The Community Care Fund rolled out Pilot Scheme on Support for Elderly Persons Discharged from Public Hospitals after Treatment in February 2018. The Pilot Scheme supports elderly persons just discharged from public hospitals who are in need of transitional care and support, by providing them with transitional residential care and/or community care and support services. It aims at enabling the elderly to continue ageing-in-place in a familiar community after receiving necessary services during the transitional period and preventing their premature long-term institutionalization in residential care</li> </ol>
		<p><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>1. [Negative] The elderly can call the hospital to book barrier-free taxi when visiting a hospital outside the district. However, the hospital in Tuen Mun District does not have this kind of service. The cost of booking a barrier-free taxi is relatively high and difficult for the grassroots to afford it. (18-59 age group)</li> <li>2. [Negative] The arrangement of non-emergency transport service of the hospital is far from ideal. The vehicles wait for full load before they would set out, and they detour, so it sometimes takes a long time for the elderly to arrive home from the hospital (18-59 age group).</li> <li>3. [Positive] Elderly community centres and outreach community services provide residents with timely help (caregiver group and service provider group)</li> <li>4. [Negative] The elderly reports that there are too few day care centres, and the waiting time is far too long, so the elderly have to wait until their health condition is really bad before they could receive</li> </ol>

		<p>homes. Currently there are four service providers in Tuen Mun joining the scheme. District Council has been following up with Hospital Authority for the progress of the programme.<sup>38</sup></p> <p>3. District Council has advocated to increase the elderly service units in the district for multiple times. Social Welfare Department has added two elderly day care centres in Tuen Mun in 2019 and 2021 (Yan Chai Hospital Wong Wha San Wong Yee Jar Jat Day Care Centre For the Elderly and Evergreen Day Care Centre for the Elderly) to fulfill the need of the elderly residents and reduce the waiting time for the day care service.<sup>7</sup></p>	<p>services (questionnaire interview)</p> <p>5. [Positive] Follow-up consultation arrangements and the use of electronic health records (eHR &amp; eHRSS) give nicer experience to the elderly, and they feel more at ease (60-79 age group).</p> <p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>1. To review the arrangements of Rehabus barrier-free taxi services to improve the efficiency and reduce the financial burden of the elderly (18-59 age group)</li> <li>2. To review the arrangement of the non-emergency transport services of the hospital to improve efficiency and user satisfaction (18-59 age group)</li> <li>3. To continually review the service hours of day care centres and increase related services to shorten the waiting time for the elderly (questionnaire interview)</li> <li>4. Medical resources should increase according to the population growth of Tuen Mun district, and its promotion should be made accordingly (60-79 age group).</li> </ol>
<p>2. No standardized charges for private medical services</p>	<p><input type="checkbox"/> To suggest private clinics to display eye-catching and clear fee list of medication and treatment</p>	<p>N.A.</p>	<p><b><u>Views on the current situation</u></b></p> <ol style="list-style-type: none"> <li>1. [Negative] Private medical services are expensive. For example, a physiotherapy session costs from several hundred to one</li> </ol>

	<p><input type="checkbox"/> To consider the feasibility of developing a guideline regarding the charges of various medical procedures, and encourage private healthcare service providers to follow</p>		<p>thousand dollars, and it is difficult for the elderly and caregivers to rely on private medical services for in the long run. Yet the waiting time for public medical services can be in years (18-59 age group and questionnaire interview)</p> <p><b><u>Recommendations for improvement</u></b></p> <ol style="list-style-type: none"> <li>1. The government can allocate more resources to rehabilitation and health care and shorten the waiting time (questionnaire interview)</li> <li>2. To establish a guideline on private medical fees and reference price lists, and encourage private medical institutions to follow (questionnaire interview)</li> </ol>
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