

Action Plan For Age-friendly City in Jinju

- **Phase 2 Policy Direction (2026-2030)**

: Continuity as the Default, Targeted Reinforcement as the Upgrade

- Phase 2 is designed on the explicit principle of continuity: Jinju will continue the Phase 1 program architecture as the baseline, preserving accumulated implementation capacity and fiscal feasibility. Phase 2 budgeting will reflect unavoidable natural cost increases (e.g., inflation and related cost adjustments), while maintaining a structure that supports long-term program sustainability.

At the same time, the report adds ten new programs as targeted reinforcements

- (1) Strengthening Information Accessibility for Older Persons with Disabilities
- (2) Expanding a Social Participation-Based Senior College
- (3) Strengthening Age-Friendly Design within the Jinju-type MaaS System
- (4) Implementing AI-based Voice Civil Service Forms
- (5) Supporting AI-assisted Memory Video Creation
- (6) Strengthening BF·UD Design at the Design Stage for New Public Facilities
- (7) Supporting Barrier-Free (BF) Home Modifications for Older Persons (Housing Renovation Type)
- (8) Creating Customized Employment for Older Persons in Collaboration with Private Companies
- (9) Implementing Smart Senior Centers (benchmarking leading domestic models)
- (10) Expanding the Operation of a Permanent Citizen Participation Body (Monitoring Group)

In Phase 2, these new programs are positioned as “additions” (not replacements) intended to fill gaps and upgrade effectiveness within the existing strategic framework and the eight policy areas, rather than creating a new, separate policy system.

- **Phase 2 strategic priority projects**

1. Safe Living Environment

- Expansion of heatwave response shade facilities
- Advancement of integrated CCTV control through intelligent surveillance systems

2. Friendly Transportation Environment

- Mobility support services for transportation-disadvantaged groups
- Jinju-type MaaS (age-friendly integrated mobility system)

3. Livable Residential Environment

- Barrier-Free housing renovation support
- Vacant house improvement and neighborhood-based living environment enhancement

4. Enjoyable Creative Activities

- Deployment of dedicated senior physical activity instructors
- Village-based New Silver Generation cultural and creative spaces (township-specialized model)

5. Relaxed Social Participation

- Expansion and reinforcement of social participation-oriented senior colleges
- Smart Senior Center initiatives

6. Fulfilled and Happy Life

- Customized employment opportunities for older persons in collaboration with private enterprises
- AI-assisted memorial video creation support program

7. Open Communication Spaces

- Strengthening information accessibility for older persons with disabilities
- Introduction of voice-based civil service systems

8. Healthy and Supportive Care

- Tailored home-visit health management services
- Dementia Care Centers and family support programs (including dementia family education)

The identification of these strategic priority projects does not imply the exclusion of other initiatives. All First Phase projects are retained as the foundation of policy continuity. The selected projects serve as focal points for integrated implementation, cross-domain linkage, and strategic resource allocation in the Second Phase.

● **Jinju Age-Friendly City: Phase 2 Project Plan (Draft)**

| Goal | Area | Project |
|-----------------------------|-------------------------|--|
| Prospering "Charm Jinju" | Social Participation | 1-1. Expansion/Strengthening of social-participation senior colleges |
| | | 1-2. Smart Seniors Center (Gyeongnodang) project |
| | | 1-3. Community job projects |
| | | 1-4. Senior social activity support (agencies) |
| | | 1-5. Basic hygiene management support |
| | | 1-6. Senior Job Creation Center |

| Goal | Area | Project |
|--------------------------------------|------------------------------------|--|
| | | 1-7. Clean street campaign by senior volunteers 1-8. Expansion of senior center activation 1-9. Senior social activity support (direct) |
| "Charm Jinju" Without Discrimination | Communication and Information | 2-1. Strengthening information accessibility for elderly with disabilities 2-2. Introduction of voice-based civil complaint system 2-3. Jinju Welfare Call Center 2-4. Generational integration parks 2-5. "Happy Sound" (hearing aid) support 2-6. Welfare Fair activation 2-7. IT support for marginalized groups 2-8. Pungmul (traditional music) education 2-9. Expanding discovery of care targets 2-10. Expansion of permanent citizen participation bodies |
| Vibrant "Charm Jinju" | Civic Participation and Employment | 3-1. Placement of dedicated physical education instructors for seniors 3-2. New Silver generation literary creation spaces by village 3-3. Support for Sangrakwon facilities 3-4. "Story Bag with Grandma" activities |

| Goal | Area | Project |
|------|---|--|
| | | 3-5. Operation of senior colleges |
| | | 3-6. Rural elderly community program |
| | Transportation | 4-1. Mobility support for the transportation-vulnerable |
| | | 4-2. Strengthening age-friendly design for Jinju-type MaaS |
| | | 4-3. BIT expansion & replacement |
| | | 4-4. Low-floor bus purchase support |
| | | 4-5. Installation/maintenance of traffic safety facilities |
| | | 4-6. Road name address utilization |
| | | 4-7. Improvement of silver zones (senior protection areas) |
| | | 4-8. Bicycle path maintenance |
| | Respect and Social Inclusion | 5-1. Senior-customized jobs in connection with private enterprises |
| | | 5-2. AI-utilized memorial video production support |
| | | 5-3. Modernization of Anrak Memorial Park |
| | | 5-4. Health insurance premium support for low-income residents |
| | 5-5. Activation of local senior festivals | |
| | 5-6. Free laundry service for low-income groups | |

| Goal | Area | Project |
|------------------------------------|---------------------------------------|---|
| | | 5-7. Elder abuse prevention education 5-8. Suicide prevention & mental health promotion 5-9. Support for senior-headed households 5-10. Expansion of social-participation senior colleges |
| Resilient and Strong "Charm Jinju" | Community Support and Health Services | 6-1. Customized home-visit health management 6-2. Dementia Relief Center & support for families of dementia patients 6-3. Expansion of AI-linked care 6-4. Meal delivery for low-income homebound seniors 6-5. Expansion of "365 Safe Ward" usage 6-6. Denture and implant supply project 6-7. Vaccination projects |
| Shining "Charm Jinju" | Outdoor Spaces and Buildings | 7-1. Expansion of heatwave response cooling fog/shades 7-2. Advancement of integrated CCTV control 7-3. Wolyasan Healing Forest project 7-4. Creation of pleasant walking environments 7-5. Expansion of Barrier-Free (BF) certification 7-6. Manggyeong Park creation project |

| Goal | Area | Project |
|------|---------|--|
| | | 7-7. Green space creation projects |
| | | 7-8. Accessibility design for new public facilities |
| | Housing | 8-1. Support for Barrier-Free (BF) housing remodeling |
| | | 8-2. Vacant house maintenance & living environment improvement |
| | | 8-3. Resident-led village making |
| | | 8-4. Housing improvement for low-income groups |
| | | 8-5. Environmental disease prevention for vulnerable groups |
| | | 8-6. Construction of welfare housing for the elderly |

- **Phase 2 Domain Index**

1. **Domain 1: Outdoor Spaces and Buildings**

- 1-1. **Phase 2 Reinforcement: Design-Stage Enhancement as a New Focus**

Based on the Phase 1 evaluation and expert analysis, Jinju City added a new Phase 2 program specifically relevant to Domain 1:

- “Strengthening BF·UD Design at the Design Stage for New Public Facilities.”

This new program is explicitly positioned as a reinforcement of Phase 1 efforts, addressing limitations identified in earlier implementation by focusing on design-stage integration rather than post-construction adjustments. The report clarifies that this applies only to newly constructed or newly planned public facilities, not to retroactive

modification of existing buildings.

1-2. Phase 1 Programs Implemented under Domain 1 (2023-2025)

According to the report, Domain 1-related initiatives in Phase 1 were embedded across several of the 56 programs, including:

- Improvement projects for senior welfare facilities and community spaces,
- Facility environment improvements linked to safety management plans,
- Maintenance and upgrading of public-use facilities frequently accessed by older persons,
- Residential environment-related projects classified under the “Desirable Housing Environment” policy area.

1-3. Continuity and Evidence Structure

Domain 1 in Jinju City therefore demonstrates continuity rather than replacement:

- Phase 1 addressed outdoor spaces and buildings through multiple embedded programs within the existing strategic framework,
- Phase 2 retains all relevant Phase 1 programs and adds a targeted design-stage initiative to strengthen effectiveness,
- Budgetary justification and unit-cost evidence for the new program are documented in the Appendices, ensuring fiscal transparency without overloading the domain narrative.

Through this structure, Jinju City presents Domain 1 as an example of cumulative improvement grounded in documented implementation experience and evaluation evidence, consistent with WHO GNAFCC re-certification expectations.

2. Domain 2 : Transportation

2-1. Phase 2 Reinforcement: Age-Friendly Design within the

Jinju-type MaaS System

Based on Phase 1 evaluation findings and expert analysis, Jinju City added a new Phase 2 program directly linked to Domain 2:

- “Strengthening Age-Friendly Design within the Jinju-type MaaS System.”

The report describes this program as an enhancement of existing transportation infrastructure rather than a replacement. It focuses on incorporating age-friendly considerations into the Jinju-type Mobility-as-a-Service (MaaS) system, which was already under development as part of the City’s broader transportation policy. This approach reflects the assessment that age-friendly outcomes can be improved by reinforcing system-level usability and coordination, rather than introducing separate transportation services exclusively for older persons.

2-2. Phase 1 Programs Implemented under Domain 2 (2023-2025)

According to the report, transportation-related actions in Phase 1 were implemented through multiple existing municipal programs integrated into the overall age-friendly strategy. These included:

- Programs aimed at improving the operational environment of public transportation services frequently used by older persons,
- Transportation-related safety and convenience measures linked to city-wide mobility management,
- Measures connected to the use and coordination of special transportation services for mobility-vulnerable groups,
- Related initiatives classified under the “Friendly Transportation Environment” policy area.

The report presents these initiatives as part of the 56 Phase 1 programs, managed and evaluated through the same annual performance review framework applied across all policy areas.

2-3. Continuity and Evidence Structure

Domain 2 demonstrates a clear continuity structure:

- Phase 1 transportation-related programs are fully retained and continued in Phase 2,
- The new MaaS-related program is positioned as an additive reinforcement responding to evaluation findings,
- Detailed budget rationales and unit-cost evidence for the new program are presented in the Appendices, while the domain narrative remains focused on policy logic and documented implementation.

Through this evidence-based structure, Jinju City presents Domain 2 as a domain of sustained implementation and targeted enhancement, consistent with WHO GNAFCC re-certification expectations.

3. Domain 3: Housing

3-1. Phase 2 Reinforcement: Barrier-Free Housing Support as a New Program

Building on Phase 1 experience and expert analysis, Jinju City introduced a new Phase 2 program directly linked to Domain 3:

- “Supporting Barrier-Free (BF) Home Modifications for Older Persons.”

The report specifies that this program focuses on housing renovation for older residents, rather than new housing construction, and is designed as a reinforcement of existing housing environment initiatives. It reflects the assessment that targeted housing modifications can enhance living stability and safety within the existing housing stock.

3-2. Phase 1 Programs Implemented under Domain 3 (2023-2025)

According to the report, Phase 1 housing-related initiatives were implemented through several programs embedded within the broader

age-friendly policy structure. These included:

- Housing environment improvement programs for older residents,
- Residential safety-related projects linked to community care and safety management,
- Support measures connected to maintaining residential stability for older persons,
- Housing-related programs classified under the “Desirable Housing Environment” policy area.

These programs were managed as part of the 56 Phase 1 initiatives and evaluated using the same annual performance review framework applied across all domains.

3-3. Continuity and Evidence Structure

Domain 3 demonstrates a continuity-based approach:

- All Phase 1 housing-related programs are retained and continued in Phase 2,
- The new barrier-free housing support program is positioned as an additive reinforcement,
- Detailed budget rationales and implementation schedules for the new program are presented in the Appendices.

Through this structure, Jinju City presents Domain 3 as a domain of sustained implementation with targeted enhancement, consistent with WHO GNAFCC re-certification principles.

4. Domain 4: Social Participation

4-1. Phase 2 Reinforcement: Social Participation-Based Senior College

Based on Phase 1 evaluation findings and expert analysis, Jinju City introduced a new Phase 2 program directly linked to Domain 4:

- “Expanding a Social Participation-Based Senior College.”

The report defines this program as a structural reinforcement of existing participation initiatives. Rather than replacing current social activity programs, it reorganizes and strengthens them by linking learning, practical engagement, and community participation, thereby enhancing the sustainability and depth of social participation outcomes.

4-2. Phase 1 Programs Implemented under Domain 4 (2023-2025)

According to the report, Domain 4-related initiatives in Phase 1 were implemented through multiple programs embedded within the overall age-friendly strategy, including:

- Programs promoting social and cultural activities for older persons,
- Community-based participation programs operated through welfare facilities and local organizations,
- Intergenerational programs designed to strengthen connections between older persons and younger generations,
- Social participation-related projects classified under the “Relaxed Social Activities” and “Enjoyable Creative Activities” policy areas.

These programs were managed as part of the 56 Phase 1 initiatives and evaluated through the same annual performance assessment framework applied across all policy areas.

4-3. Continuity and Evidence Structure

Domain 4 demonstrates continuity through reinforcement:

- Phase 1 social participation programs are retained and continued in Phase 2,
- The new Social Participation-Based Senior College is positioned as an additive enhancement,
- Detailed budgetary and operational evidence for the new program is provided in the Appendices.

Through this structure, Jinju City presents Domain 4 as a domain of

cumulative improvement, grounded in documented implementation experience and aligned with WHO GNAFCC re-certification expectations.

5. Domain 5: Respect and Social Inclusion

5-1. Phase 2 Reinforcement: Institutionalizing Participation and Recognition

Based on Phase 1 evaluation findings and expert analysis, Jinju City reinforced Domain 5 in Phase 2 through:

- Expansion of the Permanent Citizen Participation Body (Monitoring Group).

The report describes this initiative as a mechanism to institutionalize older persons' voices in policy processes, thereby strengthening respect and inclusion through structured participation rather than symbolic engagement.

5-2. Phase 1 Programs Implemented under Domain 5 (2023-2025)

According to the report, Phase 1 initiatives relevant to Domain 5 were implemented through programs that:

- Promoted positive social recognition of older persons within the community,
- Supported participation of older persons in community-based activities and events,
- Encouraged intergenerational interaction and mutual understanding,
- Addressed social isolation and exclusion risks through community engagement measures.

These initiatives were included among the 56 Phase 1 programs and were managed and evaluated through the common annual performance review system.

5-3. Continuity and Evidence Structure

Domain 5 reflects a continuity-based approach:

- Phase 1 programs promoting respect and inclusion are retained and continued,
- Phase 2 strengthens institutional mechanisms for participation and recognition,
- Budgetary and operational details for the expanded participation body are provided in the Appendices.

Through this structure, Jinju City presents Domain 5 as a domain where respect and inclusion are operationalized through sustained programs and reinforced governance mechanisms, consistent with WHO GNAFCC re-certification expectations.

6. Domain 6: Civic Participation and Employment

6-1. Phase 2 Reinforcement: Expansion of Employment and Participation Mechanisms

In Phase 2 (2026-2030), Jinju City reinforced Domain 6 through the introduction of new initiatives, including:

- Expansion of senior employment programs in collaboration with local private enterprises.

The report explains that this initiative aims to broaden participation opportunities beyond existing public-sector-centered activities, while maintaining continuity with Phase 1 employment-related programs. Budgetary estimates and implementation stages for this new initiative are detailed in the Appendices.

6-2. Phase 1 Programs Implemented under Domain 6 (2023-2025)

According to the report, Jinju City implemented multiple Phase 1 programs relevant to Domain 6 as part of the 56 total initiatives. These programs focused on:

- Expanding participation of older persons in community-based roles and activities,
- Supporting senior employment and social contribution activities,
- Strengthening linkages between older persons and local institutions involved in welfare, culture, and community services,
- Encouraging structured participation in local governance-related activities.

These programs were implemented through existing administrative structures and coordinated with related welfare and employment services.

6-3. Continuity and Evidence Structure

Domain 6 is structured around continuity and reinforcement:

- Phase 1 civic participation and employment programs are retained and continued,
- Phase 2 introduces expanded employment models through private-sector linkage,
- Evaluation and budgeting are integrated within the city's established monitoring framework.

Through this approach, Jinju City presents Domain 6 as an evidence-based domain that combines sustained participation, employment continuity, and structured expansion, consistent with WHO GNAFCC re-certification requirements.

7. Domain 7: Communication and Information

7-1. Phase 2 Reinforcement: Information Accessibility as a Strategic Priority

In Phase 2 (2026-2030), Jinju City explicitly strengthens Domain 7 by introducing a new independent initiative:

- Strengthening Information Accessibility for Older Persons with

Disabilities.

The report explains that this program was added to address limitations identified during Phase 1, particularly regarding communication barriers experienced by older persons with sensory disabilities. This initiative is presented as a Jinju-specific program not directly derived from other local government models.

In addition, the report indicates that the design enhancement of age-friendly elements in the Jinju-type MaaS system is linked to Domain 7, as it concerns access to transportation-related information.

7-2. Phase 1 Programs Implemented under Domain 7 (2023-2025)

According to the report, Jinju City implemented multiple Phase 1 initiatives relevant to Domain 7 as part of the 56 total programs. These initiatives focused on:

- Improving accessibility of administrative and welfare-related information for older residents,
- Strengthening communication channels between older persons and public institutions,
- Enhancing information delivery through existing offline and face-to-face systems,
- Supporting information access for groups experiencing communication barriers.

The report indicates that these programs were embedded within existing administrative and welfare service structures rather than established as standalone projects.

7-3. Continuity and Evidence Structure

Domain 7 is structured around continuity and targeted reinforcement:

- Phase 1 communication and information-related programs are

continued,

- Phase 2 introduces a focused accessibility-oriented initiative responding to identified gaps,
- Evidence is organized through program continuity, evaluation findings, and clearly defined new interventions.

Through this structure, Jinju City presents Domain 7 as a domain grounded in Phase 1 experience and strengthened in Phase 2 to ensure inclusive access to information, consistent with WHO GNAFCC re-certification requirements.

8. Domain 8: Community Support and Health Services

8-1. Phase 2 Reinforcement and Linkage with New Initiatives

In Phase 2 (2026-2030), Jinju City maintains all core Phase 1 community support and health-related programs as a principle of continuity. In addition, the report links several new Phase 2 initiatives to Domain 8, including:

- Strengthening Information Accessibility for Older Persons with Disabilities, as a prerequisite for accessing health and welfare services,
- Expansion of the Social Participation-Based Senior College, which is connected to preventive health and active aging,
- Institutional linkage between community care services and newly introduced programs to enhance service reach.

These measures are presented as complementary reinforcements rather than replacements of existing services.

8-2. Phase 1 Programs Implemented under Domain 8 (2023-2025)

According to the report, Jinju City implemented multiple Phase 1 initiatives relevant to Domain 8 as part of the total 56 programs.

These initiatives focused on:

- Strengthening community-based care and support services for older persons,
- Enhancing linkages between health, welfare, and care-related services,
- Expanding preventive and daily-life support functions within existing community infrastructures,
- Supporting vulnerable older groups requiring continuous or integrated care.

The report emphasizes that these programs were implemented by reinforcing existing public health centers, welfare facilities, and community care systems rather than creating parallel service structures.

8-3. Continuity, Sustainability, and Evidence Structure

Domain 8 is structured around sustained implementation and incremental enhancement:

- Phase 1 community support and health services are continued without interruption,
- Phase 2 focuses on reinforcing accessibility, coordination, and preventive functions,
- Evidence is presented through continuity of programs, evaluation findings, and integration of new initiatives.

Through this approach, Jinju City demonstrates that Domain 8 supports fiscal sustainability, service stability, and alignment with WHO GNAFCC requirements by prioritizing continuity and integrated care rather than short-term expansion.

- **Phased Financial Plan for New Phase II Projects**

1. Overview of New Phase II Projects

The ten (10) new projects are classified as follows:

- (1) Strengthening Information Accessibility for Older Persons with Disabilities
- (2) Expansion of Social Participation-Based Senior College
- (3) Jinju-Type Age-Friendly MaaS Design Enhancement
- (4) AI-Based Voice Civil Service Form System
- (5) AI Memory Video Creation Support for Bereaved Seniors
- (6) Barrier-Free and Universal Design Integration in New Public Facilities
- (7) Age-Friendly Housing Modification Support
- (8) Senior Employment Programs in Partnership with Local Enterprises
- (9) Smart Senior Centers
- (10) Expansion of Permanent Citizen Monitoring Committee

2. Annual Budget Summary by Project (2026-2030) (Unit: million KRW)

- Strengthening Information Accessibility for Older Persons with Disabilities
2026: 100 / 2027: 120 / 2028: 130 / 2029: 130 / 2030: 120
Total: 600
- Social Participation-Based Senior College
2026: 300 / 2027: 350 / 2028: 370 / 2029: 370 / 2030: 360
Total: 1,750
- Jinju-Type Age-Friendly MaaS Design Enhancement
2026: 350 / 2027: 400 / 2028: 420 / 2029: 420 / 2030: 410
Total: 2,000
- AI-Based Voice Civil Service Form System
2026: 250 / 2027: 300 / 2028: 320 / 2029: 320 / 2030: 310
Total: 1,500

- AI Memory Video Creation Support
2026: 150 / 2027: 180 / 2028: 190 / 2029: 190 / 2030: 190
Total: 900
- Barrier-Free and Universal Design Integration in New Public Facilities
2026: 42 / 2027: 50 / 2028: 60 / 2029: 70 / 2030: 70
Total: 292
- Age-Friendly Housing Modification Support
2026: 165 / 2027: 330 / 2028: 495 / 2029: 660 / 2030: 310
Total: 1,960
- Senior Employment Programs with Local Enterprises
2026: 120 / 2027: 240 / 2028: 320 / 2029: 360 / 2030: 360
Total: 1,400
- Smart Senior Centers
2026: 1,470 / 2027: 2,400 / 2028: 2,350 / 2029: 1,840 / 2030: 1,350
Total: 9,410
- Permanent Citizen Monitoring Committee Expansion
2026: 40 / 2027: 42 / 2028: 44 / 2029: 46 / 2030: 50
Total: 222

- **Monitoring and Evaluation Framework for Phase II**

1. **Governance Structure for Phase II**

Jinju City's age-friendly city policy is implemented through a dedicated administrative structure centered on a designated lead department.

- Lead Department

The Department of Senior and Disability Affairs serves as the coordinating body responsible for overall planning, implementation, and adjustment of Phase II age-friendly city policies.

- Interdepartmental Coordination

Relevant municipal departments corresponding to the eight age-friendly domains participate in an established collaboration structure.

The interdepartmental coordination system developed during Phase I is maintained and utilized in Phase II.

- Policy Integration

Age-friendly city initiatives are linked with existing municipal policy areas, including senior welfare, disability policy, transportation, housing, urban planning, health services, and lifelong education.

The report confirms that this governance structure functioned effectively during Phase I and is retained in Phase II to ensure policy continuity and administrative feasibility.

2. Permanent Monitoring and Participation Mechanism

To address limitations identified during Phase I, Jinju City strengthened its permanent monitoring system in the Phase II plan.

- Permanent Monitoring Committee

A standing monitoring committee is operated to review the implementation of age-friendly city projects and to collect feedback and recommendations.

- Regular Reporting System

The lead department conducts regular reports on the progress of

age-friendly city projects.

These reports serve as a mechanism for tracking implementation status and managing projects across different phases of Phase II.

According to the report, the permanent monitoring and regular reporting system is a key mechanism for enhancing the effectiveness of Phase II implementation.

3. Evaluation and Performance Management Framework

Evaluation of Phase II is conducted using a more structured framework building upon Phase I experience.

- Expert-Based Evaluation

During the Phase II planning process, an expert survey was conducted to assess awareness, priority, and strategic relevance of the existing fifty-six (56) projects and the ten (10) new projects.

The results were reflected in the composition and prioritization of Phase II projects.

- POL-Based Strategic Management

The report applies a POL (Policy-Oriented Linkage) framework to identify strategic projects by domain and to manage policy linkages and spillover effects.

- Phased Management Structure

Phase II projects are managed through a phased structure—pilot, stabilization, and advancement—with periodic review and adjustment at each stage.