POLICY BRIEF

AGE FRIENDLY CITY: PENANG

STAKEHOLDERS ENGAGEMENT OUTCOMES

PARTNERED WITH:

PRODUCED BY:

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We hope that this policy brief will serve as a valuable resource for all those interested in promoting healthy ageing and shaping policies that are responsive to the needs of vulnerable population.

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INTRODUCTION

Penang is a bustling island state well known for its rich cultural heritage, diverse cuisine, and picturesque landscapes. Besides that, there is an increasing number of older persons[1] making Penang the second fastest ageing state in Malaysia after Perak, with 14.9% of the population over 60 years old in 2021[2]. With the current ageing trend, Penang is projected to become an aged society by 2030[3].

Penang is also on its way towards becoming an age-friendly city. This is in response to the increasing number of older persons living in the city and the growing awareness of the need for urban environments that promote healthy living and well-being for people of all ages.

An age-friendly city is designed and adapted to meet the needs of its older residents and other vulnerable groups such as children, people with disabilities, and low-income individuals. It is a city that is accessible, inclusive, and supportive, with safe and walkable streets, public transportation, and community spaces that encourage social engagement and physical activity. An age-friendly city also offers access to health care, social services, and affordable housing, critical components for ageing in place and maintaining a good quality of life.

Active ageing, a key component of Penang2030's vision, is an initiative of the state that focuses on transforming Penang into a smart, green, and liveable city. It supports active ageing by promoting a healthy and fulfilling lifestyle for older persons by encouraging them to remain physically, socially, and mentally active. The city has also invested in infrastructure improvements, including new sidewalks, public parks, and accessible transportation options. Additionally, Penang has implemented policies and programs to address social isolation and promote community involvement, such as senior centres and intergenerational programs.

Efforts to make Penang an age-friendly city are beneficial not only to its older residents but also to the broader community. By creating an environment that promotes healthy living and well-being for people of all ages, Penang is positioning itself as a city that values and invests in the health and happiness of its citizens.

[1] Ministry of Women, Family and Community Development of Malaysia defined senior citizens as individuals age 60 and above, which is based on the definition of the World Assembly on Ageing 1982
[2] Tan, J (2022). Focus on graceful ageing. The Star newspaper. Available at https://www.thestar.com.my/metro/metro-news/2022/08/22/focus-on-graceful-ageing.
[3] According to UN, an ageing society is when older persons are above 7% of the population, an aged society is when older persons are above 14% of the population, and a super-aged society is when older persons are above 20% of the population.

AGE-FRIENDLY CITY (AFC) FOR PENANG

Penang, like many other places worldwide, is experiencing an ageing population. People may face various physical, social, and economic challenges as they age. Therefore, creating a healthy ageing city is crucial to ensuring that older people can live fulfilling and enjoyable life, despite their age. In this context, a healthy ageing city meets the needs of older persons, provides them with access to resources and opportunities, and encourages them to stay active and engaged in their communities.

Besides the World Health Organization's Global Age-Friendly Cities framework[4], considerable research has produced a body of good practices on age-friendly initiatives. Through literature review[5], the essential elements of developing an age-friendly city have been identified

- Ongoing engagement and involvement of older persons
- A collaborative approach that engages multiple stakeholders
- A key organisation drives strong local leadership
- A broad perspective to ensure initiatives are widely integrated into the community
- The presence of sound research evidence and evaluation processes

Creating a healthy ageing city in Penang is essential to ensuring that older persons can age with dignity, health, and happiness. By addressing the needs of older persons, Penang can create a more inclusive and sustainable community for all its residents.

[4] World Health Organization. (2007). Global age-friendly cities: A guide. World Health Organization.
[5] Habib, N., Rau, S., Roth, S., Silva, F., & Shandro, J. (2020). Healthy and Age-Friendly Cities in the People's Republic of China: Proposal for Health Impact Assessment and Healthy and Age-Friendly City Action and Management Planning. Asian Development Bank.

What is an Age-Friendly City?

Developing an age-friendly city is a complex process that involves various elements, including the physical environment, social inclusion, and access to services and resources[6]. Applying an age-friendly lens to any aspect of society means its features will be friendly for all ages. The age-friendly concept helps us design communities that will not only support adults in their later years but will also support people of all ages and abilities. In other words, it will help us move towards creating communities that are equitable for all.

The concept of an age-friendly city is based upon the World Health Organization's active-ageing framework, encompassing three key elements: health, participation, and security. Developing an age-friendly city requires a comprehensive approach considering older persons' various needs and priorities. An age-friendly city values the decisions and lifestyle choices of older persons and safeguards those who are most vulnerable. It promotes their inclusion and participation in all aspects of community life.

Achieving an age-friendly city would also help realise some of the United Nations' Sustainable Development Goals (SDGs)[7]. For example, **SDG 3** focuses on good health and well-being, and age-friendly cities help to promote healthy ageing by providing seniors with access to healthcare, nutritious food, and safe environments. **SDG 10**, which aims to reduce inequalities, can be achieved through age-friendly policies and programs that prioritise the needs of older persons, particularly those marginalised. Age-friendly cities will also contribute to **SDG 11**, which focuses on sustainable cities and communities by promoting inclusive and accessible urban environments that support all residents, regardless of age.

An age-friendly city requires policies, services, settings, and structures designed to facilitate and enhance active ageing. This is achieved by acknowledging the diverse range of capacities and resources that older persons possess and by being responsive and adaptable to their evolving needs and preferences as they age. As such, an age-friendly city fosters an environment that inspires older persons to remain engaged,

[6] World Health Organization . The Checklist of Essential Features of Age-Friendly Cities. World Health Organization; Geneva, Switzerland: 2007

[7] Han, J., Chan, E. H. W., Qian, Q. K., & Yung, E. H. K. (2021). Achieving sustainable urban development with an ageing population: An “age-friendly city and community” approach. Sustainability, 13(15), 8614.

connected, and fulfilled to promote social inclusion, improve quality of life, and support the well-being of older persons.

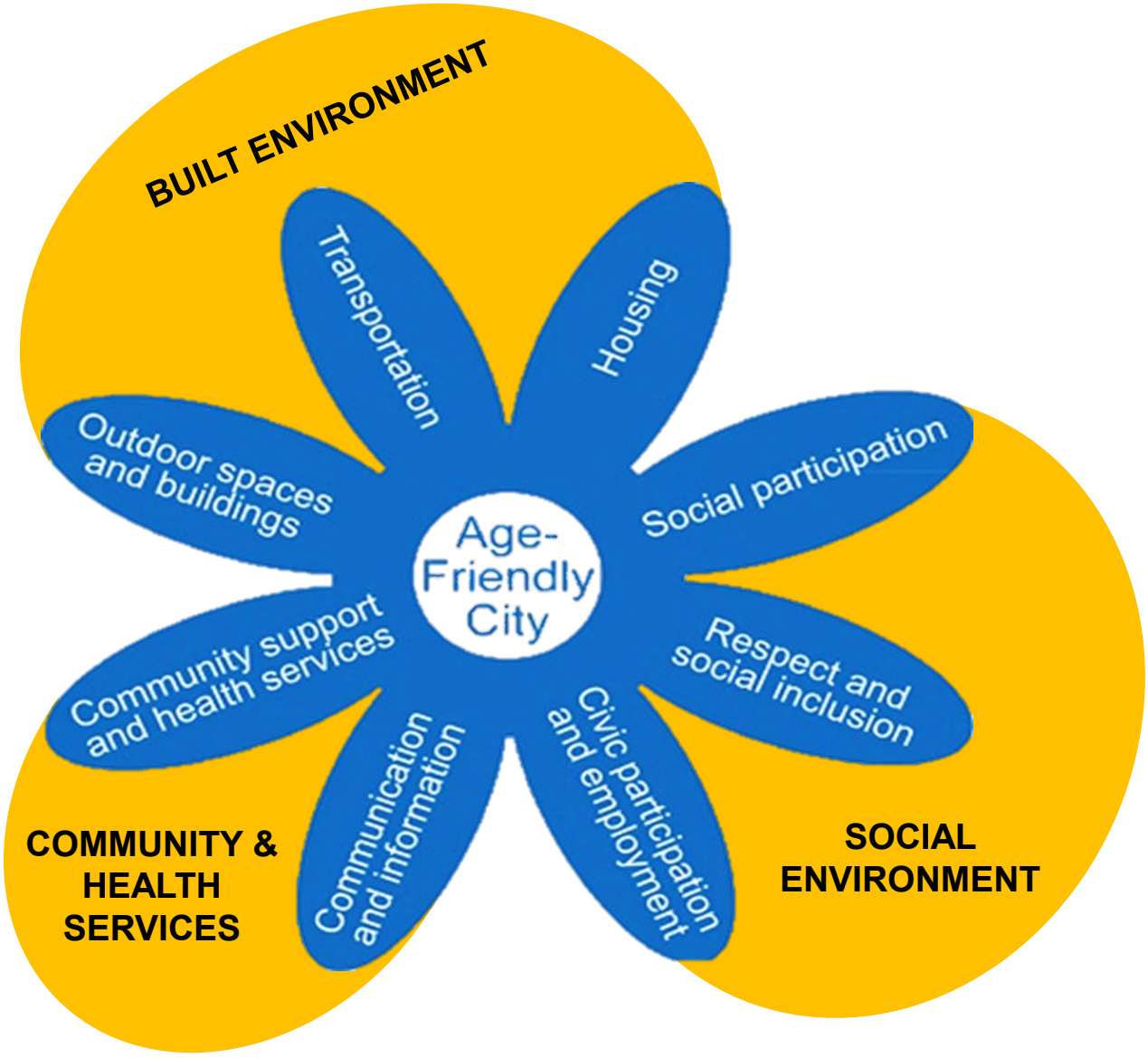

Figure 1: Eight domains for an age-friendly city[8]

[8] World Health Organization. (2007). Global age-friendly cities: A guide. World Health Organization.

What are the Barriers to Age-Friendly City

An age-friendly city requires careful planning, investment, and ongoing commitment from city leaders and community members. Some of the challenges that cities may encounter on the path to becoming age-friendly include:

1. **Limited financial resources**[9]: Age-friendly initiatives often require financial investment to implement new programs, services, and infrastructure changes that support ageing populations. However, many cities may need more money to prioritise ageing issues over other pressing needs.

2. **Lack of community engagement**[10]: To create an age-friendly city, it is essential to involve older persons and other community members in the planning process. However, some cities may need help to engage these groups, which can limit the effectiveness and reach of age-friendly initiatives.

3. **Inadequate infrastructure**[11]: Age-friendly cities require infrastructure that supports the needs of older persons, such as accessible public transportation, pedestrian-friendly streets, and affordable housing. However, many cities may need more infrastructure to meet the needs of an ageing population.

4. **Health disparities**[12]: Older persons from lower-income and marginalised communities often experience more significant health disparities than their wealthier counterparts. This can make it challenging to create an age-friendly city that equally addresses the needs of all older persons.

5. **Lack of coordination**[13]: Age-friendly initiatives often require coordination across multiple city departments and community organisations. However, this can be challenging to achieve, especially if there is no clear leadership or oversight to ensure that all stakeholders work together effectively.

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[9] Van Hoof, J., Kazak, J. K., Perek-Białas, J. M., & Peek, S. (2018). The challenges of urban ageing: Making cities age-friendly in Europe. International journal of environmental research and public health, 15(11), 2473.
[10] Ibid
[11] Van Hoof, J., Marston, H. R., Kazak, J. K., & Buffel, T. (2021). Ten questions concerning age-friendly cities and communities and the built environment. Building and Environment, 199, 107922.
[12] Sadana, R., Blas, E., Budhwani, S., Koller, T., & Paraje, G. (2016). Healthy ageing: raising awareness of inequalities, determinants, and what could be done to improve health equity. The Gerontologist, 56(Suppl_2), S178-S193.
[13] Associate Minister of Health. (2016). Healthy Ageing Strategy. Wellington: Ministry of Health.

Creating an age-friendly city requires a multifaceted approach that addresses the unique needs and challenges faced by older persons in their communities. It requires a long-term commitment to sustained effort and investment, as well as a willingness to adapt to changing needs and circumstances over time.

The establishment of age-friendly cities and communities has encountered notable challenges and setbacks that impede its progression towards fruition. Empirical evidence has revealed that numerous initiatives have experienced significant difficulties while pursuing age-friendliness[14]. These include:

- The engagement and management of stakeholders
- Limitations of the research method
- Issues relating to funding and sustainability
- Leadership and political support
- Demonstrating impact
- A narrow policy perspective

The concept of age-friendly environments extends to various domains, including age-friendly workplaces, age-friendly businesses, age-friendly town centres, and age-friendly colleges and universities – the list is growing. Applying an age-friendly lens to any element of society means its features will be friendly for all ages. The age-friendly approach facilitates the design of communities that not only cater to the needs of older persons but also foster inclusivity and accessibility for individuals of diverse age groups and abilities. In other words, it will help us move towards creating communities that are equitable for all.

[14] Tinker, A., & Ginn, J. (2015). An Age Friendly City: How Far Has London Come?. King's College London.

Benefits of Developing an Age-Friendly City in Penang

Penang has many virtues ahead of many other places. Aside from its vibrant urban setting with colonial housing and commercial centres, its wealth of natural beauty and prominence as a tourism hub (social and medical) makes it a prime location for promoting its suitability as an age-friendly city.

The development of age-friendly city initiatives can play a crucial role in promoting tourism in Penang. As an age-friendly city, Penang can offer a range of amenities and services that cater to older travellers' needs, an increasingly important demographic in the tourism industry. Additionally, providing accessible transportation, accommodations, and facilities can encourage more older travellers to visit and enjoy Penang's attractions.

As an age-friendly city, Penang would also be the preferred destination for medical services due to its high-quality medical facilities offering specialised care for older persons. This could include geriatric clinics, rehabilitation centres, and specialised hospitals that treat chronic conditions and age-related health issues. Additionally, the city maintains a well-developed network of medical professionals trained to cater to the unique needs of older patients.

From an economic perspective, an age-friendly city that attracts medical and regular tourists will increase local spending, generating more jobs and new business opportunities. Medical tourists, in particular, tend to stay longer and spend more money on healthcare, accommodations, transportation, and other services, creating a significant economic impact.

In addition, an age-friendly city will be able to contribute economically, socially and culturally to Penang by providing a welcoming and inclusive environment that caters to the needs and interests of older travellers, promoting repeat visits, and generating economic benefits for the city.

Penang, as an age-friendly city, will attract skilled retirees and older workers looking for a safe and comfortable environment to live and work in[15]. Moreover, catering to the needs of older persons can encourage older residents to age in place and spend more money in the local economy. This can contribute to a more stable and diverse population, creating a more resilient and sustainable community.

APPROACH TOWARDS AGE-FRIENDLY CITY

The Age-Friendly City Project is a 3-year project undertaken by a public-private partnership between the City Council of Penang Island and Penang Women's Development Corporation together with the Malaysian Health Ageing Society. It will adopt the World HealthOrganization's guidelines in implementing, monitoring and reporting on a city-wide action plan. Theproject's primary goal is to successfully establish Penang as an age-friendly city in the ASEAN region and to be a role model for others in the region.

An Age Friendly City approach would not be possible without engaging and coproduction work with local community members, especially the vulnerable population – specifically the older people- nor could the priorities be subsequently delivered.

The following are the specific goals of the Age-Friendly City in Penang:

- To ensure that vulnerable, especially older persons, have access to information about what is happening in their neighbourhood.
- To develop creative ways that information can be received by those who may feel isolated at home.
- To understand how to report community safety and environmental concerns.
- To provide easy access to learning and education, e.g., information technology.
- To ensure the neighbourhoods share information on what works well and what does not (best practice).

[15] Neal, M. & DelaTorre, A. (2019). The Case for Age-Friendly Communities. Available at https://www.giaging.org/documents/160302_Case_for_AFC.pdf. Accessed on 19/02/2023

- To ensure the vulnerable population, especially older persons' opinions and ideas, are listened to so they feel valued and able to influence change.

The WHO Age Friendly City domains in local neighbourhoods were used in developing the following vision of an Age-Friendly Penang.

I. Vision 1 : Vulnerable populations, especially older persons, feel safe and travel to places that help keep them healthy and engaged.

II. Vision 2 : Vulnerable populations, especially older persons, can access information and services to keep them healthy.

III. Vision 3 : Vulnerable populations, especially older persons, feel respected and included in neighbourhood activity.

IV. Vision 4 : Vulnerable populations, especially older persons, can access paid and unpaid work opportunities and ensure their voice is heard.

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is critical to developing an age-friendly city, as it gives the community a say in developing policies and practices that affect them. An extensive stakeholder engagement was conducted to include the perspectives of service providers and the community in developing an age-friendly city.

The stakeholder engagement process was participatory and inclusive, which involved active and meaningful engagement with all relevant stakeholders. The following steps were taken to ensure that the engagement was extensive and inclusive:

1. **Identification of Stakeholders:** The first step was to identify stakeholders who would be affected by the development of an age-friendly city. This involved identifying service providers such as local government, health care providers, community organisations, and communities such as older persons, caregivers, and people with disabilities.
2. **Consultations:** Consultations were conducted with relevant stakeholder groups to gather their perspectives on developing an age-friendly city. From municipal council and staff to advisory committees, and community organisations, we have presented the project and gathered feedback from over 100 organisations and individuals since the project inception. This involved using various methods, such as focus groups and surveys, to obtain feedback on the needs and priorities of each group.
3. **Co-creation:** The next step involved co-creating solutions based onstakeholders' feedback. This involved working collaboratively with stakeholders to develop policies and practices that addressed service providers' and community's needs and priorities. For example, service providers and the community worked together to identify barriers to accessibility and develop solutions to improve accessibility in the city.
4. **Communication and Feedback**: Throughout the process, regular communication and feedback were provided to stakeholders to ensure that their input was valued and incorporated into developing policies and practices. This involved giving regular updates on the progress of the project and seeking feedback on proposed policies and practices.

The process of stakeholder engagement in developing an age-friendly city and the future plans to monitor such engagement is described in Figure 2.

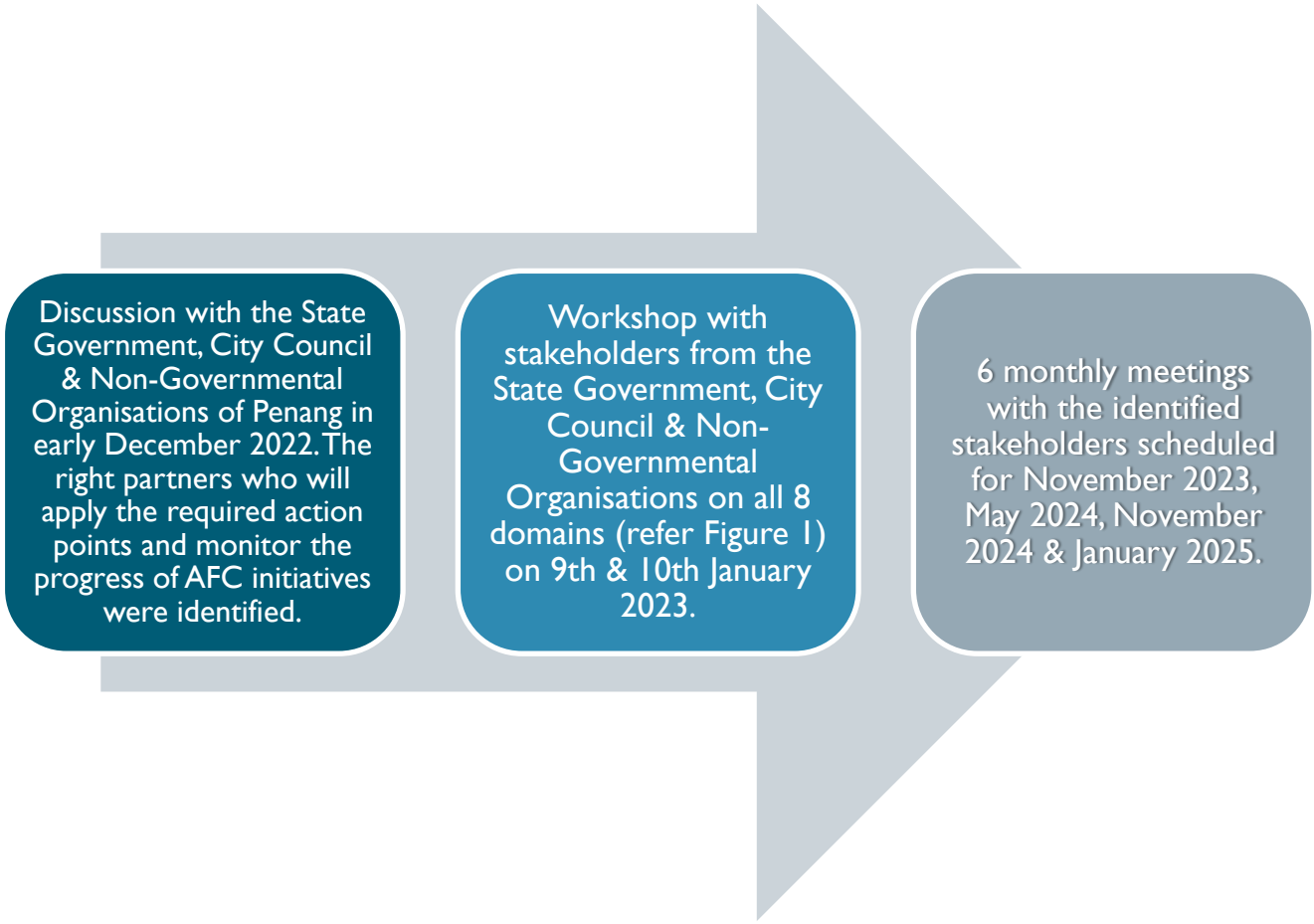


Figure 2: Stakeholders Engagement Process for an Age-Friendly City

Stakeholder Workshop and Survey

In January 2023, two stakeholder workshops were held to engage 20 community-based organisations and 19 government agencies. A total of 400 participants from across Penang joined in the discussion at workshops. In addition, an online survey was launched to gather feedback from those who could not participate in the workshops, with over 350 online surveys completed.

The goals of the Stakeholder engagement were to:

- Create a space for diverse stakeholders to have an open dialogue about the age-friendly city in Penang
- Inform stakeholders of the project and educate stakeholders about the challenges facing the city over the coming decades
- Collect feedback and input on age-friendly city

The workshops were designed to allow us to gather project feedback that encouraged group dialogue on critical issues and allowed stakeholders to broaden their understanding of the age-friendly city and eachother's work. Stakeholders worked together in table groups to rank the 8 domains of an age-friendly city. They also were encouraged to recommend additional services or infrastructure if they thought any were missing. Each group then shared their top and recommended objectives with the larger group.

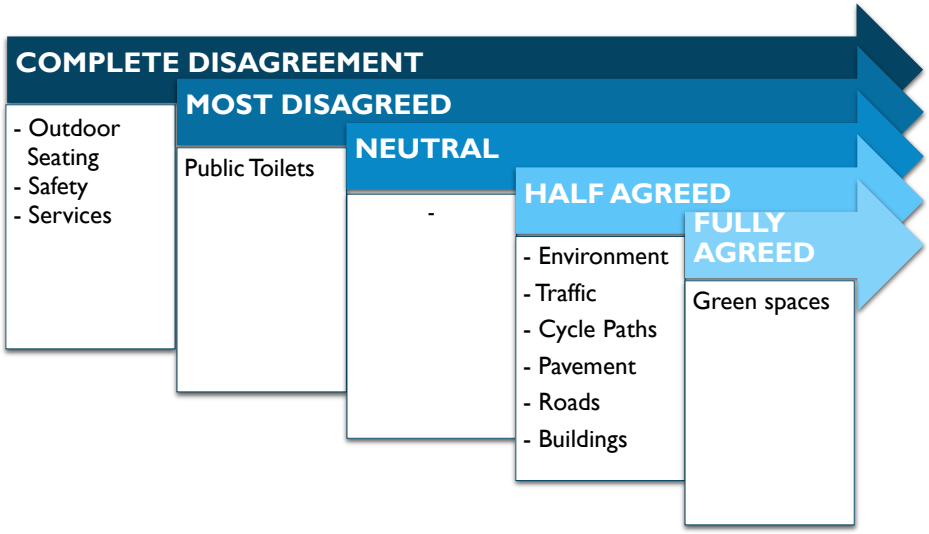
Figure 3: Stakeholder engagement with Non-Governmental Organisations and community on 9 January 2023

Figure 4: Engagement and coproduction work with local older persons and non-governmental organisations

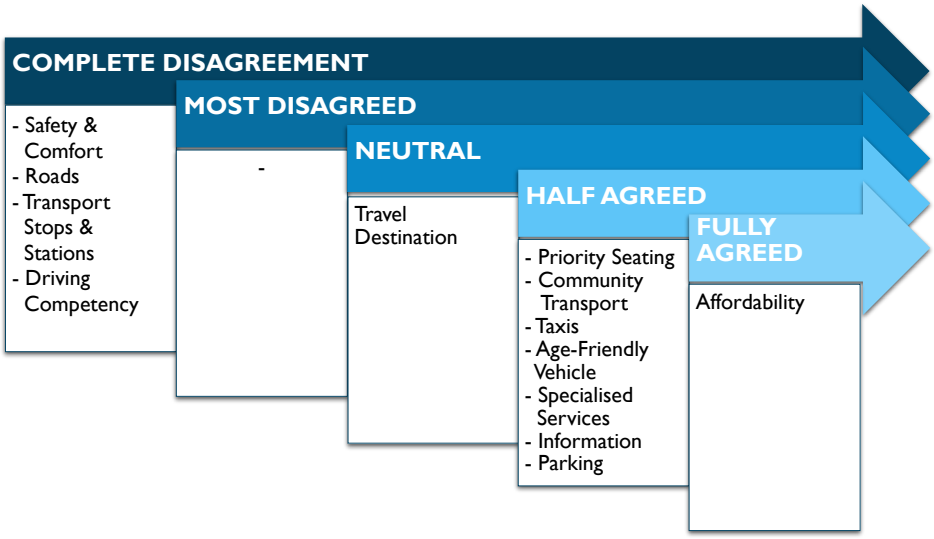
Figure 5: Stakeholder engagement with government agencies on 10 January 2023

FINDINGS

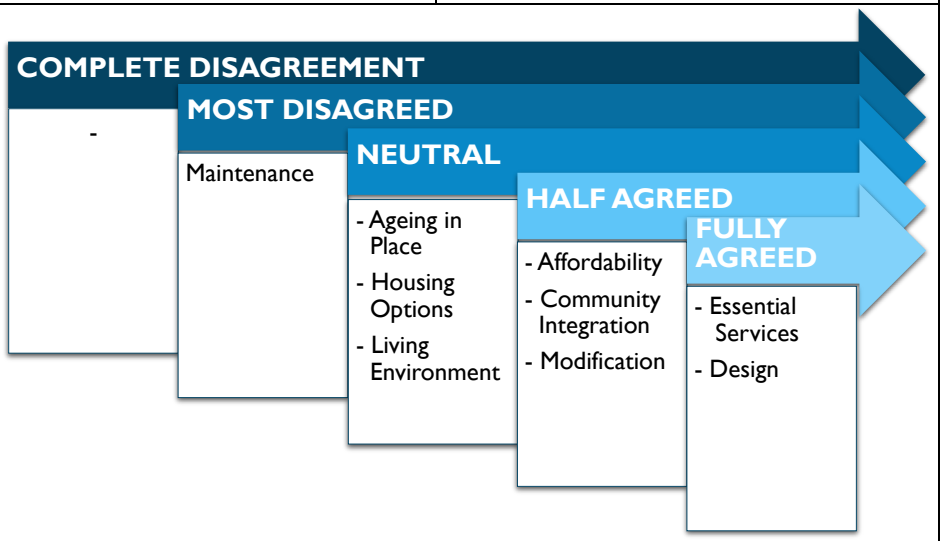
Policy Area 1: Outdoor Environment

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Mostly available
Perception of Policy & Legislation Availability	Law and policy are in place for universal design	Not aware of law and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	Improve monitoring and evaluation	• Require monitoring and regulation • Greater accountability by relevant agencies
Recommendations	• Provide green spaces, such as parks and gardens, that encourage physical activity, social interaction and for rest. • Ensure universal designing of outdoor spaces and amenities that are accessible and easy to use for people of all ages and abilities. • Provide seating and shades in outdoor spaces to allow older persons to rest and enjoy the outdoors. • Provide clean and accessible restrooms in outdoor spaces. • Ensure safe and secure outdoor spaces, with adequate lighting, clear sightlines, and proper maintenance to prevent hazards.	

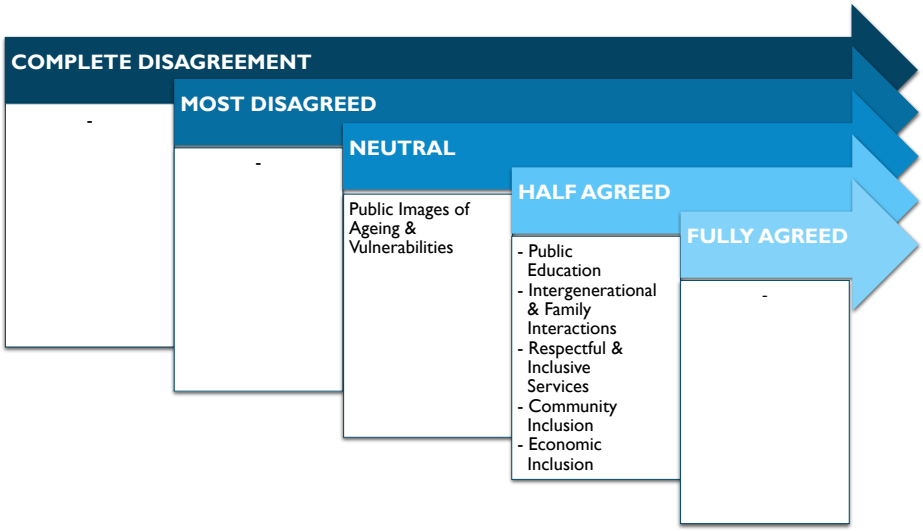
Policy Area 2: Transport & Mobility

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Mostly available
Perception of Policy & Legislation Availability	Law and policy are in place for universal design	Not aware of law and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	Improve monitoring and enforcement to ensure quality	Require monitoring, regulation and enforcement
Recommendations	• Increase public transportation options such as buses, trains, and trams, subsided for older persons. • Ensure public transportation routes are linked to public and commercial facilities and are disabled-friendly. • Increase the public transportation frequency, especially during peak hours. • Provide specialised transportation services for older persons, such as door-to-door transit, community shuttles, or e-hailing vehicles. • Educate drivers on the needs of older people and how to interact with older pedestrians and cyclists.	

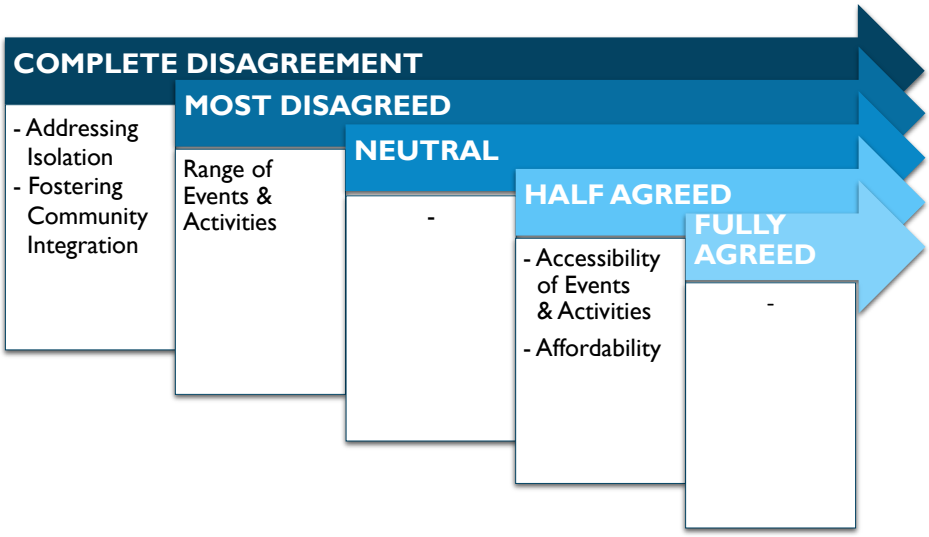
Policy Area 3: Housing and Infrastructure

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Mostly unaware of government programmes that are available
Perception of Policy & Legislation Availability	Law and policy are in place for universal design	Some awareness about the laws and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	Improve monitoring and communication	• Targetted availability required • Improve information sharing
Recommendations	• Provide affordable and accessible housing options that are accessible and convenient to public transportation, social services, and community amenities. • Encourage using universal design principles to make homes accessible for people with disabilities and mobility limitations. • Develop age-friendly walkable neighbourhoods incorporating housing, retail, and community services to reduce long-distance travel. • Implement digital infrastructure and smart city technologies to help older persons navigate and access services more efficiently. • Develop social programs and community spaces that promote social connections and intergenerational interactions.	

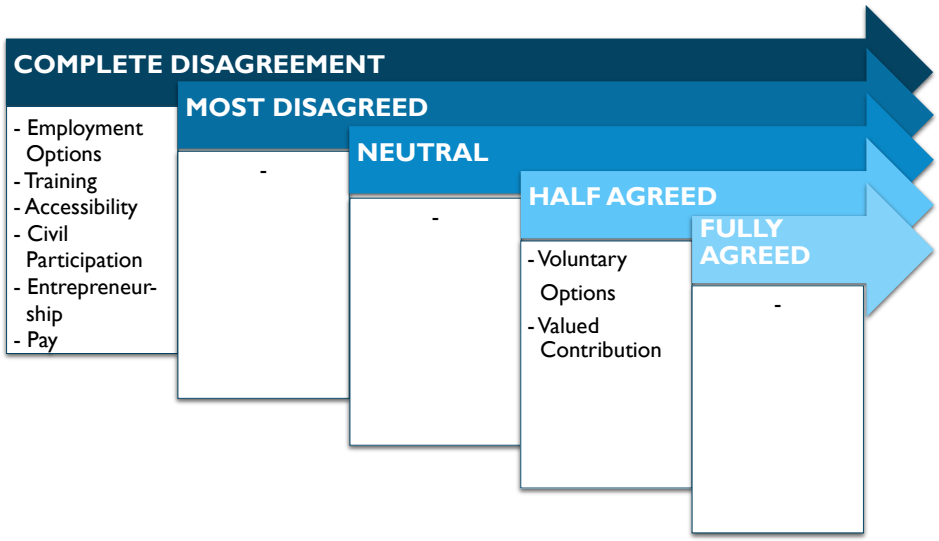
Policy Area 4: Social Inclusion & Non-Discrimination

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Not available
Perception of Policy & Legislation Availability	No law and policy	Not aware of law and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	Encourage learning in schools and workplaces.	• Coordinate better government and community engagement • Improve advocacy to promote social inclusion & non-discrimination
Recommendations	• Involve older persons in decision-making processes. • Develop public campaigns that promote positive ageing and challenge negative stereotypes and misconceptions about older persons by showcasing them in various positive and diverse roles. • Combat ageism and discrimination by promoting awareness, education, and policy change. • Celebrate age diversity with public events and initiatives to promote intergenerational connections that bring people together. • Develop inclusive services such as transportation for diverse individuals and communities, regardless of age.	

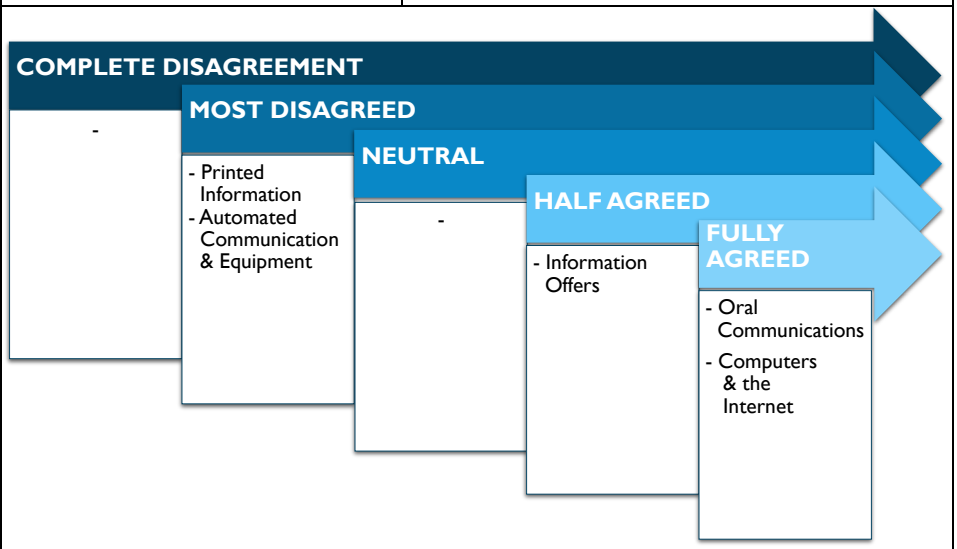
Policy Area 5: Social Participation

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Mostly unaware of available government programmes
Perception of Policy & Legislation Availability	No law and policy	Not aware of law and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	Promote multiracialism and multiculturalism	Assist in promotion if information is shared
Recommendations	• Provide opportunities for older persons to connect with others and build meaningful relationships by providing transport to events. • Match older persons with volunteers or mentors, peer support groups, or intergenerational activities that bring people of all ages together. • Develop public spaces, such as parks and community centres, where people of all ages can gather and socialise to promote community integration and social cohesion. • Provide a wide range of activities and events that are easily accessible to the diverse interests and abilities of older persons. • Provide discounts for older persons or offer free or low-cost activities and events.	

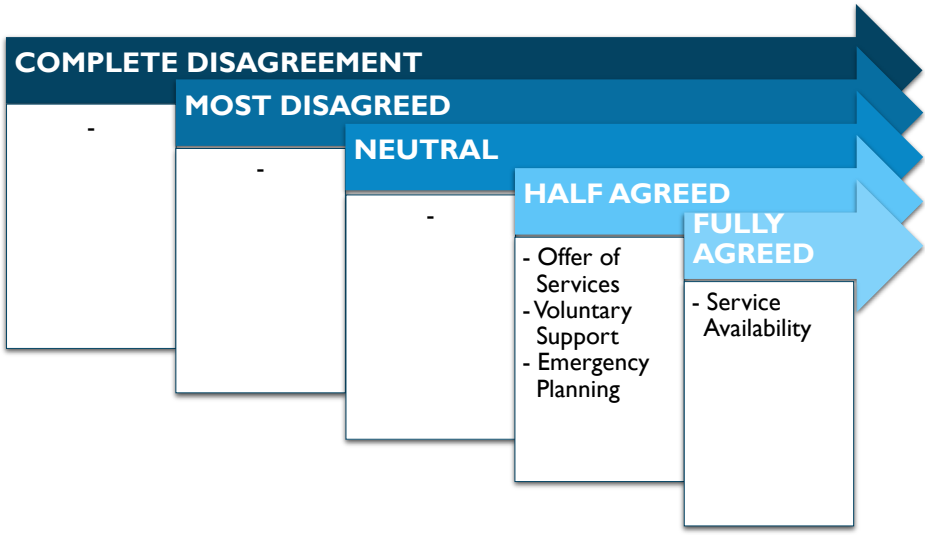
Policy Area 6: Civil Engagement & Employment

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Minimal	Not available
Perception of Policy & Legislation Availability	Law and policy available under JKM and SOCSO	Not aware of law and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	• Monitor information sharing • Encourage public & private sectors to engage	Monitor smart partnerships between NGOs, government & private
Recommendations	• Offer a range of voluntary options that cater to the skills and interests of older persons, like mentoring, tutoring, or community service projects. • Promote employment opportunities for older persons, recognising the skills and expertise they bring to the workforce. • Offer training programs and resources to help older persons start their own businesses or pursue new career paths. • Ensure employment opportunities and training programmes are accessible to all older persons. • Provide opportunities for older persons to participate in civic life and contribute to decision-making. • Advocate for fair pay for older workers and promote age diversity in the workforce.	

Policy Area 7: Communication & Information

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Not available
Perception of Policy & Legislation Availability	No law and policy	Not aware of law and policy
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	• Monitor reach and quality of community • Promote state events more aggressively	• Establish one-stop information hubs (physical and virtual) • Collaborate to improve information and content between NGOs and government
Recommendations	• Ensure all the communication modes and equipment are accessible to older adults, like larger fonts and audio for the deaf and hard of hearing. • Automate communication systems like phone calls and text message reminders about important events, deadlines, and appointments. • Create a central information hub that provides various resources and services to older persons. • Provide technology training sessions for older persons to improve their digital literacy to navigate the internet and other digital tools. • Use a mix of communication modes, like brochures, newsletters, posters, and online platforms, to reach a wider audience.	

Policy Area 8: Community & Health Services

	Service Provider	Community
Contrastingcommunity's perception toprovider's perception of improvements in public facilities and services		
Perception of Services Availability	Mostly available	Mostly available
Perception of Policy & Legislation Availability	Law and policy are available following national policies	Law and policy are available
Readiness for Action	Willing to initial change	Willing to initial change with support and resources
Measure for Improvements	• Create taskforce to monitor community facilities • Ensure quality and sustainability of facilities	• Integrate residential nursing facilities into community • Collaboration between government, NGOs and private to monitor and disseminate to community
Recommendations	• Ensure a range of community services are available to older persons (e.g., health clinics, recreational activities, transport) • Develop and support volunteer programs that engage older adults in meaningful activities that benefit the community. • Offer home-based care services like meal delivery, home healthcare and housekeeping services to support older adults ageing in place. • Develop emergency plans that address the needs of older persons in the event of a disaster or emergency situation. • Provide information on available services in a variety of formats.	

CONCLUSION

Penang has made significant progress towards becoming an age-friendly city and is well-positioned to achieve its goal of becoming fully age-friendly by 2025. Through initiatives like Penang2030 and the Age-friendly City initiative, the state government has prioritised the needs of older persons and vulnerable population in its policies and programmes. It has implemented a range of measures to improve transportation, housing, healthcare, and social services for seniors.

To be an age-friendly city, Penang will start the application process by focusing on policy areas **3, 4, 7, and 8**, aiming to meet and present success stories by 2024. This progress will be complemented by the continued efforts to make the entire city age-friendly by 2025. This will involve working on policy areas 1, 2, 5, and 6, ensuring that all residents can access the resources and support they need to lead happy and healthy lives regardless of age.

The benefits of being an age-friendly city extend far beyond the older population in Penang. The city's infrastructure, public spaces, and services will be accessible and inclusive to people of all ages, leading to a more sustainable, equitable, and livable community. By prioritising the needs of older residents, Penang is taking a crucial step towards building a city that prioritises the well-being and needs of all its citizens. The commitment and progress made by the state government and its partners suggest that Penang will become a model for other cities in Malaysia seeking to become more age-friendly.

As we face an ageing population globally, Penang's initiative offers a model for creating sustainable, equitable and livable communities that support people of all ages. We must continue to support the state government's efforts towards becoming an age-friendly city and encourage other cities to follow Penang's example. By doing so, we can create a future where cities are designed to support all citizens’ well-being and dignity, regardless of age.

Supporting Penang for Age-Friendly City

As our world grows and changes, we must recognise the importance of creating age-friendly cities. The benefits of doing so extend far beyond the older population, as it promotes social inclusion, enhances the quality of life, and fosters intergenerational connections. An age-friendly city is livable, sustainable, and equitable for all generations.

As Penang's ageing population grows, we must commit to creating a city that is inclusive, accessible, and safe for our older citizens. By supporting Penang as Age-Friendly City, we are investing in the future of our community and creating a better and more vibrant city for all.

We must recognise the valuable contributions that older persons have made and continue to make to our community. An age-friendly Penang will not only ensure that our older citizens age with dignity and independence but will also provide opportunities for younger generations to learn from and connect with them.

Let us come together and support the initiative to create an age-friendly Penang. Together, we can build a community that celebrates and embraces the needs and aspirations of our older citizens. Doing so will create a community where older persons can continue to participate actively in society and enjoy their golden years.

An age-friendly city is one that values and prioritises the needs of its older citizens. It's a city where everyone, regardless of age, can live, work, and thrive. Let us work towards creating an age-friendly Penang, and in doing so, we can create a brighter future for all.

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