

Elderly Commission
Minutes of the 71st Meeting

Conference Room 3, G/F., Central Government Offices,
2 Tim Mei Avenue, Tamar, Hong Kong
10:15 a.m., 12 June 2012 (Tuesday)

Present:

Chairman

Prof CHAN Cheung-ming, Alfred, BBS, JP

Vice-chairman

Dr LAM Ching-choi, BBS, JP

Members

Dr CHAN Hon-wai, Felix

Ms CHAN Man-ki, Maggie

Mrs CHAN LUI Ling-yee, Lilian

Dr CHEUNG Moon-wah

Dr CHONG Ming-lin, Alice

Mr MA Kam-wah, Timothy

Mr SHIE Wai-hung, Henry

Dr TUNG Sau-ying

Mr WONG Fan-foung, Jackson, MH

Dr WONG Yee-him, John

Mrs WONG WONG Yu-sum, Doris

Mr WU Moon-hoi, Marco, SBS

Mr YAU How-boa, Stephen, BBS, JP, MH

Mr TANG Kwok-wai, Paul, JP

Permanent Secretary for Labour and
Welfare

Mr YUEN Ming-fai, Richard, JP

Permanent Secretary for Food and
Health (Health)

Mr NIP Tak-kuen, Patrick, JP

Director of Social Welfare

Dr LEUNG Sze-lee, Shirley

Representative of Director of Health

Mr LUI Kwong-fai

Representative of Housing Department

In attendance:

Ms YOUNG Bick-kwan, Irene, JP	Deputy Secretary for Labour and Welfare
Mrs CHAN NG Ting-ting, Elina	Principal Assistant Secretary for Labour and Welfare
Miss LI Yuen-wah, Cecilla	Assistant Director Social Welfare Department
Miss LAU Sze-mun, Shirley	Assistant Secretary for Labour and Welfare
Mr LO Chun-hang, Simpson	Assistant Secretary for Labour and Welfare
Ms LEE Kai-ying, Iris	Assistant Secretary for Labour and Welfare
Miss MOK Tik-shan, Elizabeth	Chief Executive Officer Labour and Welfare Bureau
Miss HO Wing-wa, Vitinie	Executive Officer Labour and Welfare Bureau

Agenda Item 3

Mr WONG King-man, Kingsley	Chief Systems Manager Office of the Government Chief Information Officer
Mr Rudolf WONG	Assistant Manager Office of the Government Chief Information Officer

Agenda Item 4

Ms FUNG Ngar-wai, Aubrey	Principal Assistant Secretary for Home Affairs
Ms CHENG Mee-khan, Jessica	Chief Executive Officer Home Affairs Bureau
Ms PAT Yee-ping, Grace	Senior Executive Officer Home Affairs Bureau

Agenda Item 5

Mr Douglas SO	Executive Director, Charities The Hong Kong Jockey Club
Ms Imelda CHAN	Executive Manager, Charities The Hong Kong Jockey Club
Prof Jean WOO	CADENZA Project Director
Prof Diana LEE	CADENZA Training Programme Director

Dr Benise MAK

CADENZA Research Assistant
Professor

Absent with apologies:

Ms FUNG Yuk-kuen, Sylvia
Dr CHENG Kam-chung, JP, MH
Mr MA Ching-hang, Patrick, BBS, JP
Dr DAI Siu-kwan, Daisy

Representative of Chief
Executive of the Hospital
Authority

Secretary

Mrs CHAN CHOY Bo-chun, Polly

Principal Assistant Secretary for
Labour and Welfare

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Prof Alfred CHAN Cheung-ming, the Chairman, welcomed Members to the meeting.

2. The Chairman said that Dr John WONG Yee-him's six-year term would expire by the end of July this year. He thanked Dr WONG for his contributions to this Commission during his tenure.

3. The Chairman reminded Members to make a declaration of interest when they had a potential conflict of interest with the matters to be discussed.

Agenda item 1: Confirmation of the minutes of the 70th meeting

4. As Members had not proposed any amendments to the Chinese and English versions of the draft minutes issued by the Secretariat on 13 April and 5 June this year respectively, the minutes were confirmed.

Agenda item 2: Matters arising

Paragraphs 3 and 4 of the minutes of the 70th meeting

5. The Chairman said that Mr Timothy MA Kam-wah, Chairman of the Working Group on Active Ageing (WGAA), would report under agenda item 6 the

progress of implementing the new round of the Neighbourhood Active Ageing Project (NAAP) and preparation work for the new Golden Age TV series.

Agenda item 3: Encouraging wider adoption of information and communications technology among the elderly

6. With the aid of a powerpoint presentation, Mr Kingsley WONG King-man, Chief Systems Manager of the Office of the Government Chief Information Officer (OGCIO), briefed Members on the work and latest initiatives of OGCIO in encouraging the wider adoption of information and communications technology (ICT) among the elderly. He said that OGCIO aimed at assisting different community groups (including the elderly) to improve their quality of life through ICT. The benefits which the elderly could enjoy from ICT adoption included keeping in touch with family members and friends overseas through video communications and social websites, thereby broadening their social circle; obtaining needed information conveniently from the Internet; and keeping their mind active by playing computer games, thereby maintaining both mental and physical health.

7. Mr WONG said that elders often encountered difficulties in using computer, including the difficulty in mastering the skills and using website interface, as well as the lack of knowledge on the beneficial use of computer and the Internet in their daily life. Hence, the computer and Internet usage among the elderly had been consistently low. According to a survey in 2011, almost 20% of elders had used computer, representing a threefold increase as compared with that in 2008.. Notwithstanding, the usage rate was still very low when compared with the mainstream community and other community groups. In view of this, OGCIO would roll out various measures to further promote ICT usage among the elderly.

8. Mr WONG introduced the digital inclusion initiatives that OGCIO had rolled out for the elderly, which included a dedicated information portal for the elderly (the “eElderly”), and the provision of funding support to three projects implemented through Po Leung Kuk, the Evangelical Lutheran Church Social Service - Hong Kong and the China Peniel Missionary Society Social Centre for the Elderly of Grace respectively to enhance elders’ awareness and knowledge of computer. Moreover, elders could enjoy free computer facilities provided by the Government for the general public, such as the GovWiFi, and computer facilities installed in public libraries and District Cyber Centres, etc.

9. Initiatives which would be launched shortly by OGCIO included a recognition scheme for ICT usage among the elderly, as well as a funding scheme to

support the development of mobile applications that catered for the needs of different underprivileged groups or the development of a mobile version of elderly portals. Through various digital inclusion initiatives, OGCIO hoped to continue to increase the interest and ability of elders in using ICT, with a view to increasing their computer and Internet usage rates from the current 20% and 18.4% to 25% and 23% respectively by 2014.

10. After the briefing, Members raised the following questions and views:

Use of computer and the Internet by the elderly

- (a) Since many elders often stayed at home, encouraging them to use computer and the Internet would no doubt broaden their horizons. However, if this prompted elders to stay at home for long hours and disincentivise them from participating in community activities, their general well-being would be adversely affected. Similarly, while providing computers for use by elders, elderly centres should organise group activities for promoting the use of computer so that elders would not be addicted to the Internet, and neglect their social life and interactive communication with others.
- (b) Elders should be reminded not to use the Internet when walking or crossing the road, so as to avoid accidents.
- (c) Overuse or improper use of computer would affect elders' health, such as causing damage to their vision and spine, etc. There was a need to teach elders the proper use of computer.
- (d) Elders should be reminded to beware of objectionable websites, so as to avoid falling prey to Internet fraud.
- (e) Elders should be taught how to type Chinese, so that they could run their mind and could express and share their thoughts and views on the Internet, instead of just accepting information passively.
- (f) The costly charge of Internet access service was one of the reasons that deterred elders from using computer. Network providers should be encouraged to offer discounts to needy groups (including the elderly).

eElderly

- (g) The growth of membership of the eElderly seemed to be slow. Did the website encounter any difficulty in recruiting new members?

Development of hardware and software

- (h) Larger keyboards should be developed to facilitate elders to input text.
- (i) Consideration could be given to developing applications which would enable elders to obtain information on elderly services and intergenerational activities more conveniently. Software relating to exercises for the elderly (e.g. tai chi chuen) could also be developed to facilitate elders to do such exercises at home anytime.

Plans for encouraging elders to use computer

- (j) The percentage of elders using the Internet had surged quickly in recent years. Apart from promoting the use of computer among the elderly in elder academies (EAs), were there any other major reasons accounting for this? What factors had OGCIO taken into account in setting the targetted computer and Internet usage rates of the elderly?
- (k) Was there any long-term planning on the promotion of wider ICT adoption among the elderly?
- (l) Apart from encouraging elders to use computer, consideration could also be given to counselling elders through the Internet.

11. Mr WONG responded as follows:

Use of computer and Internet by the elderly

- (a) Apart from training elders on the use of conventional computers, the three government-funded projects that promoted the use of computer among the elderly also taught elders how to use smart phones and tablets, how to protect personal data when using the Internet, and suitable stretching and eyeball exercises. Besides, these projects also included group-based games and activities to facilitate interactive communication among the elderly, as well as their integration with the younger generation.

- (b) Elders frequently visited informative websites in general. If they had to input Chinese, such as for writing email or leaving comments on the website, they could use handwriting input devices or simpler Chinese input methods such as Q9. At present, EAs and many elderly centres offered courses on Chinese input methods. Besides, some communication applications in the market also provided voice over function.
- (c) Many public premises managed by the Government as well as elderly centres were providing free WiFi service for elders to access the Internet.

eElderly

- (d) The Hong Kong Society for the Aged would take a number of measures to promote the eElderly, including participation in exhibitions, soliciting for discount offers for members, etc. in order to attract more elders to visit the website and register themselves as members.

Development of software and hardware

- (e) OGCIIO would roll out a new initiative to support the development of cross-platform mobile applications to cater for the needs of different underprivileged groups (including the elderly). The software products to be subsidised would be applicable to both smart phones and tablets. OGCIIO would encourage software developers to design simple user interface and include contents in which elders were interested .

Encouraging elders to use computer

- (f) The current target of OGCIIO was to raise the computer and Internet usage rates of the elderly to 25% and 23% respectively by 2014. OGCIIO had taken into account relevant objective factors, including the general educational level, mobility and learning ability of elders, in setting the above targets. OGCIIO would conduct surveys on a regular basis to understand the latest situation on the use of ICT among elders, with a view to introducing targeted measures to encourage wider adoption of ICT among the elderly.

12. In conclusion, the Chairman said that a balance should be struck between the pros and cons of promoting ICT adoption among the elderly, so that elders could keep abreast of the times without getting any adverse effects.

Agenda item 4: The “Love And Respect Thy Elders” (LARTE) Campaign of the Family Council

13. Ms Aubrey FUNG, Principal Assistant Secretary for Home Affairs, gave a briefing on the “Love And Respect Thy Elders” (LARTE) Campaign to be launched by the Family Council (FC) with the aid of a powerpoint presentation. She said that the Chief Executive had announced in the 2011-12 Policy Agenda that the FC in partnership with this Commission, the Commission on Youth (COY) and the Women’s Commission (WoC) would launch a campaign to promote harmonious family relationship. In this connection, this Commission had launched a new phase of NAAP to promote family harmony. COY would launch a project to encourage young people to show their respect and filial piety towards senior members of the family, and conduct relevant studies. WoC would introduce a new module on gender equality and the sharing of family responsibilities under the Capacity Mileage Programme, and would launch publicity and public education activities on related themes.

14. Ms FUNG said that the FC would organise territory-wide publicity programmes for the LARTE Campaign starting from August this year, which included the launching ceremony to be held on 11 August, a theme song especially written for the Campaign, the broadcast of an Announcement in the Public Interest and radio programmes, the publication of press advertorials, an electronic game and e-card design competition, an interactive workshop “Twenty-four Filial Exemplars” and a related essay writing competition, an educational package on “Twenty-four Filial Exemplars”, a prize presentation ceremony cum musical premiere, as well as a musical roadshow, etc.

15. After listening to the briefing, Members expressed their views that participation of elders in the Campaign should be enhanced. Viable option included the recruitment of participants from the local community through District Councils (DCs).

16. Ms FUNG responded as follows:

- (a) FC would liaise with various District Offices to seek collaboration opportunities with DCs and / or district organisations.
- (b) Regarding the interactive workshop on “Twenty-four Filial Exemplars”, FC and the co-organisers would recruit elders to participate and share their own stories. Besides, consideration would be given to adding elderly elements to the proposed musical performances and other activities.

17. The Chairman thanked Ms FUNG for her briefing. He hoped that FC would continue to maintain close cooperation and liaison with this Commission.

Agenda item 5: CADENZA: A Jockey Club Initiative for Seniors

18. The Chairman thanked Mr Douglas SO, Executive Director (Charities) of The Hong Kong Jockey Club (HKJC), Prof Jean WOO, CADENZA Project Director and Prof Diana LEE, CADENZA Training Programme Director for attending the meeting to give a briefing on the work and future plans of the CADENZA Project (CADENZA).

19. Mr SO said that the HKJC Charities Trust (the Trust) had all along been very concerned about the needs of elders in Hong Kong. Since the 1940's, the Trust had been making donations to upgrade service facilities for the elderly, construct and renovate residential care homes for the elderly, and implement pilot projects in social and healthcare services. CADENZA was an elderly service initiative launched in 2006 with the donation of \$380 million by the Trust. Its aim was to create an elder-friendly environment in Hong Kong that fostered positive community attitude towards ageing, and improved the quality of elderly services as well as the quality of life of elders amidst the challenges of an ageing population.

20. Prof WOO said that CADENZA had four major components, namely Public Education, Community Projects, Fellows Programme and Training Programme. On Public Education, CADENZA worked with different public media to promote healthy and positive aging, etc. through docu-drama TV series, public education activities in 18 districts all over Hong Kong, seminars, a short film competition and the publication of reports on chronic diseases, etc. On Community Project, CADENZA tapped and utilised community resources through cross-sectoral collaboration, including the implementation of the Elder-Friendly Employment Practice project, the Elder at PEACE (Elder Abuse Prevention) project and the Senior Mentorship Programme for Soon-To-Retire People, as well as the establishment of CADENZA Hub, an integrated community centre at Fu Shin Estate in Tai Po to provide local elders with cross-sectoral one-stop integrated health services under the primary care concept and case management approach. As for Fellows Programme, 30 CADENZA fellows had been trained and more than 500 people from various social welfare and public organisations had participated in the CADENZA Workshop Series.

21. Professor LEE then said that the Training Programme under CADENZA was an interdisciplinary professional training programme designed to provide the general public, informal caregivers and health and social care professionals with general and

professional education in gerontology. Over the past four years, a total of 366 activities had been held under the Training Programme, attracting 30 000 participants in total. Among these, the web-based courses had provided professional training to 2 800 health and social care workers. Besides, the Training Programme had also enhanced public awareness and concern about the ageing population through carnivals, exhibitions and public seminars. Workshops were also organised to equip informal caregivers with basic knowledge and skills of elderly care, so as to help them cope with the needs for taking care of elders in their daily work or life.

22. As for the way forward of CADENZA, Prof WOO said that continuous efforts would be made to promote the message of “Age-friendly City”, with a view to enabling Hong Kong to achieve the target set by the World Health Organisation for its “Global Age-friendly City” policy. Besides, efforts would be made to develop training on elderly care skills and training for retired senior volunteers. To this end, Prof LEE said that teaching materials on the subject of ageing population would be developed for the compulsory course of Liberal Studies under the New Senior Secondary curriculum. Meanwhile, a web-based learning system would be developed to provide elders and their carers with support on chronic disease prevention and management. Online databases would also be established to provide information and data on gerontology to the general public and elderly service units.

23. The Chairman thanked the representatives of HKJC for their detailed briefing. Members generally showed appreciation to CADENZA’s work in promoting evidence-based and cross-sectoral elderly services, and in establishing a one-stop integrated community service model at CADENZA Hub. Members also raised the following questions and views:

Overall project

- (a) Would HKJC provide additional funding to support CADENZA after the funding of \$380 million had been exhausted?

Community Projects

CADENZA Hub

- (b) Would the service model of CADENZA Hub be extended to other districts with a high concentration of elderly population?

- (c) What were the service charges of CADENZA Hub which was operating on a self-financing basis? How many members did it have currently?
- (d) It was proposed that the service model of CADENZA Hub be promoted to all elderly service units in the territory for their reference in designing services.
- (e) It was proposed that CADENZA Hub should incorporate education and psychiatric services targeting at dealing with depression and stresses commonly seen in the elderly (e.g. relationship between female elders and their daughters-in-law).

Jockey Club Centre for Positive Ageing (JCCPA)

- (f) Located at Shatin in the New Territories, JCCPA provided demented patients with high quality care and training services. It was proposed that its service model be extended to other districts so as to benefit more demented patients and their carers.
- (g) It was proposed that the practical experience of JCCPA be shared with the sector as a reference standard on care services for demented patients.

Fellows Programme

- (h) Would the 30 trained fellows share their research findings and experience with their counterparts in the healthcare or social welfare sectors?

Training Programme

- (i) It was proposed that HKJC provide funding for the establishment of a teaching fund to encourage local tertiary institutions to run courses on elderly care.
- (j) It was proposed that HKJC explore with the Education Bureau on the incorporation of elderly care subjects into the courses of Liberal Studies and Other Learning Experiences under the New Senior Secondary curriculum, so that young people would have a better understanding of caring for elders or even join the elderly care sector after graduation.

Others

- (k) It was proposed that links to information on CADENZA's training programmes and services be provided on the eElderly for convenient access by more elders.
- (l) It was proposed that health information applications (e.g. demonstration of exercises for the elderly) be developed for use in more affordable electronic products (e.g. digital albums), so that long-time home-bound elders with limited mobility could also benefit from CADENZA. It was also proposed that consideration be given to funding pilot projects on the development of applied technology for elderly services.
- (m) How would HKJC advise the new-term government on the provision of elderly services based on its experience on CADENZA over the past six years?

24. Mr SO, Prof WOO and Prof LEE responded respectively as follows:

Overall project

- (a) It was hoped that CADENZA could be sustainable, hence HKJC would strive for good results so as to gain further funding support from the Trust.

CADENZA Hub

- (b) CADENZA Hub was a pilot project which combined primary care services with day care services to serve mainly the local residents. Apart from day care services, one-stop primary care services were provided to the elderly by optometrists, dietitians and Chinese medicine practitioners stationed in the Hub. Moreover, the Hub provided services such as free medical examination and blood pressure measurement on a regular basis. The Hub was open to people apart from elders in the district, such as women's groups, for organising activities. HKJC hoped that CADENZA Hub would be welcomed and recognised by the local residents first and achieve its initial targets of operating on a self-financing basis, etc., before consideration be given to extending the service model to other districts.

- (c) CADENZA Hub had a current membership of about 600, of which more than 30 used its services regularly. The fee for day care services was \$250 per dayper head.
- (d) Many elders suffered from depression because of illness or conflicts with family members, etc. However, most of them felt relieved after being counselled by staff of the Hub, and did not need referrals to psychiatrists for follow-up.
- (e) Experience from providing the services in CADENZA Hub showed that many discharged elders had difficulties living in the community. Although support services for discharged elders were provided by the Hospital Authority (HA), such services were time-limited and failed to offer a long-term solution to problems faced by elders. The Government should therefore promote medical-social collaboration so as to provide diversified services for elders.

Fellows Programme

- (f) Academics who participated in the Fellows Training Programme were required to work on a district basis with social welfare organisations to conduct evidence-based research on selected gerontology-related subjects and assess the effectiveness of such research projects. Upon completion of their research, they had to attend various seminars and workshops to share with counterparts in the sector their research experience and findings on the effectiveness of services.

Training Programme

- (g) In view of the great public demand for elderly care services, CADENZA would carry on with its training efforts. It was learnt that the Faculty of Health and Social Sciences of The Hong Kong Polytechnic University (PolyU) had offered a degree course on Applied Ageing Studies to provide professional training on elderly care services.

Others

- (h) CADENZA would collaborate with the School of Design of PolyU to promote elderly-related services and product design. For instance, an elderly product design contest for university students would be organised.

- (i) HKJC had to consolidate and review the outcomes of CADENZA over the past six years before making recommendations on elderly services to the new-term government. However, HKJC hoped that the incoming government would support the promotion of “Age-friendly City”.

25. Mr Richard YUEN Ming-fai, Permanent Secretary for Food and Health (Health), said that medical-social collaboration should be promoted since medical and health issues were now the focus of elderly services. Community health centres under HA, elderly health centres under the Department of Health (DH) and CADENZA Hub could share and conduct exchanges, and enhance communication and co-operation, in primary care and community services.

26. In conclusion, the Chairman said that he looked forward to more co-operation opportunities between this Commission and HKJC in promoting “Age-friendly City” and in encouraging elders to participate in volunteer service, etc. in future.

Agenda item 6: Any other business

Work progress of WGAA

27. Mr Timothy MA Kam-wah, Chairman of WGAA, said that WGAA had, at its meeting on 18 May 2012, agreed to sponsor RTHK’s production of the new Golden Age TV series. Besides, it had endorsed the establishment of a task force to follow up on the arrangements for visits to participating organisations as part of the final review on the Pilot NAAP, and another task force to formulate publicity plans for promoting active ageing and positive image of elders, etc.

Work progress of the Committee on Elder Academy Development Foundation (the Foundation Committee)

28. Mrs Polly CHAN, Principal Assistant Secretary for Labour and Welfare, said that the first round of funding applications for the Elder Academy Development Foundation for 2012-13 was closed on 31 May this year. The Secretariat had received a total of six applications. The Vetting Sub-committee under the Foundation Committee would meet later to vet the above applications.

Work progress of the Working Group on Long Term Care Model (WGLTCM)

29. The Vice-chairman, who was also the Chairman of WGLTCM, said that WGLTCM was briefed on the development of primary care in Hong Kong by FHB

and DH at its meeting on 19 April this year. WGLTCM would invite the Social Welfare Department to give a briefing on the various types of subsidised community care services at its next meeting.

Date of the next meeting

30. The next meeting was tentatively scheduled for 18 October this year.

Time of adjournment

31. The meeting was adjourned at 12:55 p.m.

July 2012