

**Japan International Cooperation Agency**

**The Project on Successful Aging:  
Community Based Programmes and  
Social Support System in Malaysia**

**Project Completion Report Summary**

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Mitsubishi UFJ Research and Consulting

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# **1. SUMMARY OF THE PROJECT**

## **1.1. Background of the project**

With significant improvement in longevity amongst the people in Malaysia, the number of the elderly of Malaysia is gradually increasing. By the reduction of the birth rate, the proportion of the elderly (the people aged 65 or older) among the total population (about 28.33 million as of 2010) was 5% in 2010 and is expected to be 11% in 2014 (2012, Department of Statistics Malaysia). There is a trend toward nuclear families in Malaysia and the percentage of nuclear families among all households rose from 30.6% to 37.6% from 1991 to 2000. Moreover, the proportion of nuclear family households among households including a person of 60 years of age or older was about 40% or more in 2008. There are concerns that due to the advance of the trend toward nuclear families, the elderly will become isolated. As set forth in its 10th Malaysia Plan, the Government of Malaysia has recognized a special need for policy response to aging-related issues as one of the long-term priorities the country must address. Ministry of Women, Family & Community Development (MWFCD) and Ministry of Health (MOH), the major policy-making bodies on population aging, have set out specific strategies called National Policy for Senior Citizens and National Health Policy for Older Persons respectively. The National Policy for Senior Citizens aims at ensuring the welfare of older persons in all dimensions which are health (healthy ageing), social (active ageing), economy (productive ageing), spiritual (positive ageing) and environment (supportive ageing). These are collectively referred to as the “Successful aging”.

With an aim to develop and enhance policies and programmes on social support system for the elderly, the Government of Malaysia submitted an official request to the Government of Japan for technical cooperation to share the findings about expansion of government support measures for independent, frail, and the elderly requiring help in Japan. Based on the request from the Government of Malaysia, JICA dispatched a detailed planning study team in January 2014 and consulted with the Department of Social Welfare of MWFCD, the counterpart of the project (hereinafter, referred to as C/P). In June 2015, the Record of Discussion (R/D) was concluded between JICA and C/P about “The Project on Successful Aging: Social Support System and Community Based Programmes” (hereinafter, referred to as “the project”).

## **1.2. The purpose and the C/P of the project**

In this project, the overall goal is to develop and implement the community based support programme for the elderly in response to the aging society of Malaysia, and forming the policies for above goal is the purpose of the project. Sharing the knowledge, information, lessons learned and experiences of community based programme for the elderly in Japan and countries other than Japan with the C/P is the expected output of the project.

C/P of the project is the Department of Social Welfare (DSW) of MWFCDC.

### **1.3. Work flow**

Work flow of the project is as follows.

#### **(1) Preliminary survey**

As preparation works and literature review, Mitsubishi UFJ Research and Consulting (MURC) studied the current status and challenges in Malaysia (by literature and site visits), and examined community-based support programs and social support systems for the elderly. Then MURC discussed with the Malaysian government a draft program for the training (in order to propose issues to be addressed in the training) on April and May 2016 (soon after the project implementation), September 2016, April 2017 (prior to the training in Japan), December 2016, and July 2017 (prior to the training in a third country).

In principal, the preparation works and the literature review was done in Japan, but MURC utilized web tools (V-CUBE, Skype) to have TV conferences with the C/P when necessary.

#### **(2) Exchange of information and opinion with C/P (May, 2016)**

MURC had a pre-discussion with the C/P and site visit in Putrajaya on May 15-19, 2016. As a foundation to promote a policy discussion, the information was shared about the current status of Japan and Malaysia, and a direction of the specific programs was sorted out. In the pre-discussion, it was confirmed that the C/P's interest scope and the purpose was not clear very much. The discussion covered priorities, draft program contents, eligibility of trainees and the training program.

#### **(3) Information and opinion exchange with C/P by using teleconference system (several times)**

After the pre-discussion in Malaysia, some meetings were held through V-CUBE and Skype to understand the C/P's needs for the second training in Japan, and agreed to include lectures on and site visits to local activities to support the elderly utilizing the community resources. Then planning of the training program, offer to lecturers, and development of the materials was done. A web meeting was held before the training in a third country.

#### **(4) 1st Training in Japan (August – September, 2016)**

Considering the discussions and preparation works mentioned above, the first Training in Japan was carried out during August 29 – September 9, 2016. The purpose was to deliver implications for the Malaysian officials to consider their own systems and measures based on Japan's 10-year experience in developing care prevention and life support programs, and lessons learned from the experience.

#### **(5) 1st Seminar in Malaysia (October, 2016)**

The 1<sup>st</sup> seminar in Malaysia and the discussion with the C/P were held on October 10 and 14, 2016 in Kuala Lumpur. In the seminar, the information about the current status of Japan and Malaysia was shared and challenges of the frail elderly were sorted out. The seminar was utilized as an opportunity to consider a direction of specific programs and measures.

#### **(6) 1st Training in third country (Thailand; November, 2016)**

The first Training in a third country was carried out in Thailand during November 20–29, 2016. The purpose was to examine challenges and issues to be taken into consideration when developing the programs in Malaysia through a visit to a Southeastern Asian country which has more similar aspects with Malaysia compared to Japan, in terms of the economic level and the maturity of social system development.

#### **(7) 2nd Training in Japan (April, 2017)**

The 2<sup>nd</sup> Training in Japan was carried out during May 11-23, 2017. Considering that the trainees were all different from the first training in Japan, the training touched on the basics of preventive programs and life support services, and also included a number of examples of community-based support for the elderly and fund-raising activities for Active Aging, which were requested by the C/P.

#### **(8) 2nd Training in third country (Indonesia; July – August, 2017)**

The 2<sup>nd</sup> Training in third country was carried out during July 30-August 8, 2017, in Indonesia. Indonesia has similar aspects with Malaysia in terms of the cultural and religious background based on the Islamism. The purpose was to make a reference point for the Malaysia system development where the local NPOs take a main role in supporting the elderly and the socially-vulnerable population.

## **(9) 2nd Seminar in Malaysia and policy discussion (September, 2017)**

The 2<sup>nd</sup> Seminar in Malaysia was held on September 11-16, 2017 in Putrajaya. After the seminar, policy discussion was held to examine and exchange opinions about support programs for the elderly and the social support programs in Malaysia. A Policy Discussion Paper was developed as a part of support to the C/P's policy formulation.

## **(10) Final Report (October – November, 2017)**

MURC drafted and completed the final report.

### **1.4. Basic policy for project implementation**

After grasping the direction of Malaysian elderly policy, we collected information of elderly policy in Japan to identify useful knowledge and experiences for designing the contents of the training courses and seminars. In accordance with characteristics and schedules on the project, we formulate appropriate and efficient project management policy. Specific policies are as follows;

#### **(1) Basic policy on management aspect**

【Management policy 1】 To formulate the project team with high expertise to conduct effective project operation

In order to carry out the project, the following points are important.

- Accurate knowledge about history of elderly policy in Japan and social and economic context of social resource
- Understanding of the situation and characteristics of social and economic in developing countries
- Expertise on community based integrated care system currently being implemented in Japan and concrete image of domestic resources

Our project manager meets all requirements mentioned above.

【Management policy 2】 To utilize suitable human resources

We selected the best lecturers and places for site visit based on our strong network of experts and practitioners of community based integrated system for the training courses in Japan.

Regarding the training in third country, we carried out the training course in Thailand and Indonesia. In Thailand, JICA has conducted projects for the elderly and abundant achievements. Indonesia has similarity with Malaysia in that their national religion is Islam, and we could rely on support of our subsidiary located in Jakarta. Through abundant achievements of JICA projects in Thailand and strong network and support of our subsidiary, we could select appropriate lecturers and places for site visit.

【Management policy 3】 To share information efficiently by using web conference and TV conference system

C/P and we had regular meetings by using the video conference system, V-CUBE and Skype. Regular teleconference enabled us to share the information and updates efficiently.

## **(2) Basic policy on technical aspect**

【Technical policy 1】 To develop policy based on both historical commonality between Malaysia and Japan and social characteristics which is unique to Malaysia

Regarding the status of progress of aging, there are commonalities between Malaysia and Japan in 1960s and 1970s. However, legislation process is much different. While some laws for the elderly, such as National Pension Act, were established in Japan, Malaysia still doesn't have the laws on elderly care, and only has the policy and plan. We designed policy taking account of differences between Malaysia and Japan.

【Technical policy 2】 To share the latest information with the C/P regarding care prevention policies and community development policies of Japan which is changing significantly

We shared information and knowledge of real time care prevention policies and community development policies of Japan which have been changed significantly with the C/P. We carried out the project taking account of sharing social challenges of both Malaysia and Japan and considering solution to those challenges.

【Technical policy3】 To take international trends of active aging into consideration

These days, health promotion, care prevention, Non-Communicable Diseases and so on are important factors from the viewpoint of Active Aging. We took international trends of Active Ageing into consideration when we designed the contents of the training courses and policies.

【Technical policy4】 To be conscious of the target and purpose of the project when we have discussions

When we think about care for independent and frail elderly, which is the main theme of the project, it is one of the important points how to balance autonomy of residents with experts' intervention. In Japan, policy direction is minimizing experts' intervention and maximizing effect of residents' based care for the elderly because of decreasing working-age population. In Malaysia, even if the reason is not the same, they are also facing lack of the number of experts because of limited education and training for the care providers. We designed the contents of the training courses taking account of the differences between Malaysia and Japan.

### 1.5. Project implementation structure

Members of the project consisted of experts of Mitsubishi UFJ Research and Consulting (MURC) and Institute for Health Economics and Policy (IHEP)

**Table 1 Project implementation structure**

<b>Name</b>	<b>Company</b>	<b>Assignment in charge</b>
Reisuke IWANA	MURC	Project leader
Izumi TAKEI	MURC	Community based programmes for the elderly (1)
Yuri SAIKI	MURC	Community based programmes for the elderly (2)
Takuya AKIYAMA	MURC	Seminar and training design (1)
Takahiro SHIMIZU	MURC	Seminar and training design (2)
Daiji TATEISHI	MURC	Seminar and training design (3)
Shinji HATTORI	IHEP	Seminar and training material development

## 2. Achievement Status of Project Goal

Overall goal, project purpose, and outputs are shown in the table below. 【C/P】 represents the evaluation of the counterpart on the project.

**Table 2 Achievement Status of Project Goal**

Project goal	Achievement
<p>Overall goal</p> <p>Towards successful aging, community based programmes and social support system for the elderly are established and implemented.</p>	<ul style="list-style-type: none"> <li>· As of December, 2017, programs and systems for the successful ageing led by C/P are not established.</li> <li>· However, there is an initiative, Beautiful Life for Senior, under the National Blue Ocean Strategy. As part of this initiative, a web site is being built to disseminate information of services, institutions, and benefits for the elderly provided by various ministries and other organizations. C/P attends the meeting of the initiative and input the information and knowledge they learned in this project to the members of the initiative.</li> <li>· 【C/P】 DSW has gained some insights of the progress in older persons care that has been attained by Japan. The participants are amazed with the concept of Long Term Care Insurance (LTCI) and the involvement of local authorities in the service delivery system. Steps has been taken to advocate for the need to review the current national policy and plan of action, and to study the needs for legislation for the benefit of older persons.</li> <li>· 【C/P】 At the beginning of the project, the importance that various organization should participate in the project had been emphasized by MWFCDC including DSW. As the result, MOH, Economic Planning Unit (EPU) and other organizations participated in training courses and</li> </ul>

Project goal	Achievement
	<p>seminars.</p> <p>For Budget 2018, the government has agreed to raise the Financial Assistant for Elderly rate to RM350.00 a month, to ensure the older persons to continue to be active, aging in place in the community and benefited from the community involvement.</p> <ul style="list-style-type: none"> <li>• <b>【 C/P 】</b> DSW officers recognized that various programs that will be implemented should take into account the needs of older persons in the future in Malaysia as an aging nation by 2030.</li> </ul>
<p>Project purpose</p> <p>Towards successful aging, community based programmes and policies on social support system for older persons are developed.</p>	<ul style="list-style-type: none"> <li>• Policy Discussion Paper which contains points that C/P learnt and shared in this project after the second seminar in Malaysia.</li> <li>• On policy matters, the Malaysia Social Protection Council (MYSPC) has been set up on 26 October 2017 and being chaired by the Prime Minister to study into the welfare of Malaysian including the older persons in regards of their financial wellbeing.</li> <li>• <b>【C/P】</b> At this point of time, addressing the needs to maintain the healthy life style among older persons, an exercise module has been develop and given the brand name 'SENAMAS'. SENAMAS has been identified as the Director General Key Performance Index (DGKPI) for the year 2017. It has now been endorsed as the Minister Key Performance Index (MKPI) for the year 2018 with 2000 older persons expected to take part.</li> </ul>
<p>Expected output</p> <p>Output 1:</p> <p>Knowledge and Information from Japan's experience in developing community based</p>	<ul style="list-style-type: none"> <li>• For Training in Japan, 22 officials participated in 1st training course and 21 officials in 2nd training course. In both</li> </ul>

Project goal	Achievement
<p>programmes and social support system for older persons are shared with DSW, MWFCDC and other relevant organizations</p> <p>Output 2 : Lessons learned and experiences of community based programmes and social support system for</p>	<p>training course, participants from DSW, MWFCDC, MOH, and EPU successfully completed the training on the history and current status of aging and elderly policy and community based social support for the elderly in Japan.</p> <ul style="list-style-type: none"> <li>• The 1st seminar in Malaysia was held with the theme “Mobilising Communities Towards Older Persons Wellbeing” and has been attended by 300 participants. The 2nd seminar was held with the theme “Enhancing Inclusivity: Facilitating Participation of Older Persons in the Community” 350 participants attended the second seminar. Information about current status of elderly care system and examples of community based social support for the elderly in Japan was shared with the C/P and various participants.</li> <li>• <b>【C/P】</b> Knowledge and information from Japan’s experience have also been shared during the Older Person Advisory and Consultative Council.</li> <li>• <b>【C/P】</b> The participant also learnt the possible impact on government fiscal capacity in providing health care for older persons as an aged nation. Japan has come out with a novelty idea in the form of LTCL. This is a course to be considered. Social protection is an issue of concern.</li> <li>• Participants of the training courses were from DSW, MWFCDC, EPU, officials of local offices, and staffs of PAWEs and NPOs. After the training courses, participants shared information and knowledge with their colleagues through sharing training materials and reporting to their organizations.</li> <li>• The training in Thailand and in Indonesia were carried out. More than 20 officials from DSW, MWFCDC, MOH, and EPU</li> </ul>

Project goal	Achievement
<p>older persons in other countries are shared with DSW, MWFCDC and other relevant organizations.</p>	<p>successfully completed the training on the current status of aging, elderly policy, and community based social support for the elderly in respective countries.</p> <ul style="list-style-type: none"> <li>• <b>【C/P】</b> From Thailand, we learned that Thailand had embarked on social profiling database and this has proven to be a good initiatives.</li> <li>• <b>【C/P】</b> Another point of the Thailand system is that it remains true to the long term care of the older persons by emphasizing on family members as caregivers with the help of trained caregiver and care managers. This is the kind of support that is needed by the family members to carry on with the responsibilities to take of their older persons.</li> <li>• <b>【C/P】</b> From Indonesia, we learnt that their NGO's operates rather independently in term of funds, human resources and service delivery system. This is not beyond us in Malaysia and in lieu of limited resources, we will be able to think of other mechanism to empower the NGO's in the said aspects and not too dependent on the government.</li> <li>• The 1st seminar was held with the theme "Mobilising Communities Towards Older Persons Wellbeing" and has been attended by 300 participants. The 2nd seminar from ROD Team was held with the theme "Enhancing Inclusivity: Facilitating Participation of Older Persons in the Community" 350 participants attended second seminar. Information about current status of elderly care system and examples of community based social support for the elderly in Thailand, Singapore and Indonesia was shared with the C/P and various participants.</li> <li>• Participants of the training courses were from DSW, MWFCDC, EPU, officials of</li> </ul>

Project goal	Achievement
<p>Output 3 :</p> <p>Target groups gain adequate knowledge and information for the development of appropriate community based programmes and policies on social support system for older persons in Malaysia.</p>	<p>local offices, and staffs of PAWEs and NPOs. After the training courses, participants shared information and knowledge with their colleagues through sharing training materials and reporting to their organizations.</p> <ul style="list-style-type: none"> <li>• Presentations were made by the participants at the end of the training courses in Japan and the third countries. Based on their presentations, we had discussion to consider policy and resources necessary for the elderly care in Malaysia.</li> <li>• Based on the exposure of the importance of exercise among the older persons, the teams had work on the exercise module in collaboration with Ministry of Health and Ministry of Youth and Sport. With the brand name SENAMAS (Exercise for the Elderly), it has been introduced to be practiced to all Older Person Activity Center (PAWE) under DSW. 30 older persons had been trained and had been certified as trainers. This programme had been enlisted as the Minister's Key Performance Index</li> <li>• Based from the Thailand experience, action had been taken to work on the database and prepare older persons profiling. Three (3) districts had been identified for the pilot project. This is a partnership project with a local university.</li> <li>• The government during High Level Committee Meeting on the National Social Council on 24 November 2017 agreed to establish profiling or data for Malaysia's Elderly population for broadening initiatives, aid and care to the elderly.</li> <li>• <b>【C/P】</b> At the beginning of the project, the</li> </ul>

Project goal	Achievement
	<p>importance that various organization should participate in the project had been emphasized by MWFCDD including DSW. As the result, MOH, EPU and other organizations participated in training courses and seminars. For Budget 2018, the government has agreed to raise the Financial Assistant for Elderly rate to RM350.00 a month, to ensure the older persons to continue to be active, age in place in the community and benefited from the community involvement.</p> <ul style="list-style-type: none"> <li>• <b>【C/P】</b> DSW officers have been exposed to RoD experience and some 'simulation exercises' to experience Malaysia as an aging nation by 2030. Various programs that will be implemented should take into account the needs of older persons in the future.</li> </ul>

As mentioned above, the project has achieved three expected outputs. Regarding project goal, Policy Discussion Paper which summarized basic understanding of policy making was adopted, the Malaysia Social Protection Council (MYSPC) has been set up in October 2017 and some of the measures have been implemented. According to those outcomes which reflects the result of the project activities as a part of them, it is observed that the project purpose was mostly achieved.

### 3. Summary of the project based on policy discussion and proposal to achieve overall goal

#### 3.1. Policy discussion

C/P and consultant team had policy discussion several times on the occasion of preliminary meeting, training in Japan, seminar in Malaysia, and training in third country. The project adopts Policy Discussion Paper which summarized the result of discussion in policy discussion held after the second seminar in Malaysia in October 2017.

Contents of Policy Discussion Paper is as follows.

**Table 3 Policy Discussion Paper**

<b>Policy Discussion Paper</b>
<p>We, Department of Social Welfare, Ministry of Women, Family and Community Development (hereafter DSW) and Mitsubishi UFJ Research and Consulting (hereafter MURC) shared these views and thoughts below after two year Japan International Corporation Agency (hereafter JICA) project titled “The Project on Successful Aging: Community Based Programmes and Social Support System in Malaysia”</p>
<p><b>1. Sharing Basic Principles for the forthcoming aging society in Malaysia</b></p> <ul style="list-style-type: none"><li>• The aging problem in Malaysia, for example isolation of the elderly, is becoming obvious in urban areas but in the rural areas it is still latent thanks to traditional family ties and community. These problems are, however, expected to spread to local cities along with the progress of aging in near future. As we saw in Japan and Thailand where the aging progress, capacity of community support does not expand automatically.</li><li>• It is important for Malaysian citizens to recognize that the isolation of elderly people in community is not caused simply by individual reasons but by social reasons and it could be eased through improvement of the environment surrounding the elderly. Therefore the entire Malaysian citizen has to share the view that community support system is not solely a matter of government, but a matter of all of Malaysian citizens.</li><li>• In addition to this, as we learned from experiences in Japan, providing the professional service is not the only and best solution for life support for the elderly. For avoiding the isolation and supporting elderly in the community, Malaysian society as a whole, should share the fact that the development of</li></ul>

community activities and participation in the activities of the elderly become important social investment.

## 2. Classification of Voluntary activities

- Through four training courses in Japan, Thailand and Indonesia, we have learnt that there are various types of volunteers related to the elderly issues such as legally stipulated Community Welfare Volunteer and individually motivated informal volunteers in Japan, Health volunteers in Thailand and volunteers of Posyandu, Pusaka in Indonesia and so on.

Table: 1. Classification of Voluntary activities

1) Volunteers managed by the government (Institutionalized Volunteers)	
Definition	Examples in this project
Volunteers operated systematically and managed by the government. Terms of Reference (TORs) are defined by government and their activities are limited.	<ul style="list-style-type: none"> <li>• Community Welfare Volunteer (Japan)</li> <li>• Health Volunteer (Thailand)</li> </ul>
2) Activities operated by NGOs or voluntary groups supervised by government (Semi-institutionalized Volunteers)	
Volunteers managed by the association supervised by government. Volunteers can relatively freely determine TORs by themselves.	<ul style="list-style-type: none"> <li>• PAWE (Malaysia)</li> <li>• Home Help Service (HHS) (Malaysia)</li> <li>• Fukushima (Hiratsuka, Japan)</li> <li>• Oniishi Model (Kokubunji, Japan)</li> </ul>
3) Activities designed and operated by NGOs (Autonomous Volunteer)	
Volunteers can design and conduct activities independently within the framework of the related government regulations.	<ul style="list-style-type: none"> <li>• Pendidikan Ummah Darul Insyirah (Malaysia)</li> </ul>

- This classification is matched to the degree of intervention by public sectors. As considering the framework of community support system for the elderly in the future, it is assumed that the method and player for managing the system differ depending on the degree of intervention by the public sector.

## 3. Human resource development to support the elderly

- DSW has already taken several policies for human resource development in the community such as utilizing 8,000 'Spot Volunteers' as 'Continuous Volunteers' for

elderly care facilities and persons with disabilities; increasing the number of current volunteers (10,000 at the present moment); Changing operational form from a top-down form to a bottom-up form in the future.

- For adjusting to the future change of society, further improvement of the capacity of human resources in the community including family care givers, volunteers, and professional workers such as social workers and care workers is required.
- The human resources development here includes the self-help efforts of the elderly person by him/herself. Besides supportive human resources, those who are supported should actively promote the maintenance of their own health through actively participating in social activities, which is expected not only to prevent the decline of physical capacity of the elderly, but also to contribute to the prevention of isolation in the community.

#### **4. Strengthen collaboration between social and health sector**

- The community support for the elderly is not limited to maintaining social relationships and preventing social isolation. In the first place, it should be understood that a state of healthy mind and body is indispensable for maintaining social relationship, and social support and health promotion are complementary to each other. Therefore it is required to establish a community support system that integrates both aspects of social and health care of the elderly. This integration should be realized at all levels of those who are engaged to elderly issue.
- In terms of human resource development, professionals as well as volunteers should acquire not only knowledge and information of social support but also those of on health. To that end, at the federal and state level, the technical cooperation between DSW and the Ministry of Health becomes more important than ever by strengthening such collaboration.

#### **5. Empowerment of local authorities**

- Indonesia is relatively more decentralized than Malaysia and which allows the higher discretion of residents in community support activities. In Thailand, the devolution of authority for the development of community support system from central authorities to local is in process. We also learned that Japan recently adopts policies to expand the discretion of local authorities in the development of elderly support in the community.

- For utilizing diverse resources in the community and developing arrangements for community support system, it is important to improve the ability and capacity of local authorities to motivate local people, to coordinate cooperation among stakeholders, and to render necessary technical support to residents. The capacity of local authorities is a key for decentralization, changing the method of dissemination of good practices from point spread to area spread, and graduation from over-dependent on central government in elderly support. The administrative adjustment among stakeholders in the public sector at the both central and local level is also necessary for the smooth capacity development of the local authority.
- Local authority has to seek to appropriately provide information that enables local residents to share future community issues, and to develop arrangements to motivate residents to participate in community activities. For that purpose, it is important to draw the future image of the community and country including analysis of statistical data. Furthermore, in motivating residents, it should be noted that dialogue between residents or residents and administration is important, not instructions and orders from the administration.

#### **6. Legislation on elderly policy in Malaysia**

- We have shared that it is important to establish law on elderly policy in Malaysia. While legislation process was developed since 1960s in Japan and 2000s in Thailand, Malaysia still doesn't have the law on elderly care, only has the policy and plan.
- In this project, we have also learnt that the development of long term care insurance in Japan was designed as a system that integrally guarantees society support and health of the elderly. Not only in the human resource development but in the legal system, law that integrates social sector and health sector should be developed.

#### **7. Data Profiling and Quality of data of the elderly in Malaysia**

- We have shared that the importance of data profiling for the evidence based elderly policy.

### 3.2. Opinions of C/P with regard to overall goal

Overall goal is not yet achieved at present. In order to achieve the overall goal in the future, it is necessary to deal with the following points based on presentations made by participants in the each training course.

- Strengthen collaboration between social and health sector
- The capacity of local authorities is a key for decentralization. The administrative adjustment in the public sector at the both central and local level is also necessary for the smooth capacity development of the local authority.
- To expand PAWE nationwide which is currently operated at 59 places. Capacity building and awareness-raising of local governments is necessary to realize it
- The importance of data profiling for the evidence based elderly policy. Local authority has to seek to appropriately provide information that enables local residents to share future community issues, and to develop arrangements to motivate residents to participate in community activities. For that purpose, it is important to draw the future image of the community and country including analysis of statistical data. Furthermore, in motivating residents, it should be noted that dialogue between residents or residents and administration is important, not instructions and orders from the administration.
- Public awareness for the elderly is also required to actively involve the community where they belong and make the best efforts to change themselves.
- DSW has carried out Home Help Service at the district level for 6 to 7 years. While service are provided by volunteers, they are not trained. MOH has also implemented Home Visit Service which is home visit nursing service for more severe elderly. There are no clear collaboration between two services and training for volunteers and service providers are in short supply.
- The following points have to be considered for the policy challenges toward 2030.
  - i. Possibility of rise of medical expenses and further reduction of the budget for the elderly care
  - ii. Further acceptance of foreign workers to secure human resource for the elderly care
  - iii. 35% of recipient use up provident fund. Technology innovation would take jobs away from the elderly. Due to these factors, there is a possibility that the number of the elderly who cannot make a living may increase.
  - iv. Female elderly who lose a spouse has a problem of isolation and income (feminization of poverty of the elderly)

### **3.3. Summary of the project and proposal to achieve overall goal**

While the project purpose “Towards successful aging, community based programmes and policies on social support system for older persons are developed” was not fully achieved in the project term, there are many points that this project contributed in providing C/P with basic information and findings on community-based elderly care in Japan, Thailand, Indonesia, and Singapore which is useful for policy making and improvement.

Policy Discussion Paper adopted in the project includes the keywords useful to consider policies for the elderly in Malaysia. Those are promotion and motivation of volunteers, capacity building of municipalities, data collection, human resource development, development of legal systems, and collaboration of relevant ministries and organizations.

On policy matters, the Malaysia Social Protection Council (MYSPC) has been set up in October 2017 and being chaired by the Prime Minister to study into the welfare of Malaysian including the elderly. It is hoped that training materials of this project (ex. cases about support for the elderly utilizing resources in the community) will be used as reference materials in policy making forum such as MYSPC.

Important points summarized in the Policy Discussion Papers, that is, points recognized as necessary or important for policy making in the future in Malaysia are as follows. It is thought that making mid and long term policy and strategy for the elderly and formulating road map taking account of points listed above become important policy challenges. For each point, the consultant team assessed the level of C/P and/or Malaysia side from the viewpoint of achieving overall goal, and considered the necessary points in the future.

#### **(1) Sharing Basic Principles for the forthcoming aging society in Malaysia**

##### **【Current situation】**

- The aging problem in Malaysia, for example isolation of the elderly, is becoming obvious in urban areas but in the rural areas it is still latent thanks to traditional family ties and community.
- As we saw in Japan and Thailand where the aging progress, capacity of community support does not expand automatically.

##### **【Viewpoint from Japan】**

- Traditional solidarity and family ties may change with urbanization. Problems of the elderly including isolation are expected to spread to local cities along with the progress of aging in near future.

##### **【Points necessary in the future】**

- It is important for Malaysian citizens to recognize that the isolation of elderly people in community is not caused simply by individual reasons but by social reasons and it could be eased through improvement of the environment surrounding the elderly.
- The entire Malaysian citizen should share the view that community support system is not solely a matter of government, but a matter of all of Malaysian citizens.
- In addition to this, as we learned from experiences in Japan, providing the professional service is not the only and best solution for life support for the elderly. For avoiding the isolation and supporting elderly in the community, Malaysian society as a whole, should share the fact that the development of community activities and participation in the activities of the elderly become important social investment.

## **(2) Classification of Voluntary activities**

### **【Current situation】**

- Through four training courses in Japan, Thailand and Indonesia, we have learnt that there are various types of volunteers related to the elderly issues such as legally stipulated Community Welfare Volunteer and individually motivated informal volunteers in Japan, Health volunteers in Thailand and volunteers of Posyandu, Pusaka in Indonesia and so on.
- Type of volunteers can be classified into three; 1) Volunteers managed by the government (ex. Community Welfare Volunteer in Japan and Health Volunteer in Thailand); 2) Activities operated by NGOs or voluntary groups supervised by government (Pusaka and Posyandu in Indonesia and activities designed with municipalities under the Integrated program for Care Prevention and Daily Life Support); 3) Activities designed and operated by NGOs. This classification is matched to the degree of intervention by public sectors.

### **【Viewpoint from Japan】**

- The participants in the training courses understand the classification of volunteer above. They also understand it is necessary to promote type 2) and 3) volunteers.
- As considering the framework of community support system for the elderly in the future, it is assumed that the method and player for managing the system differ depending on the degree of intervention by the public sector.

### **【Points necessary in the future】**

- Based on clear understanding of the degree of intervention and institutionalization mentioned above, it is necessary to consider type of support and balance of community autonomy and public sector intervention as a support system in the community.

### **(3) Human resource development to support the elderly**

#### **【Current situation】**

- DSW has already taken several policies for human resource development in the community such as utilizing 8,000 ‘Spot Volunteers’ as ‘Continuous Volunteers’ for elderly care facilities and persons with disabilities; increasing the number of current volunteers (10,000 at the present moment); Changing operational form from a top-down form to a bottom-up form in the future.

#### **【Viewpoint from Japan】**

- The human resources development here includes the self-help efforts of the elderly person by him/herself. Besides supportive human resources, those who are supported should actively promote the maintenance of their own health through actively participating in social activities, which is expected not only to prevent the decline of physical capacity of the elderly, but also to contribute to the prevention of isolation in the community.

#### **【Points necessary in the future】**

- For adjusting to the future change of society, further improvement of the capacity of human resources in the community including family care givers, volunteers, and professional workers such as social workers and care workers is required.

### **(4) Strengthen collaboration between social and health sector**

#### **【Current situation】**

- C/P and consultant team shared the importance of promoting social relationship and collaboration of social and health sector in the community support for the elderly. Social relationship means prevention of isolation. Promotion of social participation, economic support and living support is required to prevent isolation.

#### **【Viewpoint from Japan】**

- In terms of human resource development, professionals as well as volunteers should acquire not only knowledge and information of social support but also those of on health. To that end, at the federal and state level, the technical cooperation between DSW and the Ministry of Health becomes more important than ever by strengthening such collaboration.

#### **【Points necessary in the future】**

- The community support for the elderly is not limited to maintaining social relationships and preventing social isolation. In the first place, it should be understood that a state of healthy mind and body is indispensable for maintaining social relationship, and social support and health promotion are complementary to each other.

- Therefore it is required to establish a community support system that integrates both aspects of social and health care of the elderly. This integration should be realized at all levels of those who are engaged to elderly issue.

## **(5) Empowerment of local authorities**

### **【Current situation】**

- Indonesia is relatively more decentralized than Malaysia and which allows the higher discretion of residents in community support activities. In Thailand, the devolution of authority for the development of community support system from central authorities to local is in process. We also learned that Japan recently adopts policies to expand the discretion of local authorities in the development of elderly support in the community.

### **【Viewpoint from Japan】**

- Local authority has to seek to appropriately provide information that enables local residents to share future community issues, and to develop arrangements to motivate residents to participate in community activities. For that purpose, it is important to draw the future image of the community and country including analysis of statistical data. Furthermore, in motivating residents, it should be noted that dialogue between residents or residents and administration is important, not instructions and orders from the administration.

### **【Points necessary in the future】**

- For utilizing diverse resources in the community and developing arrangements for community support system, it is important to improve the ability and capacity of local authorities to motivate local people, to coordinate cooperation among stakeholders, and to render necessary technical support to residents. The capacity of local authorities is a key for decentralization, changing the method of dissemination of good practices from point spread to area spread, and graduation from over-dependent on central government in elderly support. The administrative adjustment among stakeholders in the public sector at the both central and local level is also necessary for the smooth capacity development of the local authority.

## **(6) Legislation on elderly policy in Malaysia**

### **【Current situation】**

- We have shared that it is important to establish law on elderly policy in Malaysia. While legislation process was developed since 1960s in Japan and 2000s in Thailand, Malaysia still doesn't have the law on elderly care, only has the policy and plan.

### **【Viewpoint from Japan】**

- In this project, we have also learnt that the development of long term care insurance in Japan was designed as a system that integrally guarantees society support and health of the elderly.

**【Points necessary in the future】**

- Not only in the human resource development but in the legal system, law that integrates social sector and health sector should be developed.

**(7) Data Profiling and Quality of data of the elderly in Malaysia**

**【Current situation】**

- We have shared that the importance of data profiling for the evidence based elderly policy.

**【Viewpoint from Japan】**

- How to utilize evidence to formulate policies for the elderly is a challenge for the Malaysian Government. Experiences in Japan are useful to tackle with this challenge.

**【Points necessary in the future】**

- It is necessary for the Malaysian Government to promote efforts to share awareness of relevant authorities of central government and local government with regard to data analysis and processing to create evidence.

# ANNEX

## 1. Programme for the 1st Training in Japan

No.	Start	Finish	Duration	Description	Venue
<b>WEEK1 Day 1: 29 August, 2016</b>					
1	10:00	12:30	150 min	Opening Session: Briefing	#SR302, JICA Tokyo
2	12:00	13:30	90 min	Lunch	JICA Tokyo
3	13:30	14:00	30 min	Training Course Orientation	#SR201, JICA Tokyo
4	14:00	17:00	180 min	Lecture 1: Basic Information of and Current Status of Aging in Japan: Social Welfare System to Support the Elderly Mr. Reisuke IWANA, MURC (two 20 minutes breaks in between)	#SR201, JICA Tokyo
<b>Day 2: 30 August, 2016</b>					
5	9:00	12:00	180 min	Lecture 1-1: Outline of Long term care insurance and Health promotion and Prevention Program for the Frail Elderly Ms. Yuri SAIKI, MURC (20 minutes break in between)	#Annex A & B, JICA Tokyo
6	12:00	13:30	90 min	Lunch	JICA Tokyo
7	13:30	16:30	180 min	Lecture 2: Future Directions of the Long-term Care Prevention Ms. Shoko Iimura, Division of Health Care and Long-term Care Integration, Ministry of Health, Labour and Welfare (MHLW) (two 20 minutes breaks in between)	#Annex A & B, JICA Tokyo
<b>Day 3: 31 August, 2016</b>					
8	9:00	12:00	180 min	Lecture 3: Support for Employment and Social Participation of the Elderly Mr. Yusuke Yoshida, Social Welfare Division, Kashiwa City (20 minutes break in between)	#Annex A & B, JICA Tokyo
9	12:00	13:30	90 min	Lunch	JICA Tokyo
10	13:30	16:30	180 min	Lecture 4: Comparative Study of Successful Aging, Active Aging and other Aging Policies Ms. Izumi TAKEI and Mr. Takuya AKIYAMA, MURC (two 20 minutes breaks in between)	#Annex A & B, JICA Tokyo
<b>Day 4: 1 September, 2016</b>					
11	8:15	9:50	95 min	Departure	JICA Tokyo
12	10:00	11:30	90 min	Lecture 5 <i>Fukushima</i> (regional volunteer centers) system Mr. Aoi Matamura, Welfare General Administration Division, Welfare Division, Hiratsuka City	Hiratsuka City
13	11:30	12:45	75 min	Lunch	
14	12:45	13:00	15 min	Transportation	
15	13:00	15:00	120 min	Site Visit 1: <i>Fukushima</i>	Hiratsuka City
16	15:00	16:30	90 min	Transportation	

Day 5: 2 September, 2016					
17	9:30	11:00	90 min	Introduction/prepartaion for group work	#SR201, JICA Tokyo
18	11:00	14:00	180 min	Lunch and Prayer's time	JICA Tokyo
19	14:00	17:00	180 min	Training 1: Review training Mr. Reisuke Iwana, MURC	#SR201, JICA Tokyo
Day 6: 3 September, 2016					
Day 7: 4 September, 2016					
WEEK2 Day 8: 5 September, 2016					
20	9:00	12:00	180 min	Lecture 6: Implementing Organization of Care Prevention/Life Support Mr. Shinji HATTORI, Research Department, Institute for Health Economics and Policy (20 minutes break in between)	#SR303, JICA Tokyo
21	12:00	13:30	90 min	Lunch	JICA Tokyo
22	13:30	16:30	180 min	Lecture 7: History and Role of the Social Welfare Council Mr. Masahiro IKEDA, Community Life Support Center (CLC) (two 20 minutes breaks in between)	#SR303, JICA Tokyo
Day 9: 6 September, 2016					
23	10:00	12:00	120 min	Lecture 8: New Orange Plan and Roles of Supporters in Dementia Measures of Japan Mr. Yohei TAKAHASHI, General Affairs Division, Department of Health and Welfare, Bureau for the Elderly, MHLW (20 minutes break in between)	#SR303, JICA Tokyo
23	12:00	13:30	90 min	Lunch	JICA Tokyo
24	13:30	16:30	180 min	Lecture 9: Silver Human Resource Center in Japan Mr. Takashi FUKUSHIMA, National Silver Resources Center (two 20 minutes breaks in between)	#SR303, JICA Tokyo
Day 10: 7 September, 2016					
25	7:50	9:45	115 min	Departure	JICA Tokyo
26	10:00	12:00	120 min	Lecture 10: Care Prevention in Ibaraki Mr. Hitoshi OTA Ibaraki Prefectural Health Plaza (20 minutes break in between)	Mito City, Ibaraki
27	12:00	13:30	90 min	Lunch	
28	13:30	14:00	30 min	Transportation	
29	14:00	16:00	120 min	Site Visit 2: Social support for the elderly in community (exercise)	Mito City, Ibaraki
30	16:00	18:00	120 min	Transportation	

Day 11: 8 September, 2016					
31	9:00	12:00	180 min	Lecture 11: Support for community development led by residents – Activities of Sawayaka Welfare Foundation Ms. Keiko SHIMIZU Sawayaka Welfare Foundation (20 minutes break in between)	#Annex A & B, JICA Tokyo
32	12:00	13:25	85 min	Lunch	JICA Tokyo
33	13:25	14:45	80 min	Transportation	
34	14:45	17:30	165 min	Site Visit 3 and Lecture 12: Introduction of <i>Hidamari</i> Salon Mr. Koichi SHIMAMURA, Nonprofit Organization, Kiraribito Miyashiro	Minami Saitama, Saitama
35	17:30	18:30		Transportation	
Day 12: 9 September, 2016					
36	9:30	11:00	90 min	Group work (preparation for presentation)	#Annex A & B, JICA Tokyo
37	11:00	14:00	180 min	Lunch and Prayer's time	JICA Tokyo
38	14:00	15:30	90 min	Presentation, Discussion on the Project, Concluding Session	#Annex A & B, JICA Tokyo
39	15:45	16:30	45 min	Evaluation meeting on the training course	#Annex A & B, JICA Tokyo
40	16:30	17:00	30 min	Completion ceremony	#Annex A & B, JICA Tokyo

## 2. Programme for the 1st Malaysian Seminar on Successful Aging

12 October 2016 (Wednesday)

- 09.00 am: ADMINISTRATIVE ANNOUNCEMENT  
Ms. Ruhaini Zawawi, Department of Social Welfare Malaysia
- 09.10am : Presentation 1:  
SOCIAL SUPPORT SYSTEMS FOR OLDER PERSONS IN MALAYSIA  
Mr. Mohd Fazari Mohd Salleh, Department of Social Welfare Malaysia
- 10:00 am: TEA BREAK
- 10.30 am: Presentation 2:  
HEALTH AND SOCIAL CARE NEEDS OF OLDER PERSONS IN MALAYSIA  
Prof. Dr. Tengku Aizan Tengku Abdul Hamid, Malaysian Research Institute on Ageing, Universiti Putra Malaysia
- 11.30 am: Presentation 3:  
REDESIGNING COMMUNITIES FOR AGED SOCIETY: A SOCIAL EXPERIMENT PROJECT  
Mr. Reisuke Iwana, Mitsubishi UFJ Research and Consulting Co. Ltd.
- 01.00 pm: LUNCH
- 02.30 pm: PANEL DISCUSSION
- Paper 1:

TRANSITIONS IN CONTINUUM OF AGED CARE: A MALAYSIAN SCENARIO

Dr. Lee Fatt Soon, Consultant Geriatrician and Physician. Head of Geriatric Services, Hospital Kuala Lumpur

Paper 2:

VOLUNTARY WELFARE ORGANIZATIONS AND HOME HELP SERVICES PROGRAMME IN MALAYSIA

Mr. Zulkifli Ismail, Department of Social Welfare Malaysia

Paper 3:

SOCIAL PROTECTION FLOOR FOR OLDER PERSONS IN THE COMMUNITY

A. P. Dr. Sharifah Norazizan Syed Abdul Rashid, Faculty of Human Ecology, Universiti Putra Malaysia

Paper 4:

A CARING ATTITUDE ENSURES A HEALTHY LIFE

Tan Sri Dato' Paduka Raja Dato' Hj Wan Mahmood Bin Pawan Teh, Malaysian Government Pensioners Association

Panel Moderator:

A. P. Dr. Tan Maw Pin,

Faculty of Medicine, University of Malaya and Secretary, Malaysian Society of Geriatric Medicine (MSGM)

04.30 pm: TEA BREAK

13 October 2016 (Thursday)

09.30 am: OFFICIAL OPENING

The Honourable Dato' Sri Rohani Abdul Karim

Minister of Women, Family and Community Development Malaysia

10.30 am: TEA BREAK

11.00 am: Presentation 4:

SUCCESSFUL AGEING AND COMMUNITY FOR THE ELDERLY IN SINGAPORE

Dr. Ng Wai Chong, Hua Mei Centre For Successful Ageing, TSAO Foundation, Singapore

11.30 am TSAO FOUNDATION AND IT'S PROGRAMME

Ms. Susana Concorde Harding, International Longevity Centre, TSAO Foundation, Singapore

12.00 pm: Presentation 5:

ELDERLY CARE SYSTEM IN THAILAND

- Ms. Nattapat Sarobol, Thammasat University, Thailand
- 01.00 pm: LUNCH
- 02.30 pm: Presentation 6 :  
PROMOTION OF SELF SUPPORT & MUTUAL SUPPORT FOR THE  
ELDERLY CARE IN JAPAN  
Mr. Shinji Hattori, Institute for Health Economics and Policy (IHEP),  
Japan
- 03.30 pm: WRAP UP SESSION  
Mr Reisuke Iwana, Mitsubishi UFJ Research and Consulting Co. Ltd.
- 04.30 pm: TEA BREAK
- OFFICIATING CEREMONY

13 October 2016 (Thursday)

- 09.00 am: Arrival of Dato' Hj Zulkipli bin Ramli  
Director General, Department of Social Welfare Malaysia
- 09.10 am: Arrival of Mr. Kojiro Matsumoto  
Chief Representative, Japan International Cooperation Agency, (JICA)  
Malaysia Office
- 09.20 am: Arrival of Dr. Rose Lena binti Lazemi  
Secretary General, Ministry of Women, Family and Community  
Development Malaysia
- 09.30 am: Arrival of The Honourable Dato' Sri Rohani Abdul Karim  
Minister of Women, Family and Community Development Malaysia
- National Anthem

Recital of Prayers

Speech By Mr. Kojiro Matsumoto, Chief Representative, JICA Malaysia Office

Video Presentation and Opening Speech by, The Honourable Dato' Sri Rohani Abdul Karim,  
Minister of Women, Family and Community Development Malaysia

Photo Session

Press Conference

### 3. Programme for the 1st Third Country Training in Thailand

Day 1: Sun. 20 November, 2016							
No.	Start	Finish	Duration	Description	Venue	Note	
1	15:15	16:20		Transportation from KL to Bangkok	MH782		
2					Stay at <b>Somerset Lake Point</b> Address: 41 Sukhumvit Soi 16, Sukhumvit Road, Khlong Toei, 10110 Bangkok TEL: +66 (0)2 663 1234		
Day 2: Mon. 21 November, 2016							
3	9:30	11:30	120 min	Course Discription and Discussion	Hotel		
4	11:30	12:30	60 min	Lunch			
5	12:30	13:30	60 min	Transportation from the hotel to Ministry of Public Health (MOPH)			
6	13:30	14:00	30 min	Courtesy call on MOPH		Dr. Pornpet panjapiyakl Deputy Director of Bureau of Health Administration, Office of Permanent Secretary	
7	14:00	15:30	90 min	Lecture and Disucussion by MOPH	Receptance Room, 5th Floor, 1st Building, Office of Permanent Secretary, MOPH	Dr. Ekachai Piensriw atchara Director of Regional Health Center, Nakhonratchasima. Consultant of Bureau of Elderly Health, Department of Health	
8	15:30	16:30	60 min	Transportation from MOPH to the hotel			
Day 3: Tue. 22 November, 2016							
9	9:30	11:00	90 min	Lecture from Mr. Fujita, JICA LTOP Expert	Somerset Lake Point Meeting Room	Mr. Fujita	
10	11:00	12:30	90 min	Lunch			
11	12:30	13:00	30 min	Transportation from the hotel to Ministry of Interior (MOI)		Mr. Supachai	
12	13:00	16:00	180 min	Lecture and Disucussion by MOI	MOI		
13	16:00	16:45	45 min	Transportation from MOI to the hotel			
Day 4: Wed. 23 November, 2016							
14	7:00	8:30	90 min	Transportation to Pathum Thani			
15	8:30	11:30	180 min	Site visit Bah Pha Rangsit, Pathum Thani	The Quality of Life Center of the Older Person ศูนย์พัฒนาคุณภาพชีวิตผู้สูงอายุ แห่งแรกของเทศบาลเมืองมิ่ง ยี่ไถ่ที่หมู่บ้านฟ้ารังสิต คลอง 3	Ms. Pum, the director of Division of Health , Tessaban Mueang Beug Yi Tho, Phatumthan	
16	11:30	12:30	60 min	Lunch			
17	12:30	14:00	90 min	Transportation to Bangkok			
18	14:00	15:30	90 min	Lecture and Disucussion by Dept. of Old Persones, MSDHS	10th Floor, Gypsum Tower@Pratunam, MSDHS	Ms. Siriwan Expert of the Elderly, Dept. of Older Person	
19	15:30	16:00	30 min	Transportation to MSDHS to the Hotel			
20	16:15	18:00	105 min	Policy Discussion			

Day 5: Thr. 24 November, 2016						
21	7:00	10:00	180 min	Transportation from the hotel to Khao Phra Ngam, Mueng Lop Buri		
22	10:00	11:30	90 min	Site visit Khaoprangam Aging Complex Center (Kho Pra Ngam Subdistrict Municipality) โครงการศูนย์พัฒนาคุณภาพชีวิตผู้สูงอายุแบบครบวงจร	Khaoprangam Aging Complex Center (Learning Center)	Ms. Achra
23	11:30	13:00	90 min	Lunch		
24	13:00	15:00	120 min	Site visit Excellent Happy Home Ward Kho Pra Ngam Subdistrict Municipality โครงการบ้านต้นแบบสุขภาวะผู้ปวยเรื้อรังและผู้สูงอายุ	Happy Word, Social Space	Ms. Achra
25	15:00	17:30	150 min	Transportation to Suvarnabumi International Airport		
26	18:55	20:15	80 min	Flight to Chiang Rai	TG2136 (18:55-20:15)	
27	18:45	20:10	85 min	Transportation from the airport to the hotel	Stay at <b>Wiang Inn Hotel</b> 893 Phaholyothin Road, Muang District, 57000 Chiang Rai TEL: 053-711-533	
Day 6: Fri. 25 November, 2016						
28	8:00	9:30	90 min	Transportation from the hotel to Khuntarn District (Khuntarn Hospital)	Chiang Rai	
29	10:00	11:30	90 min	Lecture	Khuntarn Hospital	Mr. Fuita
30	11:30	13:00	90 min	Lunch & Prayer		
31	13:00	15:00	120 min	Site visit (three elderly homes)*divided into 3 groups		
32	15:00	17:30	150 min	Transportation to the airport		
33	20:40	22:00	80 min	Flight to Bangkok	TG2137(20:45-22:10)	
34			0 min	Transportation from the airport to the hotel	Stay at Somerset Lake Point	
Day 7: Sat. 26 November, 2016						
35				Day Off, Preparation for team presentation		
Day 8: Sun. 27 November, 2016						
36				Day Off, Preparation for team presentation		
Day 9: Mon. 28 November, 2016						
37	9:30	11:30	120 min	Lecture from Ms.Nattapat Sarobol, Thammasat University	Hotel	
38	11:30	13:00	90 min	Lunch		
39	13:00	15:30	150 min	Wrap up and Discussion	Hotel	
40	15:30	15:50	20 min	Coffee Break	Hotel	
41	15:50	16:30	40 min	Evaluation meeting on the training course	Hotel	
42	16:30	17:00	30 min	Completion ceremony	Hotel	
Day 10: Tue. 29 November, 2016						
43	9:00	10:00	60 min	Transportation from hotel to the airport		
44	11:05	14:15		Transportation from Bangkok to KL	MH785	

## 4. Programme for the 2nd Training in Japan

Date	Time	Menu*	Theme	Lecturer		Language**	Venue	
				Name	Position/Organization			
5/11(Thu)	9:30 ~ 12:00	L	Briefing		JICA Tokyo	E	JICA Tokyo	
	13:30 ~ 17:00	L	Training course orientation and Japan's support system for the elderly (formal service)	IWANA, Reisuke	Senior Analyst, Social Policy Department, Mitsubishi UFJ Research and Consulting	E	JICA Tokyo Seminar Room 406	
5/12(Fri)	9:00 ~ 11:00	L	Mutual support activities in a community (informal support, e.g. residents' association, community welfare volunteer, social welfare council)	SAIKI, Yuri	Senior Analyst, Social Policy Department, Mitsubishi UFJ Research and Consulting	J	JICA Tokyo Seminar Room 406	
	11:00 ~ 13:30		Prayer's time					
	13:30 ~ 14:15		Transfer (Jica Tokyo - Mita, Minato-ku)					
	14:30 ~ 15:00	SV	Resident-led mutual support activities in Mita, Minato-ku (Tokyo) — Mita Ichi Salon	AOKI, Yamato	Chairperson of Minato-ku Mita Icchome neighborhood association; Shinto priest of Motoshinmeigu (a shrine)	J	Icchome, Mita, Minato-ku, Tokyo	
	15:00 ~ 15:30	L	— Introduction of Motoshinmeigu					
	15:30 ~ 16:30	L	— Introduction of Mita Icchome neighborhood association					
16:30 ~ 17:00	SV	— Walk through Mita Icchome neighborhood						
17:15 ~ 18:15		Transfer (Mita, Minato-ku - Jica Tokyo)						
5/15(Mon)	7:40 ~ 9:00		Transfer (Jica Tokyo - Kisarazu, Kimitsu-city)					
	9:15 ~ 9:55	L	Services of the Long-Term Care Insurance (LTCI)	TSUGANEZAWA, Hiroshi	CEO, All Project Co.Ltd., Tsubasa Group	J	Tokuyo "Yume no Sato"	
	9:55 ~ 10:55	SV	Institutional services of the LTCI (TOKUYO, day-service)					
	10:55 ~ 11:05		Transfer					
	11:05 ~ 11:45	SV	Monitoring service (periodical visit) and meal delivery service		Same as above		Tokuyo "Tsubasa"	
	11:45 ~ 12:00		Transfer					
	12:00 ~ 13:00		Lunch				Anniversary	
	13:00 ~ 13:15		Transfer					
	13:15 ~ 13:45		Prayer's time				Tokuyo "Yume no Sato"	
	13:45 ~ 13:55		Transfer					
	13:55 ~ 14:15	SV	Interaction event with children		Same as above		Tsubasa day service center "Sadamoto"	
	14:15 ~ 14:25		Transfer					
	14:25 ~ 15:25	SV	Group home					Group home "Fukufuku"
	15:25 ~ 15:40		Transfer					
	15:40 ~ 16:00	SV	Afterschool childcare program				Tokuyo "Yume no Sato"	
16:00 ~ 16:30	L	Q&A						
16:30 ~ 18:30		Transfer (Kisarazu, Kimitsu-city - Jica Tokyo)						
5/16(Tue)	7:55 ~ 8:45		Transfer (Jica Tokyo - Kokubunji city)					
	9:00 ~ 9:45	L	Preventive long-term care through community development	OE, Hiroko	Municipal officer, the elderly's welfare promotion dept., Kokubunji-shi (Tokyo)	J	Izumi Plaza Lecture room	
	9:45 ~ 9:55		Transfer					
	10:05 ~ 11:15	SV	Gathering event at the facility	ARAI, Takeshi	Associate Professor, Department of Physical Therapy, Faculty of Health Sciences, Mejiro University	J	Tokuyo "Ureshino no Sato"	
	11:15 ~ 11:35		Transfer					
	9:45 ~ 10:15		Transfer					
	10:25 ~ 11:35	SV	Open-air exercise	ASAKAWA, Yasuyoshi	Professor, Division of Physical Therapy, Faculty of Health Sciences, Tokyo Metropolitan University		Sawayaka Plaza Motomachi	
	11:35 ~ 12:25		Transfer (Kokubunji city - Jica Tokyo)					
	14:00 ~ 16:30	L	Tokyo Hometown Project (Pro-bono service provider's support to community-based organizations)	SAGA, Ikuma	Representative of a board of directors, Service Grant Japan, Inc. (Specified nonprofit corporation)	J	JICA Tokyo Annex A, B	

5/17(Wed)	9:00 ~ 12:00	L	History and future direction of Japan's policies for preventive Long-Term Care	HATTORI, Shinji	Researcher, Research Department, Institute for Health Economics and Policy	J	JICA Tokyo Seminar Room 201
	13:30 ~ 15:00	T	Group work	TAKEI, Izumi	Senior Analyst, International Studies Department, Mitsubishi UFJ Research and Consulting	E	
	15:15 ~ 16:30	T	Review (Questions and Discussion)	IWANA, Reisuke	Senior Analyst, Social Policy Department, Mitsubishi UFJ Research and Consulting	E	
5/18(Thu)	9:30 ~ 12:00	L	The role and activities of the social welfare council	YAMAMOTO, Shigeki	Department Chief, Community welfare promotion dept., Social welfare council of Tachikawa-chi (Tokyo)	J	JICA Tokyo Lecture Hall
	13:30 ~ 14:30		Transfer (Jica Tokyo - Tachikawa-city)				
	14:30 ~ 15:00	SV	Group activities of residents' association				Keyakiadi Housing Complex Residents' association
	15:00 ~ 16:30	L	Current situation of Tachikawa Keyakidai housing complex and activities of residents' association	OONO, Shigeo	Secretary-general of Keyakidai Housing Complex resident's association	J	
	16:40 ~ 17:00	SV	Walk through the housing complex				
17:00 ~ 18:00		Transfer (Tachikawa-city - Jica Tokyo)					

5/19(Fri)	9:00 ~ 11:00	T	Group work	TAKEI, Izumi	Senior Analyst, International Studies Department, Mitsubishi UFJ Research and Consulting	E	JICA Tokyo Annex A, B
	11:00 ~ 13:00		Prayer's time				
	13:00 ~ 13:50		Transfer (Jica Tokyo - Machida city)				
	14:00 ~ 14:40	L	Introduction of Orange Door Machida				Tokuyo "Seifu-en"
	14:40 ~ 15:10	SV	Dementia café "Orange Door"	FUJITA, Nao	Social welfare corporation "Ikusankai Daini-Seifu-en"	J	
	15:10 ~ 16:10	L	Q&A and discussion with Orange Door's staff members				
16:10 ~ 17:00		Transfer (Machida city - Jica Tokyo)					
5/22(Mon)	9:30 ~ 12:00	L	Group discussion on the role of Community welfare volunteers in residents' mutual support in Minato-ku (Tokyo)	NOJIRI, Mieko	Chairperson, Minato-ku Community Welfare Volunteers' association (Shiba district)	J	JICA Tokyo Lecture Hall
				FURUHASHI, Yoshihiro	Chairperson, Support club for Tokyo Metropolitan Mita High school		
				AOKI, Yamato	Chairperson of Minato-ku Mita Ichome neighborhood association; Shinto priest of Motoshinmeigu (a shrine)		
	13:20 ~ 14:00		Transfer (Jica Tokyo - MIC(Monodukuri Innovation Center))				
	14:00 ~ 15:00	L	Introduction of community's dining hall				MIC
	15:00 ~ 15:30	L	Discussion with the hall's staff member	INOUE, Atsuko	CEO, Dreamtown, Inc. (Specified nonprofit corporation)	J	
	15:30 ~ 15:40		Transfer (MIC - Dream town)				Dream town
	15:40 ~ 16:10	SV	Community's dining hall				
16:10 ~ 16:45		Transfer (Dream town - Jica Tokyo)					
5/23(Tue)	9:00 ~ 12:00	T	Group work	TAKEI, Izumi	Senior Analyst, International Studies Department, Mitsubishi UFJ Research and Consulting	E	JICA Tokyo Annex A, B
	13:30 ~ 15:30	T	Wrap-up session (presentation on the training course)				
	15:45 ~ 16:30		Evaluation meeting on the training course	IWANA, Reisuke	Senior Analyst, Social Policy Department, Mitsubishi UFJ Research and Consulting	E	
	16:30 ~ 17:00		Completion ceremony				

## 5. Programme for the 2nd Malaysian Seminar on Successful Aging

Day 1 : 12 September 2017 (Tuesday)			
No.	Time	Description	Note
	8:00	REGISTRATION & BREAKFAST	
	9:00	<b>Keynote Address: Successful Ageing in Malaysia : The Government Roles</b> Mr. Mohd Fazari Mohd Salleh, Department of Social Welfare Malaysia	
	10:30	<b>Presentation 1: Population Ageing in Malaysia Towards the Year 2030</b> Prof. Dr. Tengku Aizan Tengku Abdul Hamid, Malaysian Research Institute on Ageing, Universiti Putra Malaysia	
	11:30	<b>Presentation 2: Social Protection for the Elderly in Malaysia: Promoting the inclusion of Older Persons</b> YBhg. Prof. Datuk Dr. Norma Binti Mansor, Faculty of Economics and Administration, Universiti Malaya	
	12:00	* OFFICIATING CEREMONY OPENING	
	13:00	LUNCH	
	14:30	<b>Presentation 3: Pelayanan Lansia di Indonesia</b> Dr. Ir. Herwijati Anita Miranda, Ministry of Social, Indonesia <b>Social Services for Older Persons by NGOs</b> Dompot Dhuafa, Indonesia	
	16:30	<b>Presentation 4: Safety of Older Persons : a Shared Responsibility</b> Malaysia Crime Prevention Foundation (MCPF)	
	17:30	End of the day	
Day 2 : 13 September 2017 (Wednesday)			
No.	Time	Description	Note
	8:00	REGISTRATION & BREAKFAST	
	9:00	<b>Presentation 5: Universal Longevity Society and Mutual Support among Generations: Local Communities in Japan</b> Mr. Reisque Iwana, Mitsubishi UFJ Research and Consulting Co. Ltd.	
	10:30	<b>Presentation 6: Elderly Health: Your Health, Your Role and Your Responsibilities</b> Dr. Lee Fatt Soon, Consultant Geriatrician and Physician. Head of Geriatric Services, Hospital Kuala Lumpur	
	12:30	SENAMAS DEMONSTRATION	
	13:00	Lunch	
	14:30	<b>PANEL DISCUSSION:</b> Moderator :Mr. Reisque Iwana, Mitsubishi UFJ Research and Consulting Co. Ltd. <b>Panel 1: Emotional Support for Older Persons in Malaysia</b> Dr. Suhaila Mohamad Zahir Hospital Tuanku Ja'afar, Seremban, Negeri Sembilan <b>Panel 2: Current Issues and Challenges of Old Age: Community Perspective</b> Representative from NGO (NASCOM/MAKPEM) <b>Panel 3: Life Long Learning Towards Active And Productive Older Persons</b> Representative from Pusat Kecemerlangan Pendidikan Ummah Darul Insyirah <b>Panel 4:</b> Mr. Shinji Hattori, Institute for Health Economics and Policy (IHEP) Japan	
	17:30	End of the day	
* OFFICIATING CEREMONY on 12 September 2017			
No.	Time	Description	Note
	11:40	Arrival of Guests	
	12:00	Arrival of The Honourable Dato' Sri Rohani Abdul Karim, Minister of Women, Family and Community Development Malaysia	
		National Anthem	
		Recital of Prayers	
		Speech By Mr. Kensuke Fukawa, Chief Representative, JICA Malaysia Office	
		Speech by The Honourable Dato' Sri Rohani Abdul Karim, Minister of Women, Family and Community Development Malaysia	
		Photo Session / Press Conference	

## 6. Programme for the 2nd Third Country Training in Indonesia

Day 1: Sun, July 30									
No.	Start	Finish	Description	Venue	Type	Brief explanation of organization	Language		
						Explanation	material	lecture	
			Transportation from KL to Indonesia	xxx					
			Transportation from airport to hotel	Stay at Century Park Hotel Jakarta Address: Jalan Pintu Satu Senayan , 10270 Jakarta Tel: +62 (21) 571-2041 URL: http://www.atletcentury.com/					
Day 2: Mon, July 31									
	7:00	7:50	move from hotel to destination						
1	8:00	9:30	<b>Coordinating Ministry for Human Development and Culture RI (Kemenko PMK RI)</b> Lecturer: Mr. Tubagus Ahmad Choesni, Deputy for poverty reduction and social protection	Venue: Meeting Room of Coordinating Ministry for Human Development and Culture RI Address: Jl. Medan Merdeka Barat #3, Central Jakarta	Central Government	Ministry in charge of coordination, synchronization and control of Ministry affairs in the field of human and cultural development. The Ministry is under and responsible to the President.	English	Bahasa	
2	10:30	12:00	<b>Ministry of Health (Kemendes)</b> Lecturer: still waiting for disposition	Venue: Meeting Room of Ministry of Health Address: Jalan H.R. Rasuna Said Blok X5 Kav. Kuningan Timur, Setiabudi, South Jakarta 12950	Central Government	The Ministry of Health is a government ministry which organise public health affairs within the Indonesian government.	English	Bahasa	
	12:30	13:30	Lunch Time	Restaurant @ Megaria					
3	14:30	16:00	<b>Ministry of Social Affair</b> Lecturer: Mrs. Carolyne Clara E.S. Director of Elderly Social Rehabilitation	Venue: Meeting Room of Ministry of Social Affair Address: Jl. Salemba Raya #28, East Jakarta	Central Government	Ministry in charge of implementation of social welfare	Bahasa	Bahasa	
4	16:30	18:00	<b>Indonesian Psycho-geriatric Association</b> Lecturer: Dr. Martina, Former Chairman and dr. Natalia, New Chairman	Venue: Staff Meeting Room of Radiology Dept at Cipto Mangunkusmo Hospital Address: Jalan Pangeran Diponegoro No.71, RW.5, Kenari, Senen, Central Jakarta, 10430	NGO	Psychiatrist Association related to elderly, dementia, etc.	Bahasa	Bahasa	
Day 3: Tue, August 1									
	6:50	7:50	move from hotel to destination						
5	8:00	9:30	<b>Social Office DKI Jakarta Province</b> Lecturer:	Venue: Meeting Room of Social Office DKI Jakarta Province Address: Jl. Gunung Sahari II No.6, RT.13/RW.7, Gn. Sahari Sel., Kemayoran, Central Jakarta 10610	Local government	Local Government office for social affair	Bahasa	Bahasa	
6	10:30	12:00	<b>BK3S (Badan Koordinasi Kegiatan Kesejahteraan Sosial) Jakarta Province</b> Lecturer: Mrs. Maryono, Advisor of BK3S and Mr. Sarsito, 1st Chairman	Venue: Plaza BK3S Address: 3rd Floor, Jl. Salemba Tengah 51, Central Jakarta	NGO	Serves as the local government Prov. DKI Jakarta partners in the development of Social Welfare Sector as coordinating Agency.	Bahasa	Bahasa	
	12:00	13:00	Lunch Time	PLAZA BK3S					
Day 4: Wed. August 2									
	7:00	8:00	move from hotel to destination						
7	10:15	12:00	<b>Dompot Dhufa</b> Lecturer: Mr. Yudha Abadi, MM, Program Director DDF	Venue: Philanthropy Building, Address: Jalan Warung Buncit Raya, Pasar Minggu, RT.3/RW.5, Jati Padang, Ps. Minggu, Kota South Jakarta, 12540	NGO	A non-profit organization owned by Indonesian society	Bahasa	Bahasa	
			Lunch with DD						
8	14:00	15:30	<b>Pos Sehat</b> Director of LKC followed by Representative of Pos Sehat Cinere and watch Pos Sehat Cinere Video.	Venue: Pos Sehat Cinere Address: Depok-West Java	other	Health facility belong to Dompot Duafa and cooperate with other	Bahasa	Bahasa	
Day 5: Thr. August 3									
9	8:00	9:30	<b>Pergeri (Indonesian Society of Gerontology)</b> Mr. Tony Setiabudhi, Chairman	Venue: Century Park Hotel Address: Jl. Pintu Satu Senayan, South Jakarta, 10270	NGO	Association that focus on gerontology.		X	
	9:40	10:30	move from hotel to destination						
10	10:40	12:10	<b>Posyandu Lansia Pegangsaan Village</b> Lecturer: Daily Board of Posyandu Lansia	Venue: RPTRA AMIR HAMZAH, Address: Jl. Taman Amir Hamzah No.9, RT.8/RW.4, Pegangsaan, Menteng, Central Jakarta 10320	other	Eldery community group in specific area		X	Bahasa
	12:20	13:20	Lunch	Megaria or Pasarraya Manggari					
11	14:00	15:30	<b>PUSAKA 2</b> Lecturer: Mr. Inwansyah, and Mrs. Endang, Chairman	Venue: Yayasan Al Islah-PUSAKA 2 Address: Jl. Matraman Dalam 1, Central Jakarta	other	Eldery community group in specific area	Bahasa	Bahasa	
Day 6: Fri. August 4									
	7:00	8:10	move from hotel to destination						
12	8:30	11:00	<b>Sasana Tresna Werdha</b> Lecturer: DR. Tumbu R. Ramelan, Director	Venue: Office of Sasana Tresna Werdha Address: Jl. Karya Bhakti Km. 17, Cibubur, East Jakarta	other	Eldery House for middle class	Bahasa	Bahasa	
	11:20	12:20	Lunch Cibubur Junction	Bakmi GM, Ta Wan, etc					
13	14:30	16:00	<b>Bina Bhakti (Panti Werdha)</b> Lecturer: Ms. Anyus, Manager	Venue: Meeting Place of Bina Bhakti Address: Kampung Curug, RT.002/01 Desa Babakan Serpong, Tangerang, Banten 15315	other	Eldery House belong to Catholic	Bahasa	Bahasa	
Day 7: Sat. August 5 / Day 8 Sun, August 6									
			Day Off, Preparation for team presentation						
Day 9: Mon. August 7									
	6:00	8:20	move from hotel to destination						
14	8:30	10:00	<b>Jababeka</b> Lecturer: Mr. Marlin Marpaung (Presiden Direktur JLLC) : Title SLD Profile. Mr. Yuzurhara Kazuma (Direktur) : Title JLLC Consulting.	Venue: MTG Room of PT Jababeka Longlife City Address: Jl. Taman Golf Timur No. 100, The Care Center Senior Living @DKhayangan Jababeka Residence, Cikarang Bekasi, West Java 17550	Private company	Senior Living @ D' Khayangan is presented by PT. Jababeka Longlife City, for residence of elderly. Founded by two large companies Longlife Holding Co.Ltd., and PT. Jababeka, Tbk.	English	ENG and JPN	
			Lunch						
15	13:00	15:30	Wrap up and Discussion	Stay at Century Park Hotel Jakarta				X	English
	15:30	15:50	Coffee Break	Address: Jalan Pintu Satu Senayan , 10270 Jakarta					
16	15:50	16:30	Evaluation meeting on the training course	Tel: +62 (21) 571-2041				X	English
17	16:30	17:00	Completion ceremony	URL: http://www.atletcentury.com/				X	English
Day 10: Tue. August 8									
			Transportation from hotel to the airport						
			Transportation from Indonesia to KL	xxx					