

Community Investment and Inclusion Fund
“Ageing-in-place – The Programme for Building a Dementia-friendly Community” Platform
Second Meeting

Key Points Summary

The Community Investment and Inclusion Fund (CIIF) convened the second meeting of the “Ageing-in-place – The Programme for Building a Dementia-friendly Community” Platform on 26 March 2026. Participating funded project teams exchanged views on the difficulties and challenges encountered in the implementation of “ageing in place” initiatives or programmes primarily targeting elderly persons, and shared practical solutions and coping strategies. After consolidating the discussions and insights from attendees, the CIIF Secretariat has compiled the following key points for reference by all funded project teams.

	Difficulties and Challenges	Feasible Solutions
Community Needs Assessment	Project teams were unable to effectively grasp or assess the needs of service users in the district.	● Intervene through elders’ daily living activities. For example, since many elderly persons are not familiar with the use of mobile phones and may find it difficult to master information technology, project teams may consider organising classes on using of mobile phones or Virtual Reality (VR) activities to attract elders and increase their participation. ● Intervene through the themes on health and cognitive. In addition to medical-social collaboration, also strengthen business-social collaboration. For example, one project team shared a successful project that had linked a chain optical store in the business sector with a local university in the education sector to organise an “AI Retinal Screening Study”, which effectively addressed the community needs. ● Enhance the proactiveness of project teams in seeking collaboration and respond more actively to collaborators’ needs (e.g. volunteer support and venue provision). Adopt a complementary approach to achieve win-win outcomes and establish long-term cooperative relationships.
	The programme content does not fully align with the real situations and needs of elderly participants, and thus requires continuous adjustment and refinement.	● Identify and leverage volunteers’ strengths, while enhancing their knowledge and skills to equip them as part of a community support network. Strengthen volunteers’ ability to respond flexibly according to actual district situations. ● Utilise younger elders and experienced volunteers as mentors to pass on their experience and professional skills. Adopt a “veteran guides novice” approach to enhance the programme’s sustainability with a view to addressing the community needs in a more effective way.

	Difficulties and Challenges	Feasible Solutions
	Many elderly caregivers (“elderly caring for elderly”) were found to have their own health and daily living needs. For instance, some face personal living difficulties yet still need to care for their spouses or even older parents, causing their own needs to be overlooked.	● Collaborate with district partners and various service units to complement resources required by caregivers, thereby providing a more comprehensive support to alleviate caregivers’ stress. ● Emphasise the importance of cross-sector collaboration and leverage local shops’ familiarity with community resources to expedite access to necessary support in order to provide services to the caregivers in need.
Volunteer Recruitment and Development	Insufficient youth volunteers/participants.	● Collaborate with the education sector. This approach cannot only expand the pool of youth volunteers but also encourage students to engage in community service. Schools are usually willing to provide venues and non-class time for students to participate in service activities, creating a multi-win outcome. ● Incorporate school-based training programmes into the project’s strategic initiatives.
	Difficulty in recruiting volunteers from age groups other than elderly volunteers.	● Leverage the strengths of collaborative partners and carefully assess their needs to achieve win-win outcomes. For example, corporations seek to build a positive reputation, while schools hope students participating in community service. Both sectors possess rich volunteer resources. Through mutually beneficial arrangements, the support network can be effectively expanded. ● In addition to street stations, adopt more outreach methods, such as community patrols, to identify caring local shops, discover enthusiastic or needy community members, and understand their expectations and needs regarding community services.
Others	The Time Bank model is effective in encouraging more community members to participate actively. However, there is concern that the precious spirit of unpaid volunteer service may be misinterpreted as a paid reward due to the Time Bank’s hour-exchange system.	● It is recommended to provide neighbourhood support services for Time Bank users to redeem, such as escorting services for consultation, and to reduce the provision of tangible items with measurable monetary value as redemption options.