POLYU JOCKEY CLUB
OPERATION SOINNO
理大賽馬會社創「騷·In·廬」

SIRF 2022

Social Innovation Regional Forum
社會創新區域論壇 2022

Exploring Age-inclusive Communities Under COVID-19

Navigating Post-pandemic Era with Social Innovation

塑造全齡共融社區：疫情下的探索

疫後曙光 社創導航

Organiser 主辦機構

THE HONG KONG POLYTECHNIC UNIVERSITY 香港理工大學

J.C.D!Si 賽馬會社會創新設計院

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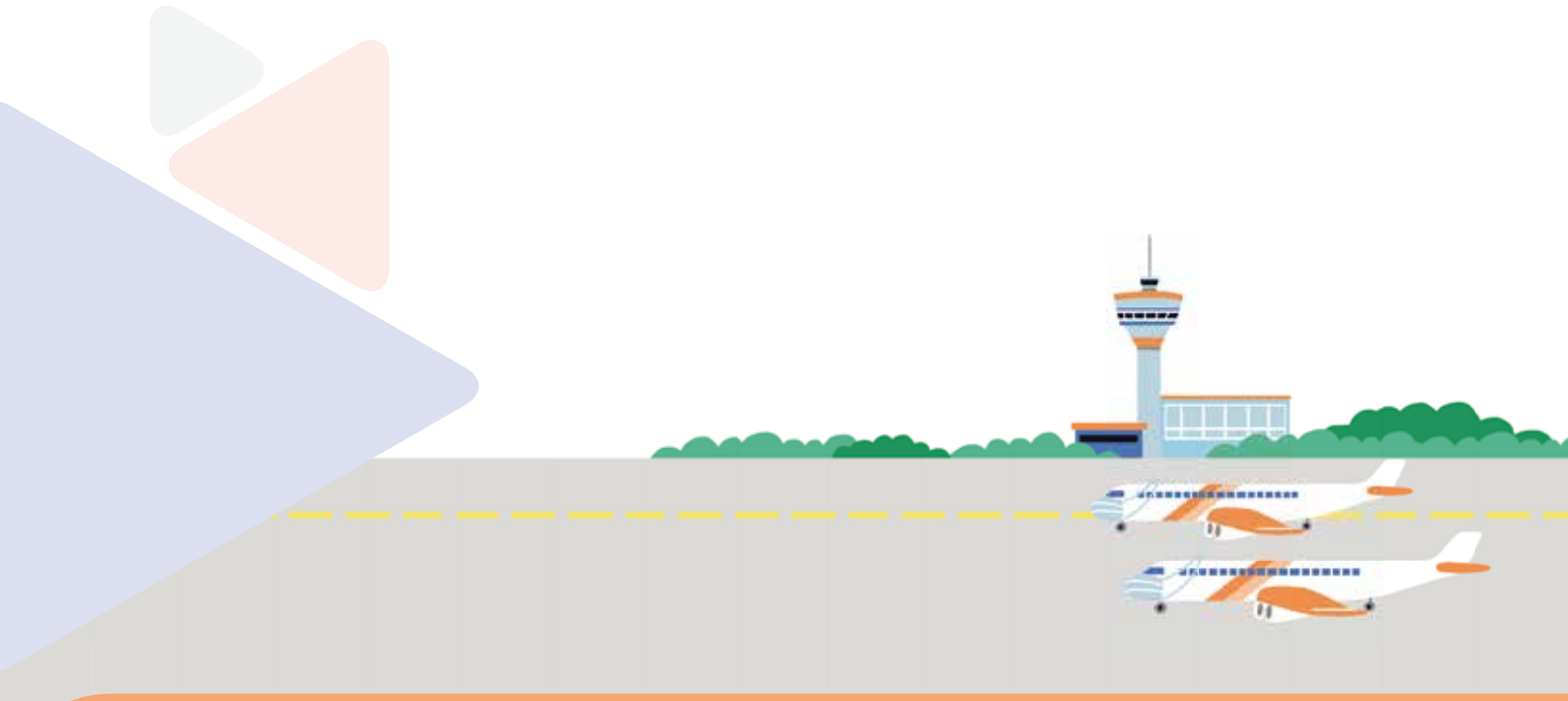

ORGANISER
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Event Overview

The global spread of the COVID pandemic has had direct effects on everyday life, and the elderly population are among those bearing the brunt of the impact. On the flip side, new modes of community services, developments in gerontechnology, and innovative solutions born out of the need to adapt to COVID restrictions have gradually become rooted in our everyday lives.

Embracing a new mindset under COVID, the Social Innovation Regional Forum (SIRF) 2022 invites stakeholders from different sectors across Hong Kong, Mainland China, and Asia Pacific to join forces in reimagining services and technologies, identifying collaborative ways to support older people and disadvantaged groups in leading independent lives and ultimately facilitate the development of age-inclusive communities.

活動概覽

新冠疫情全球肆虐，直接影響大眾的生活習慣，要適應突如其來的改變並不容易，特別是長者及弱勢社群；但與此同時為應對疫情，社區服務新模式、樂齡科技、創新方案等卻應運而生，慢慢地成為新常態，將生活推回軌道。

社會創新區域論壇2022邀請了香港、內地及亞太區各界持份者，他們帶著因疫情而被激發的新思維，探討在疫情下，如何透過多元協作的服務模式和科技應用的再想像，支援長者及弱勢社群自主生活，促進全齡共融社區。

About Us

About PolyU Jockey Club "Operation SoInno"

Organised by the Jockey Club Design Institute for Social Innovation at The Hong Kong Polytechnic University (PolyU) and funded by The Hong Kong Jockey Club Charities Trust, the social innovation programme is to innovate solutions, in collaboration with a wide spectrum of stakeholders, to respond to social challenges with a view to improving life in Hong Kong. The whole programme consists of four inter-linked key components, namely (i) the "One from Hundred Thousand" Social Innovation Symposium Series, (ii) SOINNO Action Projects, (iii) SOINNO Education, and (iv) SOINNO Knowledge Platform. The programme would engage trans-disciplinary forces of academia, non-governmental organisations, professional bodies, members of the public, corporations and the Government to generate innovative ideas and practical actions.

About Jockey Club Design Institute for Social Innovation (JCDISI)

JCDISI, established in 2012, aims to provide an innovative and human-centred platform to envision a better life in the society, to connect people with passion and nurture doers of all ages to innovate with collective wisdom to enable impactful action.

關於我們

關於理大賽馬會社創「騷．In．廬」

由香港理工大學(理大)賽馬會社會創新設計院主辦及香港賽馬會慈善信託基金捐助，匯集社會各方，以創新理念和務實可行的社會創新方案，應對多項社會挑戰，共同改善香港的生活。計劃透過四大範疇：(i)「十萬分一」社創研討會，(ii)社創行動項目，(iii)啟迪創新習作，及(iv)社創知識平台，聯合學術界、非政府組織、專業團體、熱心的社會人士、企業和政府，攜手構建創新方案，並按此制訂建議的實際行動。

賽馬會社會創新設計院

賽馬會社會創新設計院於2012年成立，旨在提供一個以人為本的創新平台，前瞻美好生活，連繫熱心人士，培育跨代實幹者，以集體智慧，推動創新，並成就具影響力的實效行動。

Learn More 了解更多

Project Website
計劃網站

JCDISI website
JCDISI 官方網站

Wechat
微信關注我們

JCDISI

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Welcome Message

Miss Alice MAK, SBS, JP,
麥美娟女士, SBS, JP

Secretary for Home and Youth Affairs
民政及青年事務局局長

It is my great pleasure to join the Social Innovation Regional Forum.

The outbreak of the COVID-19 pandemic has brought challenges and uncertainties to society over the past few years, causing tremendous changes to our lives in its wake. However, in a sense, the pandemic also acts as a catalyst for stronger bonding in our community. On one hand, people may have never felt so physically removed from their source of support, be it their loved ones living afar or neighbours living next door. On the other hand, we see people of different ages and from various sectors of society keep reaching out to meet the needs of others. The dire times present us the precious opportunity to explore and discover the great lengths our society can go to strengthen the community support network for all ages.

Recently, in the Chief Executive's first Policy Address, he proposed to set up District Services and Community Care Teams, or Care Teams in short, in all 18 districts. They will be tasked to strengthen the community network. Under this initiative, local groups and organisations will be widely engaged and all sectors will be pulled together to take part in community building. The Care Teams will also recruit young people and ethnic minorities in the process. In a nutshell, we aim to more effectively deploy district resources in response to the needs of the public, hopefully promoting mutual assistance and social cohesion in the community.

很榮幸能夠參與社會創新區域論壇。

過去幾年，新冠疫情爆發令社會充滿挑戰，變幻莫測，我們日常生活亦發生了翻天覆地的改變。然而，疫情也成為加強社區聯繫的催化劑。一方面，市民可能從未感受過如此遠離他們的社交資源網絡，無論是遠方的親友還是附近的鄰居；另一方面，我們見到不同年齡、不同行業的社會人士持續伸出援手，滿足其他人的需要。艱難時期正正是寶貴的機會，讓我們發掘社會如何竭盡所能加強各個年齡層的社區支持網絡。

近日，行政長官在首份施政報告中，提出在全港十八區設立「地區服務及關愛隊伍」(「關愛隊」)以加強社區網絡。此措施促使本地團體和組織廣泛參與，各行各業齊心協力，共同參與社區建設。關愛隊亦會招募年輕人和少數族裔。簡而言之，我們的目標是更有效地調配地區資源以回應公眾需要，希望促進社區互助和社會凝聚力。

Of course, the ongoing hard work of the social innovators in holding their ground especially during the tough battles in the pandemic has also contributed to meeting the needs of the community. Thanks to them for braving the unforeseen difficulties, they have helped stay the course of their social enterprises through the uncertain currents to keep making positive social changes despite the pandemic. No wonder the sector has emerged steadfast and strong after years of development, with the number grown to over 700 and business types spanning a wide spectrum of industries, from medical and healthcare services to education and training, environmental protection, arts and culture and more. That is a very admirable achievement.

The Hong Kong Special Administrative Region Government believes in social enterprises and the positive values they bring to our community and our economy. Over the years, we have attached great importance to promoting the development of social enterprises through a multi-pronged approach, including providing funding support for individual projects, supporting the sector in capacity building, promoting cross-sector collaboration and enhancing public understanding of social enterprises. The Government will surely continue to give the sector strong support and enhance community awareness towards it. A community that embraces mutual assistance will see a brighter prospect of social cohesion and inclusion.

I wish this year's event a resounding success, and all participants a rewarding experience. Thank you.

當然，社會創新者一直努力不懈，堅守陣地，特別是在疫情期間艱苦奮鬥，也有助於滿足社區需求。感謝它們勇於面對不可預見的困難，幫助社會企業在千變萬化的潮流下堅持下去，即使面對疫情仍然做出積極的社會變革。難怪業界經過多年發展已穩健壯大，企業數目已增至七百多家，業務涵蓋醫療服務、教育及培訓、環保、文化藝術等廣泛領域。這是個非常令人讚嘆的成就。

香港特區政府相信社會企業及其為社會和經濟帶來的正面價值。多年來，我們一直重視以多管齊下的方式推動社會企業的發展，包括為個別項目提供資助、支持業界進行能力建設、促進跨界別合作及加深公眾對社會企業的認識。政府定必繼續大力支持業界，並提高社區對社會企業的意識。只要有一個擁抱互助的社區，我們的社會便會更有凝聚力，更加共融。

我祝願今年的活動圓滿成功，參加者收穫豐富。多謝大家！

Welcome Message

Professor Ben YOUNG,
楊立偉教授

Vice President (Student and Global Affairs), The Hong Kong Polytechnic University
香港理工大學副校長（學生及環球事務）

On behalf of The Hong Kong Polytechnic University (PolyU), I wish to extend a warm welcome to all participants joining the Social Innovation Regional Forum (SIRF) 2022.

The theme of this year's Forum, Exploring age-inclusive communities under COVID-19, challenges us to reimagine services and technologies and discover collaborative ways to support older people and disadvantaged groups in leading independently lives, thus facilitating the development of age-inclusive communities.

I am most grateful to our Guest of Honour today, the Honourable Miss Alice Mak Mei-kuen, the Secretary for Home and Youth Affairs of the Hong Kong Government, for delivering a welcome address. The efforts of the Home and Youth Affairs Bureau, under the leadership of Miss Mak, represent the Government's commitment to promote the well-being and build Hong Kong as a vibrant, caring and harmonious community for all ages. For PolyU, commitments have been made by numerous projects, units and departments through their respective expertise.

I would also like to express my heartfelt gratitude to The Hong Kong Jockey Club Charities Trust for their constant support and generous donation to the Jockey Club Design Institute for Social Innovation (JCDISI). With the Trust's staunch support, the PolyU Jockey Club "Operation SoInno" project can thus continuously operate, and the SIRF is developed as the flagship knowledge exchange event of this project.

我謹代表香港理工大學（理大）歡迎各位出席「社會創新區域論壇2022」。

今年的論壇主題為「塑造全齡共融社區：疫情下的探索」，旨在帶著疫情激發的新思維，探索如何透過多元協作的服務模式和科技應用的再想像，支援長者及弱勢社群自主生活，促進全齡共融社區。

我非常感激民政及青年事務局局長麥美娟女士為論壇演講。香港特區政府致力推進不同年齡人士的福祉，建立香港為一個充滿活力和愛心、人人融洽共處的社會，而民政及青年事務局的工作涉及廣泛的政策範圍，包括公民教育、青年政策、家庭相關事宜、社區建設、地區及公眾關係等，並與私營機構、學術界和民間團體攜手推動創新，努力不懈，締造全齡共融的社區。同時，理大的多個學系和部門也一直運用專業知識，透過不同項目，推動社區邁向全齡共融。

我亦衷心感謝香港賽馬會慈善信託基金的持續支持和慷慨捐款，令論壇得以成功舉行。有賴基金的鼎助，賽馬會社會創新設計院得以繼續推展理大賽馬會社創「騷．In．廬」項目，並以「社會創新區域論壇」作為該項目的旗艦知識交流活動。

There are over 30 social innovators and experts from across the Asia Pacific and beyond contributing to our regional conversation on age-inclusive community under COVID-19 through SIRF events since September this year. I would like to thank them for their participation.

The support of our 9 Thematic Partner Organisations and 12 Supporting Organisations, whose dedication to enriching our understanding of age-inclusive communities and providing insights is also indispensable for the Forum.

Last but not least, I am indebted to all the participants, including those who have joined us in our design thinking workshop, and thematic sessions over the last three months, and of course, those who are joining us today.

I would like to commend the leadership of Mr K.K. Ling, the Director of JCDISI, and the effort of his team for organising this important regional event despite the pandemic challenge.

I wish you fruitful and productive conversations at the Forum today.

同時，自今年九月論壇開展以來，來自亞太地區及其他地區的三十多位社會創新者和專家積極參與討論。我代表大會向他們謹致謝忱。

另外，九家專題合作機構和十二家支持機構的襄助同樣不可或缺。它們全力投入這次論壇，力圖豐富大家對全齡共融社區的理解，實屬難能可貴。

最後，我要感謝在過去兩三個月設計思維工作坊和專題研討會，以及今天蒞臨論壇的每一位參加者。

我還要表揚JCDISI總監凌嘉勤先生，在他的領導及其團隊的努力下，這個重要的活動得以在疫情期間順利舉行。

祝願今日的論壇圓滿舉行、成果豐碩！

Welcome Message

Mr LING Kar-Kan, SBS
凌嘉勤先生, SBS

Director, Jockey Club Design Institute for Social Innovation
理大賽馬會社會創新設計院總監

Welcome to the Social Innovation Regional Forum (SIRF) 2022.

In its fourth year, the Social Innovation Regional Forum (SIRF) aims to illustrate its aspiration of establishing an age-inclusive community through social innovation in the post-pandemic era. The COVID pandemic brought a paradigm shift globally that affected the relevant industries and society. Various new models of community services, developments in gerontechnology, and innovative solutions delivered out of the need to adapt to COVID restrictions have gradually become rooted in our everyday lives.

Embracing a new adaptation mindset in the post-pandemic era, SIRF invites stakeholders from different sectors across Hong Kong, Mainland China and the Asia Pacific to join in the discussions reimagining social services and identifying collaborative ways to support the underprivileged groups to live with dignity, and ultimately, to facilitate the development of age-inclusive communities.

SIRF is the flagship knowledge exchange event under the PolyU Jockey Club "Operation SoInno" project, funded by The Hong Kong Jockey Club Charities Trust and organise by the Jockey Club Design Institute for Social Innovation (JCDISI). With an aspiration of creating an age-inclusive community regionally, we intentionally bring dialogues on age-inclusiveness to the communities of Shenzhen and Hong Kong. This year, SIRF aims to generate dialogue platforms among experts and general public members in Hong Kong and Shenzhen. Three thematic sessions and a design thinking workshop concerning placemaking, the digital divide and silver-age enterprise were conducted in both

歡迎參加「社會創新區域論壇2022」。

「社會創新區域論壇」今年踏入第四年。本屆論壇希望在後疫情時期刻畫出以社會創新建立「全齡共融社區」的願景。新冠疫情為全球帶來範式轉移，影響了相關行業和社會。各種嶄新的社區服務模式、樂齡科技的發展，以及為適應新冠疫情限制而推出的創新方案，已逐漸深入到我們的日常生活中。

「社會創新區域論壇」在後疫情時代擁抱新的適應思維，邀請來自香港、中國內地和亞太地區不同行業的持分者討論，重新構想社會服務並找出支持弱勢社群有尊嚴地生活的合作方式，希望最終能促進「全齡共融社區」的發展。

承蒙香港賽馬會慈善信託基金捐助，「社會創新區域論壇」是理大賽馬會社創「騷．In．廬」項目的旗艦知識交流活動，由理大賽馬會社會創新設計院主辦。我們懷著創建區域性「全齡共融社區」的願望，力求將全齡共融的議題帶入香港和深圳的社區。今年，「社會創新區域論壇」旨在為香港和深圳的專家和大眾提供對話平台。在九月至十一月期間，我們在兩地舉辦了關於地方營造、數字鴻溝和銀齡企業的三場專題研討和一場設計思維工作坊，而今日的論

cities between September and November. Today's main Forum invites experts and stakeholders from the Mainland and Asia Pacific to extend the conversation of the post-pandemic insights on cross-sector and system change innovations.

I would like to thank the support of our guest of honour Miss Alice Mak Mei Kuen, the Secretary for Home and Youth Affairs, for her welcome address at the Main Forum.

I would also like to thank the Hong Kong Jockey Club Charities Trust for their unfailing support allowing us to build on the achievements of running the PolyU Jockey Club "Operation SoInno" project since 2018. With their generosity, SIRF creates various knowledge exchange opportunities picturing age-inclusive communities locally and regionally.

My gratitude to our two strategic partners, supporting organisations, and speakers for their contribution to our discussions throughout the Forum.

Last but not least, my thanks go to all our participants whose interest and support made the Forum a success.

Enjoy the Forum, and I look forward to seeing you next year at SIRF 2023.

壇邀請了來自中國內地和亞太地區的專家和持分者，就後疫情時期的跨界別和系統性的變革創新展開對話，交流見解。

我在此感謝民政及青年事務局局長麥美娟女士為今日的主論壇主禮和致歡迎辭。

我亦要感謝香港賽馬會慈善信託基金，自2018年對理大賽馬會社會創新設計院持續支持，令理大賽馬會社創「騷．In．廬」項目得以成功。在他們的慷慨幫助下，「社會創新區域論壇」創造了各種知識交流機會，在本地和區域層面上描繪了「全齡共融社區」。

我還要向為論壇貢獻的兩個策略夥伴、所有支持單位和講者表達謝意。

最後，多謝所有參加者的熱心投入，令論壇得以圓滿成功。

我希望各位享受今日的論壇，並期待明年的論壇與各位再次見面。

Main Forum 主論壇

DATE 日期
9 Dec 2022 (Friday)
2022年12月9日（星期五）

TIME 時間
14:30-17:40

THEME 主題

Exploring age-inclusive communities under COVID-19
塑造全齡共融社區：疫情下的探索
Navigating Post-pandemic Era with Social Innovation
疫後曙光　社創導航

FORMAT 形式
Onsite & Online
現場參與及網上直播

VENUE 地點
The Chiang Chen Studio Theatre (CCST), The Hong Kong Polytechnic University
香港理工大學蔣震劇院

As the whole world looks to realise age-inclusive communities, it is worth looking beyond Hong Kong and the Mainland to take reference from innovative ideas in the wider Asia Pacific region, the most rapidly ageing part of the world. COVID has been a catalyst for carving new paths towards sustainable futures. The Main Forum invites social innovators from across Asia Pacific to explore and discover new possibilities for age-inclusive communities.

如何促進全齡共融社區是全球熾熱的話題，除了香港和內地的例子外，亞太地區作爲人口老化最急劇的地區亦有很多具前瞻性的創新例子值得借鏡。疫情的出現有如催化劑，令大家不斷開拓新思路，建立日後的可持續發展。主論壇將會匯聚一衆來自亞太地區的創新者互相交流，一同探索和發掘全齡共融社區更多的可能性。

Forum Rundown 論壇節目表

14:30-14:35	**REVIEW VIDEO　回顧短片**	
14:35-14:40	**WELCOME ADDRESS – Guest of Honour** Miss Alice MAK, SBS, JP Secretary for Home and Youth Affairs	**歡迎辭 -主禮嘉賓** 麥美娟女士, SBS, JP 民政及青年事務局局長
14:40-14:45	**WELCOME ADDRESS – Guest of Honour** Prof Ben YOUNG Vice President (Student and Global Affairs) The Hong Kong Polytechnic University	**歡迎辭 -主禮嘉賓** 楊立偉教授 香港理工大學副校長（學生及環球事務）
14:45-15:05	**KEYNOTE 1** Mr Francis NGAI Founder and Chief Executive Officer, Social Ventures Hong Kong Topic: Community Making: the soft power of collaborative innovations	**主旨演講 1** 魏華星先生 香港社會創投基金創辦人及行政總裁 題目:【社區營造】: 協作型創新的軟實力
15:05-15:25	**KEYNOTE 2** Prof ZHANG Qiang Director, Innovation Center for Risk Governance at Beijing Normal University (ICRG) Topic: Nothing about us without us——A case study on supporting and empowering disabled people in dealing with the COVID-19 pandemic in China	**主旨演講 2** 張強教授 北京師範大學風險治理創新研究中心主任 題目：“沒有我們的參與，就不要做關於我們的決定”——關於殘疾人支持和賦權應對COVID-19大流行病的案例研究

15:25-15:45	**KEYNOTE 3** Prof BIAN Zhao-Xiang Associate Vice-President (Chinese Medicine Development), Hong Kong Baptist University Topic: Tele-Traditional Chinese Medicine for COVID-19: from Prevention, Treatment to Rehabilitation	**主旨演講 3** 卞兆祥教授 香港浸會大學協理副校長（中醫藥發展） 題目：遠程中醫與COVID-19：從預防、治療到康復
15:45-16:05	**KEYNOTE 4** Dr Justina LIU Associate Professor, School of Nursing, The Hong Kong Polytechnic University Topic: Virtual Hospital: the new era of health care education	**主旨演講 4** 雷逸華博士 香港理工大學護理學院副教授 題目：虛擬醫院學習系統：創新醫護健康教育
16:05-16:25	**RISING STAR SHARING SESSION – Young Innovators** Speaker: 1. Murch, Ateneo de Manila University Project Topic: An e-commerce solution that allows communities to raise funds through merchandise 2. Team Innovator, The Hong Kong Polytechnic University Project Topic: Evergreen Project: Your Best Health Protector 3. Ikawing, Atendo de Manila University Project Topic: Beating Social Isolation	**未來之星分享 – 年輕創新者** 演講嘉賓： 1. Murch, 馬尼拉雅典耀大學 項目主題 Project Topic: An e-commerce solution that allows communities to raise funds through merchandise 2. Team Innovator, 香港理工大學 項目主題 Project Topic: Evergreen Project: Your Best Health Protector 3. Ikawing, 馬尼拉雅典耀大學 項目主題 Project Topic: Beating Social Isolation
16:25-16:30	**BREAK** 小休	
16:30-17:30	**PANEL DISCUSSION** Moderator: Prof Eric CHUI Head and Professor, Department of Applied Social Sciences, PolyU Speaker 1 Mr Quyen TRAN Portfolio Development and Quality Manager, HelpAge International Speaker 2 Ms Grace CHAN Business Director, The Hong Kong Council of Social Service Speaker 3 Ms Noriko DENO Community Designer, Studio-L *The Keynote Speakers will also join the panel discussion.	**圓桌討論環節** 主持人： 崔永康教授 香港理工大學應用社會科學系教授及系主任 講者 1 Quyen Tran先生 國際助老會項目組合發展及品質經理 講者 2 陳文宜女士 香港社會服務聯會業務總監 講者 3 出野紀子女士 Studio-L社區設計師 *主旨演講嘉賓亦會參與圓桌討論。
17:30-17:40	**CLOSING REMARK** Mr LING Kar-Kan, SBS Director, Jockey Club Design Institute for Social Innovation, PolyU	**總結發言** 凌嘉勤先生, SBS 香港理工大學賽馬會社會創新設計院總監

Keynote 主旨演講 1

Mr Francis NGAI
魏華星先生

Founder and CEO, Social Ventures Hong Kong

香港社會創投基金創辦人及行政總裁

Biography and Abstract 個人簡介及摘要：

Francis NGAI is the Founder of Social Ventures Hong Kong (SVhk, sv-hk.org). As an Impact Designer of cities of the future, Francis has devoted his career since 2007 to starting and incubating hundreds of social innovation projects. His portfolio of innovations includes Hong Kong's first venture philanthropic fund and social start-ups such as Green Monday, Light Be, Playtao Education, co-working factory HATCH, co-caring space COMM,ON, and more.

Francis co-founded SONOVA and COSMOS with co-partners from SVhk, providing professional advisory on impact communications, ecosystem capacity building and collaboration support to corporates, foundations, SPOs and the public sector to work towards impact together. To nurture the next generation of changemakers, Francis has actively led impact talent programmes, such as youth apprenticeship in Creative Beings @ Sham Shui Po, impact holidays in House of Social Innovators, and internships in the Social Leaders Programme.

Francis was recognised as an Honorary Fellow of the City University of Hong Kong and the Education University of Hong Kong. He was selected as one of Hong Kong's Ten Outstanding Young Persons and a Young Global Leader of the World Economic Forum.

魏華星先生為「香港社會創投基金」之創辦人，自2007年起，致力為城市的未來擔任「創變設計師」。他曾創立及參與數以百計的社會創新設計，包括香港首個慈善創投基金、社會初創如「Green Monday」、「要有光」、「合廠」共享工廠空間、「安所」共享好生活空間等。

近年積極推動「使命商業」、「倍效慈善」及「創效傳訊」，魏先生與SVhk夥伴合創SONOVA及COSMOS，為企業、基金會、社福和公營部門提供創效策略及傳訊諮詢、能力提升及協作平台。同時亦參與創效人才培育設計與推廣，推出項目包括「心浪潮」與於深水埗小店的青年文創社區體驗、「社創人家」創效工作假期以及「Social Leaders Programme」大學生社企實習。

魏先生曾分別獲得香港城市大學及香港教育大學頒授榮譽院士，亦被選為香港十大傑出青年及世界經濟論壇全球青年領袖。

Topic: Community Making: the soft power of collaborative innovations
題目：【社區營造】: 協作型創新的軟實力

The fifth wave of the COVID-19 pandemic placed an unprecedented strain on local communities as they struggle with getting appropriate supplies, a sense of support and social inclusion. There were also limitations for conventional means of intervention, such as the public healthcare system and philanthropic support. How might we leverage the concept of "community-making" to bring different stakeholders together to innovate, collaborate and empower the underserved to brave their way through the storm and emerge stronger together?

Through a case sharing on SVhk's community venturing experience in Sham Shui Po and the simple idea of a "Positive Care Cell", Mr NGAI will explore the importance of a "soft power" approach to foster collaborative innovation – one that complements existing technology with a human touch - in the context of one of Hong Kong's poorest neighbourhoods.

本地社區在第五波新冠肺炎疫情中，面對種種資源及資訊限制，遭受了前所未有的挑戰。同時，舊有方針如公營醫療及慈善捐助等在面對爆發性增長的社區需求下漸見乏力。在嚴峻逆境下，我們可以如何藉社區潛力與現有資源探尋嶄新方向，與其他力量發揮協同效應，應對疫情？

魏先生將以香港社會創投基金於深水埗的社區工作及「正向互助小組」為例，探討社區如何透過使用科技，推展街坊互助模式，釋放社區免疫力的潛能，同時建立強大網絡以應對疫情，共同創造社會效益。

Keynote 主旨演講 2

Prof ZHANG Qiang
張強教授

Director, Innovation Center for Risk Governance,
Beijing Normal University (ICRG)

北京師範大學風險治理創新研究中心主任

Biography and Abstract 個人簡介及摘要：

Prof ZHANG Qiang is a professor of public management at the School of Social Development and Public Policy at Beijing Normal University. He is also the Founding Director of the Innovation Center for Risk Governance and the UNDP-China Risk & Resilience Innovation Project Lab (R+ Lab). Prof ZHANG serves as an advisor for the development of a WHO Learning Strategy, the Board Member of the China Administration Society, China Society of Emergency Management, and China Volunteer Service Federation. His research focuses on public management and governance, including risk governance, resilience and sustainable development, volunteering, and social innovation. He received his PhD in Management from SPPM at Tsinghua University (2004) and was a Harvard-Yenching Visiting Scholar at Harvard (2011-2012).

北京師範大學風險治理創新研究中心主任、社會發展與公共政策學院教授 / 博士生導師，聯合國開發計畫署與中國風險治理創新專案實驗室主任。研究領域涉及風險治理與社會創新等。先後兼任世界衛生組織、聯合國開發計畫署等顧問、中國行政管理學會 / 中國應急管理學會 / 中國志願服務聯合會理事、國家中長期青年發展規劃專家委員會委員、民政部專家諮詢委員會委員等。2004年清華大學公共管理學院博士畢業，哈佛大學燕京學社訪問學者（2011-2012）。

Topic: Nothing about us without us—A case study on supporting and empowering disabled people in dealing with the COVID-19 pandemic in China

題目：「沒有我們的參與，就不要做關於我們的決定」— 關於殘疾人支持和賦權應對COVID-19大流行病的案例研究

It has been confirmed by many studies that, being most vulnerable, disabled people in the COVID-19 Pandemic are often left behind in emergencies. According to the statistics of the Sixth National Census, there were about 85.02 million disabled people in China, accounting for 6.34% of the total population. The COVID-19 pandemic has highlighted additional difficulties that disabled people may face, such as barriers to access to information, lifestyle discomforts, and disrupted access to healthcare. The disability support network is a spontaneous and temporary volunteer network dedicated to providing disabled persons with support to deal with the challenges mentioned above and fight against the outbreak. This concept is the practice of evidence-based policymaking. Data obtained in this case revealed that the role of disabled people has the great potential to shift from the recipient to the participant.

危機情況下殘疾人往往被忽視，許多研究都證實了殘疾人在疫情中的特殊脆弱性。根據第六次全國人口普查數據顯示，在2010年末，中國約有8502萬殘疾人，佔總人口6.34%。疫情下殘疾人可能面臨更多的困難，如獲取資訊的障礙、疫情生活模式的難以適應，和常規醫療服務的中斷等。殘疾人支援網路是一個疫情期間自發的臨時志願者網路，致力於為殘疾人提供支援，也是一次循證決策的有效實踐。在這個案例分享中，殘疾人的角色從被動接受者轉變為主動參與者，為危機下社會個體的共融提供了值得借鑒的創新路徑。

Keynote 主旨演講 3

Prof BIAN Zhaoxiang
卞兆祥教授

Associate Vice-President (Chinese Medicine Development), Hong Kong Baptist University

香港浸會大學協理副校長（中醫藥發展）

Biography and Abstract 個人簡介及摘要：

Prof BIAN Zhaoxiang is an expert in traditional Chinese medicine, focusing on digestive diseases. He serves as Director and Chair Professor of the Clinical Division, School of Chinese Medicine, Associate Vice-President of Chinese Medicine Development of the Hong Kong Baptist University (HKBU), Chief Scientist of the Centre for Chinese Herbal Medicine Drug Development Limited, Director of Chinese Equator Centre, and Director of Hong Kong Chinese Medicine Clinical Study Centre. He was educated at Nanjing University of Traditional Chinese Medicine (TCM), Beijing University of Traditional Chinese Medicine and Pharmacology and Guangzhou University of TCM. He was conferred a PhD degree in Integrated Chinese and Western Medicine.

卞兆祥教授為中醫藥研究消化道疾病的專家，現任香港浸會大學協理副校長（中醫藥發展）、中醫藥學院臨床部主任及講座教授、中藥創新研發中心有限公司首席科學家、EQUATOR 中國中心主任，及香港中醫藥臨床研究中心主任。卞教授在南京中醫藥大學取得中醫學學士學位，於北京中醫藥大學取得中醫學碩士學位，於廣州中醫藥大學獲醫學博士（中西醫結合）學位。

Topic: Tele-Traditional Chinese Medicine for COVID-19: from Prevention, Treatment to Rehabilitation
題目：遠程中醫 與 COVID-19：從預防、治療到康復

Hong Kong experienced the fifth COVID-19 pandemic wave in early 2022. In response to the upsurge in cases during the Omicron outbreak, HKBU established the HKBU Chinese Medicine Telemedicine Centre Against COVID-19 (HKBU-TCMC) in February 2022 to offer a free, rapid and remote, integrated Chinese herbal medicine (CHM) prevention and treatment service to COVID-19 patients.

To prevent COVID-19 infection and protect high-risk individuals, including the elderly and healthcare professionals, HKBU-TCMC provided 600,000 dosages of "HKBU Chinese Medicine Immunity Enhancement Remedy". The Centre offered free TCM consultations and CHM treatment for 42,000 patients diagnosed with COVID-19 between February and May 2022. The "Everbright Care · Long COVID Chinese Medicine Rehabilitation Programme" is concurring in Chinese medicine clinics of HKBU to provide free clinical service to help people who suffer from long COVID.

CHM should be included in health policies and strategies and recommended to the public as part of the healthcare system in Hong Kong since it has been proven to play a significant role in the prevention, treatment and rehabilitation of COVID-19. The telemedicine online consultation system has improved consultation efficiency, reduced the burden on doctors seeing patients in person, decreased the risk of infection of the population and healthcare workers, and facilitated the process of obtaining clinical evidence from medical practice for understanding and fighting an infectious disease outbreak.

自2022年初，香港經歷了新冠第五波疫情。為快速應對病例激增的情況，香港浸會大學於2022年2月成立了「浸大中醫抗疫遠程醫療中心」，為新冠病毒患者提供免費、快速、遠程、綜合的中醫預防和治療服務。

為預防新冠病毒及保護包括長者及醫護人員在內的高危人士，浸大中醫抗疫遠程醫療中心提供了600,000劑中藥「防感方」。中心亦於2022年2月至5月期間，為42,000名求助的新冠患者提供免費中醫諮詢和中藥治療。目前，「光大關愛．長新冠中醫康復計劃」在浸大中醫診所進行中，為受「長新冠」困擾的人士提供免費諮詢服務和中醫治療服務。作為香港醫療保健系統的一部分，中藥在新冠病毒的預防、治療和康復方面發揮了重要作用。中醫在新冠預防、治療和康復中的作用，揭示中醫可以被納入衛生政策並向公眾推薦。遠程在線醫療會診系統提高了診症效率，減輕了醫生親自看病的負擔，而且降低了人群和醫護人員的感染風險，也促進了從醫療實踐中獲取臨床證據的過程，有助了解和對抗傳染病爆發 。

Keynote 主旨演講 4

Dr Justina Yat-wa LIU
雷逸華博士

Associate Professor, School of Nursing,
The Hong Kong Polytechnic University

香港理工大學護理學院副教授

Biography and Abstract 個人簡介及摘要：

Dr LIU is an associate professor of SN, Director of the Centre in Gerontological Nursing, and Research theme leader in Ageing and Health Research Theme. Her research programme is about using gerontechnology (such as virtual reality, wearable sensors, and e-health technology) to implement lifestyle interventions (such as physical training and dietary advice) for managing fatigue, sarcopenia, low physical activity levels, falls, and low social participation among community-dwelling frail older people.

雷逸華博士，護理學院副教授，護理學院老年護理研究中心總監，耆年健康研究範疇主任。她的研究項目包括：運用智齡科技（如：虛擬現實科技，可穿戴的傳感器，以及電子健康科技）推行生活方式干預（如：體育鍛鍊和飲食建議），以協助社區體弱長者處理疲勞、肌肉減少症、跌倒、低體能活動和社會參與的情況。

Topic: Virtual Hospital: the new era of health care education
題目：虛擬醫院學習系統：創新醫護健康教育

The Virtual Hospital is a first-of-its-kind virtual learning system in Hong Kong that simulates a real-life hospital ward's complex and chaotic environment. It offers an innovative experiential learning approach to healthcare education. With five IVR games, each game has 1-3 levels, the system allows more than 1,200 combinations of randomised situations and multiple choices. It is difficult for students to predict the tasks they will be handling during the VR games, while they are required to provide instant responses to multitasks and make appropriate clinical decisions through assessing a patient's condition and interpreting their medical information.

Since its launch in January 2022, the Virtual Hospital has benefited over 450 undergraduate healthcare students and received positive feedback from them. Dr Justina LIU and her team look forward to incorporating interprofessional and interdisciplinary elements in the future, as well as introducing the system to other nursing institutions in Hong Kong and the Greater Bay Area.

「虛擬醫院」是全港首個模擬現實醫院病房複雜多變環境的虛擬教學系統，為學生提供創新的體驗式學習機會。系統設有5個模擬情境，每個情境分1至3個級別。系統可隨機提供逾1,200個處境和多項選擇組合，學生參與遊戲時，難以預測即將面對的情境，須即時評估患者狀況，詮釋醫療資料，應對各式護理需要，並作出適當的臨床護理決定。

「虛擬醫院」自2022年1月推出以來至今已有逾450名本科醫療護理學生使用，學生對系統的評價正面。雷逸華博士的研究團隊期望日後加入跨專業、跨學科的元素，並向本地及大灣區的其他護士學校推廣系統。

For more details, please refer to
詳情請瀏覽

https://polyu.hk/bqbll

Rising Star Sharing Session – Young Innovators
未來之星分享 – 年輕創新者

Murch, Ateneo de Manila University
馬尼拉雅典耀大學

Team Members 團隊成員：

1. Mr Arvin Martin SANTOS
2. Mr Joshua TANINGCO
3. Ms Frances Therese ONG
4. Mr Benedict Tyler O'YEK

Project 項目 : An e-commerce solution that allows communities to raise funds through merchandise

Murch aims to be every community's go-to partner to fundraise through merchandise. In its pursuit to provide end-to-end support, this would be manifested in the company's three components: Shop, Ship and Studio. The goal is to be a community's anything, everything merch buddy, helping them make their ideas come to life through an end-to-end experience. This also allows consumers to discover various causes to support through the communities on our platform.

Murch希望在每個社區成為商品籌款的首選合作夥伴。在端到端支持的過程中，項目體現在公司的三大工作：購物、寄送、設計，目標是希望與社區的任何事情和商品息息相關，幫助人們通過端到端的體驗將想法實現。消費者可以通過Murch平台發現社區裏的大小事和需求，從而決定伸出援手。

Project 項目 : Evergreen Project: Your Best Health Protector

We notice that elderly lack care after they got covid and lack experience in recovering from long Covid. We also notice that some elderly cannot get their chronical disease medicine for as most clinics turns to support covid patient only, it is harder for them to book an appointment with the doctor. Our project aims to provide online consultation service and drugs delivery service via using online platform.

我們注意到長者感染新冠病毒後缺乏照顧，也缺乏從「長新冠」康復的經驗。我們還注意到，由於大多數診所只服務新冠患者，一些長者無法獲得慢性病藥物，甚至難以預約醫生。我們的項目旨在通過網上平台提供諮詢服務和藥物遞送服務。

Team Innovator, The Hong Kong Polytechnic University
香港理工大學

Team Members 團隊成員：

1. Ms CHAU Wai-yan Jennifer
2. Ms TING Hiu-ching
3. Ms FAN Yuxuan

Ikawing, Ateneo de Manila University
馬尼拉雅典耀大學

Project 項目 : Beating Social Isolation

Ikawing is an online service programme focused on offering exciting social activities and relevant webinars to unite the socially isolated in the Philippines.

Ikawing是一項網上服務計劃，專注於提供精彩的社交活動和相關網絡研討會，以團結受社會孤立的菲律賓人。

Team Members 團隊成員：

1. Mr Kyle ANDAYA
2. Ms Gabrielle UY
3. Mr Miguel FERMIN
4. Mr Rambo MARQUEZ
5. Mr Gabriel ESTRELLA
6. Mr Gustavo MITRA

Moderator 主持人

Prof Eric Wing Hong CHUI
崔永康教授

Professor & Head, Department of Applied Social Sciences,
The Hong Kong Polytechnic University

香港理工大學應用社會科學系教授及系主任

Biography 個人簡介

Prof Eric CHUI is now Head and Professor in the Department of Applied Social Sciences (APSS) and the Co-Director of the Policy Research Centre for Innovation and Technology (PReCIT) at The Hong Kong Polytechnic University. CHUI obtained his Bachelor's degree in Social Work at The University of Hong Kong (BSW) and then Master's and PhD in Criminology at University of Cambridge. He taught at University of Exeter (UK), The University of Queensland (Australia), and The University of Hong Kong.

On community and public service, he has served as a board member or advisor for various charity and educational organizations including the Society of Rehabilitation and Crime Prevention, the Society for the Aid and Rehabilitation of Drug Abusers, End Child Sexual Abuse Foundation, St. James' Settlement, Youth Outreach Hong Kong, and Sheng Kung Hui St. Christopher's Home Limited Hong Kong. He is also a committee member of the Release under Supervision Board, Security Bureau, HKSAR, and the Investor and Financial Education Council Advisory Group – Financial Education for Seniors.

崔永康教授為現任香港理工大學應用社會科學系教授及系主任，科技及創新政策研究中心聯席主任。他在香港大學獲取社會工作學士學位，於劍橋大學獲取犯罪學碩士及博士學位，並曾於英國艾希特大學、澳洲昆士蘭大學及香港大學任教。

社區及公共服務方面，崔教授獲委任為香港多間慈善及教育機構的董事會或委員會成員，包括香港善導會、香港戒毒會、護苗基金、聖雅各福群會、協青社及聖公會聖基道兒童院。他也是香港特別行政區保安局監管下釋囚委員會與投資者及理財教育委員會諮詢小組 - 長者理財教育的成員。

Panelist 討論環節嘉賓 1

Mr Quyen Ngoc TRAN
Quyen Ngoc TRAN 先生

Portfolio Development and Quality Manager,
HelpAge International

國際助老會項目組合發展及品質經理

Biography 個人簡介

Quyen has more than 30 years of experience working in research, emergency response and community development in Asia. His roles in the region and globally are to provide technical support in areas relating to age-friendly livelihood, disaster response and preparedness, healthy and active ageing, community base care, age-friendly cities and communities, policy advocacy and in the establishment and capacity building of Older People Associations (OPA). Since 2003, he and his team have been working with country offices and network members to develop and expand OPAs that follow the community-driven development (CDD) approach, which is community-led, effective, affordable, sustainable, and replicable in low-resource communities throughout the Asia and Pacific region. By the end of 2020, millions of OPAs with hundreds of millions of members have been established and continue to expand rapidly in the region. Looking beyond Asia, the OPA model has being successfully piloted in Africa and the Middle East.

Since 2015, he has conducted annual regional OPA (TOT) training courses for developers and policy makers in the region and beyond. With respect to COVID-19, he has also supported OPAs in Asia to develop intervention to reduce the impact of COVID-19 on older people and others at risk group.

Quyen從事亞洲研究、緊急應變和社區發展工作擁有超過30年經驗。他在亞太區和全球上支援年齡友善生活、災難應變及備災工作、健康及活躍樂齡，社區照顧、年齡有善城市及社區、政策倡議以及成立老年人士協會(Older People's Association (OPA)) 和提供相關培訓。自2003年，Quyen及其隊伍一直與不同國家辦事處和網絡成員合作，發展及擴展運用社區推動發展 (community-driven development (CDD)) 模式的OPAs，由社區帶領、多功能、具成本效益、可負擔、可持續、並可在亞太區資源有限的社區複製套用。至2020年尾，過百萬的OPAs以及數億名會員已經成立，數量更仍然在區域內快速增長。亞洲以外，OPA模型亦在非洲和中東成功實驗。

自2015年起，Quyen為多國的發展工作者和政策制定者舉辦一年一度的OPA (TOT)區域訓練課程。另外，自新冠疫情開始，Quyen支援亞洲的OPAs開發干預計劃，以減低病毒對於長者及其他風險群體的影響。

Panelist 討論環節嘉賓 2

Ms CHAN Man Yee, Grace
陳文宜女士

Business Director, The Hong Kong Council of Social Service

香港社會服務聯會業務總監

Biography 個人簡介

Ms Grace CHAN has been working in social service for over 25 years. She is currently the Business Director of the Hong Kong Council of Social Service (HKCSS); a member of Board of Directors and the International Vice President of the International Federation on Ageing. She is a former member of the Elderly Commission, and also serves on different committees and boards of the statutory bodies in Hong Kong.

Ms CHAN takes the lead in the development of innovative services, including Gerontechnology Platform and Jockey Club "age at home" Gerontech Education and Rental Service, etc. In 2019, she was awarded as Ageing Asia Global Ageing Influencer.

陳文宜女士投身社會福利工作超過25年，現為香港社會服務聯會（社聯）業務總監、國際老齡聯合會董事局成員和國際副會長。她過去曾參與多個香港法定組織包括安老事務委員會的工作。

陳女士積極推動並發展多項創新服務，包括樂齡科技平台和賽馬會「a家」樂齡科技教育及租賃服務等，並於2019年被Ageing Asia授予「全球最具影響養老業者」。

Panelist 討論環節嘉賓 3

Ms Noriko DENO
出野紀子女士

Community Designer, Studio-L

Studio-L 社區設計師

Biography 個人簡介

Ms Noriko DENO is a community designer and joined Studio-L in 2011. Noriko has managed projects ranging from social welfare, social and adult education, town management, park management and revitalizing town centers. She was also a university lecturer at the Tohoku University of Art and Design teaching Community Design from 2014 till 2018. Noriko's most recent projects has been working with Akita City Council to help find the best way to support young and old people from a mixed community. She had worked with the Ministry of Health and Labour to change the perception of care workers in the nursing industry by helping to raise their profile and social status.

出野紀子女士是一名社區設計師並於2011年加入Studio-L。出野女士管理的項目涵括社會福利、社會和成人教育、城鎮管理、公園管理和振興城鎮中心。從2014年到2018年，她還是東北藝術與設計大學的講師，教授社區設計。出野女士最近的項目是與秋田市議會合作，以找出讓年輕人和老年人混合社區的最佳方式。她曾與厚生勞動省合作，通過幫助提高護理人員的形象和社會地位來改變對該行業人員的看法。

Thematic Sessions Review
專題研討回顧

With an aspiration of creating an age-inclusive community regionally, we intentionally bring dialogues on age-friendliness to the communities of Hong Kong, and regions and countries across Asia. This year, SIRF aims to generate platforms for dialogues among experts and general public members across the borders. Three thematic sessions and a design thinking workshop concerning placemaking, the digital divide, social innovation and silver-age entreprise were conducted in both cities during September and November, which attracted over **6,000** online views.

我們懷著創建區域性「全齡共融社區」的願望，力求將全齡共融的議題帶入香港和亞洲各地的社區。今年，「社會創新區域論壇」旨在為跨地域的的專家和大眾提供對話平台。在九月至十一月期間，我們在兩地舉辦了關於空間營造、數碼鴻溝、社會創新和銀齡創業的三場專題研討和一場設計思維工作坊，吸引超過 **6,000** 次網上觀看。

SIRF
2022

Event Review
活動回顧

SIRF2022 專題1

Date
日期

16/9 Friday
星期五

Number of participants: near 600
參與人數：近600

Speaker: from Beijing, Guangzhou, Hong Kong, Shanghai and Shenzhen
講者：來自北京、廣州、香港、上海及深圳

Placemaking and Age Inclusiveness
空間營造與全齡共融

Mr LING Kar-kan, Director of PolyU Jockey Club Design Institute for Social Innovation (JCDISI) welcomed the participating guests and online audiences. He also introduced the theme and the background of the Social Innovation Regional Forum (SIRF) and hoped that everyone would be enjoying the thematic session. **Ms Maggie Chen**, CEO of PolyU Base (Shenzhen) Limited, also gave a speech to recognise the efforts the SIRF made on social responsibilities and their insights to the industry.

香港理工大學賽馬會社會創新設計院（JCDISI）總監**凌嘉勤先生**致辭歡迎出席嘉賓和網上觀眾，並介紹了社會創新區域論壇的主題和背景，希望大家享受這個專題研討會。隨後，香港理工大學深圳產學研基地總裁**陳綺東女士**致辭，肯定社會創新區域論壇所體現的的社會責任和對業界的意義。

Ms ZHU Dan, Project Director of Bigfish Community Design Centre, shared how the Bigfish Community Design Centre designed and built the community in Shanghai with her experiences during the epidemic. The original concept of her project was 'design for the community'. After that, the concept was changed to 'design the public facilities with the community' and then to 'design the lifestyle with the community'. She highlighted the importance of allowing the resident's involvement in the participatory design of the community, so that they can build up an environment they love. The service providers in charge of the community building also need to work together with the residents as a neighbour.

大魚社區營造發展中心理事**朱丹女士**分享了大魚社區設計中心在疫情期間如何設計和建設上海社區。朱女士分享她在項目過程中的思維轉變—由「為社區設計」到「和社區一起設計公共設施」，再到「和社區一起設計生活方式」。她亦強調讓居民參與社區的參與式設計在社區營造項目的不同階段，如調研、設計、產出和營運等非常重要，這樣他們才能營造自己喜愛的環境。而提供社區營造服務的單位也需要紮根社區，以鄰里身份與居民一起努力。

Dr Jason HO, Founding Director of Mapping Workshop and Director of FEI Arts Museum, shared his experiences as the director of Fresh Market Museum and FEI Arts Museum in Guangzhou. He led a group of students to photograph the hands of the hawkers from the fresh market located right next to the museum. The photographs were exhibited in the museum and the exhibition encouraged the hawkers to voice out their opinions on the operation of the museum. Dr HO raised a question at the end of his sharing session, 'if we can involve the people with low social status in the community building, is it more meaningful?' He also emphasised that, every opinion from different social groups should also be considered and respected in an age-inclusive community.

Mapping工作坊發起人、扉美術館館長**何志森博士**分享他在廣州菜市場美術館和在廣州扉美術館擔任館長時的故事—他帶領學生為與博物館一牆之隔的菜市場小販拍攝雙手，並在美術館展出，展覽引起了小販對博物館運作發表意見。正如何博士在分享最後的詰問：「在社區共創的過程中，如果能夠讓沒有權勢、沒有地位的人一起參與，是否更有意義？」他強調在全齡共融的理想社會中，每一個群體的聲音都需要被聽見，而且受到尊重。

To foster an active ageing community, JCDISI collaborated with transdisciplinary stakeholders and co-created with elderly to co-develop a series of action projects to the community building. **Ms Karen LEE**, JCDISI's Spatial Project Manager, introduced two projects, which are the "Double Smart Assessment Indicators for Elderly-friendly Community" to encourage the elderly to participate in community planning and "Intergeneration Play Space". These projects aim to encourage the concept of "user-oriented" and promote "design thinking" for community planning, in order to build up housing and community facilities with sustainable design to relieve the ageing problem of society.

Mr MAO Mingrui, Director of Beijing Community Research Centre and Founder of the UrbanXYZ, shared his team's community refreshing project in Beijing - 'The Story of the Wells'. Mr Mao showed how they utilised the technique of logistic network and big data to collect statistics about the demands of different age groups for the transformation of the community park. They also involved the public in the design workshop and encouraged the venue users to participate in the space transformation project. Mr Mao also shared how they applied the 'Metaverse' concept into their transformation project, to demonstrate how the application of the digital technology could help build an age-inclusive community.

為了鼓勵社會響應積極老齡化的生活方式，同時促進社會聯繫和和諧，JCDISI進行一系列結合跨界團隊與長者共創設計的社會行動項目。JCDISI空間項目經理**李雅筠女士**介紹了其中兩個項目，包括鼓勵長者參與本區規劃的「《雙智慧長者友善社區評核指標》和「跨代共融遊樂空間」，鼓勵業界以「用家為本」和「設計思維」來設計適合現在和未來需求的房屋和社會基礎設施，以緩解社會老齡化所帶來的問題。

北京社區研究中心主任、北京城市象限科技有限公司創始人和CEO**茅明睿先生**分享了他和團隊在北京開展的社區微更新實踐項目—「井點的故事」。茅先生向我們展示在改造社區公園的過程中，如何運用物聯網、大數據等技術，收集各年齡層需求的資料，並通過公眾參與工作坊與場地使用者共創空間改造方案。此外，茅先生分享了如何在空間改造項目應用「元宇宙」的技術概念，以展示數碼技術的應用如何幫助營造全齡共融社區。

Ms WU Wenyuan, Chief Planner of Shenzhen Apecland Design Co. Ltd., pointed out that it is important to integrate different groups when working on placemaking. From her own working experience, Ms Wu has a thorough understanding about 'small commons' in placemaking. She stated that a community is actually composed by lots of different 'small commons' established based on their common benefits and interests. These 'small commons' have to keep changing and evolving to adapt to the community while learning to accept different differences to build up a stable ideal community. These insights help us to establish a better understanding about the relationship between the community and its residents for building up an ideal inclusive community.

The panel discussion was hosted by **Mr HUANG Weiwen**, Co-founder of FuturePlus. Six guest speakers gathered to discuss the application of innovative techniques like digital technologies and design thinking tool in placemaking. How to encourage the public to participate and how to create an efficient environment for placemaking were also the topics discussed in the session.

深圳市雅克蘭德設計有限公司首席規劃師**吳文媛女士**分享她對如何在空間營造過程中促成不同利益群體共識的經驗。吳女士分享她在多年空間營造經驗中「小共同體」概念的理解。她表示社會是由很多「小共同體」所組成，它們建基於共同的利益和興趣。社會中的「小共同體」需要持續地博弈，最大程度地求同存異，以建立穩定的理想社區。這些見解有助我們更理解社區與居民之間的關係，以建立理想的包容性社區。

圓桌討論環節由未來+聯合創始人**黃偉文先生**擔任主持人。六位嘉賓對如何在空間營造中應用數碼技術和設計思維工具等創新方法與技術、如何鼓勵公眾參與、如何創造社區營造的有利環境等提問展開熱烈交流和討論。

Event Review
活動回顧

SIRF2022 專題2

Date 日期

28/10 Friday 星期五

Number of participants: near 300
參與人數：近300

Speaker: researchers and innovation practitioners from Beijing, Hong Kong and Shenzhen
講者：來自北京、香港和深圳的研究者和創新實踐者

Digital Divide and Age Inclusiveness
數碼鴻溝與跨代共融

Mr LING Kar-kan, Director of PolyU Jockey Club Design Institute for Social Innovation (JCDISI), indicated in his welcome speech that the pandemic has pushed society to transform into a digital-oriented world, and this usually means the elderly would be left behind. He encouraged cooperation between different groups to help the elderly to integrate into the digital age-inclusive community. **Ms Maggie Chen**, CEO of PolyU Base (Shenzhen) Limited, said that PolyU Shenzhen Research Institute is devoted to practice the results they obtained in research. By raising startup companies and knowledge transfer activities, the research can support the development of the community to relieve the problems of ageing community.

香港理工大學賽馬會社會創新設計院總監**凌嘉勤先生**致辭歡迎出席嘉賓和網上觀眾。凌嘉勤先生表示疫情加速了數碼轉型進程，而在數碼社會下，長者容易成為被遺漏的一群。他呼籲社會各界合作彌合長者面對的科技應用鴻溝，營造全齡共融社會。香港理工大學深圳產學研基地總裁**陳綺東女士**表示理大深圳研究院致力在深圳實踐大學科研成果，透過培育初創企業和舉辦知識轉移活動，來推動社會發展，紓緩社區老齡化問題。

Dr LU Shiyu, Senior Researcher of Tencent Research Institute, shared the statistics from Tencent's latest research and four stories related to the elderly in Mainland China to introduce the demands, the situation, and the mental challenges that the elderly need to overcome under this digital generation. She stated out that there are different needs for the elderly in mainland China. Some of them who did not have any digital gadget were not able to have a normal daily life, while the others were looking for more advanced knowledge about digital devices. Dr LU said that the measures for the digital divide should not be stereotyped. The elderly should also have opportunities to voice out, and the industry should pay more attention to the ever-changing needs of the elderly to develop digital services most suitable for the future community.

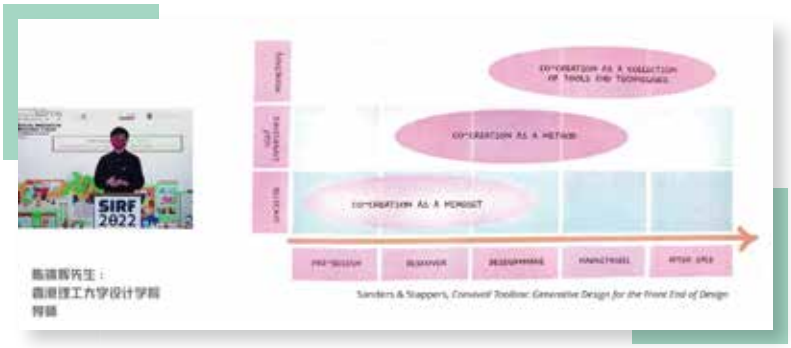
騰訊研究院高級研究員**陸詩雨博士**介紹騰訊最新的研究數據，並引述與中國內地長者相關的四則故事來展示「數位時代下老年人的需求、場景與心靈」，她強調中國內地長者面對疫情有不同的需求——有些長者因缺乏智能工具，在疫情隔離政策下無法正常生活，也有部分長者因疫情而增加對科技應用的求知慾。陸博士認為消除數碼鴻溝的措施不應千篇一律，而長者也應有表達意見的機會。業界應該關注長者不斷變化的需求，開發最適合未來社區的數碼服務。

Ms Sara CHEN is the Accessibility Research Specialist of Accessibility Research Association. She used the digital saving of the retired elderly as an example to analyse their adaptability to digital world. Ms CHEN pointed out that the elderly users cannot adapt to the innovative digital banking services. She also stated that, the elderly with different characteristics would have various levels of adaptability and needs towards the digital society. However, there is still something in common - they all rely on the personnel in the bank. To the elderly of Mainland China, bank is not just a place for them to do their savings. It is also a place for them to build up their social life. This situation reflected their needs of emotional support.

深圳市資訊無障礙研究會專家委員會的資訊無障礙專家**陳瀾女士**以中國內地退休長者的數位儲蓄場景為例，分析長者對數碼生活的適應狀況。陳瀾女士指出長者難以適應新興的數位化銀行。她還表示，不同特徵的長者對數位化的適應現狀及需求存在差異，但是不約而同地對銀行現場服務人員依賴性高。對中國內地的長者而言，銀行除了是他們儲蓄的地方，更是他們建立社交生活的場地。這情況反映了長者在日常生活中對情感支援網路的需求。

Ms Debby CHENG, Social Project Manager of JCDISI, raised the concept of 'Closing the Digital Divide For the Elderly, With the Elderly, By the Elderly'. She upgraded the services for the elderly to minimise the digital divide of the community with three main principles. First, 'For the Elderly' – promote age inclusiveness and allow the elderly to live independently. Second, 'With the Elderly' – encourage personnel from different professions, age groups and industries to build up the community with the elderly to improve their skills and sense of power. Third, 'By the Elderly' – allow the elderly to participate and run the projects by themselves to increase their sense of ownership. Ms CHENG encouraged the concept of 'co-creation' to achieve an age-inclusive community.

香港理工大學賽馬社會創新設計院社會項目小組經理**鄭依依女士**以「三管齊下：拉近跨代數碼鴻溝」為主題，透過分享在疫情下用數碼更新長者中心服務的共創設計項目，概括解決數碼鴻溝的三大原則：一、「為耆而設」，即推廣積極老齡化，維護長者保持獨立自主生活的權利。二、「與耆皆行」，即邀請跨專業、跨年齡層、跨界別的朋友與長者「共創」，提升他們的技能和權力感；三、「由耆所創」，即讓長者自己參與和運營項目，增強長者對項目的「主人翁精神」。鄭女士鼓勵以「共創」設計理念來推動積極老齡化和跨代共融。



Mr CHAN Kam-fai, Instructor of School of Design, PolyU, hosted a talk themed 'Exploring the Online Participatory Design Process under COVID-19: Designing Healthcare Service with the Grassroots Elderly'. During the talk, he shared his experiences of co-creating with the students and elderly during the isolation of pandemic times. Mr CHAN highlighted the two main points of his teaching – 'participatory design' and 'co-creation', and thought that the best timing to start these is at the beginning of the projects. We worked together with the elderly and tackled the problems. He also shared the two important principles when working with the elderly. First, besides identifying the difficulties that the elderly are encountering, we also need to lead them to discover more about themselves, so that they would be able to live independently. Second, we should take our time for the design process. Designers should slow down the whole design phase so that the elderly can be completely and deeply involved in the co-creation of their community.

The panel discussion was hosted by **Dr ZHOU Runan**, Associate Professor, School of Communication and Design, Sun Yat-sen University. Dr ZHOU and the four guest speakers started a discussion on the challenge of digital divide that the elderly are facing and tried to come up with solutions. The moderator and the speakers also agreed that the current measures for age inclusiveness are too stereotyped and cannot really cater for their needs. The speakers also highlighted that the elderly are one of the participants in the co-creation, and the importance of the role the government is playing in minimising digital divide in the age-inclusive community.

香港理工大學設計學院導師**陳錦輝先生**，以「COVID-19時期：線上參與式設計與草根長者設計醫療保健服務」為主題，分享他在疫情社區隔離的時期，帶領學生與長者進行線上共創設計。陳先生強調他在教學中的兩個要點「參與式設計」及「共創」，並提議開始共創或參與式設計的最好時機是在前期，與長者同行，一起定義問題。最後陳先生提出與長者合作的兩個要點：第一，除了要知道長者面對的困難外，更重要的是在合作過程中引導長者察覺自身問題，讓他們日後能獨立應對生活。第二，放緩設計過程。設計者無需急於提出解決方案，導致長者無法深入參與「共創」過程。

最後圓桌討論環節由中山大學傳播與設計學院副教授**周如南博士**擔任主持人。周博士帶領來自不同背景的四位嘉賓就長者面對的數碼鴻溝問題展開討論，並在過程中嘗試提出解決方法。主持人和嘉賓們表示現有的適老化措施過於刻板，無法真正切合長者的需要。嘉賓們強調長者在「共創」過程中同行者角色，以及政府在彌合數碼鴻溝的重要性。

Event Review
活動回顧

SIRF2022 專題2

Date 日期

29/10 Saturday 星期六

Format: real-time physical workshops in Hong Kong and Shenzhen
形式：深圳香港兩地同步實體工作坊

Number of participants: around 70 in total from both Hong Kong and Shenzhen
參與人數：香港和深圳共約70人現場參與工作坊

Venue: PolyU (Hong Kong); PolyU Shenzhen Research Institute (Shenzhen)
地點：香港會場 - 香港理工大學；深圳會場 - 香港理工大學深圳研究院

Digital Inclusion Design Thinking Workshop
數位共融設計思維工作坊

Two co-creation teams were formed by 70 participants from different age groups and professions to join the physical workshops held in Hong Kong and Shenzhen respectively. The two teams cooperated online with each other to work on the daily obstacles the elderly encounter under the digital divide. These obstacles are mainly related to online shopping, smart mobility and social life. The two teams had a real-time online meeting during the workshop and shared their co-creation ideas. The workshop helped the participants to enhance the understanding about the design thinking and strengthen the interactions of social innovations between Hong Kong and Shenzhen.

深圳香港兩地分別設立實體工作坊會場，事前在兩地招募跨年齡和跨界別的共創成員，組成約70名參與者的共創隊伍。兩地共創隊伍透過網上交流，就長者因數碼鴻溝造成的日常生活障礙，包括網上購物、智慧出行和娛樂社交等三方面，進行協作共創。兩地共創隊伍透過實時連線，分享共創成果。本次工作坊有助加強兩地共創者對設計思維的認知，更促進了香港和內地的社會創新交流。

Hong Kong 香港

Shenzhen 深圳

Kickoff of the Real-time Interactive Meeting
兩地連線開幕

JCDISI's colleague briefly introducing the workshop
JCDISI同事簡單講解工作坊內容

Colleague in Shenzhen welcoming the participants
深圳的同事歡迎一眾參加者

Co-creation Teams having enthusiastic discussion
深港共創者熱烈討論

Facilitator taking notes to conclude the co-creation team's discussion
引導師記錄並整理共創團隊的討論內容

The co-creation discussing interactively and cooperating with each other
共創團隊互動討論，分工合作

Co-creation Teams giving elevator speeches
深港共創者電梯演講

Co-creation Team sharing their ideas and raising discussion
共創團隊分享見解，引發討論

Co-creation Team presenting in interactive ways
共創團隊以互動方式匯報討論成果

Facilitators from Hong Kong and Shenzhen sharing their reflections
深港引導師對本次共創給予意見

Facilitator providing comments to deepen the discussion
引導師提供意見，深化討論成果

Facilitator sharing his ideas and participants gaining a lot
引導師分享意見，參加者有所得著

Group photos of the Co-creation Teams
深港共創者合影

Event Review
活動回顧

SIRF2022 專題3

Date
日期

25/11 Friday
星期五

Number of participants: near 300
參與人數：近300

Speaker: social innovation researchers and cross-age social entrepreneurs from Hong Kong and Mainland China
講者：來自香港和內地社會創新研究者及跨代社創家

Everyone is An Innovator
「人人都是創新者」

Mr LING Kar-kan, Director of PolyU Jockey Club Design Institute for Social Innovation (JCDISI), and **Ms Maggie CHEN**, CEO of PolyU Base (Shenzhen) Limited, welcomed the guests and online participants.

Mr LIANG Chunxiao, Chief Expert of Pangoal Institute for Ageing Society, presented a talk themed 'Activating Social Power, Promoting the Transformation of Ageing Society through Innovation of Ageing Society' to analyse the challenges of transformation of ageing society in China. Mr LIANG opined that the social system of China is designed for younger generations, therefore the system is not applicable under ageing society.

Topic of the sharing by **Dr BAI Xue**, Associate Professor at the Department of Applied Social Sciences and Director of the Institute of Active Ageing (IAA) of PolyU, was 'Innovative Infusion of Active Ageing Education in University Using a Participatory Intergenerational Co-learning Approach'. She introduced 'participatory learning'; an innovative infusion of active ageing education developed by the Institute of Active Ageing. This is a kind of intergenerational co-learning approach with the course design of higher education institutes to encourage the younger generations to promote the age-inclusive community. The elderly were invited to participate in the lessons of the higher education institutes to share their own experiences and needs. Students can build up a better understanding of the elderly market; the elderly can also build up their confidence, enabling them to learn more.

香港理工大學賽馬會社會創新設計院總監**凌嘉勤先生**和香港理工大學深圳產學研基地總裁**陳綺東女士**致辭歡迎出席嘉賓和網上觀眾。

盤古智庫老齡社會研究院首席專家**梁春曉先生**以「激活社會力量，以老齡社會創新，促老齡社會轉型」為題，分析在中國老齡化社會轉型過程中面對的挑戰。梁先生認爲中國社會的制度是以年輕社會為基礎來設計的，所以難以適應老齡化社會，需要全面的社會創新才能應對這樣的「不適應」。當中，推動老齡化社會的創新與轉型之成敗關鍵在於統籌和動員社會資源。

香港理工大學應用社會科學系副教授及活齡學院總監**白雪博士**的演講題目是「活齡教育在高等院校的創新實踐：跨代共融的學習模式」。白博士向我們介紹了由活齡學院（IAA）團隊開發和評估的一種活齡教育創新模式。這種創新的教學模式稱爲「融入式教育」——結合高等院校的課程設計，培養年輕一輩推動全齡共融社會的發展。白博士分享，長者受邀參與高等院校的課堂，及分享他們的實際經驗和需求，除了可加深學生對銀齡市場的了解，也可以提升長者的成功感，促進彼此學習。

Panel Discussion 1: Conversation with Cross-age Innovators
圓桌討論一：跨代創新者對話

Moderator: Mr LING Kar-kan, Director of PolyU JCDISI
主持人：香港理工大學賽馬會社會創新設計院總監凌嘉勤先生

Guests: Mr John STATE, Founder of DanzUp, Ms Kit CHAN, Founder of Simple Food, Dr Douglas SHUM, Founder of Clinic without Walls, Ms Zoe ZHAO, Co-founder of RE-LOOK
討論嘉賓：DanzUp創始人陳饒墫先生、簡約吞嚥餐有限公司創始人陳蓮卿女士、無牆醫館創始人岑康遠博士、RE-LOOK見新社會創新工作室創始人趙培烜女士

Younger and senior entrepreneurs exchanged their own stories to share about what challenges they had and ways to tackle them. **Dr Douglas SHUM** and **Ms Kit CHAN** said that the most difficult thing for an entrepreneur is to break even. The guest speakers also discussed the sustainability of the business. Ms CHAN stated that it is challenging to approach people who need bland meals. **Ms Zoe ZHAO** opined that the challenge is to keep young people with leadership skills participating in social affairs. **Mr John STATE** said it is difficult to find instructors who understand what the elderly need. Sustaining a social enterprise is not easy. Guest speakers think that personal belief, knowledge, capital and understanding about the social needs are all very important to social enterprise.

年輕與銀齡創業者互相分享他們的創業故事，包括面對的困難和應對方法。**岑康遠博士**和**陳蓮卿女士**表示收支平衡是他們在社創旅途中遇到的最大困難。此外，嘉賓們關注項目可持續性問題並尋求解決方法，例如陳蓮卿女士需要接觸到「軟餐」消費者的渠道；**趙培烜女士**需要找到具有領袖潛質的青年願意持續地社區參與；**陳饒墫先生**亦表示難以找到了解長者真正需要的導師。故此，維持社會企業的運作並不容易。綜合嘉賓所言，他們認為個人信念、對知識的掌握、啓動資金和對社會需求之觀察等，都對社會創業非常重要。

Panel Discussion 2: Everyone is an Innovator – Explore the Social Enterprise for Elderly
圓桌討論二: 人人皆是創新者——銀齡社創生態初探

Moderator: Mr Xuan XIA, CEO of China Social Enterprise Certification Centre
主持人：中國社會企業認定平台（CSECC）首席執行官夏璇先生

Guests: Mr LIANG Chunxiao, Chief Expert of Pangoal Institute for Ageing Society, Dr BAI Xue, Associate Professor at the Department of Applied Social Sciences and Director of IAA of PolyU, Mr Nick ZENG, CEO of Shenzhen People Strong High-tech Ltd. Co.
參加者：參與對話的嘉賓有盤古智庫老齡社會研究院首席專家梁春曉先生、香港理工大學活齡學院總監及應用社會科學系副教授白雪博士、青年社創代表深圳市人人壯科技有限公司創始人曾鏡鏘先生

As a successful leading social entrepreneur, **Mr Nick ZENG** suggested the future social entrepreneur be innovative towards the tiny problems found in our daily lives, and solving the tiny problems is the way for us to thoroughly understand how things work. For the sustainability of an enterprise, **Mr LIANG Chunxiao** proposed that the elderly services have to be empowered in the internet and technology fields. Charity, business and government also need to cooperate and share their resources together to achieve their goals. About the benefits of the intergenerational innovative learning approach, **Dr BAI Xue** stated, 'this guilt up a very concrete foundation for the students. They can understand the needs of the elderly community, which help them to make more contributions to the age-inclusive community in their own fields in the future.'

曾鏡鏘先生作為一名成功的社會創業先行者，建議有志投身相關產業人士，可先透過日常練習，以創新方式解決日常微小問題，了解事物運作的方式。爲確保針對銀齡市場的社創項目得以可持續發展，**梁春曉先生**提倡，應該先要為老齡服務機構在互聯網和技術層面賦能；其次重視跨界共享資源，「公益」、「商業」和「政府」三方協同合作，營造三贏局面，實現各自的發展目標。談及跨代共融的創新學習模式帶來的收穫，**白雪博士**認為：「對學生來說，這給他們奠定了良好的基礎，使他們能夠更好地理解老齡化社會的需求點，將有助於他們未來在行業中為建設一個更全齡友善的社會作出貢獻。」

The list of JCDISI Advisory Committee and Management Committee
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創不同協作主席

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香港設計中心主席

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