

## Caring for the Elderly, Children and People's Livelihood, and Developing a Leisure and Liveable City



The Government makes it a priority to continuously improve people's livelihoods and quality of life. In 2016, the Government strived to raise Macao's stability and harmony, diversity of development, and qualities as a liveable and tourist-friendly city – by adopting a multi-pronged approach, including enhancement of healthcare security, improvement of education quality, promotion of all-round development, care for the underprivileged, and implementation of long-term mechanisms.

### Upgrading healthcare services through improvements to service and facilities

Regarding health-related issues, in 2016 the Government gave top priority to developing contingency and preventive measures against infectious diseases, to safeguard public well-being and health. The Government also progressively optimised the prevention and treatment of diseases of children and the elderly; extended the opening hours of out-patient clinics; enhanced management of hospitals and improved service procedures, in order to provide better medical and healthcare services.

### Providing extra care for the elderly, children and patients

In response to the opportunities and challenges of an ageing population, in April 2016 the Government announced the Ten-year Action Plan for the Provision of Services for the Elderly for 2016-2025. Through the interdepartmental cooperation mechanism, the Government also established

an interdepartmental study group on Macao's retirement protection mechanism, comprising 13 public departments, to implement 421 short-term, medium-term and long-term measures under the Ten-year Action Plan for the Provision of Services for the Elderly. These spanned four aspects of a related policy framework: healthcare and social services, protection of rights, social engagement, and living environment.

Notably, with the ageing population, an increasing proportion of the elderly have been seeking medical services. In the light of this, the Government established geriatric wards in the healthcare system in 2016, for admission of elderly patients with multiple diseases, and provision of consolidated treatment and rehabilitation services by multiple groups of specialists.

The community rehabilitation ward of Conde S. Januario Hospital in Carmo Health Centre complements the physiotherapy and rehabilitation department and discharge programme for inpatient rehabilitation patients of the geriatric wards, thus making it possible to discharge patients during the early stage of rehabilitation, thereby expediting the turnover and management of beds in specialised hospitals.

The medical and healthcare department also set up a healthcare support hotline for the elderly, to enable timely and proper follow-up and referrals by actively understanding the situation with elderly persons' illnesses. There were over 400 regular service targets by the end of 2016, and the department planned to extend the service coverage to elderly patients admitted to care homes via hospitals.

The Government was also concerned about the impact of dementia on patients, their families and society. In addition to establishing an out-patient memory clinic in Conde S. Januario Hospital in 2016, the Dementia Treatment Centre commenced operation in September. It consolidated resources of health centres, specialist departments of public hospitals, the Social Welfare Bureau, and several social service institutions, in order to provide a one-stop diagnosis, treatment and social service support for patients with dementia in Macao.

## **Continuing to improve development of hardware and systems for medical and healthcare services**

Early in 2011, the Government formulated its Ten-year Plan for Improvement of the Medical and Healthcare System, in response to social development and public aspirations, for establishing, expanding, reconstructing and upgrading public hospitals and the primary healthcare service network.

Several facilities were commissioned in 2016, including the Emergency Care Building of the Conde S. Januario Hospital and Carmo Health Centre. The former infectious disease rehabilitation centre in Coloane Peak had been refurbished to become the Public Health Clinical Centre, which came into operation on 27 January. The centre is designed as a contingency facility in compliance with standard specifications for isolation wards for infectious diseases and is equipped with an isolation ward that can accommodate up to 60 beds, in response to the risk of frequent outbreaks of infectious diseases worldwide in recent years.

On 21 March, the reconstruction of Coloane Health Station was completed and the station commenced operation. In June, the Housing Bureau granted a piece of land of nearly 1,000 square

feet for expansion of Seac Pai Van Temporary Health Station in Coloane, in order to better meet Seac Pai Van residents' need for medical and healthcare services. The Government further optimised and improved the population-to-bed ratio, as well as the distribution network of medical facilities.

After years of study, discussions and comprehensive consultation with the public and the industry, the Legal System on the Handling of Medical Incidents (Law No. 5/2016) was promulgated in August 2016, and came into effect on 26 February 2017. The promulgation and implementation of new laws on organ transplants and medical incidents and their complementary regulations, as well as the draft amendment to the law on professional registration of medical staff, are conducive to the continuous optimisation of the medical healthcare system.

## **Facilitating talent cultivation to meet the needs of social development**

Regarding education, in 2016 the Government expedited the formulation of various laws and regulations related to and plans for tertiary education; stepped up efforts in cultivating talented persons who are bilingual in Chinese and Portuguese, with a view to laying the foundation for developing Macao as the cradle of these bilingual talents in the Asia-Pacific region, and providing a better learning environment for all-round development of young students. In 2016, several aspects of the promotion of patriotic education entered a new stage of development.

## **Ten-year Review of Non-tertiary Education Development**

As the promulgation of the Fundamental Law on Non-tertiary Education marked its 10th anniversary in 2016, the Government conducted a forward-looking review of the system and the development of non-tertiary education through a seminar in October, and completed the interim review of the Ten-year Development Plan for Non-tertiary Education (2011-2020). Over the past ten years, non-tertiary education made remarkable achievements, as the Government had attached great importance to its development.

As an important basis for raising the quality of the public, the 15 years of compulsory education has been implemented by the Government since 2007, with significant increase in resources for education. In 2011, the Ten-year Development Plan for Non-tertiary Education (2011-2020) was rolled out, to establish a specific direction and blueprint for the ten-year development of education. In the same year, the Continuing Education Programme was launched, to encourage life-long learning and create conditions for the development of a knowledge-based society.

The Framework for Teaching Staff of Private Schools of Non-tertiary Education was formulated in 2012, to raise professional capabilities of and employment protection for teaching staff of private schools on a legal and institutional level. In the same year, the Macao Youth Policy (2012-2020) was issued. This provided a clear direction for promoting and implementing youth policies.

Since 2014, the Government has successively promulgated the Framework of Formal Education Curriculum and Basic Academic Attainments for Formal Education Curriculum for Local Education System by-laws, to provide guidance for schools on optimising the formal education curriculum, to raise the quality of talent cultivation and promote all-round development of students.

The Government has spared no efforts in optimising the above-mentioned work. The Government gradually increases resources allocated to education, moderately increases subsidies for free

education, tuition fees and other allowances, and increases the quotas for tertiary scholarship. These welfare-related measures are adjusted every year with regard to social development.

Besides, the Government launched the “Blue Sky Project”, to progressively improve the situation of schools operating on podiums through short-term, medium-term and long-term plans concerning existing resources and land for education. In 2016, after one year of efforts and trials, three schools that had been operating on podiums continued their operations in independent school premises. The problem of schools operating on podium was being solved. To meet the public’s aspirations, the Government expedited the construction of a public school, vocational education and practice centre and language training centre in lot CN6a in Seac Pai Van, Coloane.

### **Centralised registration for admission to the first year of kindergarten proved effective**

In 2016, the education department further optimised school admission work. In January, the centralised registration for admission to the first year of kindergarten was successfully launched. It made the best use of information technology to reduce the workload of application formalities for parents and schools, and was well-received by the public.

In the second half of 2012, to meet the long-term aspirations of the education sector, students and parents to relieve pressure on students sitting several admission examinations held by different local tertiary institutions, the University of Macau, Macao Polytechnic Institute, Institute of Tourism Studies and Macau University of Science and Technology, started planning for and coordinating a joint admission examination. The preparations were completed in 2016, and the first joint admission examination (language and mathematics) coordinated by the four local tertiary institutions was scheduled for 30 March to 2 April 2017.

### **Hundreds of study tours under Thousand Talents Programme over three years**

Young people are the hope of society. The Government creates favourable conditions for their growth, development and success, to cultivate younger generations with perseverance, a sense of responsibility and competitiveness. In 2016, the Government continued implementing various measures and plans under the Macao Youth Policy (2012-2020). Adding to various community organisations’ existing initiatives for cultivating young people, the Government has launched the Thousand Talents Programme, to annually choose 1,000 people for study visits to mainland China.

The Thousand Talents Programme is a key programme of the Government for cultivation of young talents. Through cooperation with the Ministry of Education and All-China Youth Federation, the Government organised visits, exchange and study tours for young people (including university and secondary school students) in Macao, enabling them to have a more in-depth and accurate understanding of mainland China’s latest developments. It also encouraged young people to build close links between their personal development and national development, and seize opportunities for growth. Through interaction with young people in mainland China, young people in Macao were motivated to raise their qualities and capabilities.

This programme was led by the Chief Executive Office and executed by the Macao Foundation

in collaboration with various secondary schools and youth groups that helped with implementation. The three-year overall plan for “Organising hundreds of tours under Thousand Talents Programme” was established, with participants divided into the secondary school group (lower and higher secondary schools) and open group. Each year, there are arrangements for 1,000 local secondary school students and young people to visit mainland China and take part in a variety of study and exchange activities. The Government closely tracks the participants’ growth and development.

### **Cultivating Chinese and Portuguese bilingual talents to tie in with Macao’s positioning**

In 2016, the main focus of the Government’s work related to tertiary education was to assist with optimising institutions’ teaching conditions; raising the professional competence of teaching and research staff; promoting sharing of resources among institutions; and enhancing exchanges and cooperation in tertiary education with other regions. Making the best of its own advantages, Macao cultivated highly capable talents in support of the development of “One Centre, One Platform”.

To facilitate continuous development of soft and hard power and increase international influence, and to fully leverage Macao’s advantages in Chinese and Portuguese teaching, the Government launched the Chinese and Portuguese Bilingual Talent Training, Education and Research Cooperation Subsidy Scheme for Macao Tertiary Institutions in April. The aim was to reinforce Macao’s positioning as a world tourism and leisure centre.

The Government also continued to coordinate the Working Group for Cultivation of Bilingual Talents in Chinese and Portuguese, comprising six institutions, to commence programmes including publishing Portuguese teaching materials and training teachers, to achieve the target of developing Macao as a cradle for cultivating bilingual talents in Chinese and Portuguese.

In 2016, the Government continued with the legislative procedures for the Tertiary Education System, and drafting supplementary regulations. The preliminary proposal for the long term plan for tertiary education was established, while the Programme Accreditation pilot scheme was completed. The Government continued to disburse Stationery Allowance for tertiary students to support their pursuit of education; provided students with comprehensive information on further education and career development; and organised a wide range of activities to facilitate students’ comprehensive growth.

### **Raising social welfare standards and securing livelihoods of underprivileged households**

Regarding social welfare, the Government continuously optimised social assistance and welfare measures, to maintain a reasonable standard of living for underprivileged households, and to provide appropriate social services for people in need. The quotas for childcare services were also increased.

### **Taking a crucial step towards Non-mandatory Central Provident Fund**

In June, the Executive Council concluded discussions on the bill for the Non-mandatory Central

Provident Fund System, which subsequently passed its first reading at the Legislative Assembly, and underwent the second reading in the First Standing Committee of the Legislative Assembly. Drafting of by-laws commenced with full support of the Social Security Fund, representing a crucial step towards establishing a two-level welfare security system for the elderly in Macao.

Starting in 2013, the Government injected capital into the Social Security Fund in four yearly instalments, and completed injecting a total of 37 billion patacas by the end of 2016, thereby stabilising the financial situation of the Social Security Fund. The amount of contributions under the social security system was only slightly increased to 90 patacas since 2016, and the employee-employer contribution ratio remained at 1:2.

As for implementation of policy measures related to people's livelihoods, the Government followed the principle of keeping the aggregate amount of the pensions and Old Age Allowance above the minimum subsistence index. In July 2016, the Government made an upward adjustment of about three percent to pensions and other disbursements, increasing pensions and disability allowances to 3,450 patacas per month.

Also, the Government continued opening Provident Fund individual accounts for eligible Macao residents, and injected 7,000 patacas as a special allocation from the fiscal surplus into each account. Allocations made to eligible Provident Fund individual accounts over seven consecutive years could total up to 49,000 patacas.

In 2016, about 363,000 people were eligible for the special allocation from the fiscal surplus, of whom 14,000 were also given an incentive basic amount of 10,000 patacas, with the Government allocation totalling over 2.6 billion patacas. Eligible residents including elderly persons could begin claiming disbursements in phases, starting from August.

## **Planning for rehabilitation services and promoting social harmony**

To provide better support for people with disabilities during rehabilitation and integration into society, and to develop Macao as a city that values equal rights and social harmony, in February 2016, the Government introduced the Ten-year Development Plan for Rehabilitation Services 2016-2025. The public consultation on the plan was conducted from 15 April to 30 May 2016. After due consideration and analysis of views collected during the consultation, the Government amended and finalised the plan in November. An interdepartmental study group on the ten-year development of rehabilitation services was subsequently established. It is coordinated by the Secretary for Social Affairs and Culture.

Since the implementation of the Ten-year Development Plan for Rehabilitation Services, various departments systematically commenced the tasks in the first phase (2016-2017). By the end of 2016, interim success was achieved in aspects including healthcare, employment, community support, livelihoods and education.

Regarding public hygiene, the screening service on hearing was expanded to cover all infants in Macao, in order to fulfil the principle of early diagnosis and timely treatment. With concerted efforts from different departments, the Children's Comprehensive Assessment Centre, which was established by the Health Bureau, commenced operation in June, providing diagnosis and treatment services for children with development disorders. After the centre was established, 150 backlog

cases were handled, with the assessment queue time significantly shortened to eight weeks.

### **Establishing systems, setting standards, and providing multiple security and safety measures**

In 2016, the Government strived to ensure residents' security and safety through laws and regulations and establishing standards and systems with the support of technological progress and regional cooperation networks.

### **Domestic violence prevention law and food safety standards coming into effect**

On 20 May, the Legislative Assembly passed the bill on Preventing and Combating Domestic Violence, which subsequently came into effect on 5 October 2016. The passage of the bill met public aspirations for zero tolerance of domestic violence, and provided a legal basis for combating and preventing domestic violence. This serves as a positive response to United Nations recommendations on policies for prevention of domestic violence.

In 2016, the Government issued the standards for the Maximum Levels of Mycotoxins in Foods and Nutritional Requirement for Infant Formula, as well as nine food safety guidelines. It also drafted the Standards for Use of Sweeteners in Foods and Standards for Use of Colours in Foods, sparing no effort in ensuring food safety through establishing a regional cooperation network.

### **Updating safety and security system to maintain public order**

Regarding security and safety, the first phase of the Macao Urban Electronic Surveillance System, which comprised 219 surveillance cameras, came into operation at midnight on 15 September 2016. It has become an important means of supporting law enforcement.

Also, after the Central People's Government's demarcation of 85 square kilometres of waters administered by Macao, the Government divided the waters into six operational zones. With regard to the need for enforcement in different zones, different types of vessels are deployed for patrols and routine duties. The Government also established the regular operational arrangement of "30-minute emergency response circle", under which the Customs patrol fleet could reach any point in the waters administered by Macao to promptly respond to emergency incidents, in order to ensure proper maritime enforcement and safeguard maritime order and security.

### **Establishing interdepartmental groups for reviewing system for dangerous goods**

To improve the management of dangerous goods in Macao, the Chief Executive gave instructions for the establishment of an interdepartmental working group to review and optimise the system for dangerous goods in Macao. Under the coordination of the Secretary for Security, participating departments commenced a study and proposed short-term, medium-term and long-term action plans. Several short-term tasks were carried out in an orderly manner.

The Government attached great importance to nuclear power safety. In response to construction of Taishan Nuclear Power Plant, the security authorities obtained the latest information in mid-2016; coordinated several departments to follow up on the assessment of and amendment to Macao's contingency plan; and constantly strived to facilitate the establishment of the Guangdong-Macao nuclear incident communication mechanism, for better protection of residents' safety and health.

### **Enhancing collaboration among culture, sports and tourism and expediting construction of leisure centres**

Diverse development is the key to ensuring people's livelihoods. To expedite its establishment as a world tourism and leisure centre, in 2016 the Government organised several major festive events and developed several new tourism and cultural products, to enrich the leisure and cultural elements of tourism in Macao through collaboration among tourism, culture and sports.

### **Enabling better synergy to stimulate growth of the tourism industry**

In 2016, as Macao's economic development entered a new stage of correction, there was a change in the composition of visitors to Macao, with notable increases in international tourists and several tourism indicators. The Government would seize the opportunities of the "Belt and Road" initiative; continue to leverage Macao's unique advantages in tourism and culture; take active steps to plan for and optimise supplementary facilities; and enhance management of the industry, with a view to raising the quality of tourism services.

With the momentum brought by the synergy of several festive events, several tourism indicators recorded positive growth in 2016. The number of visitors slightly exceeded 30 million, while that of overnight visitors increased by nearly 10 percent. This was the first time in over ten years when there were more overnight visitors than same-day visitors. In November, the Tourist Office completed the assessment of the effectiveness of Macao Light Festival and Chinese New Year Parade, to understand the support and satisfaction ratings of visitors, residents and retailers. This would provide objective indicators for assessing the effectiveness of and optimising large-scale events.

### **Launching Anim'Arte NAM VAN and realising cross-sector synergy**

The Government actively facilitated interdepartmental synergy among tourism, culture and sports. Through a combination of sightseeing, cultural and creative, food and beverage and performance elements, a new tourism and leisure landmark has been established.

In May 2016, the Cultural Affairs Bureau worked with the Tourist Office, Institute of Sports and Institute for Tourism Studies, and other bodies to form an interdepartmental working group for launching Anim'Arte NAM VAN. This aimed to enrich the culture and leisure enjoyment of residents and expand the scope of marketing of local cultural and creative products through water sports, outdoor performances, art exhibitions, cultural and creative product showcases, art fairs and special food and beverage facilities.

A project to optimise Taipa Houses Museum was launched in September 2016, aiming to establish a local showcase and exchange platform for promoting Portuguese culture, as well as to further optimise the leisure space in the community.



## Showcasing cultural Macao and preserving cultural heritage

Regarding cultural conservation, the selection of archives of Chapas Sínicas, which had been jointly nominated by the Archives of Macao and Arquivo Nacional da Torre do Tombo, was listed on the UNESCO Memory of the World Regional Asia-Pacific Register in May 2016, further manifesting the value of Macao's documentary heritage.

No. 80 Rua das Estalagens, which was built before 1892, was a typical mom-and-pop store. The Government acquired the premises in 2011 and completed revitalisation and renovation in 2016. On 15 December, the building was used as a temporary venue for the Revitalisation of No. 80 Rua das Estalagens cum Exhibition in Commemoration of the 150th Anniversary of Dr Sun Yat-sen's Birthday, and was open to the public.

Also, the cultural authorities endeavoured to implement the Cultural Heritage Protection Law and commence relevant work according to the law. They actively fostered the surveying of real estate with cultural value in Macao, and in 2016 completed the assessment procedures for the first batch of 10 real estate projects. In accordance with regulations, the Government compiled a collection of views about the Plan for Protection and Management of the Historic Centre of Macao on the basis of a comprehensive public consultation. Immediately afterwards, the Government commenced the second stage of public consultation and compilation of relevant documents.

## Perfecting Urban Planning for More Comfortable Living and Commuting

