

steps included the official opening of Zhongshan 760 Cultural Park Macao Interactive Zone, and steady progress with establishing the Jiangsu-Macao Cooperation Zone. The Government organised groups from Macao, Fujian province and other regions of mainland China to join the Forum for Economic and Trade Cooperation Between China and Portuguese-speaking Countries, held in the Republic of Cape Verde, and visited Sao Tome and Principe together with a delegation from Fujian. The Government also enhanced cooperation in traditional Chinese medicine with Fujian, and liaisons and business matching with medicine and pharmaceutical technology companies in Fujian.

In the fourth quarter of 2017, the Government signed the Hong Kong and Macau Closer Economic Partnership Arrangement with the Hong Kong SAR Government.

## Caring for people's livelihoods, cultivating talents, and planning for a liveable and accessible city



In 2017, the Government continued to uphold its policy objective of optimising the five long-term mechanisms for people's well-being. Continuous improvements in people's livelihoods were achieved on several fronts, namely social security, housing, education, healthcare and talent cultivation, making progress towards meeting the policy targets established in the MSAR's Five-year Plan.

### Implementing healthcare policy to jointly build a healthy city

In 2017, the Government upheld the principle of "improve medical services and prioritise prevention" in the implementation of various healthcare policies. In the Five-year Development Plan, the Government established 10 development targets for healthcare. Among these, the

targets for the ratio of healthcare expenditure to total government expenditure, average life expectancies and physicians per 1,000 people were met in 2017, while progress was being made towards meeting the remaining seven targets, with completion rates of over 50 percent.

The Government has been closely monitoring the ageing population trend. Through working on the prevention, treatment and rehabilitation service chain, elderly healthcare services have been further improved by expanding the services covered by the healthcare support hotline for the elderly. In coordination with the existing healthcare services provided by the Conde S. Januario Hospital and the health centres, the Government strives to improve the quality of life of the elderly, and lower their readmission rates.

Regarding caring for the elderly, the Government formulated a preliminary proposal on the internal audit mechanism for subsidised elderly homes, to improve the quality of residential care services. Courses for dementia care planners were organised, to raise the standard of care services for people suffering from dementia in elderly care homes and day-care centres. Residential elderly care training courses were organised, to enable elderly caretakers and domestic helpers to provide better care for the elderly.

Optimisation programmes for social centres for the elderly and elderly day-care centres were also launched, to raise their service quality. Health checkups were provided for the elderly through cross-departmental collaboration, to raise their awareness of health conditions.

Following the establishment of the Children's Comprehensive Assessment Centre in 2016, the Government established the Children's Rehabilitation Services and Treatment Centre in June 2017, and recruited additional therapists to raise the efficiency of assessment and treatment. The average time for assessment has been shortened from one year to less than one month on average. Typically, assessments can be completed within eight weeks. The waiting times for language and occupational therapy have also been shortened by over 50 percent. In addition, parents are encouraged and taught to provide domestic training to children, for better results with early treatment.

In 2004, the Government joined the Alliance for Healthy Cities under the World Health Organization, and it has since been dedicated to the related promotion and education work. In 2017, the Government organised a series of activities with the theme "Macao – A Happy and Healthy Home". Following the principle of prioritising prevention, chronic disease self-management programmes were regularly organised, to advocate healthy ways of living by encouraging people to quit smoking, exercise regularly and maintain a healthy diet.

Phase 1 of the Colorectal Cancer Screening Scheme, which was first launched in 2016, was completed in 2017, and had served 2,400 participants as of September. Referrals for treatment of 15 confirmed cases of this cancer demonstrated that the aim of achieving early diagnosis and treatment had been achieved. Results of the Territory-wide Health Survey Scheme enable a better understanding of our residents' health conditions, which is conducive to formulating and revising healthcare policies.

## **Improving medical services through scientific administration and optimising infrastructure for long-term development**

The Health Centres obtained their first international accreditation in 2014, and in 2017

received another accreditation for day-care medical service centres. Not only did they pass all 26 requirements, but also attained the standard of distinction in “health record management” and “meeting the needs of service users of diverse backgrounds” - demonstrating that the medical standard and service quality of the Health Centres have reached international standards.

The Government continued to improve general and specialist medical services by extending the Health Centres’ service hours, expanding the provision of services, and raising the standard of examinations and testing. Through coordinating and increasing the existing medical provision setup, wards and operation rooms are deployed in a flexible manner. Special teams for trauma, first-aid treatment, stroke and coronary heart disease have been established under the emergency departments, to better serve patients in urgent need of treatment.

As of the first half of 2017, the overall completion rate of the Plan for Improvement of the Medical and Healthcare System was 40 percent. The public works department sought to invite tenders for construction of the superstructure of the Islands District Medical Complex by the end of the year.

Construction of the public health specialist building and the Seac Pai Van Health Centre in Coloane is underway; renovation of the interior of Bairro da Ilha Verde Health Centre has commenced; construction of Ka Ho Rehabilitation Centre was completed during the year; and construction of the superstructure of phase 2 of the community services complex at Rua da Praia do Manduco also commenced during the year.

A well-established legal system is conducive to the sustainable development of the medical and healthcare system. The Legal System on Handling Medical Incidents came into effect on 26 February. On the same day, the Medical Incident Assessment Committee and the Medical Dispute Arbitration Centre commenced operation to handle medical incidents and disputes in fairer, more reasonable and effective manner.

In 2017, the Government established the Technical Committee for Macao Academy of Medical Specialists and recruited 40 specialist trainee doctors and 46 general practitioner interns to facilitate cultivation of professionals. In implementing the Five-year Development Plan, 152 places for specialist trainees were added between 2014 and September 2017, to cultivate talents in advance for future development. Medical workers are encouraged to take part in on-the-job training. Academic institutions from Hong Kong were commissioned to assess the medical system of Macao, with a view to raising the overall standard of medical services.

## **Optimising the tertiary education system and establishing an assessment system**

In 2017, the Government upheld the principle of “Letting Macao thrive through education”. Legislation for the Tertiary Education System has been completed. There was also steady progress with legislation on the rules and regulations regarding the Tertiary Education Quality Assessment System, Tertiary Education Regulations, Tertiary Education Fund, Tertiary Education Council and Academic Credit System in Tertiary Education. Drafting of the Programme Review Guidelines has been completed. The preliminary plan for mid-term and long-term development of tertiary education is being continuously refined, to create favourable conditions for optimisation and future development of Macao’s tertiary education system.

There was smooth progress with implementing Phase 2 of the pilot scheme for the institutional quality audit, with continuous refinement of the quality assurance framework. Training on quality assurance is provided to staff of the education institutions, in preparation for implementing the assessment system. Through the Professional Development Assistance Scheme for Teaching and Research Staff of Higher Education Institutions, staff members of these Institutions continued receiving support for academic research, participation in academic conferences and publication of their research findings. Collaboration campaigns with the University of Coimbra in Portugal and the University of Cambridge in the United Kingdom were organised during the summer break, to provide training courses to 40 teaching and research staff from Macao.

### **Coordinating examinations and providing information on further studies**

Tertiary education is an important springboard for young people's career development. To help secondary school graduates who aim to pursue further studies, the first joint university entrance examination (language and mathematics) coordinated by four local tertiary institutions was successfully completed, through coordination by the department charged with overseeing tertiary education. Nearly 90 percent of the fresh high school graduates applied to sit the examination.

With support from the Ministry of Education, there were significant increases in the quotas for recommended students, participating high schools and disciplines covered during the 2017/2018 academic year. The number of admitted students also reached a record high of 723.

The Public Sector Scholarships and Subsidies Service Platform was launched in April, to provide residents with easy access to information from different public departments. Plus they can complete and declare their particulars via the online channel. The public departments concerned may also better understand the people's need for different items in applications, to ensure a more reasonable allocation of resources.

To encourage holders of Bachelor degrees to enrol in language programmes overseas, in the first quarter of the year the Government introduced an interest subsidy scheme for graduates of higher education institutions receiving language training, with a view to equipping more professionals with multilingual proficiency, hence raising Macao's overall competitiveness.

Regarding basic education, the Basic Academic Attainments for Junior Secondary Curriculum and the Basic Academic Attainments for Senior Secondary Curriculum have been promulgated, with effect from the 2017/2018 academic year, for students studying in junior secondary one and senior secondary one. By the 2019/2020 academic year, the new curriculum will fully cover 15 grades, from kindergarten to high school education.

Regarding youth affairs, the interim review of the Macao Youth Policy (2012-2020) has been completed and published. Through close liaison and cooperation with the mainland China authorities responsible for youth affairs, the training of leaders and members of student associations of secondary schools and youth organisations has been enriched and optimised. Seize the opportunities arising from Macao's participation in the development of the "Belt and Road" initiative and the development plan for the Guangdong-Hong Kong-Macao Greater Bay Area, the establishment of cooperative relationships between youth organisations in Macao and the Greater Bay Area was promoted.

## Precisely planning social support to build a harmonious society

Regarding social support, categorisation of about 10,000 poverty alleviation cases has been completed. The Government also collaborated with various community groups and family and community services centres to establish a community support network for the underprivileged, and to provide more targeted social support.

In September, the Government disbursed an extra one month's full subsidy to about 4,000 Macao families receiving regular financial assistance, and continued to implement the Social Inclusion Scheme (special living allowances for three categories of disadvantaged families).

Child care quotas have increased following the construction of additional child-care centres and expansion of existing ones. As of the third quarter of 2017, there were about 10,000 child care places, which could meet the needs of about 7,000 two-year-old children in Macao. The Government also continued conducting child care service assessments. Under the child-care centre self-assessment scheme, 34 subsidised child-care centres have taken part in and completed the assessments. The Government also introduced a third party assessment scheme.

There is steady progress with implementing the Ten-year Action Plan for the Provision of Services for the Elderly and the Ten-year Development Plan for Rehabilitation Services, which target the elderly and people with disabilities, respectively. A total of 217 measures have been implemented within the short-term phase (2016 to 2017) of the Ten-year Action Plan for the Provision of Services for the Elderly, and preparations for the mid-term phase (2018 to 2020) have already begun. The first Islands District integrated elderly care facility commenced operations in late 2017.

A total of 152 short-term measures (2016 to 2017) in the Ten-year Development Plan for Rehabilitation Services have been almost fully implemented, and some of the mid-term measures have been launched ahead of schedule. In the fourth quarter, the Government finished compiling the General Guidelines on Design and Construction of Accessibility Facilities in the Macao SAR, to regulate new public and subsidised work that will help the elderly, people with disabilities and those with special needs commute more conveniently. Barrier-free access to subsidised rehabilitation service facilities has also been reviewed, with assistance given to organisations wishing to improve barrier-free access to their premises.

In 2017, the amount of mandatory contributions to the social security system was increased. The bill for the Non-mandatory Central Provident Fund System was also passed, as steady development of the double-tier social security system continued. The new organisational law for the Social Security Fund also came into effect, in preparation for the fund's new functions.

The Government also 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. The accumulated amount of the allocations plus interest in each eligible individual account over the previous eight years could be as much as around 60,000 patacas.

The electronic declaration service for contributions to the Social Security Fund commenced operation in January 2017. About 650 enterprises, including a substantial number of large enterprises, have taken part in the electronic system, to make declarations and payments of contributions for more than 93,000 local full-time employees, which accounted for 33.2 percent of the local full-time workforce contributing to the Social Security Fund.

Adopting the concept of “rationalising the administrative structure”, in 2017 the Government started to optimise the application procedures for unemployment allowances through cross-departmental cooperation and exchanges of digital data, which significantly streamlined the required formalities, and reduced the number of departments to be contacted by applicants. The number of people received by these departments was thus reduced by 50 percent compared to previous years, greatly reducing applicants’ waiting times.

Regarding housing, the Government is preparing for future housing supply through demand studies, land supply and legislation. The study on Macao’s public housing demand, commissioned by the Macao Public Governance Research Center, was completed in the third quarter of 2017. The results will give the Government a better understanding of future housing demand, allowing it to plan ahead accordingly. The reclamation work for New Urban Zone Area A, on which 28,000 public housing units will be built, was also completed in 2017. The bill on the amendment to the Legal System for Public Housing has been completed. The previous round of selection procedures for families on the waiting list for public housing has been completed, and the new round of applications for public housing will open by the end of 2018.

Four public housing projects that were previously under construction – Bairro da Ilha Verde Building, Cheng Tou Building, Fai Ieng Building, and Iat Fai Building in Taipa – were completed on schedule in 2017, providing a total of 3,458 Home-Ownership Scheme housing units. The redevelopment of phase 2 of the Mong Ha Public Housing cum Sport Centre was also restarted as scheduled in 2017.

Regarding public housing projects in the planning stages, the plan for urban conditions for about 7,000 public housing units in phase 1 of the project in New Urban Zone Area A have been issued. The feasibility study on the public housing project on Avenue Wai Long has begun; it includes assessments on environmental impact, transport, airflow, etc. Design work will begin once the assessments have been passed. Compilation of building plans for the public housing project on Avenida de Venceslau of Morais has begun.

Guided by the Road Traffic and Transport Policy of Macao (2010-2020), the Government optimises public transport to encourage people to commute by public transport, and continues to enhance vehicle management. In September 2017, the total number of motor vehicles in Macao was about 3.6 percent less than a year before. To facilitate easier commuting, certain bus routes have been reorganised, combined or extended in the light of ongoing city development and changes. Improved combinations of bus stops and better traffic diversions have been implemented, to optimise the bus route network. Regarding taxis, the public bidding for 250 ordinary taxi licences was completed in 2016, while the first batch of 50 special taxis commenced operation in 2017.

In 2017, five public car parks commenced operation in Macao – Chun Su Mei Car Park, Fai Ieng Building Car Park, Cheng Tou Building Car Park, Iat Fai Building Car Park, and the car park inside the Health and Elderly Care Facility Complex in lot CN6d of Seac Pai Van – providing more than 600 parking spaces for light vehicles and motorcycles. The rate and time limit of parking meters will be adjusted in phases, to improve turnover at parking meters.

## **Manifesting cultural heritage and energising local arts and culture**

In 2017, in accordance with the Five-year Development Plan, the Government strived to

implement various measures within the cultural field, including: protecting and revitalising cultural heritage according to the Cultural Heritage Protection Law; promoting popular culture and arts education and cultivating cultural talents, with a particular focus on nurturing young talents; and facilitating the development of the cultural industry and enhancing regional exchanges and cooperation, thereby building Macao as a sustainable cultural city.

Phase 2 of the public consultation on the Plan for Protection and Management of the Historic Centre of Macao commenced in 2017. The results of the assessment of the real estate project for Lai Chi Vun Shipyard were announced in March.

Following the listing of Chapas Sinicas (Official Records of Macao during the Qing Dynasty 1693-1886) on the Memory of the World Regional Register for Asia/Pacific, the Archives of Macao and Arquivo Nacional da Torre do Tombo again collaborated, and successfully listed Chapas Sinicas on UNESCO's Memory of the World Register.

In 2017, the Government continued consolidating and optimising hardware and software facilities of cultural venues; and organising a wide range of activities, subsidy schemes and training projects, to foster cultural activities in the community and the general public's everyday life. The Government also adopts a multi-pronged approach to helping with identifying, training and cultivating local cultural and arts talents.

## Raising tourism service quality and developing diverse tourism products



Following a period of adjustment in the face of global economic instability and fluctuations in exchange rates, the tourism industry has recovered ground, as shown by a notable trend in the rising number of visitors to Macao and the resumption of growth in visitor expenditure during 2017.

The Government strives to expedite the development of Macao as a world tourism and leisure centre. After the completion of the study and compilation of the Macao Tourism Industry Development Master Plan, the current situation, advantages, challenges and potential arising from the development of the tourism industry have been explored in detail. Corresponding targets, strategies and action plans have been formulated to guide the sustainable development of Macao's tourism industry.

The Government continued implementing the Community Tourism Plan and the Macao Tourism Awareness Campaign, as well as organising and co-organising a wide array of events and activities. It also finished assessing the effectiveness of several major events, including the Light Festival, International Film Festival & Awards and Chinese New Year Parade, thereby providing a scientific basis for formulating future promotion strategies and optimising events and products.

Regarding industry management, the Government has initiated to optimise tourism-related regulations. The regulations on travel agencies and tour guides are currently going through legislation procedures, while the bill on the amendment to hotel licensing and operation laws has already been completed. The Government maintains regular inspection and monitoring on premises licensed and regulated by the Tourist Office. Law-abiding and quality service awareness among operators in the industry has been improved following the promulgation of various guidelines and recommendations.

The departments responsible for tourism, culture and sport worked closely with each other to promote tourism products. Through cooperation between overseas marketing agencies and the tourism industry, Macao tour packages for seasonal cultural, sport and festive events were introduced, to maximise synergy between these packages.

With Macao recognised as a UNESCO Creative City of Gastronomy, the Government has integrated elements of gastronomy into cultural exchanges, showcasing Macao's distinctive character as a multi-cultural city. Having become a member of the Creative Cities Network, the Macao SAR may engage in cultural exchange and experience sharing with other member cities through an international platform, thereby facilitating the sustainable development of local culture and tourism industries.

In tandem with the development of the Greater Bay Area, the Government actively maintained close liaison with tourism departments of mainland China and Hong Kong. The Exchange Seminar on Holistic Tourism and Tourist Police between mainland China, Hong Kong and Macao and the annual work meeting 2017 of the Joint Working Committee on Tourism to Support Macao's Aspirations to Build a World Centre of Tourism and Leisure were held, for in-depth discussion on building Macao as a world tourism and leisure centre.

## Legislative Assembly passes 20 laws covering administration and people's livelihoods

During the fourth session of the fifth Legislative Assembly, from 16 October 2016 to 15 October 2017, a total of 50 plenary meetings and 135 committee meetings were held, passing 20 laws, three resolutions and 13 simple-majority resolutions.