Social Innovation and Entrepreneurship Development Fund
(SIE Fund)

Key Suggestions for
the Scope and Design of the Gerontechnology Platform
collected from the Stakeholder Engagement Workshops
held in July & August 2018

Suggested Functionality	Brief Description
A. Knowledge Hub	Build up a knowledge and information repository of different available resources and up-to-date knowledge/information for stakeholders on both the supply and demand sides of the gerontechnolgy ecosystem and facilitate their access to the resources
B. Network & Connection Building	Link up demand & supply stakeholders through networks, platforms, activities, events, etc to facilitate knowledge sharing, exchange, collaboration, co-creation, development and testing of gerontechnology products, etc
C. Consultancy, Localisation & Testing Support	Provide support to nurture gerontechnology start-ups, facilitate the purchase and adaptation of overseas gerontechnology products as well as the testing of new gerontechnology products
D. Impact Assessment	Evaluate the effectiveness of the gerontechnology platform against its objective and target outcomes
E. Research	Commission or undertake researches or studies relating to gerontechnology
F. Advocacy & Promotion	Enhance public awareness and appreciation of the use of technology to address the challenges and seize the opportunities arising from the ageing population
G. Others	Other suggestions which fall outside the mandate of the SIE Fund or Efficiency Office and will be considered separately or referred to relevant Government Bureaux/Departments as appropriate

Summary of Key Suggestions

A.   Knowledge Hub

-    Establish and maintain an online knowledge and information repository of different available resources and up-to-date knowledge/information for stakeholders on both the supply and demand sides of the gerontechnology eco-system and facilitate their access to the resources. Information to be provided on the online repository may include:
     •   Market surveys and research findings in relation to the development or usage of gerontechnology products/services;
     •   Funding and incubation programmes for gerontechnology start-ups;
     •   Sponsorship, donation and other funding sources for different stakeholders of the gerontechnology ecosystem;
     •   Professional assessment and advice for elderly choosing suitable gerontechnology products;
     •   Insurance plans covering the purchase/rental of gerontechnology products;
     •   Available support services for elderly and carers rendered by different service providers and relevant organisations;
     •   List of organisations which are willing to serve as testing ground of gerontechnology products;
     •   List of tested gerontechnology products/services and the learnings/experience from testing
     •   List of registered/recommended gerontechnology prototypes/products used by the public organisations;
     •   List of distributors providing maintenance services of gerontechnology products;
     •   Sharing of successful cases/experiences of adopting gerontechnology products;
     •   List of gerontechnology products available for sale to users with functions to match demand with supply (similar to "KKday" which is an e-commerce travel platform connecting travellers with authentic local tours and activities) as well as enable users to place orders and provide customer feedback; and
     •   Up-to-date industry news and publications.

-    Promote a cloud-based information database system for capturing the health care needs of elderly, collecting health data/records and facilitating information sharing of the data/records, support and resources from Government and NGOs, etc.

-    Facilitate collaboration between R&D companies and universities by developing a platform similar to "LinkedIn" to provide up-to-date industry news, publications, information of the supply and demand stakeholders, etc.

B.   Network & Capacity Building

-    Organise networking activities/events to facilitate knowledge sharing, exchange and collaboration among stakeholders (e.g. between manufacturers/suppliers and researchers, between supply side stakeholders and service operators to facilitate collection of user requirements and needs as well as product testing, between researchers/start-ups and funders, among start-ups to facilitate the co-design of a "Total Solution", etc)

-    Organise workshops to allow researchers/manufacturers/suppliers to update stakeholders of the latest technology available.

-    Organise workshops comprising stakeholders from both the supply and demand sides to facilitate co-creation, development and testing of gerontechnology products.

-    Build the capacity of stakeholders from different sectors and facilitate cross-sector collaboration in generating innovative ideas and co-designing innovative solutions.

C.   Consultancy, Localisation & Testing Support

Consultancy Support

-    Provide longer term support for gerontechnology start-ups to sail through the implementation stage and survive the valley of death.

-    Match gerontechnology start-ups with mentors from sizeable organisations.

-    Gather a central pool of professional and consultants (including occupational therapists, physiotherapists, pharmacists, engineers, business/investment consultants, etc) to provide consultancy/mentorship on a pro bono / discounted basis to start-ups in need of specific knowledge/advice/design services/network to develop/commercialise their gerontechnology products.

-    Strengthen the case-building and pitching skills of start-ups for pitching external funding/investment.

Localisation Support

-    Identify and source useful overseas gerontechnology products that suit local demand.

-    Assemble a group of service providers to test overseas gerontechnology products and share their experiences with other service providers.

- Identify suitable overseas gerontechnology products and areas for localisation and adaptation to suit local demand.

- Encourage service providers to consolidate their orders for overseas gerontechnology products.

- Coordinate and publicise the demand for similar overseas gerontechnology products among interested service providers and facilitate their communication with the suppliers/distributors.

Testing Support

- Engage service providers or even individual users in product testing.

- Engage one single service unit/centre/entity (i.e. centralisation approach) to showcase and test new gerontechnology products. It may also be served as a platform for the purchase of tested products.

- Engage multiple service units/centres/entities comprising different types of users to showcase and test new gerontechnology products.

- Coordinate and facilitate the provision of professional/technology support and advice for testing sites by relevant parties (e.g. researchers, product developers, suppliers, etc).

- Facilitate suppliers/service providers in buying insurance for testing new gerontechnology products.

D. Impact Assessment

- Conduct a baseline study on the fragmentation of the gerontechnology ecosystem.

- Conduct regular follow-up studies to measure and evaluate the effectiveness of the gerontechnology platform against its objective as well as target outcomes/expected impacts as compared to the baseline situation.

E. Research

- Commission/undertake researches and studies relating to gerontechnology to:
  • enable better understanding of the needs/consumer behaviour/market of the elderly across different stages of their lives, the needs/demands of the elderly healthcare industry, and the usage and effectiveness of existing gerontechnology products in the market; and
  • facilitate the development of new/enhanced gerontechnology products addressing local needs/demands/user requirements and experiences.

F. Advocacy & Promotion

- Organise awareness-building events/activities to enhance the awareness of the public and elderly healthcare industry of the ageing issues and their appreciation of the use of technology to address the issues.

- Advocate gerontechnology as a lifestyle and smart living, and promote usage of gerontechnology products among elderly, carers and service providers.

- Brand gerontechnology products as universal design products.

- Advocate gerontechnology as a means to support and increase work safety/effectiveness/efficiency of institutional carers instead of displacing them.

- Run a campaign to enhance the society's appreciation of the needs of carers (both family members and staff members of service providers), promote new product development for carers and help service providers attract labour.

G. Others

- Establish a gerontechnology consortium to set up retail stores at hospitals and shopping centres.

- Provide accreditation/quality assurance services for gerontechnology products. Set up and maintain a testing team of professionals and users (including frontline staff of service providers), preferably partnered with universities/university research centres, to serve as a representable accreditation/quality assurance agency. Develop and disseminate sample testing plans / procedures and design standardised forms for recording and analysing testing results.

- Establish an assessment panel/agency to recognise safe and quality gerontechnology products and issue test reports.

- Establish a semi-public body, like a Task Force, involving government representatives and stakeholders from different sectors and arrange regular meetings to share knowledge, cases and experiences and review applicable regulatory/licensing requirements.

- Facilitate the development of the gerontechnology market through deregulations.

- Provide R&D funding to researchers, product developers, start-ups, etc of the gerontechnology ecosystem.

- Lead local service providers to conduct commercial negotiations with overseas product developers/suppliers.

- Expand the scope and eligibility of the Public Sector Trial Scheme of Innovation and Technology Fund to provide testing ground and pave way for commercialisation of gerontechnology prototypes.

- Add "serving as a testing ground for gerontechnology products" as an eligibility criterion of the Contract Homes/Enhanced Bought Place Scheme.

- Make "wifi connection" a mandatory infrastructure for all residential care home for the elderly so as to enable the adoption of products / services developed with IOT technology.

- Include proven gerontechnology products in the Standard Lists of Furniture and Equipment List for Social Welfare Department's (SWD) subvented services.

- Provide subsidies or other financial incentives for users (e.g. remuneration, free trial, tax refund, insurance reimbursement, additional subvention for elderly homes, etc) to procure or rent proven gerontechnology products.

- Extend the use of health-care vouchers issued under Elderly Health Care Voucher Scheme run by the SWD or launch a gerontechnology voucher incentive scheme to enhance the affordability of the elderly and promote market penetration of gerontechnology products.