

## Post-Event Summary: Thematic Session 2

### Workshop: Design Thinking for Age-friendly Communities

The second event of the Social Innovation Regional Forum (SIRF) 2021 continued the event's commitment to step out of academia and into the community, taking the form of a workshop titled *Design Thinking for Age-friendly Communities* held at Central Market. Participatory design cases were first shared by several speakers, before in-person and online participants took part in a co-creation experience workshop. Silver-age influencers May, Carrie and Sasa from the Senior Citizen Home Safety Association were emcees for the event, embodying the theme of the day.

#### Part 1: Sharing on participatory design cases

An ideal community is not only designed for people of all ages, but of different disabilities as well. **Mr Bryan Lai, Centre Supervisor of The Neighbourhood Advice-Action Council**, shared how he and his team realised their residents' dream "trip to Finland". Decorating the residence as an airline cabin, residents were able to experience being on a flight and even enjoyed "in-flight meals", an experience that has gained critical acclaim from across society. Bryan noted several factors that led to the success of the event, including stepping outside the box to think from the perspective of the service user, encouraging stakeholder participation, and making good use of social media.



Mr Bryan Lai, Centre Supervisor of The Neighbourhood Advice-Action Council

**Ms Debby Cheng, Project Manager at the Jockey Club Design Institute for Social Innovation (JCDISI) of the Hong Kong Polytechnic University**, shared the achievements of three of the Institute's innovative projects, namely a voice-activated interactive robot called Tung Zai, a waste recycling trolley co-designed with elderly grassroots wastepickers and a socially inclusive waste management hub. She emphasized having to consider the needs of older adults from different socioeconomic backgrounds when realising age-friendly communities in order to incorporate care and design beliefs.



*Ms Debby Cheng, Project Manager at the Jockey Club Design Institute for Social Innovation (JCDISI) of the Hong Kong Polytechnic University*

**Ms Keilee Mok, Senior Manager, Community Engagement at the CUHK Medical Centre**, shared about the incorporation of feedback from patients, carers, and staff into the Centre's mode and process of care. The physical environment at the Centre, including the adoption of warm lighting and colourful comfortable bathrooms, were also shared, attracting admiring gazes from the audience. Keilee further emphasised the connection between design thinking and hospital service, noting the design workshop found within the Centre. This serves as a space for different voices in the community to be heard, ultimately working hand-in-hand with community members to create a better hospital care experience.



*Ms Keilee Mok, Senior Manager, Community Engagement at the CUHK Medical Centre*

## Part 2: Design Thinking Experience Workshop

To encourage participants in trying design thinking, a workshop then followed. While the offline activities were led by **Mr Albert Tsang, facilitator from the JCDISI Design Education team**, the online component was guided by **PolyU School of Design Associate Professor Prof. Brian Lee** and **silver-age influencers Carrie and Sasa**. The icebreaking game revealed that “old” is no longer defined by numbers; many people aged 50+ today remain very independent and capable. The hosts then encouraged participants to use keyword cards to brainstorm ideas for learning and post-retirement life when they themselves get older. Many interesting examples were shared including having children teach adults associative thinking, establishing an oral history archive, and silver-age matchmaking.





*PolyU School of Design Associate Professor Prof. Brian Lee (left) and silver-age influencers Carrie and Sasa*



*Mr Albert Tsang, facilitator from the JCDISI Design Education team*





*Silver-age influencer May*









