

# International Cooperation Needed To Innovate, Help Ageing, Special Needs Sector

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SINGAPORE, June 17 (Bernama) -- An international cooperation is needed to accelerate innovation and digital inclusion to help the ageing and special needs sector.

This was among the consensus drawn at the Apec Tel Workshop held in Singapore on Monday.

The workshop concluded that economies must drive user-centric and problem-driven innovation, balancing technology application and human touch for effective deployment of ICT to support an ageing society and persons with disabilities (PWDs).

This includes continuing to promote cross-border collaboration to share knowledge and experiences for a smarter and digitally inclusive government.

The economies must continue to build new capabilities and leverage on 3P (public-private-people) partnership to improve the people's quality of life.

Over 150 delegates gathered to discuss innovative solutions for an ageing society in the new era of ICT-enabled growth and to create opportunities for people with disabilities to capitalise on the digital wave.

The event was jointly organised by the Infocomm Development Authority of Singapore (IDA), Singapore e-Government Leadership Centre (eGL) and Institute of System Science (ISS) at the National University of Singapore (NUS).

Supported by the Asia-Pacific Economic Cooperation (APEC), Waseda University and International Academy of CIOs (IAC), the event included government officials, academia, non-governmental organisations and industry players from 24 economies.

Amos Tan, director of IDA's Strategy and Innovation Division (SID), said: "Governments today face higher expectations from citizens who use their best online transaction experiences from around the world, including that with the private sector as a yardstick for the quality of government digital services.

"It is no longer sufficient for the government to just provide and upkeep services online, but to innovate and keep on innovating to raise the bar of public service," he said.

Lim Swee Cheang, director of Institute of System Science at NUS, said: "Learning from international best practices and the implementation of comprehensive strategies is a good start to address the needs of the elderly and people with disability in Singapore.

"We will continue to promote research and innovation of services in sectors including healthcare, finance and e-government to provide this group with opportunities and resources to maintain active participation and social inclusion," he said.

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