

Overview

Highlights Tenth Malaysia Plan, 2011-2015: Achievements

Looking back Tenth Malaysia Plan, 2011-2015: Progress

Improving access to quality healthcare services

Ensuring access to quality and affordable housing

Making streets and communities safer for *rakyat* peace of mind

Enhancing social cohesion and national unity

Promoting a sports culture and developing talent to enhance wellbeing

Summary of focus areas Eleventh Malaysia Plan, 2016-2020

Moving forward Eleventh Malaysia Plan, 2016-2020

Focus area A: Achieving universal access to quality healthcare

Focus area B: Providing adequate and quality affordable housing to poor, low- and middle-income households

Focus area C: Creating safer living environments for thriving communities

Focus area D: Improving road safety and emergency services to reduce fatalities

Focus area E: Enculturating the spirit of 1Malaysia to foster social cohesion and national unity

Focus area F: Promoting sports for healthy living and unity

Conclusion



Overview

The Government has always adopted a balanced development approach that gives equal emphasis to both economic growth and the wellbeing of the *rakyat*. While there is no standard definition of wellbeing, the term is generally associated with a standard of living and quality of life that encompasses economic, social, physical and psychological aspects, and is beneficial for society. In Malaysia, these aspects are manifested in quality healthcare, affordable housing, improved public security and safety, enhanced emergency services, greater social integration and unity, as well as widespread participation in sports. Improvements in wellbeing will also promote productivity and upward mobility of the *rakyat*.

During the Tenth Malaysia Plan, 2011-2015, the Government invested significant resources to enhance the wellbeing of the *rakyat*. Improvements in the healthcare sector led to an increase in life expectancy, a decrease in infant and maternal mortality rates, and improvements in access to healthcare services. Housing programmes improved affordability for both low- and middle-income households, and guidelines were developed to create more conducive living environments. Crime rates fell by more than 20% through measures such as omnipresence in hotspots and greater community participation in voluntary neighbourhood watch activities. Social interaction programmes involving government agencies, non-governmental organisations (NGOs) and communities increased significantly, creating shared experiences and values that fostered social cohesion and strengthened national unity. The involvement of Malaysians in sports activities increased from 32% in 2011 to 40.8% in 2014, highlighting in turn, a growing appreciation of the benefits of sports, from supporting healthy lifestyles to strengthening national unity.

In the Eleventh Malaysia Plan, 2016-2020, wellbeing remains a priority thrust for realising Vision 2020. Improvements in healthcare will focus on addressing underserved populations, improving health system delivery to enhance efficiency and effectiveness, and intensifying collaboration with the private sector and NGOs. Housing support will be maintained for the poor, low- and middle-income households, including youth and young married couples. Crime prevention efforts will focus on intensifying collaboration across public and private sector stakeholders, building the capabilities of law enforcement personnel, tightening regulations and strengthening enforcement. A new focus area on enhancing road safety and emergency services will also be introduced. Platforms for interaction between and among different social groups will be enhanced to foster social cohesion and national unity, while more programmes to inculcate ethics and moral values will be implemented at schools and institutions of higher education. Finally, emphasis will be placed on mass sports participation, developing high-performance athletes, and building youth leadership capabilities in sports and sports-related activities.

Highlights

Tenth Malaysia Plan, 2011-2015: Achievements

25.4
points

Improvement in overall wellbeing based on the Malaysian Wellbeing Index between 2000 and 2012

74.8
years

Estimated life expectancy in 2014; an increase from 74.1 years in 2010

6.5
deaths

Estimated infant mortality rate per 1,000 live births in 2014; a decrease from 6.7 deaths in 2010

58,530

Hospital beds¹ in 2014, an increase from 55,180 in 2010

102,200

Affordable houses completed for poor, low- and middle-income households

Overall improvement in the Malaysian Wellbeing Index

Improving access to quality healthcare services

Ensuring access to quality and affordable housing

¹ Includes public and private hospitals, maternity and nursing homes, hospices and ambulatory care centres.

22.7%

Decline in the
crime index
between 2011
and 2014

17.6%

Decline in street
crime between
2011 and 2014

53.2%

Increase in
the number
of registered
Voluntary
Patrolling
Schemes (SRS),
between 2011
and 2014

NUCC

Established the
National Unity
Consultative
Council (NUCC)
in 2013

36

Number of
Malaysian
athletes in the
top ten world
ranking in 2014

**Making streets and communities safer for
rakyat peace of mind**

**Enhancing
social cohesion
and national
unity**

**Promoting a
sports culture
and developing
talent to enhance
wellbeing**

Looking back

Tenth Malaysia Plan, 2011-2015: Progress

The Tenth Malaysia Plan enhanced the wellbeing of the *rakyat* through a relentless focus on healthcare services, public security, affordable housing, social cohesion, and sports.

During the Tenth Malaysia Plan, the wellbeing of the *rakyat* was enhanced through a relentless focus on healthcare services, public security, affordable housing, social integration, and sports. As a result, the wellbeing of the *rakyat* has improved as evidenced by the Malaysian Wellbeing Report 2013. Overall wellbeing improved by 25.4 points between 2000 and 2012, as shown in Exhibit 4-1. The economic wellbeing sub-composite improved by 33.3 points while the social wellbeing sub-composite improved by 21.0 points. The economic dimension of the Wellbeing Index encompasses components such as transport and education, while the social

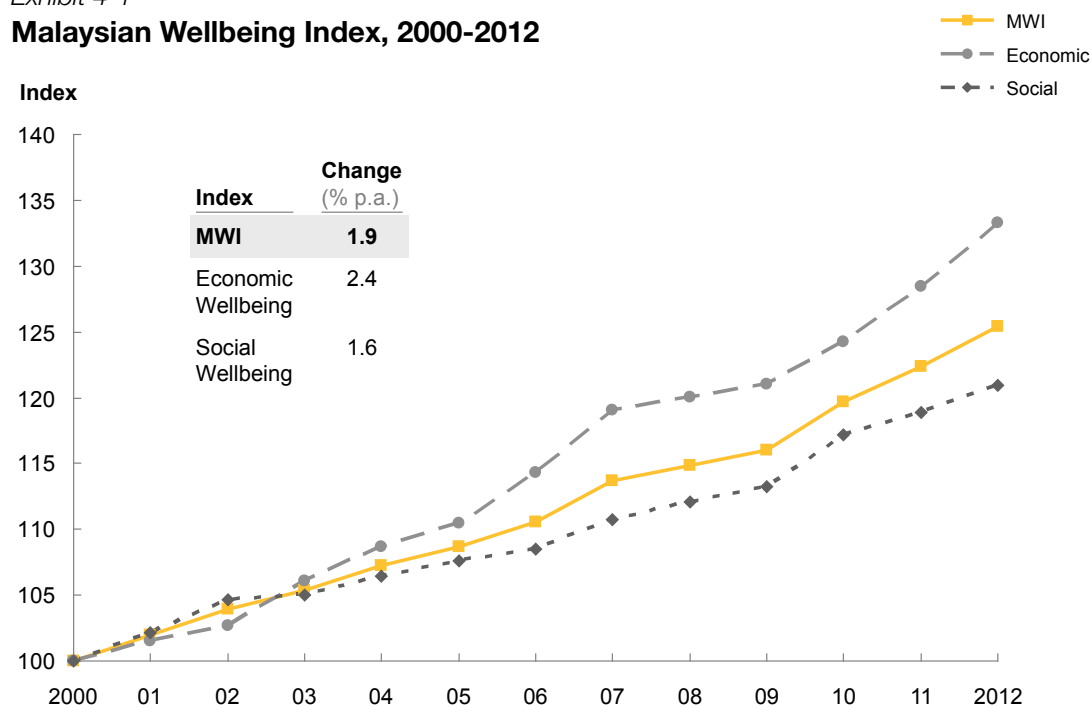
dimension encompasses components such as housing, public security, and social participation.

Improving access to quality healthcare services

The Government improved access to quality healthcare services by upgrading healthcare infrastructure, enhancing the capacity of healthcare personnel, promoting healthy lifestyles, and extending nationwide preventive care programmes. The results of these efforts are manifested in an increase in life expectancy and a reduction in infant and maternal mortality, as shown in Exhibit 4-2.

Exhibit 4-1

Malaysian Wellbeing Index, 2000-2012



Notes: The MWI measures economic and social components. The former encompasses transport, communications, education, working life and income and distribution, while the latter includes housing, leisure, governance, public safety, social participation, culture, health, environment and family.

Source: Malaysian Wellbeing Report 2013

Exhibit 4-2

Selected indicators for health status, 2010 and 2014

Indicator	2010	2014
Life expectancy at birth (in years)	74.1	74.8
Infant mortality rate (for every 1,000 live births)	6.7	6.5
Maternal mortality ratio (for every 100,000 live births)	26.1	25.5

Note: 2014 numbers are estimated

Exhibit 4-3

Ratio of health personnel to population, 2010 and 2014

Type of Personnel	Number		Ratio to Population	
	2010	2014	2010	2014
Doctor	32,980	51,835	1:859	1:581
Dentist	3,810	5,888	1:7,437	1:5,112
Pharmacist	7,760	12,294	1:3,652	1:2,448
Nurse	69,110	92,681	1:410	1:325

Note: 2014 figures are preliminary

Accessibility to healthcare services was enhanced through the construction of new hospitals which included specialised medical institutions such as the National Cancer Institute in Putrajaya and the Cheras Rehabilitation Hospital. In addition, Klinik 1Malaysia and Klinik Bergerak 1Malaysia were enhanced to provide greater accessibility to affordable healthcare services for low-income households. As of 2014, 307 Klinik 1Malaysia were established in urban areas and 16 Klinik Bergerak 1Malaysia delivered services from boats and buses in rural areas.

The number of hospital beds for both public and private healthcare increased from 55,180 in 2010 to 58,530 in 2014. Of these, public hospital beds accounted for 75% of total hospital beds in 2014. The health personnel to population ratio also improved from 2010 to 2014, as shown in Exhibit 4-3.

To encourage healthy living among the community, the Government introduced Program Komuniti Sihat Perkasa Negara (KOSPEN), which promotes physical activities, as well as healthy diets and behaviours. In addition, health promotion programmes for communicable diseases were expanded, including the Communication for Behavioural Impact Programme (COMBI), which primarily aims to mitigate the risk of dengue.

Ensuring access to quality and affordable housing

To meet the affordable housing needs of low- and middle-income households, the Government provided financial assistance to home buyers, and enhanced regulatory framework to facilitate homeownership. Housing programmes for poor and low-income households in urban and rural areas were implemented through Program Bantuan Rumah (PBR), Program Perumahan Rakyat (PPR)

and Rumah Mesra Rakyat 1Malaysia (RMR1M), as well as housing for second-generation Federal Land Development Authority (FELDA) and FELCRA Berhad (FELCRA) settlers.

Affordable housing for middle-income households was also provided through programmes such as the Perumahan Rakyat 1Malaysia (PR1MA), 1Malaysia Civil Servants Housing (PPA1M) and Rumah Wilayah Persekutuan (RUMAWIP). Exhibit 4-4 shows the various housing programmes implemented for different target groups and their achievements.

To ensure all affordable houses were adequately maintained, the Government embarked on the Program Penyelenggaraan Perumahan for public low-cost housing and Tabung Perumahan 1Malaysia for private low- and medium-cost housing. In addition, the MyBeautiful Malaysia programme under the National Blue Ocean Strategy was implemented in 2014 to enhance the maintenance of Government quarters. Several guidelines such as the Green Neighbourhood Planning Guideline, Open Space and Recreation Guideline, and Physical Planning Guideline for Senior Citizens were formulated to ensure a more conducive and liveable environment. These initiatives helped improve the surrounding quality and living conditions of the *rakyat*.

Exhibit 4-4

Public affordable housing programmes developed during the Tenth Plan

Programmes	Monthly Household Income (RM)	Ministries/ Agencies	Number of Housing Units		
			Completed	Under Construction	Total
Program Bantuan Rumah (PBR)	Below Poverty Line Income ¹	Ministry of Rural and Regional Development	56,668	8,298	64,966
Program Perumahan Rakyat (PPR)	2,500 and below	Ministry of Urban Wellbeing, Housing and Local Government	12,025	27,087	39,112
Rumah Mesra Rakyat 1Malaysia (RMR1M)	750 to 3,000	Syarikat Perumahan Negara Berhad	32,948	2,803	35,751
Perumahan Rakyat 1Malaysia (PR1MA)	2,500 to 10,000	Perbadanan PR1MA Malaysia	560	18,400	18,960
1Malaysia Civil Servants Housing (PPA1M)	2,500 to 10,000	Prime Minister's Department	-	13,539	13,539
Rumah Wilayah Persekutuan (RUMAWIP)	6,000 and below	Ministry of Federal Territories	-	9,309	9,309

Notes: PR1MA, PPA1M and RUMAWIP commenced in year 2013; figures as of March 2015

¹ Poverty Line Income (PLI) is a measure of absolute poverty based on the minimum requirement of food and non-food items for household members to live healthily and actively in society. In 2014, the average monthly PLI was RM930 for Peninsular Malaysia, RM1,170 for Sabah and RM990 for Sarawak.

The Housing Development (Control and Licensing) Act 1996 (Act 118) was amended to provide an avenue to charge errant developers, ensuring better protection for home buyers. In addition, new financing schemes were introduced such as the My First Home Scheme, Youth Housing Scheme, and Private Affordable Ownership Housing Scheme (MyHome) to provide financing facilities for the *rakyat* to own houses at affordable prices.

Making streets and communities safer for *rakyat* peace of mind

To enhance the effectiveness of crime prevention measures, the Reducing Crime National Key Result Area (NKRA) was introduced to improve people's perception of safety, reduce the crime index and enhance Polis DiRaja Malaysia (PDRM) services. To achieve these aims, the Government undertook comprehensive efforts such as omnipresence in hotspots, special police operations, and greater community participation in voluntary neighbourhood watch activities.

Crime prevention efforts resulted in a decline in crime from 166,300 cases in 2011 to 128,540 cases in 2014 as reflected in the crime index. In terms of the order and security sub-index of the World Justice Project (WJP Rule of Law Index)¹, Malaysia's position improved from the 16th position in 2012/2013 to the 12th position in 2014. Closed circuit television (CCTV) cameras together with other crime prevention measures successfully reduced 17.6% of street crime from 2011 to 2014.

The Safe City Programme, which uses crime prevention measures such as rail barricades and CCTV, was implemented in 151 local authorities covering 618 hotspots. An assessment undertaken in 2012 indicated that 80% of citizens in those areas felt safe, which significantly exceeded the target of 55%. Subsequently, the Black Spot Whitening Initiative introduced in 2013, focused on crime prone areas under the Safe City Programme. Spanning 76 local authorities, 61% of the population in these areas felt safe, exceeding the 55% target. This initiative also enhanced collaboration between communities and government agencies.

Community policing programmes were implemented to promote safer neighbourhoods through the Voluntary Patrolling Scheme (SRS). SRS, a community crime watch and night patrol effort under Rukun Tetangga (RT), aimed to reduce crime in residential areas. In 2014, 4,460 SRS were registered compared to 2,910 in 2011. These voluntary based community policing programmes not only reduced incidences of crime but also increased social integration.

The Police Volunteer Reserve (PVR) played a major role in supporting PDRM in law enforcement and maintaining peace and security. The number of PVR was increased from 9,075 in 2011 to 25,260 in 2014 which improved omnipresence. Successful joint patrols between SRS, Angkatan Tentera Malaysia (ATM), and PDRM under the Rondaan Awam Polis dan Anggota Tentera (RAPAT 1Malaysia) programme were carried out in 75 crime hotspots in 2013.

Drug addiction contributes to street and violent crime, thereby posing a serious threat to the wellbeing of the *rakyat*. Measures to combat this included eliminating organised crime and drug syndicates, as well as intercepting drug shipments at border and entry and exit points. In addition, treatment and aftercare handling for drug addicts were enhanced through self-development programmes, counselling, and Methadone Maintenance Therapy (MMT). Although new drug addiction cases decreased from 13,680 in 2011 to 13,270 in 2014, relapse cases increased from 5,848 in 2011 to 7,956 in 2014, mainly due to the availability of locally manufactured synthetic drugs and the continuous societal stigmatisation of drug addicts.

Jabatan Penjara Malaysia transformed the incarceration approach of inmates from penitentiary to correctional and rehabilitation. Inmate rehabilitation was undertaken through various methods, such as face-to-face family meetings, self-development programmes, and early release for rehabilitated inmates through the parole system. In addition, the Community Rehabilitation Programme (CRP) was implemented to provide inmates with the necessary technical skills to secure jobs upon reintegration into society so as to reduce recidivism and to reduce prison congestion. The overall recidivist rate of inmates remained in the range of 7% to 8% from 2011 to 2014.

¹ World Justice Project Rule of Law Index covers eight components, namely constraints on government power, absence of corruption, open government, fundamental rights, order and security, regulatory enforcement, civil justice and criminal justice. Order and security measures three dimensions covering various threats: crime particularly conventional crime such as homicide, kidnapping, burglary, armed robbery, extortion and fraud; political violence including terrorism, armed conflict and political unrest; and violence as a socially-accepted means to redress personal grievances (vigilante justice).

Enhancing social cohesion and national unity

Various community programmes were implemented to foster social integration and volunteerism, and to promote a greater spirit of tolerance and unity among Malaysians. The Department of National Unity and Integration or Jabatan Perpaduan Negara dan Integrasi Nasional (JPNIN), conducted 875,590 social interaction activities through organisations and programmes such as Kelab Rukun Negara, Sekretariat Rukun Negara, Integrasi Komuniti, Jaringan Sosial, Silang Budaya, and Persefahaman antara Penganut Agama. These programmes were implemented in collaboration with government agencies, private sector and NGOs.

Numerous initiatives were implemented to nurture youth volunteerism. The '1Malaysia For Youth' (iM4U) NGO, established in 2012, organised various volunteer programmes with the local community such as the iM4U Flood Relief, Volunteer Malaysia, and the Reach Out Convention and Celebration. The alumni of Program Latihan Khidmat Negara known as the National Service Volunteer Brigade also organised volunteer programmes in environmental conservation, sports, and natural disaster relief.

The Government established the National Unity Consultative Council (NUCC) in 2013. The NUCC is mandated to formulate a national blueprint for social cohesion and national unity which will be completed in 2015. The blueprint will focus on the reconciliation of five key areas, namely policy and legislation, culture, youth, national integration, and inclusive development. The NUCC has conducted 18 town hall meetings throughout Malaysia to deepen understanding of what it would take to build tolerance and integration in a multiracial society.

Promoting a sports culture and developing talent to enhance wellbeing

During the Tenth Plan, "Sports for All" was promoted to encourage mass participation in sports, recreational, and fitness activities. A total of 417 programmes were conducted involving 175,600 participants including 2,600 persons with disabilities (PWD). Among the flagship programmes were FitMalaysia and the Sports for All League. In addition, a total of 1,871 1Malaysia Futsal Courts and 89 gymnasiums were built to increase access to sport facilities for all levels of society.

The Talent Development Programme for high-performance sports was implemented to identify and train potential athletes to participate in major tournaments such as the SEA Games, Commonwealth Games, Asian Games, and world championships. To date, 23,670 potential athletes have attended special training programmes. In addition, 2,603 PWD athletes participated in the Persons with Disabilities Sports Carnival in 2012, 74 talented PWD athletes joined the MSN Paralympic Programme in 2013, and 135 PWD athletes participated in the 11th Asian Paralympic Games in South Korea in 2014.

Malaysia's achievements in major international sports tournaments continue to be encouraging. Malaysian athletes, Dato' Lee Chong Wei won a silver medal and Pandelega Rinong Ak Pamg won a bronze medal in the 30th Olympic Games 2012 in London. Malaysia also excelled in various sporting events, namely the 20th Commonwealth Games 2014 in Glasgow, with six gold medals, 43 gold medals in the 27th SEA Games 2013 in Myanmar, and 15 gold medals in the 11th Asian Paralympic Games 2014 in Incheon, South Korea. In 2014, 36 Malaysian athletes were in the top 10 world ranking, as shown in Exhibit 4-5. Furthermore, Malaysian athletes like Dato' Lee Chong Wei and Dato' Nicol Ann David are international role models in their respective sports.

* * *

The Tenth Malaysia Plan witnessed significant improvements in the overall wellbeing of Malaysians. Improvements in the quality of life and changing socio-economic structure has, however, led to higher expectations of service delivery on the part of the *rakyat*. Within healthcare, the ongoing challenge will be to ensure quality service

delivery to underserved communities and to address the prevalence of infectious diseases and lifestyle-related illnesses. The increased supply of affordable housing particularly in urban areas for youth and young married couples is still insufficient to keep pace with demand. Public security and safety remains a top concern for people, while law

enforcement efforts are hampered by insufficient collaboration across agencies and stakeholders. Mass sports participation remains low despite improved access and awareness campaigns, while the spirit of 1Malaysia and social cohesion are often undermined by polarising views and perceptions within society.

Exhibit 4-5

Malaysian athletes ranked in the world top ten, 2014

No.	Athletes	Sports	Category	World Ranking
1.	Dato' Lee Chong Wei	Badminton	Men's singles	1st
2.	Dato' Nicol Ann David	Squash	Women's singles	1st
3.	Sazali Abdul Samad	Bodybuilder	Men's 75 kilogram (kg)	1st
4.	Lilian Tan	Bodybuilder	Women's 55kg	1st
5.	<ul style="list-style-type: none"> <li style="width: 50%;">▪ Dato' Lee Chong Wei <li style="width: 50%;">▪ Liew Darren <li style="width: 50%;">▪ Hoon Thien How <li style="width: 50%;">▪ Goh Soon Huat <li style="width: 50%;">▪ Tan Wee Kiong <li style="width: 50%;">▪ Goh V Shem <li style="width: 50%;">▪ Tan Boon Heong <li style="width: 50%;">▪ Lim Khim Wah <li style="width: 50%;">▪ Chong Wei Feng <li style="width: 50%;">▪ Chan Peng Soon 	Badminton	Men's team	2nd
6.	Syakilla Salni Jefry Krishnan	Karate	Women's below 61kg	2nd
7.	<ul style="list-style-type: none"> ▪ Emanuel Leong Teng Kwang ▪ Ho Ying Thomsan ▪ Ricky Leong Tze Wai 	Karate	Men's team kata	3rd
8.	Hizlee Rais	Lawn Bowls	Men's single	3rd
9.	<ul style="list-style-type: none"> ▪ Leong Mun Yee ▪ Pandelega Rinong Ak Pamg 	Aquatics-Diving	Women's synchronized 10 metre platform	3rd
10.	Pandelega Rinong Ak Pamg	Aquatics-Diving	Women's 10 metre platform	4th
11.	Fatehah Mustapa	Track Cycling	Women's keirin	4th
12.	<ul style="list-style-type: none"> <li style="width: 50%;">▪ Izurin Refin <li style="width: 50%;">▪ Mohd Shahir Rosdi <li style="width: 50%;">▪ Mohd Hanafiah Dolah <li style="width: 50%;">▪ Mohd Khairul Zaman <li style="width: 50%;">▪ Mohd Muqlis Borhan 	<i>Sepak Takraw</i>	Men's regu	4th
13.	<ul style="list-style-type: none"> ▪ Ng Yan Yee ▪ Cheong Jun Hoong 	Aquatics-Diving	Women's synchronized 3 metre springboard	5th
14.	Cheong Jun Hoong	Aquatics-Diving	Women's 3 metre springboard	7th
15.	Low Wee Wern	Squash	Women's singles	7th
16.	<ul style="list-style-type: none"> <li style="width: 50%;">▪ Noor Fairuz Azizan <li style="width: 50%;">▪ Emilia Eva Natasha <li style="width: 50%;">▪ Nor Farhana Ismail <li style="width: 50%;">▪ Nurul Izzatul Hikmah Zulkifli <li style="width: 50%;">▪ Rahilah Harun 	<i>Sepak Takraw</i>	Women's regu	7th
17.	<ul style="list-style-type: none"> ▪ Ooi Tze Liang ▪ Ahmad Amsyar Azman 	Aquatics-Diving	Men's synchronised 3 metre springboard	9th

Source: National Sports Council of Malaysia, Ministry of Youth and Sports

Summary of focus areas

Eleventh Malaysia Plan, 2016-2020



Achieving universal access to quality healthcare

Enhancing targeted support, particularly for underserved communities

Improving system delivery for better health outcomes

Expanding capacity to increase accessibility

Intensifying collaboration with private sector and NGOs to increase health awareness



Providing adequate and quality affordable housing to poor, low- and middle-income households

Increasing access to affordable housing for targeted groups

Strengthening planning and implementation for better management of public housing

Encouraging environment-friendly facilities for enhanced liveability



Creating safer living environments for thriving communities

Enhancing crime prevention by enforcement agencies, private players, and the public to elevate perception of feeling safe

Tightening regulations and strengthening enforcement to stem crime

Promoting crime awareness for effective prevention

Enhancing rehabilitation, treatment, and aftercare to reduce recidivism among ex-inmates and relapse among drug addicts



Improving road safety and emergency services to reduce fatalities

Improving road safety to reduce accidents

Improving emergency services to save lives



Enculturating the spirit of 1Malaysia to foster social cohesion and national unity

Promoting social integration and ethics to foster a united and moral society

Intensifying stakeholder engagement to build a shared sense of responsibility



Promoting sports for healthy living and unity

Promoting mass sports participation at all levels of society to instil a sports culture

Developing youth leadership in sports

Developing high performance athletes for global prominence



Malaysian Wellbeing Index

Increase per annum, compared to 1.2% during the Tenth Plan



Achieving universal access to quality healthcare



Hospital beds per 1,000 population¹

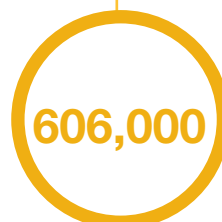


Doctor to population ratio

Providing adequate and quality affordable housing to poor, low- and middle-income households



Houses to be constructed/ repaired for the poor



Houses to be developed for low- and middle-income households

Enculturating the spirit of 1Malaysia to foster social cohesion and national unity



Number of schools with Kelab Rukun Negara

Creating safer living environments for thriving communities



Percent of population feeling safe



Annual reduction in crime index

Promoting sports for healthy living and unity



Minimum percentage of Malaysians who embrace sports culture

Improving road safety and emergency services to reduce fatalities



Optimised emergency response time



Road fatalities index per 10,000 registered vehicles



Optimised police response time

¹ Includes public and private hospitals, maternity and nursing homes, hospices and ambulatory care centres.

Moving forward Eleventh Malaysia Plan, 2016-2020

The Eleventh Malaysia Plan aims to enable all Malaysians - regardless of where they live or how much they earn - to achieve a comfortable standard of living and quality of life.

By 2020, Malaysia aspires to become an advanced nation on multiple dimensions. This is not merely about becoming an advanced economy, but also about building a caring and inclusive nation that is grounded in ethics and morality, and truly integrated and united. This aspiration will be driven by the concept of 1Malaysia based on the principles of the Federal Constitution and Rukun Negara. The wellbeing of the *rakyat* plays a key role in realising this aspiration.

Under the Eleventh Plan, the Government will accelerate efforts to achieve universal access to quality healthcare by targeting underserved areas, and increasing capacity of both facilities and healthcare personnel. Access to quality affordable housing will be further enhanced by expanding and strengthening existing programmes for poor, low- and middle-income households, and providing more avenues for youth homeownership. To create safer living environments, the Government will increase community policing and omnipresence, enable cross-agency collaborations, and build the capabilities of law enforcement personnel. Strategies to improve road safety awareness and the effectiveness of emergency services will also be introduced. Social cohesion and unity programmes will be strengthened to promote an understanding of diversity through interactions and shared experiences such as community-based volunteerism activities. Finally, the Government will further promote mass sports participation to achieve healthy minds and bodies, and improve programmes to identify and build world-class sporting talent. The Malaysian Wellbeing Index, a measure of the nation's progress in the quality of life of the the *rakyat* is expected to increase by 1.7% per annum, during the Eleventh Plan.

To deliver these improvements, the Government will move towards more targeted support to those who need it most, embrace streamlined operations across agencies to optimise the use of public resources, and intensify the use of interventions that bring together all stakeholders – public, private sectors and NGOs – in an integrated and collaborative manner. The latter shift is particularly important, as all citizens and stakeholders have a collective responsibility to build a more cohesive society that reflects the best ideals of Malaysia's founding fathers, and the hopes and dreams of future generations.

These aspirations will be achieved under the Eleventh Plan through the following focus areas:

- Focus area A: Achieving universal access to quality healthcare
- Focus area B: Providing adequate and quality affordable housing to poor, low- and middle-income households
- Focus area C: Creating safer living environments for thriving communities
- Focus area D: Improving road safety and emergency services to reduce fatalities
- Focus area E: Enculturating the spirit of 1Malaysia to foster social cohesion and national unity
- Focus area F: Promoting sports for healthy living and unity



Focus area A

Achieving universal access to quality healthcare

Good health is essential for a good quality of life. Consequently, the Government remains committed to achieving universal access to quality healthcare during the Eleventh Plan by continuing efforts to improve the fundamentals of the health system. This means that every Malaysian will have equal access to affordable and good quality healthcare services, whether delivered by public or private providers. This aspiration will be realised through four strategies:

- **Strategy A1: Enhancing targeted support, particularly for underserved communities.** Specific initiatives include the expansion of mobile healthcare, the improvement of primary healthcare teams, and domiciliary healthcare programmes;
- **Strategy A2: Improving system delivery for better health outcomes.** Measures include the introduction of lean management practices in public hospitals to release latent capacity, and better enforcement of health regulations to improve transparency and health outcomes;
- **Strategy A3: Expanding capacity to increase accessibility.** Initiatives include developing new facilities, upgrading existing facilities, as well as enhancing healthcare personnel capacity and capabilities; and
- **Strategy A4: Intensifying collaboration with private sector and NGOs to increase health awareness.** Such collaboration will span a broad range of initiatives, from community health and prevention programmes, to research and development efforts between industries, universities and research institutions.

Strategy A1

Enhancing targeted support, particularly for underserved communities

Access to quality healthcare, particularly in underserved urban and rural areas and communities will be expanded. This includes the extension of services to poor and low-income households, Orang Asli in Peninsular Malaysia, and rural and remote areas in Sabah and Sarawak. Measures will include the deployment of more specialists and skilled personnel, the establishment of additional healthcare facilities in the areas of greatest need, and the expansion of outreach programmes. For example, mobile healthcare teams, flying doctor services, and village health promoters will be expanded to remote areas.

Domiciliary healthcare programmes will be expanded to include care programmes for patients who require long-term nursing upon early discharge, such as stroke patients. Healthcare personnel will train family members and caregivers to care for these patients. NGOs will also be encouraged to participate and provide support and services to the patients and their families.

Integrated care will be improved through primary healthcare teams to enhance access, quality, and efficiency. Selected clinics will be upgraded into advanced clinics that provide a full range of multidisciplinary services to enhance and support primary healthcare teams.

Strategy A2

Improving system delivery for better health outcomes

The Government will review and formulate health legislations and intensify enforcement through strengthened coordination between government agencies and the private sector. For example, the Government will consolidate health-related enforcement units in areas such as pharmaceutical, disease control, food safety, hygiene, and cleanliness, as well as medical practice and professionalism.

Healthcare services will adopt lean management practices to streamline work processes and procedures in order to enhance effectiveness and efficiency. This includes optimising efforts in bed management, robust operation theatre scheduling, and best practice treatment. Expected outcomes include the release of latent capacity or bed days, shortened patient waiting times, improved patient outcomes and satisfaction, and optimised use of healthcare resources. The Government will also implement the hospital cluster concept in selected locations, where hospitals within the same geographical location will work as one unit, sharing resources such as assets, amenities, and human resource.

The Government will implement the eHealth strategy, which incorporates existing Information and Communications Technology (ICT) systems into one, system-wide model to enhance health data management, and support research, development and commercialisation (R&D&C) initiatives. The Government will also work with the private sector to increase information sharing and strengthen the role of the private sector in service delivery. To drive innovation through R&D&C activities, partnerships across the quadruple helix of government, industry, universities, and research institutions will be promoted.

Initiatives will also focus on improving pre-hospital care such as ambulance services, as well as accident and emergency services. Collaboration among agencies that provide ambulance services, private healthcare providers, and NGOs will be strengthened to improve response time and better utilise resources.

Strategy A3

Expanding capacity to increase accessibility

Existing healthcare facilities and assets will be upgraded, while the development of new facilities will take into account functionality, cost-effectiveness, and the needs of local communities. In this regard, the private sector will be encouraged to collaborate and set up more healthcare facilities that cater to the needs of low- and middle-income households. The number and distribution of health specialists and skilled personnel will also be improved by reviewing policies, incentives, and capability building programmes. Incentive packages will be reviewed to attract health personnel to serve in rural and remote areas.

Strategy A4

Intensifying collaboration with private sector and NGOs to increase health awareness

Measures will be undertaken to reduce communicable diseases (CD) and non-communicable diseases (NCD), which includes the provision of preventive healthcare services and the promotion of a healthy lifestyle. The private sector will be encouraged to undertake corporate social responsibility programmes (CSR), and to collaborate with the Government in research and development. NGOs will be encouraged to provide health advocacy activities, health screening, and early health interventions, as well as to work with the private sector in carrying out health-related CSR programmes. Community participation in health promotion programmes, such as the use of public parks and recreational areas to promote healthy lifestyles will be encouraged.

Intervention programmes where the community will be trained to promote health, such as KOSPEN, will continue to address lifestyle related diseases. In addition, Komuniti Bebas Aedes & Tuberculosis (COMBAT), will be enhanced to control CDs through community initiatives such as *gotong royong* to promote a healthy environment to reduce disease transmission.



Focus area B

Providing adequate and quality affordable housing to poor, low- and middle-income households

Affordable housing is a platform that creates strong and stable communities, with better economic, education, and health outcomes for individuals, families and communities. The Government will therefore continue to provide affordable housing for the poor, low- and middle-income households, with differing levels of support based on need. The dream of owning one's first home will be achievable, providing a stable foundation for upward mobility. These aspirations will be achieved through three strategies:

- **Strategy B1: Increasing access to affordable housing for targeted groups.** This strategy will be delivered through the continuation of programmes for poor, low- and middle-income households, the introduction of targeted programmes for youth and young married couples, as well as the facilitation of greater private sector participation;
- **Strategy B2: Strengthening planning and implementation for better management of public housing.** Measures under this strategy include the development of an integrated database to match supply and demand and the establishment of a land bank for future development projects; and
- **Strategy B3: Encouraging environment-friendly facilities for enhanced liveability.** This will be achieved through an enhanced regulatory framework and collaboration among community and NGOs.

Strategy B1

Increasing access to affordable housing for targeted groups

The Government will continue to play a major role in meeting the housing needs for targeted groups in urban and rural areas by continuing successful, existing programmes. This includes programmes under the PBR for the poor, and programmes for low- and middle-income households such as the RMR1M, PPR, PRIMA, and PPA1M, as well as programmes for second-generation FELDA and FELCRA settlers. In addition, financing schemes such as the My First Home Scheme, Youth Housing Scheme and MyHome will be enhanced to improve access and affordability for low- and middle-income households.

Transit houses will be built for youth and young married couples in urban areas, including those proposed under the 1Malaysia Youth City programme. These transit houses provide such families with a short-term residence while they build up their savings to purchase their first home. The private sector will be encouraged to develop public housing, which can be done through public-private partnerships.

Strategy B2

Strengthening planning and implementation for better management of public housing

To improve the planning and development of affordable housing, an integrated database accessible to all relevant stakeholders will be established to ensure housing supply matches demand according to locality, price, and target groups. Additionally, a land bank will be established for the development of affordable housing, particularly in urban areas. Collaboration between the National Housing Department with state Islamic religious councils could be leveraged to unlock potential *waqf* and *baitulmal* land.

Strategy B3

Encouraging environment-friendly facilities for enhanced liveability

The Government will encourage all new affordable housing developments to adopt sustainable practices, and provide liveable and environment-friendly facilities and infrastructure for the *rakyat*, including PWD and senior citizens. Public housing rental rates will be reviewed to ensure that sufficient funds are available to cover the cost of management and regular standard maintenance of public housing.

Community involvement will be promoted to highlight collaborative responsibility in maintaining housing communities. Awareness programmes among residents to foster a culture of maintenance, cleanliness, and the prevention of vandalism will be enhanced through collaboration among communities and NGOs. MyBeautiful Malaysia will continue to promote a comfortable living environment and instil a culture of cleanliness among residents.



Focus area C

Creating safer living environments for thriving communities

Public security is key to the development of thriving communities as fear of crime restricts personal mobility, preys on peace of mind, and discourages investment in crime prone areas. The Government is therefore committed to creating safer living spaces and environments for the *rakyat*. Communities will have lower crime rates and higher perceptions of feeling safe, as well as greater public confidence in law enforcement agencies. These goals will be delivered through four strategies:

- **Strategy C1: Enhancing crime prevention by enforcement agencies, private players, and the public to elevate perception of feeling safe.** This includes building the capacity and capabilities of law enforcement personnel, and increasing collaboration across law enforcement agencies, the private sector, NGOs, and communities, particularly through community policing programmes;
- **Strategy C2: Tightening regulations and strengthening enforcement to stem crime.** This includes initiatives to strengthen legislation, increase the use of crime prevention measures, improve the management of foreign workers, and stem cross-border crime;
- **Strategy C3: Promoting crime awareness for effective prevention** through schools and social media. These programmes will be targeted at high-risk groups, particularly the youth; and
- **Strategy C4: Enhancing rehabilitation, treatment, and aftercare to reduce recidivism among ex-inmates and relapse among drug addicts.** A range of self-development programmes and community-based services will be strengthened to enable the successful reintegration of ex-inmates and drug addicts into society, and reduce recidivism and relapse.

Strategy C1

Enhancing crime prevention by enforcement agencies, private players, and the public to elevate perception of feeling safe

Crime prevention will be intensified through omnipresence, the Safe City Programme, and volunteerism programmes. The target is to reduce the crime index by 5% annually and increase the perception of feeling safe from 39% in 2014 to 60% in 2020. Omnipresence will be improved by redeploying more personnel to crime prevention tasks. Police response time to distress calls will be improved from 12 minutes to eight minutes, particularly in urban and major cities, through the deployment of an integrated information system known as the Command, Control, Communications, Computers and Integration (C4i) system.

The capacity and capabilities of enforcement personnel will be enhanced by providing the appropriate tools and capability building programmes. For example, collaborations with international policing bodies could be leveraged to enhance the knowledge and skills of enforcement personnel through specialised training and exchange programmes. The integrity of enforcement personnel will be bolstered through awareness programmes conducted by the Malaysian Institute of Integrity, and greater oversight by both the Malaysia Anti-Corruption Commission and the Enforcement Agencies Integrity Commission.

Inter-agency collaboration will be facilitated through the establishment of task forces and integrated databases among the relevant agencies. Increased joint operations and enhanced patrolling to combat cross-border crime will ensure faster responses and optimisation of manpower and resources. The Government will leverage on bilateral and multilateral relations to mitigate crimes such as human trafficking and smuggling.

In addition, public participation in community policing will be encouraged under SRS and PVR. The role of Jabatan Pencegahan Jenayah dan Keselamatan Komuniti (JPJKK) will be strengthened to enhance engagement between the police and public in crime prevention efforts. The private sector will also be encouraged to install CCTV cameras in hotspots that connect to PDRM control centres through an open network platform.

Strategy C2 Tightening regulations and strengthening enforcement to stem crime

Existing laws and regulations will be reviewed to improve crime prevention effectiveness. Crime Prevention through Environmental Design (CPTED) elements will be incorporated in the development of new residential and commercial areas. Theft deterrent measures in homes, such as CCTV cameras and security alarm systems will be encouraged as part of public self-policing efforts.

The management of foreign workers will be improved by enhancing the role of one-stop centre and through greater collaboration between the Immigration Department of Malaysia and local authorities to ensure effective enforcement. Moreover, to avoid student visa abuse, stricter screening procedures in countries of origin and stringent enforcement of regulations will be undertaken to ensure educational institutions with foreign students comply with immigration procedures.

Unlawful entry at immigration checkpoints will be curbed with the introduction of the Advanced Passenger Screening System (APSS), biometric, and facial recognition systems. Efforts to stem increasing cross-border crime will be bolstered through joint operations of border enforcement agencies, such as the Malaysian Maritime Enforcement Agency, Anti-Smuggling Unit, and ATM. Integrated detection, monitoring, and surveillance capabilities will be enhanced including the introduction of sea-basing platforms to deter border intrusions.

Strategy C3 Promoting crime awareness for effective prevention

The Government will undertake targeted social media campaigns aimed at high-risk groups, particularly the youth. The target audience will be educated on the dangers of drugs and crime, how to protect themselves from being victims of crime, and on the responsible use of the Internet and social media. In addition, safe online practices will be inculcated through the CyberSAFE in Schools programme implemented by CyberSecurity Malaysia and the Ministry of Education to safeguard young Internet users against negative content.

Strategy C4 Enhancing rehabilitation, treatment, and aftercare to reduce recidivism among ex-inmates and relapse among drug addicts

Rehabilitation, treatment and aftercare of inmates and drug addicts will be enhanced to achieve the targeted recidivist rate of 5% and relapse rate of 35% by 2020. To reduce the recidivist rate, the Government will strengthen self-development programmes that provide skills and entrepreneurship training, as well as provide more transit houses for ex-inmates. The CRP will be introduced for drug addicts through collaboration between the National Anti-Drugs Agency and related agencies. In addition, NGOs will be encouraged to provide support services for rehabilitation, treatment, and reintegration such as job placement and aftercare programmes.



Focus area D

Improving road safety and emergency services to reduce fatalities

Road safety and emergency services have been identified as an important new focus area under the Eleventh Plan to further improve the wellbeing of the *rakyat*. The Government aspires to reduce the incidences of road accidents and improve the delivery of emergency services to be on par with international standards. This will be achieved through two strategies:

- **Strategy D1: Improving road safety to reduce accidents** through more effective enforcement mechanisms and awareness campaigns; and
- **Strategy D2: Improving emergency services to save lives** through mobile patrolling, greater collaboration across agencies, and capability building programmes for first responders, dispatchers and rescuers.

Strategy D1

Improving road safety to reduce accidents

Driver negligence has been identified as the main cause of road accidents followed by road conditions and vehicle safety. Road accident fatalities remain high and increased from 6,877 fatalities in 2011 to 6,915 in 2013. The Government aims to reduce the road fatalities index from 2.9 per 10,000 registered vehicles in 2013 to 2.0 by 2020. This will be achieved through the wider implementation of the Automated Enforcement System (AES) and the review of KEJARA System or Sistem Kesalahan Jalan Raya, which imposes heavier penalties on errant drivers. At the same time, awareness campaigns will be further improved through the use of social media.

Strategy D2

Improving emergency services to save lives

Given the number of agencies involved in the provision of emergency services, the Government will facilitate greater cross-agency collaboration. This will ensure faster response times and more efficient deployment of resources to the accident site. In addition, the capability of first responders, rescuers, and dispatchers will be enhanced through specialised training and frequent emergency drills.



Focus area E

Enculturating the spirit of 1Malaysia to foster social cohesion and national unity

The concept of 1Malaysia is founded upon the aspiration of building a harmonious, progressive, and united Malaysian society, based on the underlying principle of “People First, Performance Now”. It emphasises the importance of understanding, respecting, and embracing the diversity that exists in a multiracial society. It also emphasises the value of a shared national identity, grounded in a common commitment to building a united and prosperous society.

Enhanced integration is key to fostering social cohesion and national unity. This can be achieved through the Eleventh Plan by reducing polarisation and various forms of socio-economic disparities across regions and ethnicities. The Government also recognises that the process of integration requires exposure to and interaction among communities, so as to promote an understanding and appreciation of Malaysia’s diverse society. During the Eleventh Plan, the Government will therefore focus on enhancing programmes and platforms for greater interaction, engagement, and collaboration among Malaysians.

In addition to social cohesion and national unity, the Government also aspires to foster a fully moral and ethical society, in line with the aspirations set forth in Vision 2020. During the Eleventh Plan, the Government will therefore intensify collaboration with all stakeholders, particularly community-based and religious institutions, to foster a shared sense of responsibility for building a more moral and ethical society.

This combined vision of a cohesive, united, and ethical community will be achieved through two strategies:

- **Strategy E1: Promoting social integration and ethics to foster a united and moral society.** This will not only involve creating more shared experiences—from volunteerism to arts, culture and heritage—that will deepen Malaysians’ understanding and appreciation of diversity, but also enhance how ethics and morality are incorporated in the education system; and
- **Strategy E2: Intensifying stakeholder engagement to build a shared sense of responsibility.** This will be achieved by building an awareness of the role every stakeholder – government, private sector, communities, and individuals – has to play in building a tolerant and caring society.

Strategy E1 Promoting social integration and ethics to foster a united and moral society

The Eleventh Plan will streamline existing social integration and unity programmes to reduce redundancy and improve impact. The Government will also increase the number of social integration and unity programmes in educational institutions, from schools to universities. For example, a total of 5,000 students from institutions of higher education will be sent for MySilang Career Programmes to enhance their acceptance and tolerance of Malaysians with varying backgrounds, through shared interactions and exposure.

RT will also be encouraged to organise and implement programmes to promote unity in their respective neighbourhoods. Under RT, more than 400 multi-ethnic female teams will be established through the J-NITA programme. Programmes such as KOSPEN, urban farming, and Bomba Sukarela will also serve as additional platforms to promote social integration.

Arts and culture will be developed to promote a shared Malaysian culture and heritage, and offer another platform to embrace diversity and a shared national identity. To promote cultural heritages like *mak yong* and *wayang kulit*, support will be given to develop the talent of interested individuals and communities. Research in arts and culture will be intensified to ensure the authenticity and continuity of Malaysia's national heritage. Access to arts and cultural activities will also be enhanced and promoted through greater community participation.

The capabilities and capacity of various research and training institutions will be enhanced to improve national planning, monitoring and implementation of unity, and ethnic relations programmes. The Institute of Ethnic Studies and the National Integration Research and Training Institute will also be strengthened.

Under the Malaysia Education Blueprint 2013-2025, the Government has defined ethics and spirituality as one of six desired student outcomes. The formal schooling curriculum, from preschool through to higher education will therefore also be enhanced to achieve the desired outcome. More public campaigns will be conducted by relevant agencies to instil values of civic mindedness among youth. These programmes will also be targeted at youths who are at risk.

Strategy E2 Intensifying stakeholder engagement to build a shared sense of responsibility

Efforts to promote understanding, tolerance, and ethics will be done through extensive engagement with and involving communities. For example, at the community level, the Government will collaborate with NGOs to promote ethical and moral values through specially targeted programmes and awareness campaigns. Professional and community leaders will be encouraged to role model the desired behaviours of a caring society. Religious institutions are also expected to play a bigger role in fostering these values by conducting their own programmes.

As information accessibility rises, it is important that every Malaysian takes the initiative to practice responsible dissemination of information. Similarly, responsible reporting in mainstream and online media is important to ensure fair and non-inflammatory coverage of concerns vital to the Malaysian public.



Focus area F

Promoting sports for healthy living and unity

Sports is an important component in promoting an active and healthy lifestyle. Mass participation in sports will enhance social integration and unity among Malaysians. The vision is for 50% of Malaysians to embrace a sports culture, where sports and physical activities are an integral part of life, by 2020. These aims will be realised through the following strategies:

- **Strategy F1: Promoting mass sports participation at all levels of society to instil a sports culture.** This will be achieved through stronger collaboration between the government, private sector, NGOs and community;
- **Strategy F2: Developing youth leadership in sports.** This will be achieved through measures such as capability building programmes to build the capacity and professionalism of sports associations and NGOs; and
- **Strategy F3: Developing high-performance athletes for global prominence** through specialised training programmes, more rigorous compliance with international standards and the hosting of international sports events.

Strategy F1

Promoting mass sports participation at all levels of society to instil a sports culture

The Government will focus on strategies to make Malaysia a sporting nation with extensive community participation in various sports, fitness, and recreational activities. Iconic programmes such as FitMalaysia, Sports for All League, Sports for PWD, and futsal championships will be expanded. Public parks will be used for recreational and community sporting events. Collaboration among

government, private sector, and NGOs in promoting and implementing sports programmes, as well as providing and maintaining sports facilities will be strengthened.

Strategy F2

Developing youth leadership in sports

The Government will invest in more skill enhancement programmes to improve the professionalism of youth and leaders in sports and sports associations. Comprehensive sports leadership programmes, particularly in events, integrated sports management and coach education programmes, will be enhanced to develop potential leaders in sports and sports-related activities.

Strategy F3

Developing high-performance athletes for global prominence

In preparation for the 2020 Olympic Games, talent identification programmes will be conducted at schools and institutions of higher education to identify potential athletes. Comprehensive training programmes will also be developed and sports facilities improved. The development of high-performance athletes will be supervised by a dedicated team, consisting of various experts. In addition, the capability of the Anti-Doping Agency of Malaysia (ADAMAS) will be enhanced to meet international standards and the requirements of the World Anti-Doping Agency in enforcing zero tolerance to doping. ADAMAS will also conduct awareness and education programmes on doping among athletes nationwide. Finally, Malaysia will continue to host international sports events and tournaments to provide a platform to showcase Malaysia's sporting talent.

