

MALAYSIA CARE

**Strategic Framework
and Action Plan
2026-2030**

Towards Sustainable Care



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and Action Plan
2026-2030**

Towards Sustainable Care

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**MINISTRY OF WOMEN, FAMILY AND
COMMUNITY DEVELOPMENT**

MINISTRY OF WOMEN, FAMILY AND COMMUNITY
DEVELOPMENT (MWFCD)

No. 5 Persiaran Perdana Presint 4,
62100 Putrajaya, MALAYSIA.

Tel: +603-8323 1000

Fax: + 603-8323 2000

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DEVELOPMENT (MWFCD)

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Tukang Buku @ Akademi Jawi Malaysia Sdn Bhd

8, Jalan Puteri 2a/6, Bandar Puteri Bangi

43000 Kajang, Selangor, Malaysia

+603-8928 9899

ibu.pejabat@akademijawi.my

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Foreword

Prime Minister of Malaysia



I would like to extend my heartfelt congratulations and commend the Ministry of Women, Family and Community Development for the successful development of the Malaysia Care Strategic Framework and Action Plan 2026–2030.

The formulation of this strategic framework is both timely and relevant, aligning with the aspirations of Ekonomi MADANI, particularly in supporting the goal of achieving 60% female participation in the workforce. This effort plays a vital role in driving inclusive and sustainable economic growth for the nation.

Furthermore, this framework sets an important benchmark for the Ministry's accountability and leadership in the area of long-term care, while strengthening its role as the regulatory authority for the care sector in Malaysia. It represents a significant step forward in establishing a structured, strategic, and compassionate approach to care that supports families, communities, and the broader society.

ANWAR IBRAHIM

Prime Minister

Foreword

Minister of Women, Family and Community Development

Praise be to Allah SWT, for with His divine will and blessings, the Malaysia Care Strategic Framework and Action Plan 2026-2030 has been successfully developed. This framework represents yet another key initiative by the Ministry of Women, Family and Community Development in its ongoing efforts to elevate the status of caregiving both nationally and within the broader regional context.

It is our hope that this framework will serve as a valuable guide and reference for all stakeholders involved in the caregiving sector over the next five (5) years.

I would like to extend my heartfelt appreciation and sincere thanks to all parties especially the Australian Government and The Asia Foundation (Malaysia) who have contributed their expertise, time, and commitment toward the development of this important document.

NANCY SHUKRI

Minister of Women, Family and Community Development



Foreword

Australian High Commissioner to Malaysia



It is with great pleasure that I extend my sincere appreciation to all those involved in the development of the Malaysia Care Strategic Framework and Action Plan 2026–2030. The Australian Government, as a key strategic partner in this important initiative, warmly congratulates the Government of Malaysia on this commendable achievement.

This initiative underscores Malaysia's strong commitment to advancing the care sector as a vital contributor to national social well-being and economic growth. The framework represents a significant strategic step toward ensuring the provision of quality, sustainable care services, while also enhancing women's workforce participation and fostering social development.

The Australian Government remains committed to cooperating with Malaysia in support of initiatives that advance inclusive economic development and gender equality.

Danielle Heinecke

Executive Summary

The Thirteenth Malaysia Plan and the MADANI Economy Framework set forth Malaysia's commitment to inclusive, people-centred growth while recognising that demographic pressures could undermine progress without timely and effective intervention.

In line with this, Malaysia is prioritising the development of a resilient and sustainable care ecosystem to respond to the dual challenges of an ageing population and declining birth rates. Emerging evidence indicates that these demographic shifts are driving up dependency ratios, placing growing pressure on community resilience, care service delivery, economic performance, and social protection systems.

In 2023, the Ministry of Women, Family and Community Development, together with UNDP, undertook a situational analysis to examine Malaysia's impending care crisis and to identify key areas for policy intervention. The report, *Enabling Investments in the Malaysian Care Economy*, called for the formulation of a national roadmap to steer the care agenda and coordinate the whole-of-nation effort required to realise this ambition.

Building on this momentum Malaysia developed the National Ageing Blueprint (NAB) as a proactive strategy to prepare for the transition to aged-nation status, with key reforms endorsed by the National Economic Action Council in 2025. The Ministry of Women, Family and Community Development and the Ministry of Health have been appointed as co-leads for Long-Term Care, with this mandate confirmed by Social Protection Council and National Social Council.

The Malaysia Care Strategic Framework and Action Plan (2026–2030) translates the aspirations of the National Ageing Blueprint (NAB) into implementation strategies. Its formulation was made possible through collaborative engagement with the Australian Government, The Asia Foundation (Malaysia), government agencies, international organisations, the private sector, non-governmental organisations (NGOs), institutions of higher learning, and industry experts.

Guided by the mission to strengthen Malaysia's care ecosystem through a whole-of-nation approach, The Malaysia Care Strategic Framework and Action Plan was developed through five intensive strategic lab sessions held between 13 May and 12 June 2024. These sessions brought together experts and stakeholders to deliberate on key issues and provide critical input for the drafting process.

The key feature of the lab is its inclusive grassroots approach, taking into account the voices of frontline caregivers, care centre operators, government agencies, and NGOs. The resulting document is envisioned as a national guide to strengthen Malaysia's care economy, foster inclusive, equitable, and sustainable national development, and position the country as a Regional Care Hub within ASEAN.

The Malaysia Care Strategic Framework and Action Plan 2026–2030 has been formulated as a five-year agenda, grounded in the aspirations of the MADANI Government and aligned with the MADANI Economic Framework. It builds on the achievements of the care industry and responds to the need of robust care economy, while taking into account the 13th Malaysia Plan, societal changes, and global priorities such as the Sustainable Development Goals.

The Malaysia Care Strategic Framework and Action Plan 2026-2030 which is based on the Caring Society concept, outlines five (5) strategic pillars as follows:

- Strengthening Legislation and Governance
- Competency and Career Pathways
- Advocacy
- Empowerment of Strategic Collaboration
- Research, Technology, and Data





Chapter **1** Introduction of Care – Issues and Challenges

Defining Care

In Malaysia, care refers to all forms of assistance, support, and services provided to individuals who require help with daily living or personal well-being - including older persons, children, persons with disabilities, individuals with chronic illnesses, and others unable to fully care for themselves. It encompasses both physical and emotional dimensions of support, with the aim of ensuring the well-being, dignity, and quality of life of care recipients.

The Concept of Care in Malaysia

In Malaysia, the concept of care is broadly categorised into two main types: paid care and unpaid care. Both categories are essential components of the national care system, contributing significantly to the well-being of individuals, particularly those in need, such as children, older persons, the ill, and persons with disabilities.

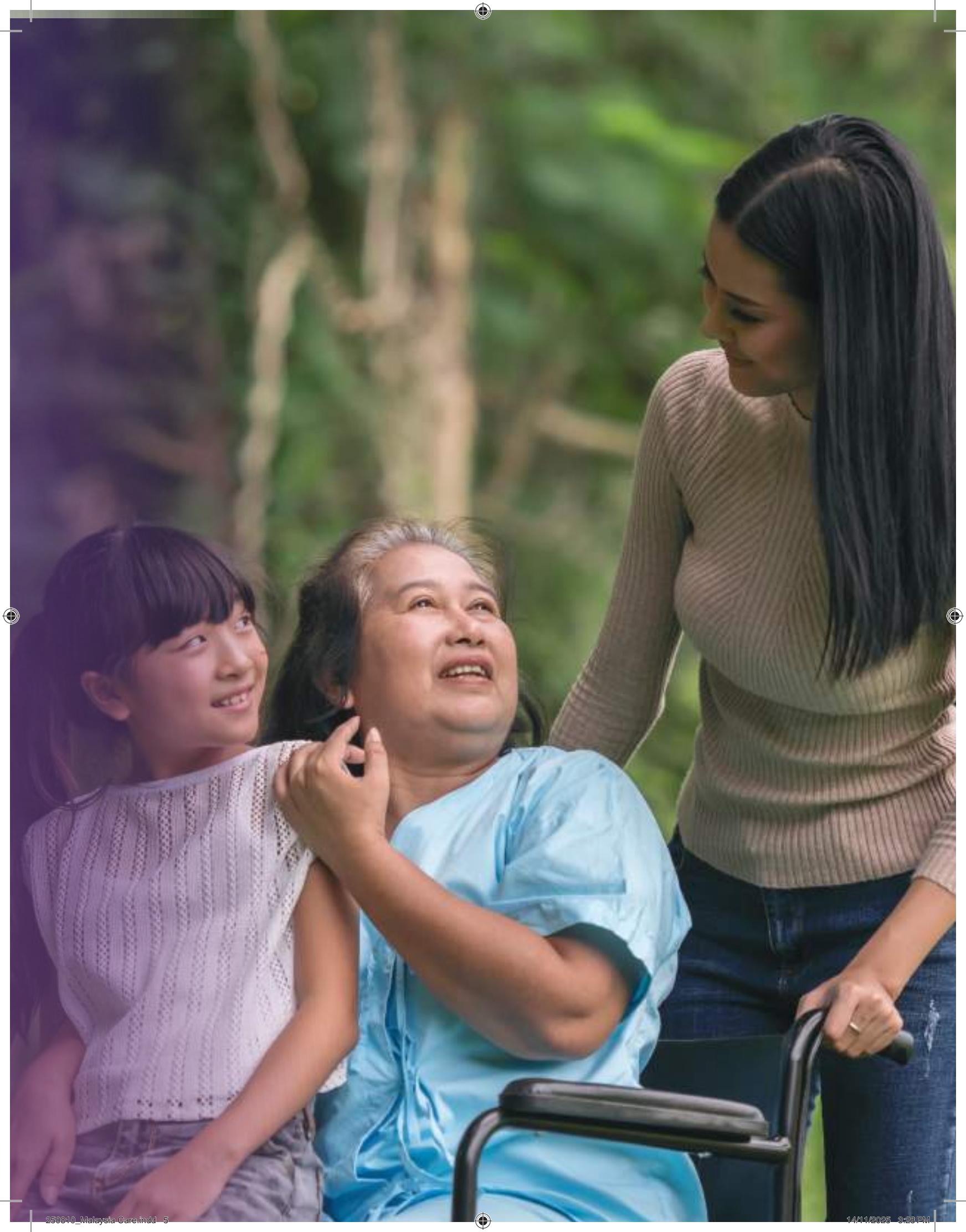
Unpaid Care

Unpaid care refers to caregiving activities provided voluntarily, typically by family members or close relatives, without financial remuneration. This form of care is deeply embedded in cultural norms and familial responsibilities, where individuals - such as children, spouses, siblings, or extended family members - undertake caregiving roles. Unpaid caregivers provide emotional support, physical assistance, and daily care to dependents, particularly older persons, children, or family members with disabilities or chronic conditions who are unable to care for themselves.

Paid Care

Paid care refers to caregiving services provided by trained professionals or institutions in exchange for financial remuneration. These services may include in-home care, childcare, eldercare, day care centres, residential facilities, and specialised medical or therapeutic support. Access to paid care often depends on the financial capacity of individuals or families, and it is typically sought when the intensity or complexity of care needs exceeds what can be provided by family members, or when no informal caregiver is available.

In conclusion, both paid and unpaid care serve critical functions in the Malaysian care ecosystem. They complement each other in ensuring that individuals in need receive the necessary support, whether through familial dedication or professional expertise.



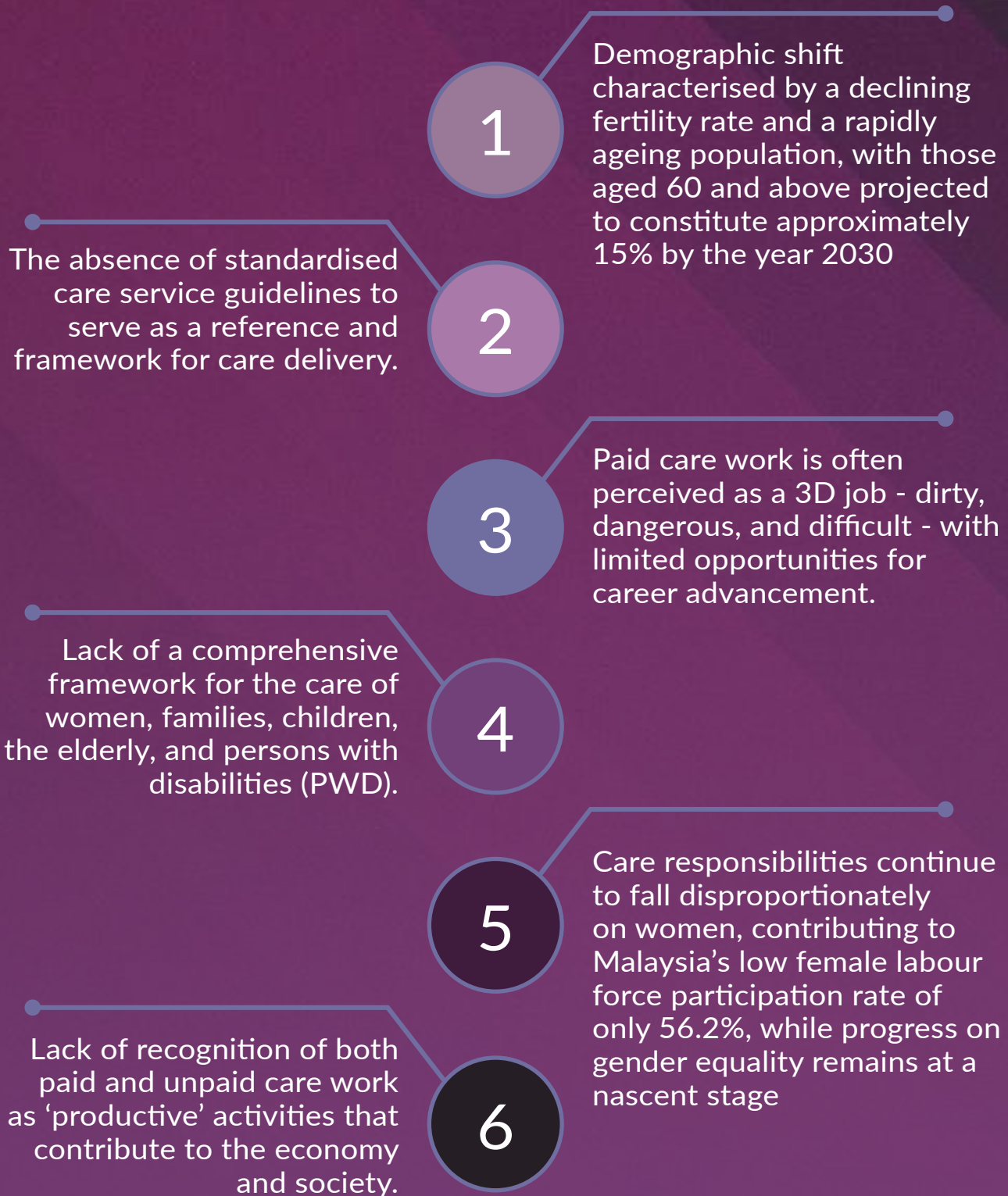


Care Activities in Malaysia are Regulated by the Following Acts



In addition, there are also other acts, policies, and action plans related to the care industry in Malaysia to ensure that care services are provided at a high standard, comply with the law, and protect the rights of individuals in need of care.

Issues and Challenges



A photograph of a large crowd of people at an outdoor event, likely a national celebration. Many individuals are wearing white caps and are waving small Malaysian flags on sticks. The flags are red and white striped with a blue canton containing a yellow crescent and star. The background is filled with more flags and green foliage, suggesting a park or public square setting.

Chapter 2 The Need for Care: Situational Analysis in Malaysia

Demographic Shifts in Malaysia

Malaysia has recorded strong economic performance, with GDP growth projected to be between 4.5% and 5.5% in 2025. Sustained growth has translated into improved socio-economic conditions, rising average incomes and higher investments in crucial social sectors.

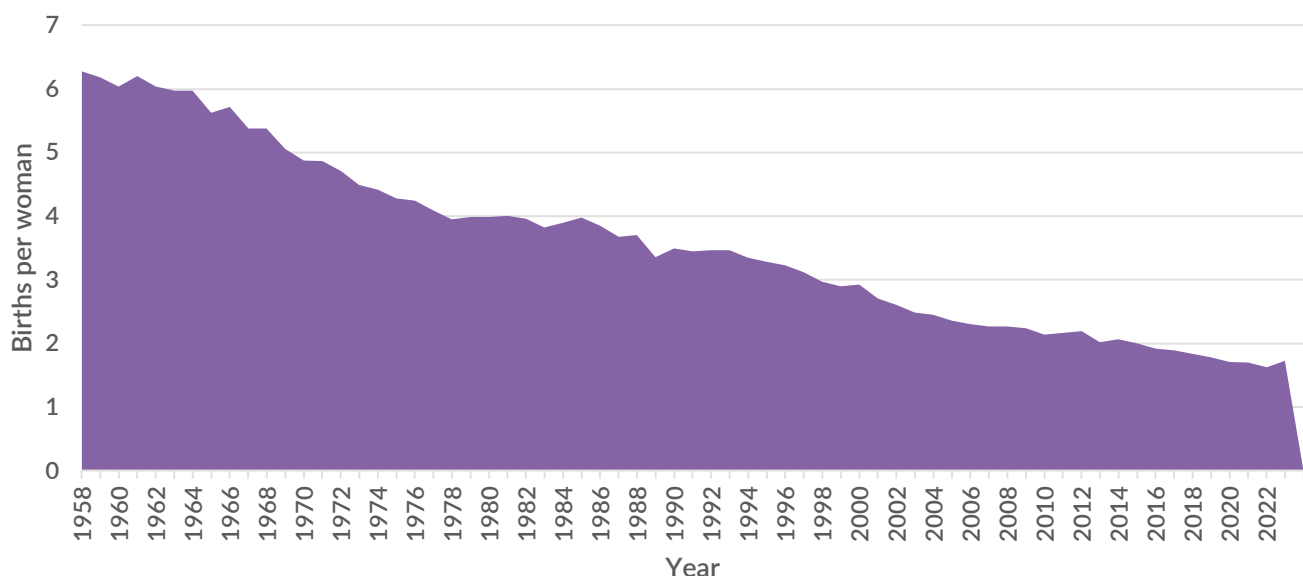
At the same time, Malaysia is navigating a transitioning demographic. With an increasingly ageing population and a steadily declining birth rate, the nation's demographic structure is shifting in ways that could reshape its economy and society. By 2030, an estimated 15% of Malaysians will be aged 60 and above. This trend signals a shrinking workforce and higher dependency ratios, which could disrupt Malaysia's economic

competitiveness, place greater pressure on care systems and social protection, and challenge traditional family-based support structures.

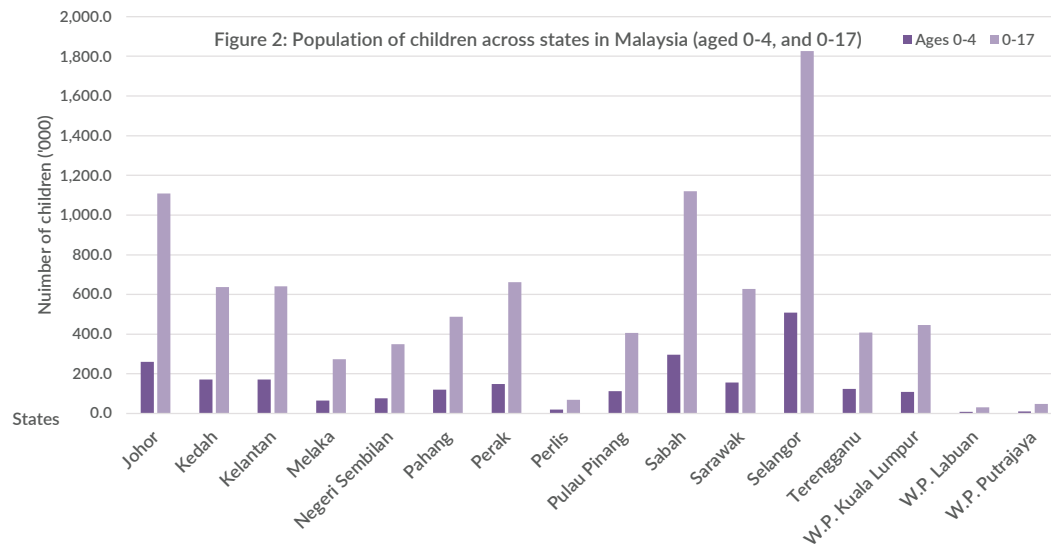
Malaysia's demographic transition reflects a steady decline in the crude birth rate, which fell to 13.5 per 1,000 population in 2021, while the crude death rate edged up slightly to 6.9 per 1,000 during the same year due to excess mortality from the COVID-19 pandemic. Despite this temporary rise, the CDR continues on a long-term downward trend.

Meanwhile, the total fertility rate for women has declined sharply - from 6 children in 1960 to just 1.7 children in 2023 - signalling a major demographic shift towards lower fertility and an ageing population.

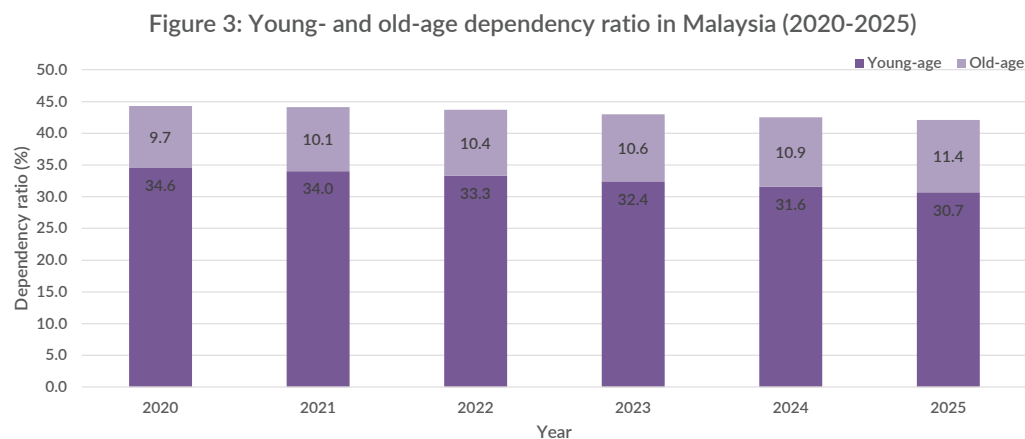
Figure 1: Total Fertility Rate, Malaysia (1958 - 2023)



Source: Department of Statistics Malaysia, 2023



Source: Children Statistics, Department of Statistics Malaysia, 2024



Source: Populations Data, Department of Statistics Malaysia, 2024.

Special Focus On: Children

While Malaysia is experiencing an ageing demographic, it continues to have a significant child population whose wellbeing is critical to the nation's future. Children are the youngest beneficiaries of a robust and inclusive care ecosystem. In Malaysia, children aged 0-18 make up 26.4% of the total population, and those aged 0-4 make up close to 6%. Approximately 4.7% of children aged 2-17 in Malaysia live with a disability (NHMS 2019). The child dependency ratio, which is defined as the number of children per hundreds of persons at working

age, stands at 31.7% -- which indicates a moderate burden on the country's working-age population.

Among them, those in early childhood (ages 0-6), and especially those with disabilities, require the most intensive care and support. Ensuring access to affordable, accessible, and high-quality childcare not only enables parents — particularly women — to participate in paid employment, but also improves household income and supports optimal early childhood development. According to UNICEF and ILO data, investments in early childhood development are also likely to yield the highest returns.

Zooming into early childcare, National Child Research Data Centre (NCRDC) indicates that only an estimated 3% of children aged 0–4 are enrolled in registered childcare centres (TASKAs), which means the vast majority of children in this age group are cared for informally by families or informal caregivers. As of the latest NCRDC data, there are 4,898 registered TASKAs nationwide catering to children aged 0–4, with 79% concentrated in urban areas. Geographic disparities are evident, with the highest concentration of childcare centres located in Selangor while the lowest in WP Labuan. This indicates gaps and disparities in childcare availability, accessibility and affordability for families.

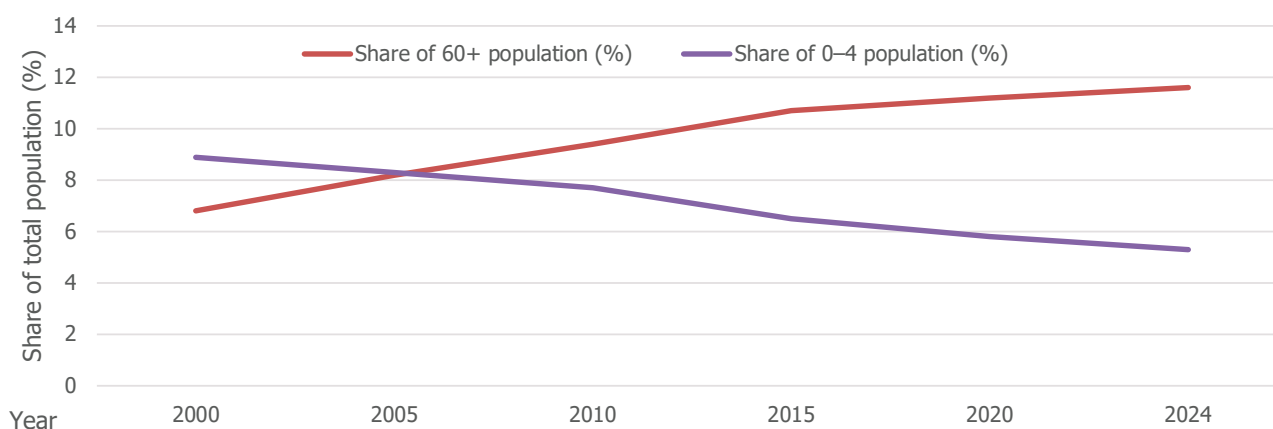
In terms of workforce quality, NCRDC reports that 58% of childcare workers in registered TASKAs have completed the minimum Kursus Asuhan dan Didikan Awal Kanak-kanak (KAP) qualification, while about half possess only secondary-level education. This further indicates the need for greater investment in professional development and training of childcare workers to strengthen the quality of childcare provision.

Special Focus On: Older Persons

Rapid ageing will be a critical megatrend affecting Malaysia in the coming decades, with the population going from an ageing to aged society in just 24 years. According to DOSM's projections, the share of the population aged 60 and above will continue to rise to 23.4% by 2050. With improvements in healthcare and nutrition, Malaysians are living longer. However, an ageing population will bring rising care needs and a surging dependency ratio. By 2040, Malaysia's old-age dependency ratio is projected to triple, leaving each working-age adult supporting three elderly persons.

Thanks to advances in healthcare and nutrition, Malaysians are living longer, and older persons have become the fastest-growing cohort in the country, and across ASEAN. The share of Malaysians aged 60 and above has already reached 11.6% in 2024 and is projected to rise sharply to 15.3% by 2030 and 23.4% by 2050, marking one of the fastest demographic transitions in the region.

Figure 4: Shifting demographic in Malaysia (aged 0–4 vs aged 60+)



Source: Population Table, Malaysia, Department of Statistics Malaysia, 2025

Life expectancy now stands at 78.4 years for women and 73.5 years for men, reflecting the Malaysia's steady progress in health and well-being.

Yet without a corresponding replacement rate, Malaysia faces the twin pressures of an ageing population and an emerging care crisis. Malaysia, and ASEAN as a region, is ageing nearly twice as fast as advanced economies, undergoing in just a few decades the demographic transformation that took OECD countries more than seventy years.

Malaysia's old-age dependency ratio (the number of people aged 65 and above compared to those of working age) currently stands at 11.4 and is expected to rise steadily as birth rates decline and life expectancy continues to increase.

The government recognises that without timely intervention in care systems, the burden of caregiving will continue to rest heavily on families, particularly unpaid caregivers. This not only affects their well-being but also diminishes the quality and consistency of care provided. As a result, many older persons are left without access to the specialised care and professional support they deserve, putting their health, dignity, and overall quality of life at risk.

By recognising care as both a social necessity and a driver of inclusive growth, Malaysia can turn this challenge into a catalyst to build a care system that upholds dignity for older persons, supports families, and strengthens the nation's readiness for an ageing future.

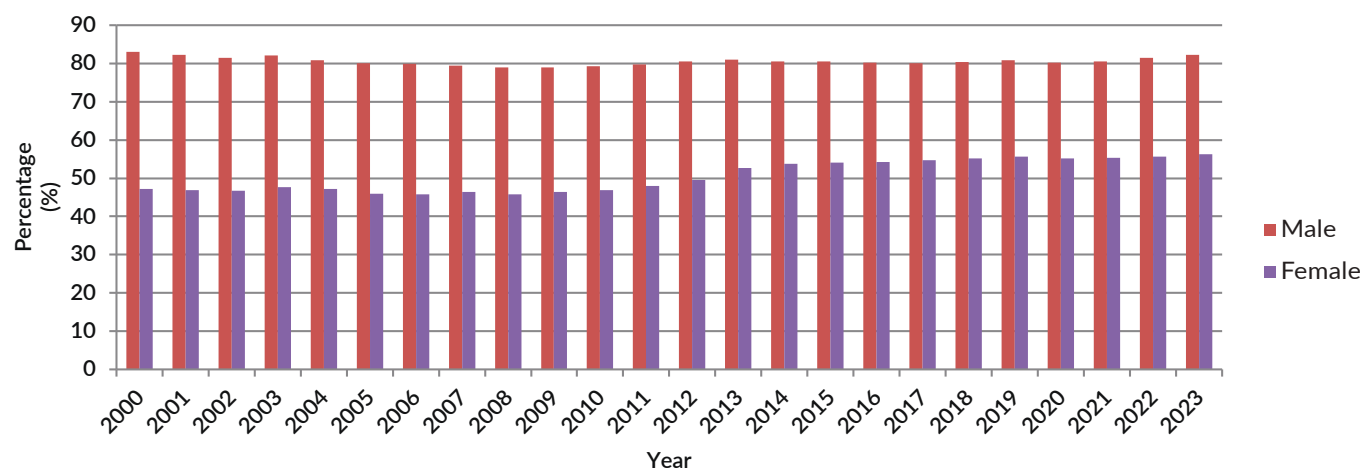
Special Focus On: Women

In Malaysia, the burden of care continues to fall heavily on unpaid caregivers, most of whom are women. According to available data, women spend three times more time on unpaid care work than men. The COVID-19 pandemic further revealed vulnerabilities in Malaysia's care infrastructure, with a significant share of women, leaving the labour force due to rising care responsibilities within their households.

DOSM data show that female labour force participation fell to 55.1% in 2020, and many women who exited the workforce during this period did not return. In 2023, The Labour Force Survey Report further revealed that 63% of women in Malaysia are out of the workforce because of housework and caregiving obligations.

These trends underscore the need for stronger care support systems and reintegration mechanisms to enable women's re-entry into paid employment. Despite post-pandemic gains, women remain the default providers of unpaid care and are overrepresented in informal, low-paid care work with limited job security and career progression. As Malaysia faces the dual pressures of rapid population ageing and increasing care demands, the Government recognises that the existing care arrangements are no longer sustainable.

Figure 5 : Malaysia Labour Force Participation Rate by Sex (2000–2024)



Source: Department of Statistics Malaysia, 2023

Strengthening the care ecosystem is therefore essential, not only to support women in both paid and unpaid care roles but also to sustain labour productivity and social well-being. Harnessing the full potential of Malaysia's human capital is key to sustaining inclusive and resilient growth. This requires enabling those who are willing but currently unable to participate in the labour market to access meaningful employment opportunities.

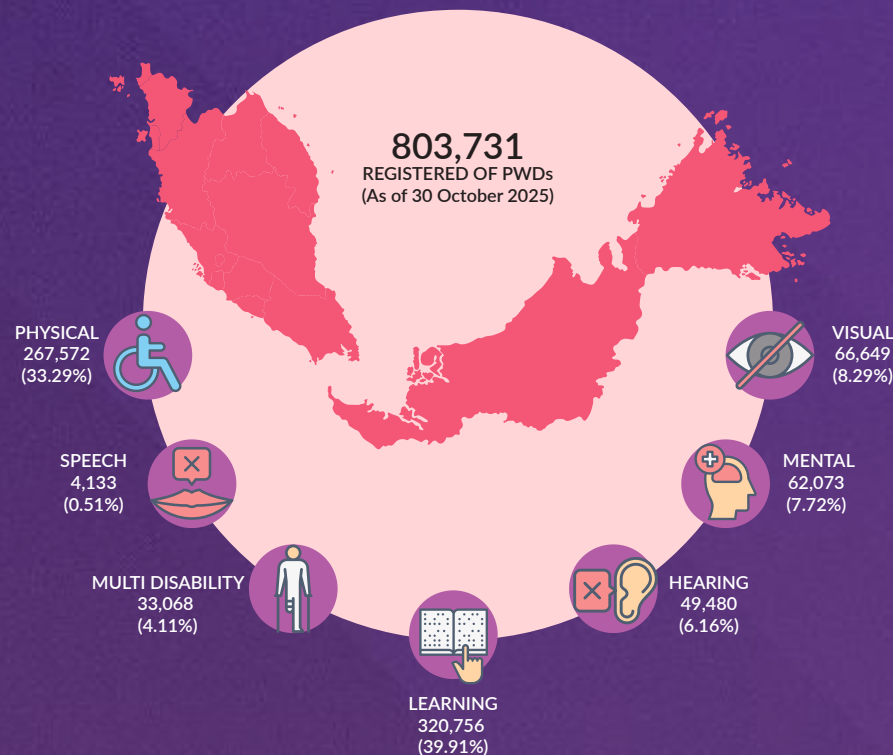
Without proactive planning and strategic investment, Malaysia risks facing a care crisis that will strain families, communities, and the economy at large.

It is also recognised that a comprehensive database is needed to accurately capture and quantify the extent of unpaid care work. Such data is essential to measure the time and labour invested in performing unpaid care work. Extensive and reliable data brings visibility to the issue, enabling more effective interventions and targeted resource mobilisation.

In line with Sustainable Development Goal 5.4, which calls for the recognition, reduction, and redistribution of unpaid care and domestic work, Malaysia's national development agenda has placed greater emphasis on strengthening the care economy. Both the 13th Malaysia Plan and Ekonomi MADANI framework prioritise raising living standards, enhancing female labour force participation, and reducing inequality.

The 13th Malaysia Plan further underscores the importance of inclusive development and preparing for an ageing society, acknowledging that easing the burden of care, particularly on women, is a critical enabler for achieving these goals and ensuring Malaysia's long-term social and economic resilience.

Special Focus: Persons with Disabilities



Source: Department of Social Welfare

Through initiatives under Malaysia Care Strategic Framework and Action Plan 2026-2030, Malaysia aims to expand the supply of professional and skilled caregivers, supported by specialised training programmes that respond to the diverse needs of vulnerable people. These efforts are envisioned to ensure that PWD receive high-quality, professional, and person-centred care, enabling them to live with dignity and greater independence.

According to available data from Department of Social Welfare, physical disabilities account for majority of registered PWD, highlighting the growing need for trained caregivers with competencies in disability care, rehabilitation, and assistive support. Strengthening the care workforce and

embedding disability sensitivity into care standards will not only improve service quality but also enhance the well-being and inclusion of PWD in society.

In line with Malaysia's commitment to the Sustainable Development Goals (SDGs), particularly Goals 3 (Good Health and Well-being), 5 (Gender Equality), 8 (Decent Work and Economic Growth), and 10 (Reduced Inequalities), integrating PWD needs into care system development is both a moral obligation and an economic opportunity.

By fostering collaboration between government agencies, civil society, the private sector, and local communities, Malaysia can build a care ecosystem that upholds dignity, empowers individuals, and advances inclusive and sustainable national growth.

Making a Case for Care in Malaysia

The Ministry of Women, Family and Community Development, in collaboration with UNDP, undertook a situational analysis in 2023 to assess the impending care crisis in Malaysia and identify the interventions required.



Care economy is an investment, not a cost

Public and corporate spending in care drives GDP (+6%), employment (+9%), and income (+11%) growth



Malaysia's care economy is both undervalued and underinvested

Despite being essential to gender equality, workforce participation, and social well-being



Investing in white space

Emerging investment opportunities for tech-enabled care, community models, eldercare, childcare and services for persons with disabilities



RM7 for every RM1 spent

Investing in care is an economic opportunity, unlocking labour force participation and job creation



Whole-of-society approach

Government, private sector, and communities should be engaged, anchored in a clear national vision for the care economy

Source: UNDP Malaysia (2023). Enabling Investments into the Malaysian Care Economy.





Chapter 3 Malaysia Care Strategic Framework and Action Plan 2026-2030

Objective

The Malaysia Care Strategic Framework and Action Plan 2026–2030 is anchored on six (6) objectives:



Increasing the visibility and recognition of paid and unpaid care activities as productive work that contributes to the economy and the well-being of society



Reducing the time burden and workload associated with unpaid domestic care responsibilities.



Recognizing professional caregiving as decent, paid work with clear career pathways.



Redistribution of care work across appropriate sectors, including both public and private.



Promoting social dialogue, freedom of association for professional caregivers, and strengthening collective bargaining rights within the care sector.



Establishing Malaysia as a regional care hub at the ASEAN and broader regional levels.

6 Guiding Principles in Developing Malaysia's Care Strategic Framework and Action Plan

The strategy adopted in preparing this document takes into account existing international and national documents currently in force



13th Malaysia Plan

13th Malaysia Plan emphasises inclusive development with extensive focus on preparing for an ageing society while responding rising care needs of children, older persons and PWD.



National Social Policy 2030

The National Social Policy 2030 is a policy framework aimed at strengthening the social well-being of Malaysians, including aspects of the care industry. The care industry encompasses childcare, elderly care, care for persons with disabilities (PWD), and community health care



MADANI Economy Framework

This encompasses addressing systemic issues such as unpaid care work, gender-based discrimination, and family support policies. As part of the Care Economy initiative, immediate measures include the provision of affordable childcare centres, which are expected to play a critical role in enhancing women's participation in the labour force.



Sustainable Development Goals

Sustainable Development Goal 5 (Target 5.4) recognizes and values unpaid care and domestic work through policy provisions, public services, infrastructure, and social protection, as well as by promoting the sharing of responsibilities within households and families in relation to gender equality.



ASEAN Declaration on Strengthening Care Economy and Resilience towards ASEAN Community Post 2025

Malaysia, as one of the ASEAN member states, has supported the development of the Care Economy framework at the ASEAN level. This framework outlines actions to be undertaken by member states, including:

- Implementing inter-agency cooperation
- Supporting initiatives related to care
- Adapting new initiatives related to the care industry
- Conducting community-level care assessments
- Collecting data related to formal and informal care holistically



World Economic Forum: Care Economy White Paper (March 2024)

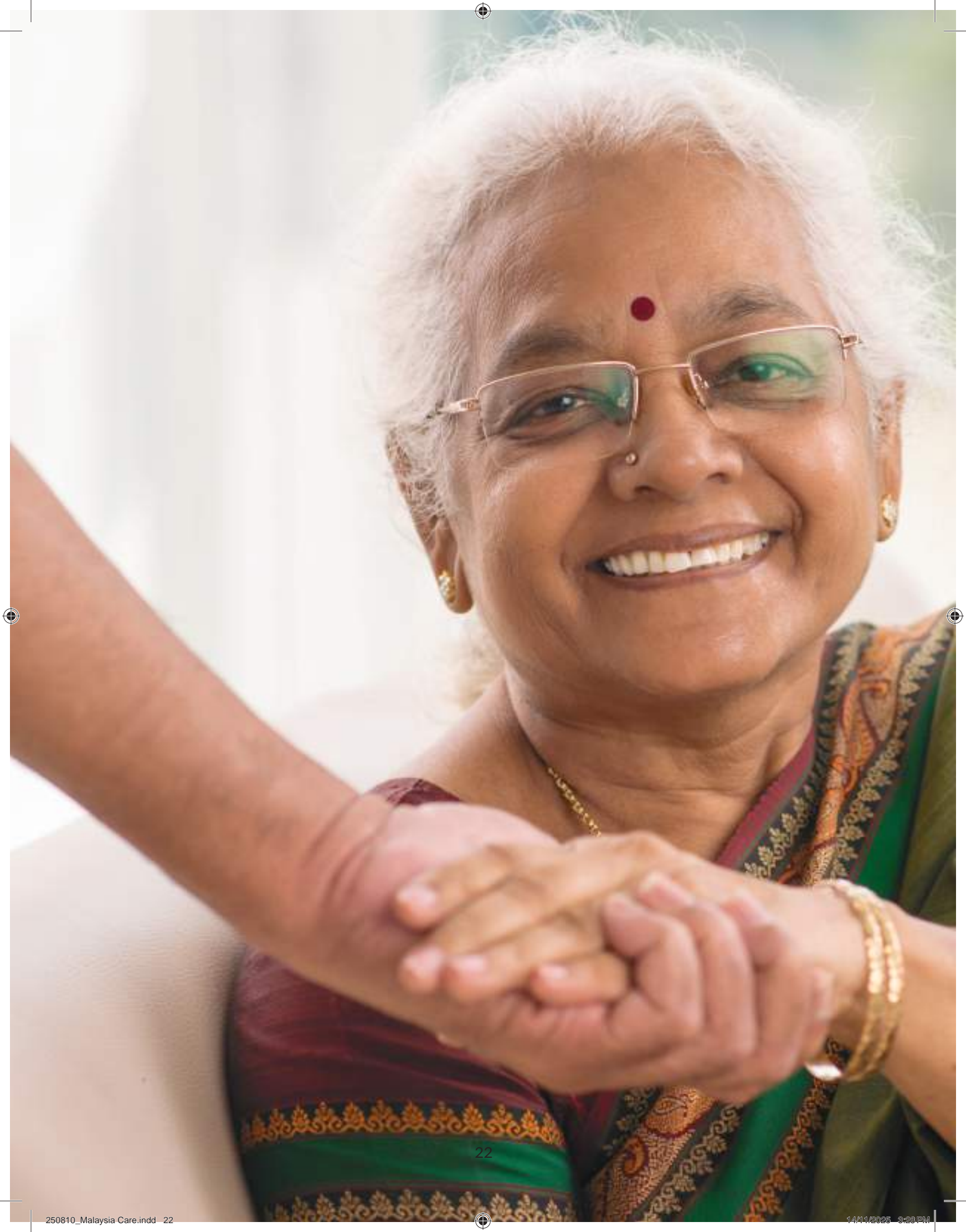
The White Paper highlights how the care economy can be scaled and adapted through collaboration across stakeholders. It emphasizes the need for policy reform, infrastructure development, stronger business practices, enhanced knowledge, technological innovation, and shifts in societal attitudes towards care.



Malaysia Care Strategic Framework and Action Plan 2026–2030

Towards Sustainable Care

VISION	Driving community progress towards a prosperous and inclusive future.				
MISSION	To foster an inclusive and equitable society through social innovation and productive wellbeing initiatives.				
STRATEGIC THRUSTS	THRUST 1 Legislation and Governance	THRUST 2 Competency and Career Pathways	THRUST 3 Advocacy	THRUST 4 Strategic Collaboration	THRUST 5 Research, Technology and Data
STRATEGY	<p>Strengthening legislation through the review of existing acts and regulations in force.</p> <p>Positioning Malaysia as a Hub for Long-Term Care Services at the ASEAN and Regional Levels</p> <p>Enhance the regulatory governance and coordination framework for the registration and oversight of care centres.</p> <p>Establishment of a Care Regulatory Body</p> <p>Consistent and effective enforcement</p>	<p>Develop standardised care modules and national service delivery guidelines</p> <p>Strengthen accredited career progression and certification pathways for caregivers</p> <p>Capacity building at the higher education level</p> <p>Career management and support for carers</p> <p>Enhancing care training programme delivery</p> <p>Expanding expertise in the field of care</p>	<p>Strengthen awareness and social recognition of care across families and communities.</p> <p>Harness technology and creative media to promote inclusive narratives on care</p> <p>Develop and implement a Media Caregiving Plan.</p> <p>Cultivate a culture of caregiving across society</p>	<p>Strengthening collaboration in facilities development.</p> <p>Build a community network of care partners to strengthen social support networks and strategic partnerships at the community level.</p> <p>Promote innovation and integration in community-based care service delivery</p> <p>Strengthen regional collaboration and support networks for the care economy within ASEAN.</p>	<p>Strengthen research and evidence generation in the field of care.</p> <p>Promote social innovation in the care economy.</p> <p>Promote the use of technology and digitalisation in care services.</p> <p>Enhancing reporting and analytical systems.</p> <p>Strengthen data-driven monitoring and accountability through digital systems.</p>
STRATEGIC SUMMARY	5 Strategic Thrusts : 24 Strategies : 47 Initiatives				
FOUNDATION	National Social Policy Thirteenth Malaysia Plan (13-MP) Sustainable Development Goals (SDGs) MADANI Economy ASEAN Declaration on Strengthening the Care Economy and Fostering Resilience towards the Post-2025 ASEAN Community World Economic Forum (WEF)				
STRATEGIC PARTNERS	Ministries Departments Agencies Institutions of Higher Learning Corporate Sector Private Sector Non-Governmental Organisations Industry Players Community				
SHARED VALUES	Sustainability • Well-being • Innovative • Respect • Confidence • Compassion				



Thrust 1: Legislation and Governance

Malaysia's care ecosystem is guided by a range of laws, acts, and administrative mandates across federal, state, and local levels. While this reflects the government's commitment to care provision, there remains a need to better align governance structures to ensure consistency, accountability, and the professional recognition of caregiving as a valued sector.

This thrust focuses on strengthening the legal and institutional foundations of the care system by harmonising legislation, establishing clear regulatory and licensing mechanisms, clarifying inter-agency roles, and developing a coordinated governance model that upholds service quality, safety, and accountability.

A strong, people-centred and gender-responsive legal framework will help Malaysia build a cohesive and well-regulated care economy.

Objective

To strengthen the legal and institutional framework that recognises, regulates, and professionalises the care sector, while safeguarding the rights and well-being of caregivers and care recipients. The initiatives include:

1. Strengthening legislation through the review of existing acts and regulations in force.
2. Positioning Malaysia as a Hub for Long-Term Care Services at the ASEAN and Regional Levels
3. Enhance the regulatory governance and coordination framework for the registration and oversight of care centres.
4. Establishment of a Care Regulatory Body
5. Consistent and effective enforcement

1. Strengthening Legislation Through The Review of Existing Acts and Regulations in Force

Medium Term (2026-2028)

Review and update key care related laws and regulations, including but no limited to:

- Child Care Centre Act 1984 (Act 308) and its Regulations
- Care Centres Act 1993 (Act 506) and its Regulations
- Persons with Disabilities Act 2008 (Act 685)

INDICATOR	AGENCY	OUTCOME
Number of acts and regulations identified for reviewed.	<ul style="list-style-type: none"> • MWFC • MOE • MOHLG • MOH 	<ul style="list-style-type: none"> • An updated and coherent legislative framework that strengthens regulation, coordination, and protection within Malaysia's care sector. • Enhancing the well-being of care recipients and providers by ensuring that care activities are carried out in compliance with legislation approved by the government.
At least two multi-stakeholder consultation sessions conducted for feedback.		
Number of legislative reform proposals to reflect care considerations.		

Conduct a comprehensive needs assessment and policy gap analysis on care-related legislation to align with rising care needs, workforce standards, and international best practices.

INDICATOR	AGENCY	OUTCOME
Number of care-related acts, regulations, or policies reviewed and evaluated. Number of policy recommendations or reform proposals developed. Frequency of engagements with collaborating institutions engaged in the review process.	<ul style="list-style-type: none"> • MWFC • MOHR • MOH • MOE 	Enhanced legislations and regulatory standards that reflect the realities of caregiving and effectively respond to the evolving needs of caregivers and care recipients.

2. Positioning Malaysia as a Hub for Long-Term Care Services at the ASEAN and Regional Levels

Medium Term (2026-2028)		
Introduce law and governance on long term care		
INDICATOR	AGENCY	OUTCOME
Number of law produce.	<ul style="list-style-type: none"> • MWFC • MOH • MOHLG • MOHR • MOF • Industry players 	<ul style="list-style-type: none"> • Malaysia becomes recognized as a leading provider and coordinator of long-term care (LTC) services within ASEAN and surrounding regions.

3. Enhance the Regulatory Governance and Coordination Framework for the Registration and Oversight of Care Centres

Medium Term (2026-2028)		
Review, harmonise, and simplify Standard Operating Procedures (SOPs) for the registration and licensing of care centres across relevant ministries and regulatory agencies.		
INDICATOR	AGENCY	OUTCOME
Number of existing SOPs reviewed, updated, and standardised across ministries and regulatory bodies.	<ul style="list-style-type: none"> • MWFC • MOH • MOHLG • MOHR • MOHA • MOF • Industry players 	<ul style="list-style-type: none"> • A coordinated and transparent care governance framework with harmonised registration standards, improved inter-agency accountability, and streamlined regulatory processes. • Enhancing awareness of compliance with established standards and criteria among care providers. • Adding value through the coordination and standardisation of SOPs in care centres and enhancing the availability and accessibility of services.
Number of inter-ministerial or technical meetings convened to align registration requirements.		

Long Term (2026-2030)

Institutionalise inter-ministerial coordination mechanisms to ensure policy coherence in care governance.

INDICATOR	AGENCY	OUTCOME
Number of annual inter-ministerial meeting on care convened.	<ul style="list-style-type: none"> • MWFC • MOH • MOHLG • MOHR • MOHA • MOF • Industry players 	<ul style="list-style-type: none"> • A coordinated and transparent care governance framework with harmonised registration standards, improved inter-agency accountability, and streamlined regulatory processes. • Enhancing awareness of compliance with established standards and criteria among care providers. • Adding value through the coordination and standardisation of SOPs in care centres and enhancing the availability and accessibility of services.
Recommendations or policy actions adopted through the coordination mechanism.		

4. Establishment of a Care Regulatory Body

Short Term (2026-2028)

Develop and operationalise a National Care Regulatory Body to oversee the registration, licensing, accreditation, and quality assurance of care providers.

Develop Term of Reference for National Care Regulatory Body

INDICATOR	AGENCY	OUTCOME
Care Regulatory Body established with a defined mandate and governance structure.	<ul style="list-style-type: none"> • MWFC • MOH • MOHR • MOE • MOHA • ME 	<ul style="list-style-type: none"> • Enhancing enforcement awareness of laws regarding care issues • Encouraging advocacy on care issues to the community. • Increasing awareness of compliance with standards and criteria set by care providers. • Adding value to the coordination and standardization of SOPs in care centers.
Number of care providers registered, licensed, and accredited under the new body.		
Number of quality standards or compliance audits conducted annually.		

Medium Term (2026-2028)

Establish a national registry / directory and licensing system for care workers and institutions.

INDICATOR	AGENCY	OUTCOME
National care registry system developed and operational.	<ul style="list-style-type: none"> • MWFCF: DSW NDFPB ISM 	<ul style="list-style-type: none"> • Enhancing enforcement awareness of laws regarding care issues • Encouraging advocacy on care issues to the community. • Increasing awareness of compliance with standards and criteria set by care providers. • Adding value to the coordination and standardization of SOPs in care centers.
Number of care workers and facilities registered		

5. Consistent and Effective Enforcement

Long Term (2026-2030)

Ensure continuous and effective inspection and enforcement mechanisms to maintain national care quality and safety standards.

INDICATOR	AGENCY	OUTCOME
Number of regular compliance inspections conducted annually.	<ul style="list-style-type: none"> • MWFCF • MOH • MOHLG 	<ul style="list-style-type: none"> • Enhancing awareness and enforcement of laws related to care issues. • Encouraging community advocacy on care-related issues. • Increasing awareness of compliance with the standards and criteria established for care providers. • Adding value through the coordination and standardization of SOPs in care centres.
Percentage of facilities meeting national care standards.		

Thrust 2: Competency and Career Pathways

Malaysia's care workforce, while vital to the nation's well-being, remains largely informal and under-recognised, with limited structured qualifications, professional standards, and clear career pathways. Strengthening this workforce is key to ensuring quality care services and promoting decent, meaningful employment.

In line with the 13th Malaysia Plan, Malaysia is committed to professionalising the care workforce through a phased approach, aiming to increase the number of skilled caregivers to 50,000 by 2030.

This includes developing standardised competency frameworks, accreditation pathways, continuous training opportunities, and structured career ladders across care subsectors.

By advancing these efforts, Malaysia will enhance workforce resilience, improve service quality, and elevate care work as a respected and rewarding profession.

Objective:

To develop a skilled and professional care workforce, equipped with recognized qualifications, in order to meet the rising demands of care. The initiatives include:

1. Develop standardised care modules and national service delivery guidelines
2. Strengthen accredited career progression and certification pathways for caregivers
3. Capacity building at the higher education level
4. Career management and support for carers
5. Enhancing care training programme delivery
6. Expanding expertise in the field of care



1. Develop Standardised Care Modules and National Service Delivery Guidelines

Medium Term (2026-2028)

Enhance the knowledge, skills, and competencies of care service providers through a comprehensive and standardised care modules and training courses for childcare, eldercare, disability care, and postnatal care.

INDICATOR	AGENCY	OUTCOME
Number of standardised care training modules developed and endorsed by MWFCF in collaboration with accredited training institutions.	<ul style="list-style-type: none"> • MWFCF • MOHR • MORRD • JAKIM 	Standardised care delivery ensures equitable, high-quality services for all care recipients and supports ongoing monitoring and service improvement.
Number of care centres adopting and implementing the standardized modules and standards		

2. Strengthen Accredited Career Progression and Certification Pathways For Caregivers

Medium Term (2026-2028)

Establish a tiered accreditation system that recognises levels of skills, experience, and specialisation that enables advancement into higher skill tiers or supervisory roles.

INDICATOR	AGENCY	OUTCOME
Five defined career levels and competency standards integrated into NOSS by 2028.	<ul style="list-style-type: none"> • MWFCF • MOH • MOHE • MOHR 	<ul style="list-style-type: none"> • Increased participation of skilled workers in the long-term care industry. • Provision of high-quality long-term care services to those in need.
Number of caregivers certified under the tiered system.		
Number of institutions adopting the standardised accreditation framework.		
Increase in caregivers progressing to higher roles.		

3. Capacity Building at the Higher Education Level

Medium Term (2026-2028)		
Introduce care-related programmes in higher education institutions.		
Offer scholarships for outstanding students in care-related fields		
INDICATOR	AGENCY	OUTCOME
Number of care-related academic programmes offered at higher education institutions including in TVET, diploma, bachelor's, and postgraduate levels.	<ul style="list-style-type: none"> • MWFCDD • MOHE 	<ul style="list-style-type: none"> • A professionalised and recognised care workforce developed through expanded academic programmes, accredited training, and structured career pathways in the care sector.
Number of institutions offering accredited care-related programmes.		
Pathways established for programme-to-career progression within care-related fields.		
Scholarships for care-related studies introduced		

4. Career Management and Support for Carers

Medium Term (2026-2028)		
Create a one-stop career guidance hub to help paid caregivers map their skills, gain recognition for prior learning, earn micro-credentials, and connect with job opportunities.		
INDICATOR	AGENCY	OUTCOME
Number of Care Career Guidance Hub established.	<ul style="list-style-type: none"> • MWFCDD • MOHR 	<ul style="list-style-type: none"> • Caregivers are empowered to pursue sustainable careers through targeted support, improved career planning, and enhanced employability opportunities
Number of caregivers having access to career management support.		

5. Enhancing Care Training Programme Delivery

Short Term (2026-2027)

Appoint the Institute of Social Malaysia (ISM) as the designated training provider

INDICATOR	AGENCY	OUTCOME
Number of trainings and seminars organised by ISM for care givers and care operators	<ul style="list-style-type: none"> • MWFCF: • DSW • NDFPB • ISM 	<ul style="list-style-type: none"> • Enhanced quality, accessibility, and consistency of nationwide care training programmes to produce a more competent, certified, and professional care workforce.

Medium Term (2026-2028)

Identify care institutions as accredited centres to conduct care training.

Identify qualified trainers and certified Skills Assessment Officers.

INDICATOR	AGENCY	OUTCOME
50 care institutions recognised as accredited training centres.	<ul style="list-style-type: none"> • MWFCF • MOHR • MOHE • MORRD • MOYS • MOH 	<ul style="list-style-type: none"> • Enhanced quality, accessibility, and consistency of nationwide care training programmes to produce a more competent, certified, and professional care workforce.
500 trainers and Skills Assessment Officers identified		

Long Term (2026-2030)

Establish a comprehensive training ecosystem to include facilitator certification, training of trainers and curriculum enhancement.

INDICATOR	AGENCY	OUTCOME
Training and competency building delivered to 50,000 carers	<ul style="list-style-type: none"> • MWFCF • MOHR • MOHE • MORRD • MOYS • MOH 	<ul style="list-style-type: none"> • Enhanced quality, accessibility, and consistency of nationwide care training programmes to produce a more competent, certified, and professional care workforce.

6. Expanding Expertise in the Field of Care

Medium Term (2026-2028)

Establish the profession of professional caregivers to meet the growing demand for long-term care services.

INDICATOR	AGENCY	OUTCOME
Number of care professionals who have received relevant training or certification in the care sector	<ul style="list-style-type: none">• MWFCD• MOHR• MOHE• MORRD• MOYS• MOH	<ul style="list-style-type: none">• A robust national care ecosystem supported by continuous learning, research, and professional development.



Thrust 3: Advocacy

Despite its vital economic and social contribution, caregiving continues to be viewed as informal, private, and primarily a woman's responsibility. These perceptions hinder investment, policy attention, and men's participation in caregiving roles. The challenge is both social and institutional in nature.

This thrust focuses on transforming societal perceptions and narrative to position care as a public good and a national development priority. Efforts include sustained narrative change, public awareness campaigns, recognition of unpaid care, and the promotion of gender-equitable caregiving roles.

Strengthened advocacy will help create the political and cultural foundation needed for lasting and meaningful reform.

Objective:

Promote recognition of care as a shared social responsibility and strengthen the rights and well-being of care recipients and providers in line with an inclusive and human-centred development agenda. The initiatives include:

1. Strengthen awareness and social recognition of care across families and communities.
2. Harness technology and creative media to promote inclusive narratives on care
3. Develop and implement a Media Caregiving Plan.
4. Cultivate a culture of caregiving across society



1. Strengthen Awareness and Social Recognition of Care Across Families and Communities

Long Term (2026-2030)

Implement continuous advocacy and community engagement programmes to promote the value of care work and shared caregiving responsibilities among families, employers, and communities.

INDICATOR	AGENCY	OUTCOME
Number of community-level advocacy programmes implemented annually.	<ul style="list-style-type: none"> • MOC • MWFCDD • MORRD • JAKIM • MOU 	<ul style="list-style-type: none"> • Greater public appreciation and shared responsibility for care, leading to stronger community support networks and reduced gender bias in caregiving roles
Increase in public awareness levels on care responsibility.		

Medium Term (2026-2028)

Designate 29 October as National Caregiving Day to annually recognise and celebrate caregivers nationwide.

INDICATOR	AGENCY	OUTCOME
Annual National Caregiving Day celebration organised and supported by key ministries.	<ul style="list-style-type: none"> • MWFCDD • MOC • MONU • MOTAC • All relevant Ministries and Agencies 	<ul style="list-style-type: none"> • Greater public appreciation and shared responsibility for care, leading to stronger community support networks and reduced gender bias in caregiving roles
Number of related events organised at federal, state, and community levels.		
Percentage increase in stakeholder participation and recognition of caregivers' role		

2. Harness Technology and Creative Media to Promote Inclusive Narratives On Care

Long Term (2026-2030)

Conduct nationwide public campaigns to raise awareness and transform public perceptions of care being a shared responsibility.

Expand awareness programs to all parties to improve the level of care for children, the elderly and PWD's.

INDICATOR	AGENCY	OUTCOME
At least one national multimedia campaigns implemented annually.	<ul style="list-style-type: none"> • MWFCDD • MOC • MOD 	<ul style="list-style-type: none"> • Improved public perception and social value of caregiving, fostering respect, recognition, and interest in care-related professions.
Engagement reach across online and broadcast platforms.		

3. Develop and Implement a Media Caregiving Plan

Medium Term (2026-2028)

Establish communication channels within community-based organisations (CBOs) and external media partners to promote caregiving awareness.

INDICATOR	AGENCY	OUTCOME
Number of articles, TV/ radio broadcasts, or other media coverage published on caregiving issues.	<ul style="list-style-type: none"> • MWFCDD • MOC • MOD • MONU • CBOs 	<ul style="list-style-type: none"> • Enhanced and sustained public communication ecosystem on caregiving, enabling greater visibility, awareness, and collaboration across media and community networks.
Number of media outlets and CBOs actively disseminating caregiving-related messages.		

4. Cultivate a Culture of Caregiving Across Society

Long Term (2026-2030)

Encourage volunteering activities at care centers among school, college, and university students as co-curricular or soft skills activities.

Develop and expand community-based care systems through cooperation among the public, private, and local community sectors.

INDICATOR	AGENCY	OUTCOME
Number of educational institutions integrating caregiving modules or volunteering components.	<ul style="list-style-type: none"> • MWFCDD • MOE • MOHE • MOYS • MOHLG • MOTAC • MORRD 	<ul style="list-style-type: none"> • Cultivate a caring society toward people who need care. • Increase the spirit of togetherness within a community. • Increase the sharing of responsibilities at various levels within the community to address caregiving issues.
Number of students participating in caregiving-related activities annually.		
Number of community partnerships or care programmes established.		
Number of community partnerships or care programmes established.		





Thrust 4: Strategic Collaboration

Malaysia's care ecosystem is a shared responsibility that spans across federal, state, and local authorities. Similarly, care delivery in Malaysia is already supported by a diverse ecosystem of community organisations, private providers, religious institutions, and social enterprises.

Strengthening coordination among these stakeholders is essential to improve service delivery, optimise resources, and ensure inclusivity across all care subsectors.

This thrust focuses on building an integrated, multi-stakeholder care ecosystem through stronger institutional linkages, data interoperability, and collaborative mechanisms. It seeks to enhance coordination between ministries and agencies, encourage public-private partnerships, and empower communities to play a greater role in care provision.

By fostering collaboration and coherence, Malaysia can deliver more efficient, equitable, and people-centred care services. Strengthening regional cooperation within ASEAN will also enable Malaysia to draw on shared experiences, enhance cross-border learning, and position itself as a leading care hub in the region.

Objective:

To accelerate the economic empowerment of caregiving through smart partnerships between the Government and international bodies, corporate entities (public-private partnerships), non-governmental organizations, higher education institutions, industry players, and expert individuals, based on the Whole of Government and Whole of Nation approach. The initiatives include:

1. Strengthening collaboration in facilities development.
2. Build a community network of care partners to strengthen social support networks and strategic partnerships at the community level.
3. Promote innovation and integration in community-based care service delivery
4. Strengthen regional collaboration and support networks for the care economy within ASEAN.



1. Strengthening Collaboration in Facilities Development

Long Term (2026-2030)

Promote the involvement of NGOs and private sector partners in optimising existing facilities for caregiving services through the Alternative Service Delivery approach.

Facilitate the establishment of caregiving-friendly spaces that integrate accessibility, safety, and intergenerational use.

Facilitate the development of caregiving-friendly housing and community spaces that integrate accessibility, safety, and intergenerational use.

INDICATOR	AGENCY	OUTCOME
Number of partnerships established with NGOs and private entities for caregiving facilities.	<ul style="list-style-type: none"> • MWFC • MOHLG • MOHR • MORRD • MOTAC • CBOs • Industry Players 	<ul style="list-style-type: none"> • Strengthened multi-stakeholder collaboration in care infrastructure planning and delivery. • Increased availability of inclusive, accessible, and caregiving-friendly facilities nationwide
Percentage of shared or repurposed facilities used for care services.		
Number of caregiving-friendly housing or facility projects developed.		
Percentage of new developments adopting universal design or care-inclusive standards.		

2. Build a Community Network of Care Partners to Strengthen Social Support Networks and Strategic Partnerships at The Community Level

Medium Term (2026-2028)

Enhance caregiving activities through CBOs and partnerships with NGOs, corporate sector, and educational institutions.

Establish and expand the “My Care Buddy” initiative to foster peer-to-peer support and volunteer caregiving networks within communities.

INDICATOR	AGENCY	OUTCOME
Number of strategic partners engaged in community-based care initiatives.	<ul style="list-style-type: none"> • MWFC • MOHLG • MORRD • MOHR • MOH • CBOs 	<ul style="list-style-type: none"> • Strengthened community-based care networks and partnerships supporting vulnerable groups. • Increased local capacity and peer support for caregiving through sustained collaboration and volunteer engagement.
Number of collaborative projects or programmes implemented with partners.		
Number of “My Care Buddy” care partners formed and active.		
Number of community members trained as care partners or volunteers.		

3. Promote Innovation and Integration in Community-Based Care Service Delivery

Long Term (2026-2030)		
Pioneer and scale community-based integrated care one-stop centres that combine support services under a unified model.		
INDICATOR	AGENCY	OUTCOME
Number of integrated community one-stop care centres established and operational.	<ul style="list-style-type: none"> • MWFCDD • MOHR • MORRD • MOHLG 	<ul style="list-style-type: none"> • Improved access, coordination, and quality of care services through community-driven one-stop care models.
Number of beneficiaries accessing multiple services through integrated centres.		

4. Strengthen Regional Collaboration and Support Networks for the Care Economy within ASEAN

Long Term (2026-2030)		
Collaborate with ASEAN member states and international training institutions on joint programmes, capacity building, and knowledge sharing in caregiving.		
INDICATOR	AGENCY	OUTCOME
Number of ASEAN member states participating in care support networks.	<ul style="list-style-type: none"> • MWFCDD • MOFA 	<ul style="list-style-type: none"> • Enhanced ASEAN-level collaboration and alignment in advancing the care economy agenda
Number of engagements with ASEAN member states on joint programmes, capacity building, and knowledge sharing in caregiving.		
Frequency of regional coordination meetings and reporting on progress.		
Number of joint programmes or projects implemented among ASEAN countries and care training institutions.		

5. Strengthen ASEAN Capacity and Collaboration in Caregiving Research, Training, and Innovation

Long Term (2026-2030)		
Establish the ASEAN Caregiving Training and Research Centre in Malaysia as a regional hub for skills development, policy research, and knowledge exchange.		
INDICATOR	AGENCY	OUTCOME
ASEAN Caregiving Training and Research Centre established and operational.	<ul style="list-style-type: none"> MWFCD 	<ul style="list-style-type: none"> Recognise Malaysia as a regional hub for care ecosystem development across ASEAN member states.
Number of regional training programmes and research collaborations conducted annually.		

Thrust 5: Research, Technology and Data

Malaysia is advancing efforts to strengthen its data and technology foundations for the care economy. While comprehensive and interoperable data on care needs, service distribution, workforce characteristics, household care burdens, and demographic projections are still developing, there is strong potential to build an integrated system that supports evidence-based planning and investment.

At the same time, emerging technologies such as digital care platforms, assistive innovations, and telehealth offer vast opportunities to enhance care accessibility and quality.

This thrust focuses on advancing research, foresight planning, data governance, and digital innovation to enable targeted interventions, measure impact, inform investment, and showcase the economic value of care sector development.

Strengthening Malaysia's data and technology ecosystem will lay the foundation for a sustainable, scalable, and future-ready care system.

Objective:

Advance evidence-based policymaking in the Care Industry through research, technology, and data systems that quantify paid and unpaid care work and promote the development and use of assistive tools and innovations to enhance care delivery and efficiency. The initiatives include:

1. Strengthen research and evidence generation in the field of care.
2. Promote social innovation in the care economy.
3. Promote the use of technology and digitalisation in care services.
4. Enhancing reporting and analytical systems.
5. Strengthen data-driven monitoring and accountability through digital systems.



1. Strengthen Research and Evidence Generation in the Field of Care

Medium Term (2026-2028)

Conduct research studies on care systems, care demands and supply, unpaid care work, labour market participation, and socio-economic impacts of care.

Conduct needs assessment and policy gap analyses on existing acts and regulations related to care.

Undertake surveys and data mapping on formal and informal care through strategic partnerships.

INDICATOR	AGENCY	OUTCOME
At least five research studies on priority care-related topics conducted based on identified national priorities.	<ul style="list-style-type: none"> • MWFC • MOHE • MOHR • MOH • DOSM • IO (related to care) 	<ul style="list-style-type: none"> • Strengthened evidence base and data systems to inform policies, programmes, engagements, and investments in Malaysia's care economy.
Number of care-related laws or regulations reviewed and evaluated.		
Number of policy recommendations or reform proposals developed based on findings.		
Inclusion of care-related provisions into policies or legislative frameworks.		
Availability of national database capturing paid and unpaid care data.		
Number engagement with institutions involved in care data initiatives.		

2. Promote Social Innovation and Investment in the Care Economy

Medium Term (2026-2028)

Establish an Incentive Scheme for care Innovation to encourage the development of new products, services, business models, and delivery that improve care access and quality.

INDICATOR	AGENCY	OUTCOME
Number of care innovation projects supported under the scheme.	<ul style="list-style-type: none"> • MWFC • MOSTI • MOHR 	<ul style="list-style-type: none"> • A thriving ecosystem of social care innovation driving inclusive solutions and improved quality of care services.
Total value of incentives or grants provided annually.		
Number of innovations in care institutions or communities		

3. Promote the Use of Technology and Digitalisation in Care Services

Long Term (2026-2030)

Develop and digital applications for care service coordination, including platforms for caregiver sourcing, scheduling, and remote care monitoring.

Design and expand access to assistive technologies that enhance independence and quality of care for vulnerable people.

INDICATOR	AGENCY	OUTCOME
Number of digital care tools and technology developed.	<ul style="list-style-type: none"> • MOSTI • MWFC • MIGHT • MOHE 	<ul style="list-style-type: none"> • Improved efficiency, accessibility, and quality of care delivery through widespread adoption of digital and assistive technologies.
Number of users or institutions adopting digital care systems or technology.		

4. Enhancing Reporting and Analytical Systems

Medium Term (2026-2028)

Strengthen public-private partnerships in data analytics and foresight activities to support evidence-based planning and innovation in the care sector.

Design, test, and establish a National Care Needs Assessment Framework to improve data collection and planning across agencies.

INDICATOR	AGENCY	OUTCOME
Number of capacity-building programmes jointly conducted to enhance knowledge and skills.	<ul style="list-style-type: none"> • MWFCF • MOD • DOSM • MIGHT • IO (related to care) 	<ul style="list-style-type: none"> • A data-driven care planning system based on foresight that enables coordinated, evidence-based decision-making across public and private sectors.
Number of reporting and analytical systems put in place to support planning.		
Number of reports generated to inform care sector planning.		
National Needs Assessment Framework developed and adopted.		
Number of agencies applying the harmonised assessment tool in policy or programme planning.		

5. Strengthen Data-Driven Monitoring and Accountability Through Digital Systems

Medium Term (2026-2028)

Design and implement a national care information database to consolidate data on care providers, workforce, facilities, beneficiaries, and services.

INDICATOR	AGENCY	OUTCOME
National information system established and operational.	<ul style="list-style-type: none"> • MWFCF • MD • DOSM 	<ul style="list-style-type: none"> • An efficient data-driven ensuring quality enforcement, accountability, and continuous improvement in care delivery .
Number of agencies connected to the system for data sharing.		
Frequency of data updates and reporting.		



Chapter

4 Monitoring

Monitoring Malaysia's Care Commitment: Strengthening the Malaysia Care Strategic Framework and Action Plan

The Fundamental Role of Monitoring

The Malaysian government, through the 13th Malaysia Plan, has affirmed that effective monitoring and governance are essential to achieving the Plan's objectives and implementing its programmes. It underscores the importance of coordination among various units and divisions across ministries, designating them as focal points for driving and overseeing development initiatives. This process involves regular reporting and assessment cycles, which are conducted quarterly, biannually, and annually, to ensure progress is systematically tracked and aligned with national priorities.

In line with the Government's planning and development strategy and its commitment to building an inclusive, resilient, and sustainable care ecosystem, the Ministry of Women, Family and Community Development has initiated a comprehensive monitoring approach to oversee the implementation of the MyCare 2026-2030.

This approach would entail the process of monitoring the 5 strategic thrusts of legislation and governance; competency and career path; advocacy; strategic collaboration; and research, technology and data. Further, the 24 strategies and 47 initiatives formulated under these strategic thrusts will be coordinated, implemented and monitored by various

ministries, industry players, and institutions in partnership with NGOs and communities.

This monitoring effort is a key component of MWFC's strategy to ensure that MyCare 2026-2030, which sets the nation's direction for building a robust care economy, is implemented effectively across all sectors. It demonstrates the Ministry's commitment to accountability, transparency, and continuous improvement in driving Malaysia's care agenda forward.

Objectives and Approaches to Monitoring

The monitoring task focuses on systematically tracking and assessing the progress of MyCare initiatives. It measures the implementation of key strategies and evaluates performance based on established indicators such as care service delivery, workforce development, policy alignment, and stakeholder collaboration.

Through a series of coordinated reviews, consultations, and data analyses, the monitoring process provides evidence of progress while identifying operational gaps, constraints, and opportunities for enhancement. It ensures that all activities remain aligned with national objectives and contribute meaningfully to the well-being of families, caregivers, and vulnerable groups.

Outcomes and Impacts of Monitoring

The success of this monitoring exercise relies on strong cooperation among various partners including federal and state agencies, local authorities, non-governmental organisations (NGOs), and community-based entities. These collaborations allow the Ministry to capture on-the-ground realities, validate data, and promote a whole-of-society approach to care.

The data and findings gathered from this process serve as valuable inputs for policy review, strategic planning, and programme refinement. By adopting a data-driven approach, MWFCF ensures that decisions are informed by evidence and grounded in real implementation outcomes.

The monitoring task is expected to generate several important outcomes:

- A comprehensive assessment of the progress, achievements, and challenges in implementing MyCare 2026-2030;
- Improved coordination and policy coherence among government agencies and partners;
- Strengthened accountability and transparency in programme implementation and resource utilisation;
- Enhanced evidence-based decision-making for future planning and continuous improvement; and
- Ultimately, a more inclusive and sustainable care ecosystem that supports the diverse needs of families and communities across Malaysia.

Building a Compassionate Nation through Care

The monitoring task represents more than an administrative exercise. It is a cornerstone of MWFCF's governance and policy development efforts. By continuously reviewing and refining the implementation of the MyCare 2026-2030, the Ministry ensures that Malaysia's care system remains responsive, equitable, and prepared to meet future societal needs.

Through this ongoing effort, the Government reaffirms its commitment to fostering a compassionate nation and realising the SDG principle of leaving no one behind, where care is recognised not just as a service, but as a shared responsibility that upholds dignity, inclusion, and the well-being of all Malaysians.

National Monitoring Committee on the Malaysia Care Strategic Framework and Action Plan 2026–2030

CHAIRPERSON

Secretary-General, Ministry of Women, Family and Community Development

MEMBERSHIP

Deputy Secretary-General (Strategic)

Director-General of Social Welfare Department

Director-General of National Family and Population Development Board

Director of the Malaysian Social Institute

Secretary, Policy and Strategic Planning Division

Representatives of relevant ministries, agencies and industry experts

SECRETARIAT

Strategic Collaboration Division, MWFC

FUNCTION

- Provide decisions on policy matters related to the implementation of the Strategic Framework.
- Approve any amendments to the Strategic Framework.
- Set or realign the direction of programme and project implementation.
- Endorse the review report of the Strategic Framework.



Closing

The Malaysia Care Strategic Framework and Action Plan 2026–2030 represents a five-year national agenda to strengthen the care industry, anchored in the aspirations of the Unity Government and aligned with the MADANI Economic Framework.

Its strategic priorities, programmes, and targets are designed to address the evolving needs of the care sector while advancing inclusive growth, social well-being, and gender equality.

As the plan concludes in 2030, preparations for a successor framework must begin in advance to ensure continuity, sustainability, and resilience in the long-term development of Malaysia's care industry.



Key Concepts In The Care Economy

Key Concepts	Definition
 Reproductive work	Work which reproduces labor (workers) for the market on a daily and intergenerational basis.
 Unpaid domestic work	Work within the home which is not compensated and excluded from public sphere; through the gender division of labor becomes a source of exploitation of women's labor and gender equalities.
 Household production	Production of goods and services within the domestic sphere for self-consumption of household members.
 Care work/ Caring labor	Paid and unpaid work for production of care services.
 Direct Care Work	Provisioning of care directly from the care giver to the care receiver; e.g. reading a bedtime story to a small child or helping a bed-bound ill person to bathe.
 Indirect Care Work	Work that creates the underlying conditions for direct care provisioning; e.g. cooking, cleaning, shopping, house maintenance; or collection of water and firewood, food production and processing for own consumption.
 Care Workers	Both paid and unpaid workers who produce care services: Homemakers, domestic workers, doctors/ nurses, teachers, volunteer and community workers are all workers who produce care.
 Care Crisis	A systemic challenge whereby care norms are eroding, ability and willingness to provide care is declining, and provisioning of care is under threat.
 Care Economy	The subarea of economic activities around production and consumption of care services, including both paid and unpaid care work.
 Earthcare	Care work which extends beyond caring for human beings, to also caring for all living species, land, nature, life.
 Caring Economy	Vision of an economic order which is caring.
 Purple Economy	Vision of an economic order, which is gender equal and caring, complementing the Green Economy vision.
 Care society	Vision of a society order which includes caring for people and the planet from a gender and human rights-based perspective.
 Support	Services, products and labour that enables persons with disabilities to carry out activities of daily living and actively participate in their communities with choice, control, agency, autonomy and independence.
 Care Systems	Encompasses the following components: legal and policy frameworks, services, financing, social and physical infrastructure, programmes, standards and training, governance and administration, and social norms. Involves these components working in an integrated way with the aim of implementing a new social organization of care

Source: UN Women

Glossary

Item	Full Name
ME	Ministry of Economy
MOC	Ministry of Communication
MOD	Ministry of Digital
MOE	Ministry of Education
MOF	Ministry of Finance
MOFA	Ministry of Foreign Affairs
MOH	Ministry of Health
MOHE	Ministry of High Education
MOHA	Ministry of Home Affairs
MOHLG	Ministry of Housing And Local Government
MOHR	Ministry of Human Resource
MONU	Ministry of National Unity
MORRD	Ministry of Rural And Regional Development
MOTAC	Ministry of Tourism And Culture
MOYS	Ministry of Youth And Sports
DSD	Department of Skills Development
DOSW	Department of Social Welfare
DOSM	Department of Statistic Malaysia
JAKIM	Department of Islamic Development Malaysia
MIGHT	Malaysian Industry-Government Group for High Technology
NFPDB	National Family Population Development Board



MINISTRY OF WOMEN, FAMILY AND
COMMUNITY DEVELOPMENT

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For further inquiries, feedback, or recommendations regarding the
Malaysia Care Strategic Framework and Action Plan 2026–2030,
please contact

Ms. Fatimah Zuraidah Salleh,
Strategic Collaboration Division.

03-83231502

Lead Ministry



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