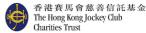
Jockey Club SMART Family-Link Project Finale **cum International Conference 2025**

「賽馬會智家樂計劃」成果分享暨國際研討會2025

合作院校















































Since 2018, the Hong Kong Jockey Club Charities Trust funded around HK\$330 million to initiate the Jockey Club SMART Family-Link Project, supporting the digital transformation of all 26 NGO-operated Integrated Family Service Centres and Integrated Services Centres across Hong Kong. The project leverages information and communication technology (ICT) to enhance service effectiveness, foster innovation, and promote family well-being. Through cross-sectoral collaboration between NGOs and academia, it also provides training to strengthen sector capacity in the use of technology and data for family service innovations that can respond to emerging service needs.

自2018年起,香港賽馬會慈善信託基金撥款近3.3億港元策劃及捐助 推行「賽馬會智家樂計劃」、支援全港26間非政府機構營運的綜合家庭 服務中心及綜合服務中心推動數碼轉型。計劃推動非政府機構與





I-Connect Service Management System enhancing NGOs' operational efficiency 透過i-Connect服務管理系統提升非政府機構營運效率

daily operations such as e-referral (across NGOs and Social Welfare Department

開發並推行了i-Connect(服務管理系統),優化日常運作,包括電子轉介(涵蓋機構間與社會福利署 的對接)、電子評估以便及早識別高風險個素、表格自訂、遙距存取及統計資訊系統(SIS)報表生成等



, 將科技融入活動促進服務使用者參與及提升家庭和諧



舉辦超過50場融入資訊科技的社區活動,包括流動宣傳車、創新嘉年華,以及網上遊戲和宣傳活動, 惠及逾330,000人,有效促進家庭關係及和諧

Developed 13 evidence-based blended mode of services (online and face-to-face) to 大學團隊聯同機構夥伴共同開發了13個實證為本的混合服務模式(線上及面對面),提升了服務使用者 參與活動及使用服務的靈活性,加強互動,同時減低時間及地點的限制,並提供持續的支援網絡



Generating data intelligence for service planning and innovation 以數據智能推動服務規劃及創新





向機構夥伴提供數據分析報告,發現情緒問題為複雜個案中最常見,突顯整全規劃的重要性



Capacity building on the use of ICT and data strengthening NGOs' digital literacy 加強非政府機構在資訊科技及數據應用方面的能力





Launched the i-Hub, an integrated online resource hub for family services in Hong Kong,

推出為香港家庭服務而設的電子資源庫i-Hub,蒐集多元實用的資源及案例,啟發推動創新家庭服務

InnoFamily Award 吸引超過200位來自本地14間院校的大專生參加,讓創新意念與前線服務接軌,

三年成效評估(逾2,000份問卷及訪談)顯示社工及服務使用者的資訊科技應用率及滿意度顯著提升

Project Achievements 計劃成效



