

Jockey Club SMART Family-Link Project cum International Conference 2025

「賽馬會智家樂計劃」成果分享暨國際研討會2025



賽馬會
Jockey Club
SMART Family-Link Project



香港賽馬會慈善信託基金
The Hong Kong Jockey Club
Charities Trust

Partner Institutions
合作院校



HKU Med
LKS Faculty of Medicine
School of Nursing
香港大學護理學系



HKU SWSA
Department of Social Work and Social Administration
The University of Hong Kong
香港大學社會工作及社會行政學系

Partners
合作夥伴



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學術界合作，運用資訊科技提升服務效能、促進創新及推動家庭和諧，並透過培訓和數據分析加強業界能力，以回應家庭的各種變化及需要。



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



Developed and implemented the I-Connect (Service Management System), streamlining daily operations such as e-referral (across NGOs and Social Welfare Department), e-assessment for early risk identification, form customisation, remote access, and Statistical Information System (SIS) report generation. The system 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.



Enabled supervisors and frontline staffs to directly access and update case files, saving significant time on paperwork and greatly improving workflow and efficiency. Main supervisor work can be directly updated and processed, greatly reducing document processing time, and greatly improving workflow and efficiency.



Technology-assisted programmes engaging service users and promoting family well-being 將科技融入活動促進服務使用者參與及提升家庭和諧



More than 4,800 technology-assisted programmes/sessions organised by NGO partners, benefiting over 340,000 service users. Non-governmental organization partners launched 4,800 technology-assisted programmes/sessions, benefiting over 340,000 service users.



Organised over 50 ICT-enhanced community events, including promotion truck, InnoCarnival, as well as online games and publicity campaigns, reaching more than 330,000 people and improving family relationship and well-being. Organised over 50 ICT-enhanced community events, including promotion truck, InnoCarnival, as well as online games and publicity campaigns, reaching more than 330,000 people and improving family relationship and well-being.



Developed 13 evidence-based blended mode of services (online and face-to-face) to increase flexibility for service users to join the programmes of family services, enhance interaction, reduce time and location constraints, and provide a continuous support network. University partners jointly developed 13 evidence-based blended mode of services (online and face-to-face) to increase flexibility for service users to join the programmes of family services, enhance interaction, reduce time and location constraints, and provide a continuous support network.



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



Developed a Data Analytics System (DAS) featuring case classification, data visualisation, GeoInfo Map, correlation analysis and DataBot to support data-driven decision making. The system 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.



Provided customised data analysis reports to NGO partners, identified emotional problems as the most prevalent issue in complex cases, highlighting the importance for holistic planning. Provided customised data analysis reports to NGO partners, identified emotional problems as the most prevalent issue in complex cases, highlighting the importance for holistic planning.



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



Delivered over 150 workshops for social workers on data processing, analytics and ICT skills. Delivered over 150 workshops for social workers on data processing, analytics and ICT skills.



Launched the iHub, an integrated online resource hub for family services in Hong Kong, gathering diverse and practical resources and case studies to inspire and promote innovative family services.



InnoFamily Award attracted over 200 students from 14 local tertiary institutions to develop innovative technology ideas aimed at enhancing family well-being in Hong Kong, nurturing the next generation of digital social service innovators.



3-year impact assessment (over 2,000 surveys and interviews) showed increased ICT adoption and satisfaction among social workers and service users. 3-year impact assessment (over 2,000 surveys and interviews) showed increased ICT adoption and satisfaction among social workers and service users.

Project Achievements

計劃成效

i-Connect 服務管理系統

全港首個為家庭服務
量身訂製的跨機構
綜合服務管理平台



數據分析 系統

協助機構制定服務策略
及推動創新



4,800+ 應用科技的 活動/小組

340,000+名服務使用者受惠



13項 混合服務模式

實證為本、混合網上
及面對面的介入模式



網上 學習平台i-TLS 及電子資源庫 i-Hub



舉行150+ 數碼知識 培訓課程

3,400+社會工作者參與



50+ 應用科技的 社區活動

向超過330,000名公眾
推廣家庭和諧



15個 手機應用程式 促進家庭和諧



91% 服務使用者

對多元化介入及
溝通模式感到滿意



90% 服務使用者

表示增加使用資訊科技
以促進家庭溝通



89% 社會工作者

提供混合服務模式的能力
(知識及技巧) 有所提升



86% 中心主管

增加數據在社會工作實務
及服務規劃中的使用

