



賽馬會
Jockey Club

智家樂計劃
SMART Family-Link Project



SMART
Emotion
智情感

SMART
Living Habits
智生活

SMART
Parenting
智親子

SMART
Coping
智應對

SMART
Communication
智溝通

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

同心 同步 同進 RIDING HIGH TOGETHER

Partner Institution 合作院校：



HKU LKS Faculty of Medicine
Med School of Public Health
香港大學公共衛生學院

Teli
科創智新
Technology-Enriched Learning Initiative



有關「賽馬會智家樂計劃」



香港賽馬會慈善信託基金於2018年撥款逾1億5千7百萬港元，展開為期四年的「賽馬會智家樂計劃」，協助全港26所非政府機構營運的綜合家庭服務中心及綜合服務中心，運用資訊科技提升家庭服務。本計劃結合跨界別力量，旨在善用資訊科技及數據分析，建立創新和實證為本的家庭服務模式，令服務使用者更加受惠於綜合家庭服務中心所提供的預防、支援和早期補救性服務，促進家庭幸福和諧。計劃亦會開發共享平台及推行知識轉移活動，提升前線員工專業能力，促進有效資訊共享、靈活學習及輕鬆共創。

計劃目標

通過非政府機構和學術界的跨界別合作，本計劃目標為：



減省綜合家庭服務中心的行政工作，釋放資源加強預防性工作，並運用數據優化服務



使用資訊科技拓闊服務層面，減低標籤效應，改善家庭服務的可及性。採取正向策略，強化家庭功能，及早識別和介入有需要的家庭



開發網上平台，透過網上學習提升前線員工的專業能力，促進有效資訊共享、靈活學習及輕鬆共創



充分利用大數據分析深入了解服務趨勢需要及評估計劃整體成效



提升公眾對家庭幸福和諧的認識

計劃成效

預期受惠於本計劃的人數為75,000個服務使用者。而1,000個社會服務工作者亦能透過電子平台討論、學習及分享經驗。另預期超過170,000個公眾人士透過參與社區活動、登入網頁平台、觀看錄像、社交媒體等公眾教育和知識轉移活動，提升對家庭幸福的認識。除了發展創新的資訊科技，其應用將會減省綜合家庭服務中心的行政工作，從而可調配人力資源於加強預防性家庭服務。



About “Jockey Club SMART Family-Link Project”

Initiated by The Hong Kong Jockey Club Charities Trust in 2018 with a donation of over HK\$157 million, the four-year Jockey Club SMART Family-Link Project is a cross-sectoral collaboration to advance the use of Information and Communications Technology (“ICT”) in family services. The Project aims to devise an innovative and evidence-based family service delivery model that leverages the effective use of ICT and data analytics to enable service users to better benefit from preventive, supportive and early remedial services provided by all 26 NGO-operated Integrated Family Service Centres (IFSCs) and Integrated Service Centres (ISCs) to promote family well-being. The Project develops an online platform for capacity building, co-creation and co-learning of frontline staff; and organises public education and knowledge transfer programmes to strengthen family functioning.

Project Objectives

Through cross-sectoral collaboration between NGOs and academia, the Project aims to:



Minimize administrative work, release more resources for preventive programmes and enable data-driven service delivery in IFSCs/ISCs



Improve access, broaden the reach to family services, reduce stigmatisation by leveraging ICT and adopting a positive approach to strengthen family functioning, facilitate identification and intervention for families in need



Build capacity of frontline workers in family services through an e-platform and knowledge transfer initiatives to facilitate efficient sharing, flexible learning and easy co-creation



Capitalise on big data analytics for better service planning and in identifying trends, predicting needs and evaluating service effectiveness



Raise public awareness of family well-being

Project Impacts

It is anticipated that about 75,000 individuals will benefit from the i-Action interventions, and around 1,000 social workers and frontline workers will leverage the i-TLS platform for learning and sharing. Over 170,000 members of the public will benefit indirectly through participating in community events, logging into the web portal, and viewing videos and social media as part of the public education and knowledge transfer initiatives. In addition to developing innovative ICT means for family service delivery, greater use of ICT in IFSCs/ISCs will minimize administrative work, where manpower could be redeployed towards preventive family services.

為綜合家庭服務中心設計服務管理系統，包括服務使用者資料、個案、小組及活動管理、評估工具、統計報告和其他行政工作功能。系統將會減輕人力資源和行政工作的壓力，幫助識別高危個案和在個別中心、跨中心和機構層面進行數據分析。參與的綜合家庭服務中心將獲配備電子硬件和資訊科技應用程式以強化服務。



A service management system will be developed for IFSCs/ISCs, covering client information system, casework, groups and programmes management, assessment tools, statistical reports and other administrative functions. The system will help reduce manual input and administrative work, facilitate early identification of at-risks cases and perform data analysis both at centre-level and aggregated across centres and NGOs. Participating IFSCs/ISCs will be equipped with electronic hardware and ICT applications to enhance service delivery.



計劃將推廣於家庭服務及活動設計中應用資訊科技。計劃將開發資訊科技工具，如手機應用程式及互動遊戲等，以聯繫家庭服務使用者，強化家庭功能，讓更多家庭更易接觸家庭服務。

The Project will promote the use of ICT in service delivery, programme design and planning in family service. ICT tools, like mobile apps, interactive games and others will be developed to engage family service users and strengthen family functions.



本計劃會開發共享平台協助提升專業能力，綜合家庭服務中心前線員工可於中心及跨中心層面，建立學習群組，促進共享資訊、資源和實踐智慧，並發展網上培訓課程，讓員工能夠靈活學習。

An online platform will be developed to facilitate IFSCs/ISCs staff in sharing common information, useful resources and practice wisdom, both within the IFSCs/ISCs and across different centres in a co-learning e-circle. Online training courses that the staff can enrol in at their convenience will also be developed.

透過社交媒體活動、新聞發佈會、大眾傳媒發佈、媒體訪問、標誌性大型社區和公眾教育活動，提升公眾對家庭幸福和健康家庭功能的認識。製作和出版實證為本正向家庭方案、實用手冊和實踐，在家庭論壇中發佈，鼓勵更多社工於舉辦家庭活動時使用資訊科技。



Social media events, press events, mass media dissemination, media interviews, flagship mass community events, and public education campaigns will be utilised to increase public knowledge and understanding of healthy family functioning. Evidence-based positive family protocols, manuals, and practices will be produced and disseminated in family forums to encourage more social workers to organise family-based activities using ICT.

Big data analysis and evaluation

進行大數據分析及評估

香港大學公共衛生學院將會分析在計劃中搜集到的大數據，幫助政策制訂者、綜合家庭服務中心營運者和個別社工因應數據分析資料策劃及主動調整服務以滿足未來需要。香港大學公共衛生學院並會於個人、社區和系統層面，對本計劃進行整體效果評估。

The School of Public Health of The University of Hong Kong (HKU SPH) will perform big data analysis on the data gathered throughout the project. Such analysis can then help policymakers, IFSCs/ISCs operators, and even individual social workers understand the emerging service needs and proactively adjust their services accordingly to meet future needs. HKU SPH will also conduct the overall evaluation of the Project by assessing its impact on the individual, community, and systemic levels.





Partners 合作夥伴：



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HONG KONG SHENG KUNG HUI WELFARE COUNCIL LIMITED



鄰舍輔導會
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For more information 更多詳情，請瀏覽：



計劃網頁

Project Website



智家樂樂通

Family Portal



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