

跨機構系統提升效率 數據協助制定策略
Sector-wide system enhancing efficiency, generating data intelligence



i-Connect
服務管理系統
Service Management System

數據分析系統
Data Analytics System

科技融入活動/小組 擴闊服務對象
Tech-assisted programmes extending service reach



4,800+
活動/小組
Programmes/ sessions

340,000+
服務使用者受惠
service users benefitted

13套混合服務模式 (線上+面對面)
blended-mode service models
(online + face to face)

專業培訓提升數碼知識
Capacity building enhancing digital literacy



150+工作坊及培訓
workshops and
trainings

3,400+家庭服務同工受惠
family service workers benefitted

i-TLS 網上共同學習平台
online co-learning platform
i-Hub 電子資源庫
online resources hub



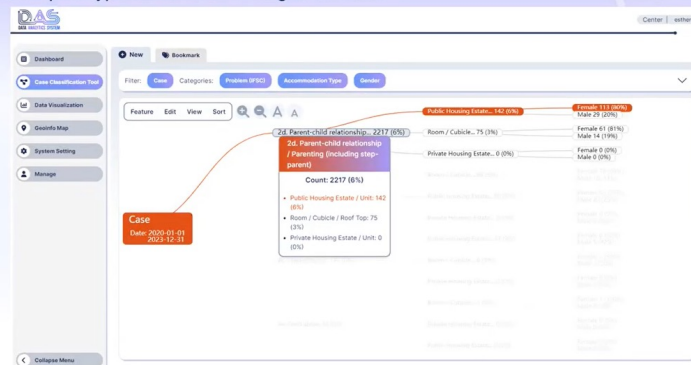
回顧「賽馬會智家樂計劃」 成果及經驗分享

香港大學計算與數據科學學院計算機科學系教授

鄭振剛教授

Development of the Data Analytics System (DAS) to facilitate service planning: Case Classification Tool (Tree Diagram) (Jan 2024)

- Provided the prototype to NGOs for testing in Jan 2024



Development of DAS to facilitate service planning:



i-Connect data

- reference no.
- category (eg, fcs/fsu)
- type (IC/BC/SC)
- case status (eg, close case, ongoing...)
- case start date
- case end date
- main problem
- other problem
- source of referral code
- CCDS
- date of birth
- age
- gender
- CSSA
- education level
- nationality
- arrival year
- accommodation type
- marital status
- No. of family members and basic profile (e.g., age)



data.gov.hk

First batch data:

- Newly Registered Child Protection Cases data (SWD)
- Newly Reported Spouse/Cohabitant Battering Cases data (SWD)
- Sexual Violence Cases data (SWD)
- Elder Abuse data (SWD)
- Ethnic Minorities data (SWD)
- Unemployment data (C&SD)
- Population data (C&SD)
- Poverty data (C&SD)

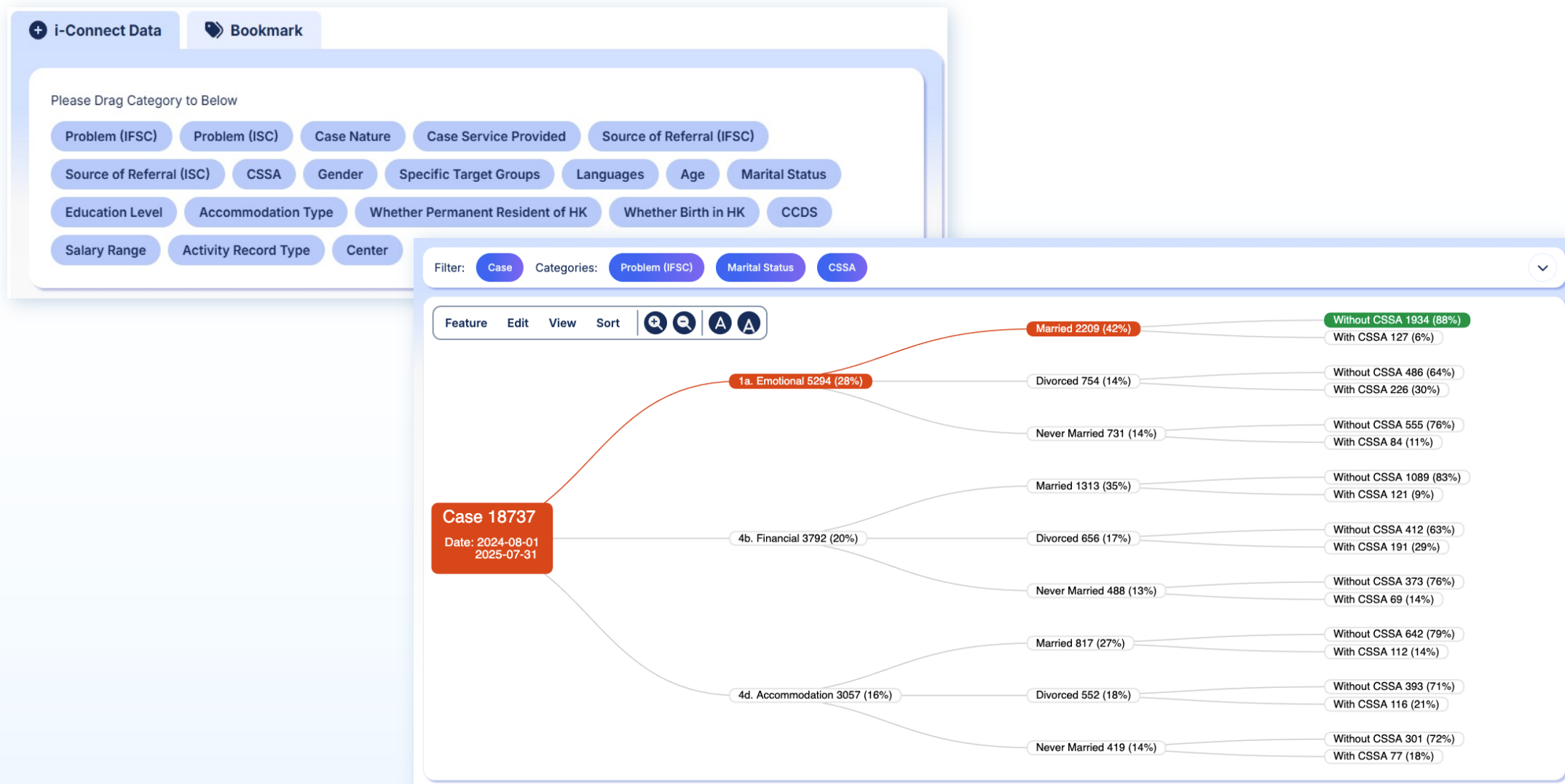


Other open-source data

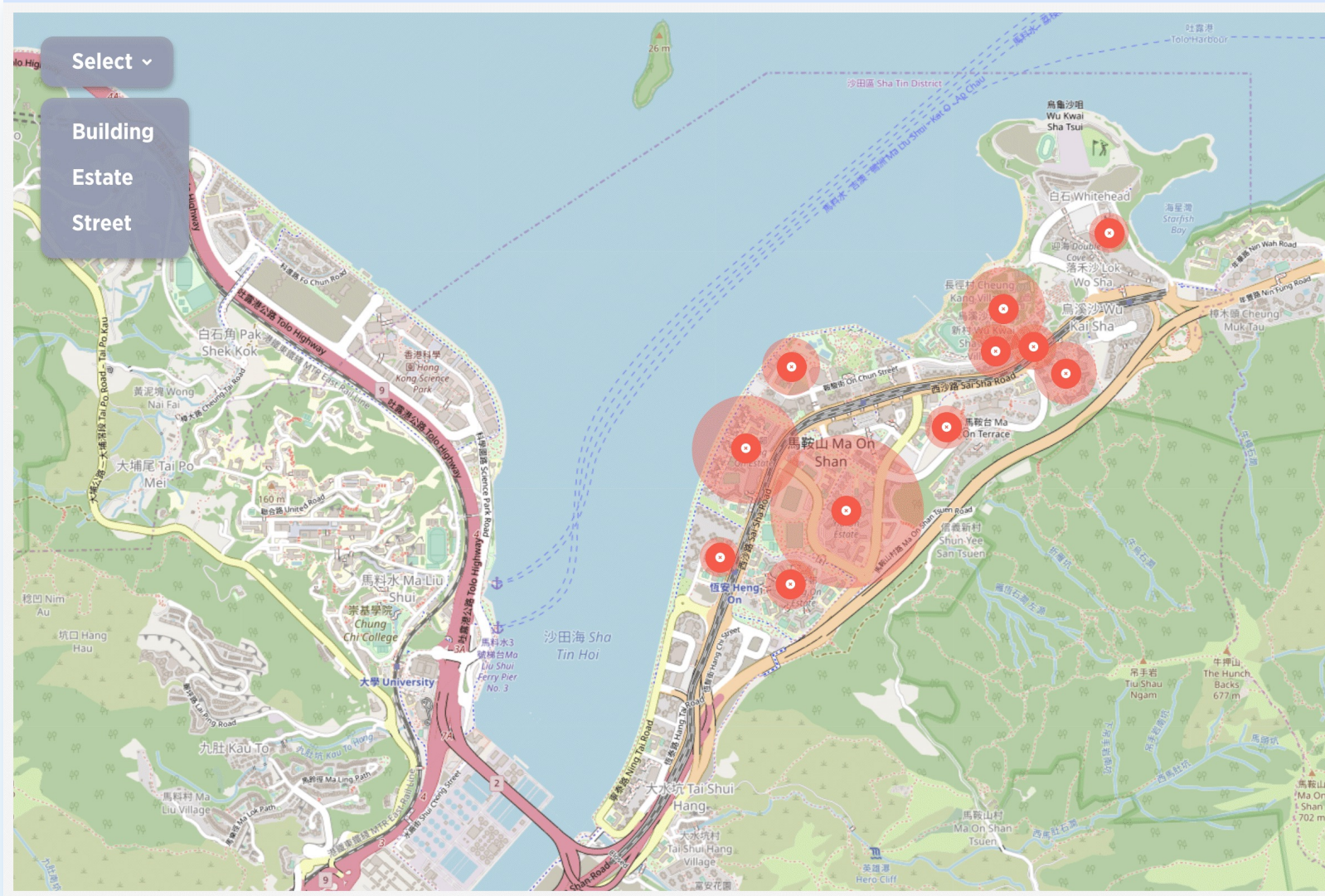
- Suicide data from HKJC Centre for Suicide Research and Prevention (CSRP)



Co-Creation: Tree Diagram



100%



DataBot: Talking to Data

Auto Detect Mode
Pinned Mode

Select Dataset

- Child Protection
- Elder Abuse**
- Ethnic Minorities
- Population
 - Population (By District Council district)
 - Population (By Sex and Age)
- Poverty
- Sexual Violence
- Single Parent
- Spouse/Cohabitant Battering
- Suicide
- Unemployment

Disclaimer

DataBot Available

2019-2024年虐待長者個案數量 ?
Today at 3:29 PM

DataBot Elder Abuse

2019-2024年虐待長者個案數量

以下是2019年至2024年虐待長者個案的總數：

年份	個案數
2019	488
2020	469
2021	451
2022	340
2023	318
2024	283

總結：

- 2019年虐待長者個案數量最高，達到488宗。
- 2020年和2021年的個案數量分別為469宗和451宗，略有下降。
- 2022年和2023年的個案數量分別為340宗和318宗，顯示出持續下降的趨勢。
- 2024年虐待長者個案數量進一步下降至283宗。

建議：

- 持續監測虐待長者的情況，特別是針對個案數量較高的年份。
- 加強社會支持和教育，減少虐待長者的發生。

Source

Today at 3:30 PM

Analysis Level Simple Detailed

Elder Abuse

Write here...

Glossary

Dataset Descriptions

Statistics on Elder Abuse Cases

The dataset provides statistical information on elder abuse cases in Hong Kong from 2005 to 2024, captured by the Social Welfare Department.

Details on categories and items are listed below:

- Type of Elder Abuse and Sex of Elderly Person Being Abused (2005-2024)**
 - Physical abuse, Psychological abuse, Neglect etc.
 - Female, Male
- Abuser's Relationship with Elderly Person Being Abused (2005-2024)**
 - Son, Daughter, Spouse, Relative, Friend, Domestic helper etc.
- Residential District of Elderly Person Being Abused (2005-2024)**
 - Eastern, Kowloon City, Tuen Mun etc.
- Incident Being or Not Reported to Police (2021-2024)**
 - Yes, No

7

Open Source Data are not AI-Ready!

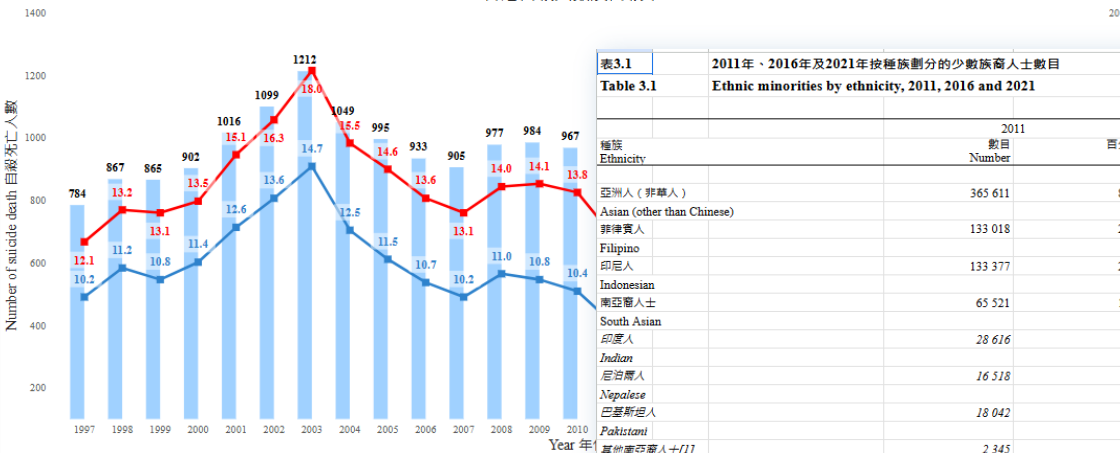
Statistics of Suicide Data in Hong Kong (By Year)

Number of suicides and suicide rates in Hong Kong
Suicide rates by gender in Hong Kong
Suicide rates by age group in Hong Kong
Male suicide rates by age group in Hong Kong
Female suicide rates by age group in Hong Kong
Distribution of method of suicide by age group in Hong Kong, 2023[^]
Distribution of method of suicide by age group in Hong Kong, 2022
Distribution of method of suicide by age group in Hong Kong, 2021

依性別及年齡組別劃分的人口數據，根據政府統計處2024年8月15日公佈的統計數字 Population by Sex and Age Group data, According to the statistics released by the Census and Statistics Department in August 15, 2024

Number of suicides and suicide rates in Hong Kong

香港自殺人數及自殺率



● Number of suicide deaths ● Estimated number of suicide deaths — Suicide rate — Age-standardized suicide rate

自殺死亡人數 估算自殺死亡人數 自殺率 年齡標準化自殺率 (按世衛建議)

[^] 根據死因處於2024年7月31日前所提供的死亡登記而作出估算 [^] Estimated number. According to data from the Cor

表3.1

2011年、2016年及2021年按種族劃分的少數族裔人士數目

Table 3.1

Ethnic minorities by ethnicity, 2011, 2016 and 2021

種族 Ethnicity	2011		2016		2021	
	數目 Number	百分比 %	數目 Number	百分比 %	數目 Number	百分比 %
亞洲人 (非華人) Asian (other than Chinese)	365 611	81.0	457 188	78.2	487 862	78.7
菲律賓人 Filipino	133 018	29.5	184 081	31.5	201 291	32.5
印尼人 Indonesian	133 377	29.6	153 299	26.2	142 065	22.9
南亞裔人士 South Asian	65 521	14.5	84 875	14.5	101 969	16.5
印度人 Indian	28 616	6.3	36 462	6.2	42 569	6.9
尼泊爾人 Nepalese	16 518	3.7	25 472	4.4	29 701	4.8
巴基斯坦人 Pakistani	18 042	4.0	18 094	3.1	24 385	3.9
其他南亞裔人士 ^[1] Other South Asian ^[1]	2 345	0.5	4 847	0.8	5 314	0.9
泰國人 Thai	11 213	2.5	10 215	1.7	12 972	2.1
日本人 Japanese	12 580	2.8	9 976	1.7	10 291	1.7
韓國人 Korean	5 209	1.2	6 309	1.1	8 700	1.4
其他亞洲人 Other Asian	4 693	1.0	8 433	1.4	10 574	1.7
白人 White	55 236	12.2	58 209	10.0	61 582	9.9
混血兒 Mixed	29 001	6.4	65 255	11.2	66 732	10.8
華人父母 With Chinese parent	24 649	5.5	53 581	9.2	54 541	8.8
其他混血兒 Other mixed	4 352	1.0	11 674	2.0	12 191	2.0

• 虐待長者個案數字

根據「虐待長者個案中央資料系統」，在二零二四年一月至十二月新呈報的虐待長者個案統計數字如下：

虐待性質及有否向警方舉報事件

虐待性質	有向警方舉報		沒有向警方舉報		總數	
	呈報個案數目	% ^{注釋}	呈報個案數目	% ^{注釋}	呈報個案數目	% ^{注釋}
身體虐待	152	80.0%	59	63.4%	211	74.6%
精神虐待	14	7.4%	14	15.1%	28	9.9%
疏忽照顧	2	1.1%	2	2.2%	4	1.4%
侵吞財產	5	2.6%	0	0.0%	5	1.8%
遺棄長者	0	0.0%	0	0.0%	0	0.0%
侵犯	3	1.6%	4	4.3%	7	2.5%
其他	0	0.0%	0	0.0%	0	0.0%
種虐待	14	7.4%	14	15.1%	28	9.9%
數	190	100.0%	93	100.0%	283	100.0%

虐待性質及受虐長者性別 (總數)

虐待性質	男性		女性		總數	
	呈報個案數目	% ^{注釋}	呈報個案數目	% ^{注釋}	呈報個案數目	% ^{注釋}
身體虐待	58	80.6%	153	72.5%	211	74.6%
精神虐待	5	6.9%	23	10.9%	28	9.9%
疏忽照顧	1	1.4%	3	1.4%	4	1.4%
吞財產	3	4.2%	2	0.9%	5	1.8%
棄長者	0	0.0%	0	0.0%	0	0.0%
侵犯	0	0.0%	7	3.3%	7	2.5%
其他	0	0.0%	0	0.0%	0	0.0%
種虐待	5	6.9%	23	10.9%	28	9.9%
數	72	100.0%	211	100.0%	283	100.0%



「賽馬會智家樂計劃」的良好案例

香港浸會大學與以下合作夥伴建立的混合服務模式案例

香港明愛家庭服務

《我願意+》《Marriage+》
From Me to We 新婚篇
婚姻自助電子書

Self
learning
e-book

香港家庭福利會

提升有特殊學習需要學童
家長的情緒抗逆力計劃

Online
worksheets,
videos

香港基督教服務處

安全圈養育課程

Zoom,
iPad,
videos

香港公教婚姻輔導會

「燭」起親子路
6A品格教育小組

Photo
Apps, video
creation,
e-Poll

基督教家庭服務中心

「2023-2024 開心星期五」
親子遊戲活動計劃

Switch
games,
AR games,
i-Pad

香港國際社會服務社

親子Zoom繪本小組

Zoom
activities

香港青少年服務處

繪本的寶藏
社交 X 情緒小組

Videos,
Apps,
Youtube

東華三院

「愛·初心」夫婦工作坊
暨家庭日營

Emotion
detecting
(PPG)
wristbands

鄰舍輔導會

情緒抗逆力工作坊
「壓力即刻走」小組

Online
materials,
videos



Broaden family service in three-level stepped care model

A three-tiered approach is adopted in Family Service: Primary level (i.e. prevention), Secondary level (i.e. at risk); and tertiary level (i.e. with individual and/or family problems)

Blended-mode enhances the family services in Level 1&2 , not only focus on Level 3.

Deepen support for families in need

Uncover family hidden issues at early stage (e.g. parent-child relationship, children's emotions, couple relationship)

Widen the scope of service users

Reach out more fathers and husbands in family services (e.g. Use of online materials, video games)

Improve Timeliness of Service

Provide on-demand support promptly and efficiently; reduced wait times of service (e.g. self-learning eBook for couples)

Enable Flexibility of Service

Service materials are readily available and can be easily accessed at anytime, anywhere (e.g. night-time after children are asleep, MTR)



Digital Technological Imagination (DTI)

Refers to the **capacity to envision, conceptualize, and creatively apply digital technologies** to solve problems, enhance human experiences, or create new possibilities in society, business, education, and daily life. It combines **technical understanding** with **creative thinking**, allowing individuals or teams to imagine how emerging or existing technologies can be innovatively used to address real-world challenges. (ChatGPT)

The process by which individuals within a society develop an understanding of the potentials, the limitations, and eventually the threats of digital technology (Oreglia & Ling, 2018).

How to FULLY utilize technologies to enhance family well-being?

**DTI in
Family
Service**



Reference:

Oreglia, E., & Ling, R. (2018). Popular Digital Imagination: Grass-root conceptualization of the mobile phone in the Global South. JOURNAL OF COMMUNICATION, 68(3), 570–589. <https://doi.org/10.1093/joc/jqy013>

Digital Technological Imagination (DTI)

機構分享 — 善用數碼及通訊科技的家庭服務 (一)

自創可持續混合模式小組干預：三個機構的實踐智慧

- 香港家庭福利會
- 香港聖公會福利協會
- 聖雅各福群會

26/8
15:45

機構分享 — 善用數碼及通訊科技的家庭服務 (二)

親子互動式：遊戲、共讀、情緒抗逆力

- 基督教家庭服務中心
- 香港青少年服務處
- 香港國際社會服務社
- 鄰舍輔導會

27/8
15:15

機構分享 — 善用數碼及通訊科技的家庭服務 (三)

共建幸福家庭：揉合科技與傳統

- 香港明愛家庭服務
- 香港基督教服務處
- 香港公教婚姻輔導會
- 東華三院

28/8
15:15

閉幕

香港家庭服務混合模式的發展：道遠而任重

黃富強教授

「賽馬會智家樂計劃」項目首席調查研究員及
香港浸會大學講座教授

28/8
16:30



策劃及捐助

:

合作夥伴

:



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



聖雅各福群會
St. James' Settlement

合作院校

:



SCHOOL OF
COMPUTING &
DATA SCIENCE
The University of Hong Kong



香港浸會大學
HONG KONG BAPTIST UNIVERSITY



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



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