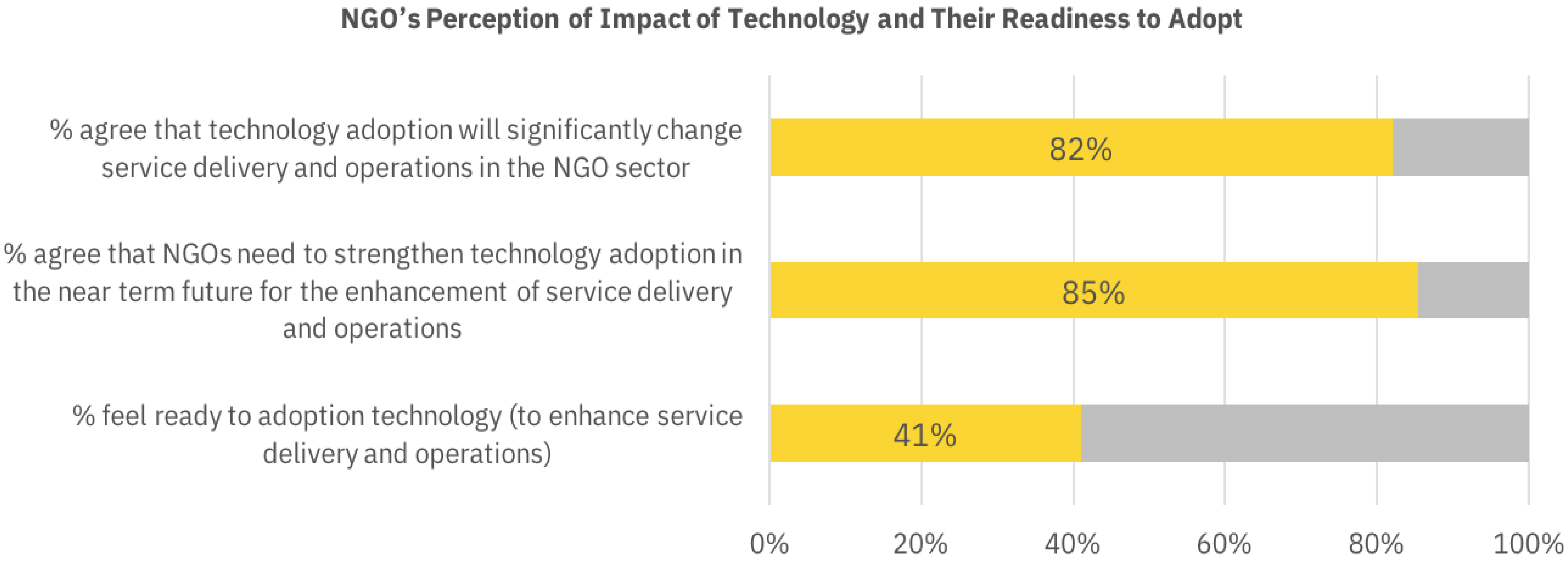
Sharing on Support on NGO IT Development
Hong Kong Jockey Club Charities Trust

September 2022

香港賽馬會
The Hong Kong Jockey Club
同心同步同進 RIDING HIGH TOGETHER

NGOs agree that technology could enhance service delivery but there are different levels of readiness

While over 80% of NGOs agree that they need to strengthen technology adoption for service enhancement, only 40% feel ready to do so



Source: NGO and School IT Capacity Building Study (2017), IBM Global Business Services

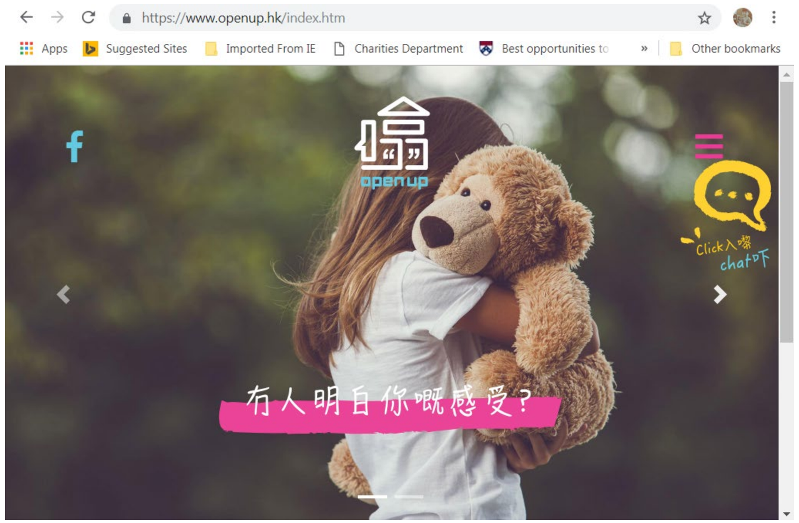
The Trust has supported a range of initiatives promoting use of digital technology

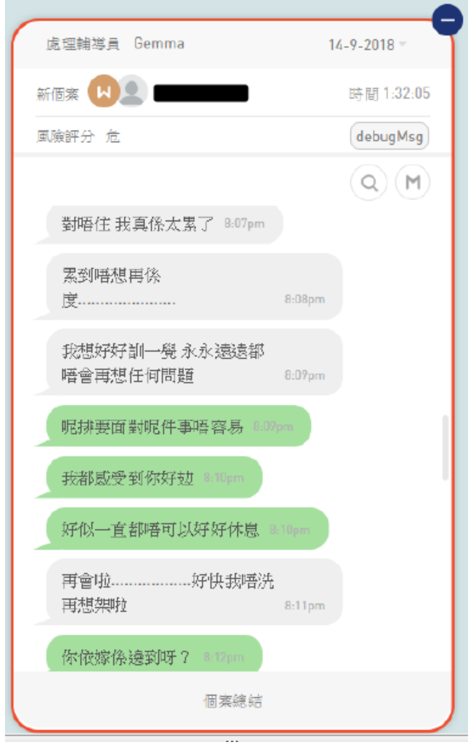
1. Piloted new IT-based service models
2. Supported common applications to enable service and operational enhancement at scale
3. Supported NGO capacity development in IT planning and execution
4. Provided digital hardware to the needy

1 Piloted new IT-based service models: Open Up

open up

嗜住喺心 不如open up


https://www.openup.hk/index.htm
Apps
Suggested Sites
Imported From IE
Charities Department
Best opportunities to
Other bookmarks
open up
Click入嚟chat吓
有人明白你嘅感受？


處理輔導員 Gemma 14-9-2018

新個案 [redacted] 時間 1:32:05

風險評分 危

debugMsg

對唔住 我真係太累了 8:07pm

累到唔想再係度...................... 8:08pm

我想好好訓一覺 永永遠遠都唔會再想任何問題 8:09pm

呢排要面對呢件事唔容易 8:09pm

我都感受到你好攰 8:10pm

好似一直都唔可以好好休息 8:10pm

再會啦..................好快我唔洗再想架啦 8:11pm

你依嫁係邊到呀？ 8:12pm

個案總結

主辦機構

BGCA 香港小童群益會 The Boys' & Girls' Clubs Association of Hong Kong

香港明愛 Caritas HONG KONG

香港青年協會 the hongkong federation of youth groups

St. James' Settlement

THE HONG KONG JOCKEY CLUB Centre for Suicide Research and Prevention THE UNIVERSITY OF HONG KONG

Online text-based emotional support

- Hong Kong's pioneering computer-assisted counselling
- Real time risk assessment
- Identification and categorisation of chat topics and help seekers for quality control

✓ **200,000+ cases handled**

✓ Enhanced efficiency (4x users compared to hotlines)

✓ Case insights generated by big data

1 Piloted new IT-based service models: Smart Family-Link and Social Career

Family services: Supported service delivery enhancement through the use of ICT and data analytics

Integrated service management platform for evidence-based service delivery

- Case management system
- E-platform with mobile apps to connect social workers and service users for interventions
- Online training platform for social workers

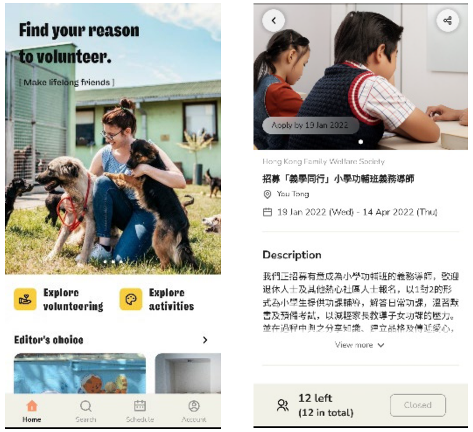
賽馬會 Jockey Club 智家樂計劃 SMART Family-Link Project

- ✓ **26,000+ cases managed by 26 centres** benefitted from ICT-based interventions
- ✓ **Over 1,200 social workers** empowered to use ICT in early identification and intervention
- ✓ Enabled better service planning, data-informed decision-making, and improved efficiency
- ✓ Fostered cross-agency sharing

Volunteer management: Supported digital solutions to broaden and deepen volunteer participation

Online platform and mobile application for volunteer matching

- **Volunteer:** search, apply and record volunteer service
- **NGO:** recruit and manage volunteers, including application and attendance


Find your reason to volunteer.
[Make lifelong friends]
Explore volunteering
Explore activities
Editor's choice
Home
Search
Schedule
Account
Apply by 19 Jan 2022
Hong Kong Family Welfare Society
招募「義學同行」小學功輔班義務導師
Yau Tong
18 Jan 2022 (Wed) - 14 Apr 2022 (Thu)
Description
View more
12 left
(12 in total)
Closed

- ✓ Activated **>95,000 registered volunteers** with easier access to volunteer opportunities
- ✓ Recruited and managed volunteers for **>600 NGOs** as a new recruitment channel and management tool

2 Supported common applications to enable service and operational enhancement at scale

IT common applications benefitted multiple NGOs at a time for more effective use of resources at scale

Home Care Services Management System

A cloud-based solution to enable data-informed operations management and strengthen communication between service users and caregivers.

42 service teams from **20** NGO partners, serving **>10,000** care service users

智顧家賽馬會
雲端應用系統中心

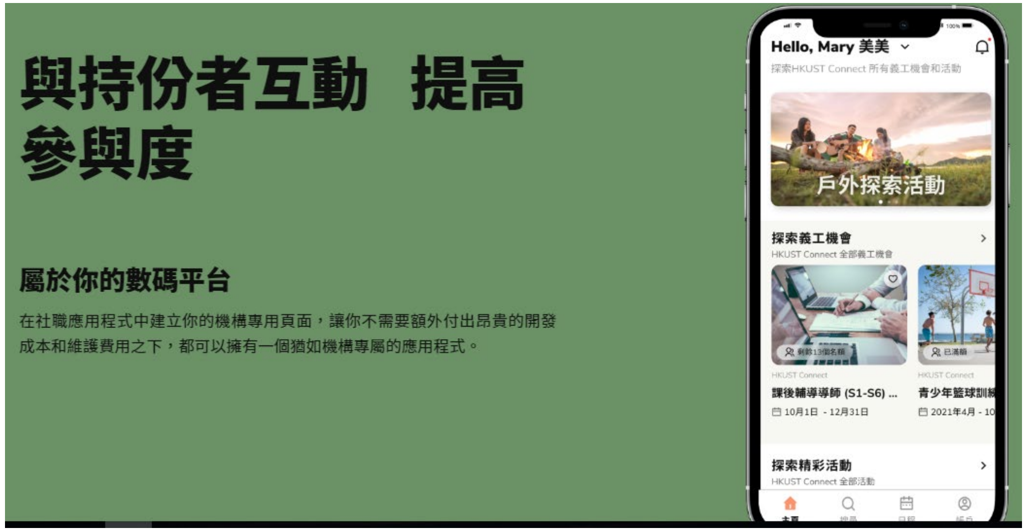
樂齡科技
SmartAge

Stakeholder Relationship Management System

Systematic capture of data and stakeholder records to improve data access and reliability, and user experience for better client and donor management

78 service units from **26** NGO partners

SOCIAL CAREER



與持份者互動 提高參與度

屬於你的數碼平台

在社職應用程式中建立你的機構專用頁面，讓你不需要額外付出昂貴的開發成本和維護費用之下，都可以擁有一個猶如機構專屬的應用程式。

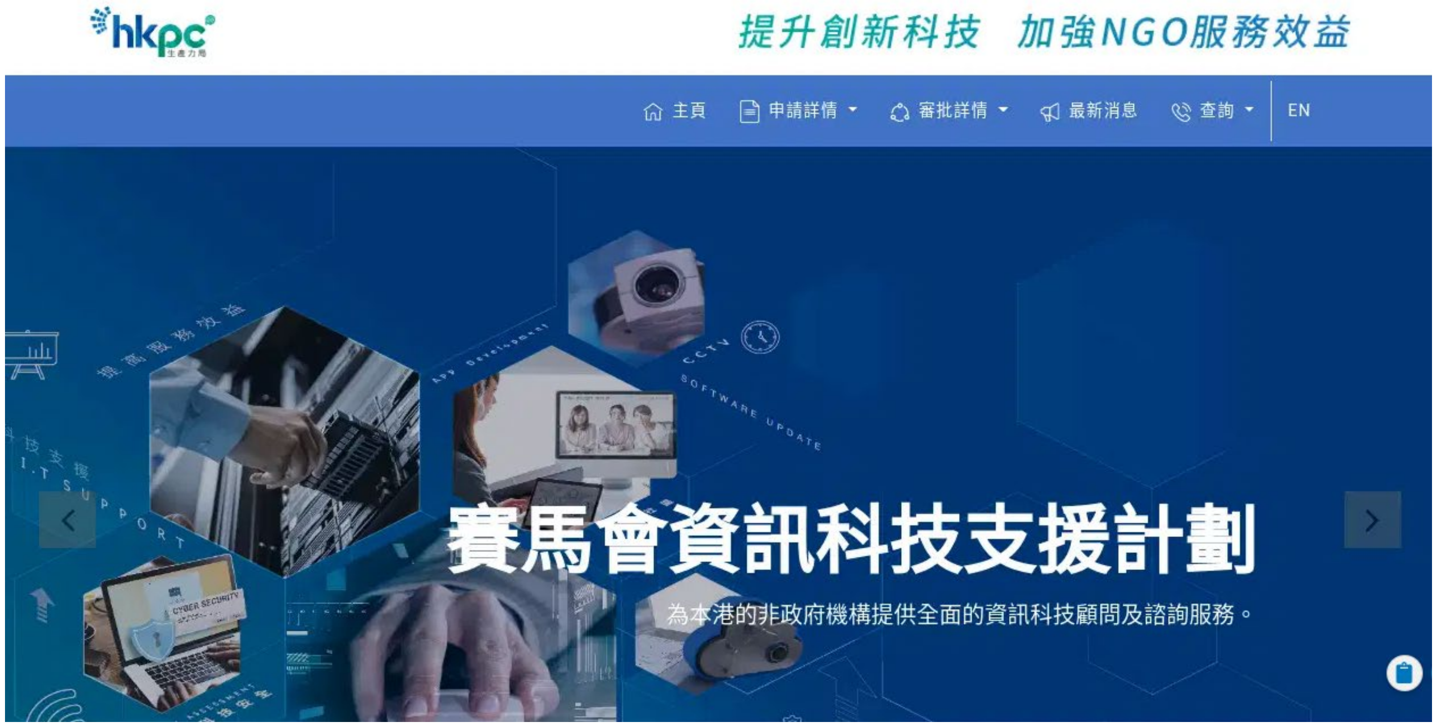
Hello, Mary 美美
探索HKUST Connect 所有義工機會和活動
戶外探索活動
探索義工機會
HKUST Connect 全部義工機會
剩餘13個名額
HKUST Connect
課後輔導導師 (S1-S6) ...
10月1日 - 12月31日
已滿額
HKUST Connect
青少年籃球訓
2021年4月 - 10
探索精彩活動
HKUST Connect 全部活動

3 Supported NGO capacity development in IT planning and execution

Practical IT advisory and implementation supported IT development for NGOs with different level of readiness

The Trust supported the Hong Kong Productivity Council to provide IT consultancy service to support NGOs in following areas:

- IT Strategic Planning
- Specific IT Project Planning and Feasibility Study
- Software and System Implementation Consultancy
- IT Security Risk Assessment and Security Audit Services


hkpc
生產力局
主頁
申請詳情
審批詳情
最新消息
查詢
EN
提高服務效益
科技支援
I.T SUPPORT
App Development
CCTV
SOFTWARE UPDATE
CYBER SECURITY
ASSESSMENT
科技安全

提升創新科技　加強NGO服務效益

賽馬會資訊科技支援計劃

為本港的非政府機構提供全面的資訊科技顧問及諮詢服務。

4 Provided digital hardware to the needy

Elderly
Bridged digital divide and addressed social isolation

- Distribution of **free smartphones with 12-month free basic mobile service for 20,000 underprivileged elderly** supported with trainings on basic practical usage
- Purchase of communication devices to **support >14,000 residential care home elderly residents to reconnect with families** under prolonged social distancing rules

Education
Supported students in remote online learning

- Provision of **four-month free mobile data plans bandwidth support** for E-Learning at Home Scheme to support continuous learning from school closure, benefiting **>100,000 underprivileged students (1/7 local pupils) from 715 schools**
- **Digital support for >300 kindergartens** to adapt to education new normal and sustain quality stimulation at home with enhanced technological infrastructure such as stable internet connection and up-to-speed computers

THANK YOU