



HONG KONG  
ICT AWARDS  
2024 香港資訊及  
通訊科技獎

# Smart People Award 智慧市民獎



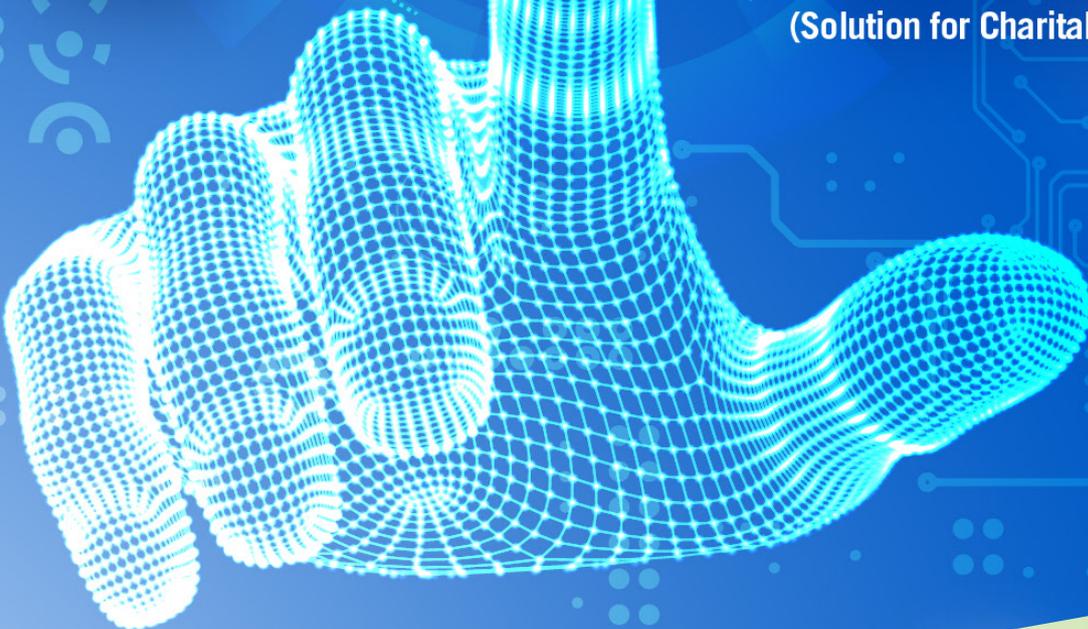
智慧充權  
Smart Empowerment



智慧樂齡  
Smart Ageing



智慧轉型(慈善機構方案)  
Smart Transformation  
(Solution for Charitable Sector)



Leading Organisation  
籌辦機構

社聯  
HKCSS

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## Silver Award 銀獎

SmartAge Intelligence Limited  
智齡生活有限公司

The Hong Kong University of Science and Technology  
/ Alpha Vision Technology Limited  
香港科技大學 / 領先智能科技有限公司

## Certificate of Merit 優異證書

Sinovated Technology Limited  
倩創科技有限公司

The Hong Kong Society for the Aged  
香港耆康老人福利會

SmartAge Home System  
智齡生活居家系統

Privacy-Preserving Elderly Monitoring  
with a Novel Edge AI Camera  
創新的邊緣人工智能攝影機：  
保障私隱 看護長者

SAFERIN  
智護老

Jockey Club OLink Hub  
賽馬會傲齡匯

## Hong Kong ICT Awards 2024: Smart People (Smart Empowerment) Award 2024香港資訊及通訊科技獎：智慧市民(智慧充權)獎

### Gold Award 金獎

Bridge AI Limited / Lenovo Group Limited  
貝智人工智能有限公司 / 聯想集團有限公司

AI Hub for Special School -  
AI-powered classroom designed to  
significantly enhance  
Special Education Needs (SEN)  
專為特殊學校打造的人工智能中心-  
人工智能驅動的課堂旨在顯著  
提升特殊教育

### Silver Award 銀獎

Haven of Hope Christian Service /  
Hong Kong Univisual Intelligent Technology Limited  
基督教靈實協會 / 獨聚慧眼科技有限公司

Head to Head Fighting and Fall  
Detection System  
需關注行為及跌倒偵測系統

### Bronze Award 銅獎

Vidi Labs Limited

Seekr

### Certificate of Merit 優異證書

Kazoo Technology (Hong Kong) Limited  
實立科技(香港)有限公司

Turtle Teach  
《旅龜教學》平台

The Nethersole School of Nursing, Faculty of Medicine,  
The Chinese University of Hong Kong / ACTuWISE Limited  
香港中文大學醫學院那打素護理學院 / ACTuWISE Limited

Pai.ACT: AI-driven Acceptance and  
Commitment Therapy for Tailored  
Mental Health  
Pai.ACT: 為個人化心理健康量身訂製  
的AI接納與承諾療法

## Hong Kong ICT Awards 2024: Smart People Best Use of AI Award 2024香港資訊及通訊科技獎：智慧市民最佳人工智能應用獎

Bridge AI Limited / Lenovo Group Limited  
貝智人工智能有限公司 / 聯想集團有限公司

AI Hub for Special School - AI-powered  
classroom designed to significantly  
enhance Special Education Needs (SEN)  
專為特殊學校打造的人工智能中心 -  
人工智能驅動的課堂旨在顯著提升特殊教育

Introduction of Leading Organiser

籌辦機構簡介

Acknowledgement

鳴謝

# Smart People Award 智慧市民獎



## Background 背景

The Hong Kong ICT Awards (HKICTA) aims at recognizing and promoting outstanding information and communications technology (ICT) inventions and applications, thereby encouraging innovation and excellence among Hong Kong's ICT talent and enterprises in their constant pursuit of creative and better solutions to meet business and social needs.

The HKICTA was established in 2006 with the collaborative efforts of the industry, academia and the Government. Organised by the Digital Policy Office, and led by Hong Kong ICT industry associations and professional bodies, the Awards aims at building a locally espoused and internationally acclaimed brand of ICT awards.

There are eight categories under the HKICTA 2024. There is one Grand Award in each category, and an "Award of the Year" is selected from the eight Grand Awards by the Grand Judging Panel. In addition, in a bid to foster the innovative use of artificial intelligence (AI), each of the eight categories has established a new distinguished accolade: the "Best Use of AI" award, magnifying and honouring outstanding achievements in harnessing the power of AI in respective areas.

## Objective 目的

Hong Kong ICT Awards 2024: Smart People Award is established to recognise innovative development of ICT products / solutions or ICT-enabled services with the following objectives:

1. To enable independent living and social participation of elderly people in good health, comfort and safety, which is believed to be an important factor to achieve "ageing in place" and to enhance the sustainability of an ageing society
2. To address unique challenges faced by the underprivileged in the community, to improve their circumstances and quality of life, safeguard their right in social participation, and no one being marginalized in the smart city development
3. To enable charitable institutions achieving higher operation productivity and efficiency, improving client experience, service effectiveness and quality, and ultimately enhancing the quality of life of their targeted clients

香港資訊及通訊科技獎旨在表揚及推廣優秀的資訊及通訊科技發明和應用，以鼓勵香港業界精英和企業不斷追求創新和卓越，謀求更佳和更具創意的方案，滿足企業的營運需要，造福社會。

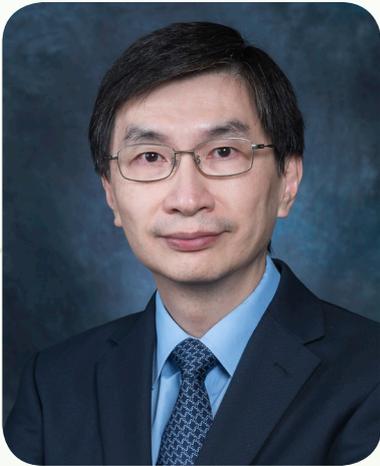
通過業界、學術界和政府的共同努力，香港資訊及通訊科技獎於二零零六年成立。香港資訊及通訊科技獎由數字政策辦公室舉辦，並由香港業界組織及專業團體籌辦，目的是為香港建立一個廣受香港社會愛戴、並獲國際認同的資訊及通訊科技專業獎項。

2024香港資訊及通訊科技獎設有八個獎項類別。每個類別均設有一個大獎，而最終評審委員會再從八個大獎中甄選出「全年大獎」。此外，為了激發更多人工智能的創新應用，每個獎項類別都增設一個嶄新獎項：「最佳人工智能應用」獎，以彰顯並表揚那些在相關範疇應用人工智能方面取得傑出成就的參賽作品。

「2024香港資訊及通訊科技獎：智慧市民獎」旨在表揚社會各界致力發展創新資訊科技產品，並投入資訊科技於服務中，目的如下：

1. 推動「居家養老」和增強老齡化社會的可持續性，讓長者能夠在良好的健康、舒適和安全的環境下，能夠獨立生活並參與社交活動
2. 應對社區中弱勢社群所面臨的挑戰，改善其生活狀況和生活質素，保障他們在智慧城市發展中的社會參與權利，防止其被邊緣化
3. 協助慈善機構提升運營生產能力和效率，提升服務使用者的體驗、服務效能和質素，從而提升服務使用者的生活質素

## Message from Chief Executive of Leading Organiser 籌辦機構行政總裁獻辭



**Mr. CHUA Hoi Wai, JP**  
**Chief Executive**  
**The Hong Kong Council of Social Service**

**蔡海偉先生, JP**  
**香港社會服務聯會**  
**行政總裁**

Over the years, the Hong Kong Council of Social Service (HKCSS) has worked closely with different sectors to promote social innovation and gerontechnology, striving to improve the lives of seniors, disadvantaged groups, people with disabilities, and carers. We are proactively promoting digital transformation within the social welfare sector and adopting technology in service innovation, helping NGOs address the challenges of the digital age and advance social services into a new chapter.

This year, we are honored to be the Leading Organiser of the Smart People Award again, which is comprised of the 3 streams of Smart Ageing, Smart Empowerment and Smart Transformation (Solution for Charitable Sector), in order to achieve the goal of ICT integration for all. New streams of "Smart Empowerment" and "Smart Transformation" aim to empower the disadvantaged groups in responding to the challenges brought about by the information technology era, as well as to showcase the various practices of NGOs in digital transformation. It's encouraging to see many high quality and people-centric entries, which fully demonstrate the innovation and creativity in social services. We look forward to addressing the needs of vulnerable communities, filling service gaps and facilitate more service innovation.

I would like to take this opportunity to congratulate all winners and thank all the entrants for embracing ICT for all and supporting digital inclusion. Your creativity, efforts and contributions will enhance the knowledge and application of ICT among the general public. We share the same mission in promoting the use of ICT in the community and together we will build a just and caring smart city.

多年來，香港社會服務聯會（社聯）一直與許多不同界別緊密合作，推動社會創新及樂齡科技，致力改善長者、弱勢社群、殘疾人士以及照顧者的生活。社聯亦正積極推動社福界之數碼轉型，並以科技實現服務創新，幫助本地非牟利機構應對數碼化時代的挑戰，促進社會服務邁進新一頁。

今年，我們很榮幸得以再次籌辦「智慧市民獎」，當中分為三大組別：智慧樂齡、智慧充權和智慧轉型(慈善機構方案)，而新增組別「智慧充權」和「智慧轉型」旨在增強弱勢社群應對資訊科技時代帶來的挑戰之能力，以及展現社福機構就數碼轉營之各種實踐，同時推動資訊科技在不同範疇的應用，讓所有年齡、社經背景及不同能力的人士，均能體會資訊科技在各生活範疇上的便利。我們樂見整體參賽作品的水準極高，能夠以使用者為本，真正了解他們的需要，研發結合創新科技元素的方案之餘，社福機構之運營能力和效率亦得以提升，令人鼓舞。我們將繼續鼓勵社會關注資訊科技在弱勢社群的應用，改善生活品質，成為提供高效服務和滿足需求的重要工具。

我謹恭賀各得獎者，並感謝各參賽者在推動數碼共融作出的重要貢獻。你們的創意和積極投入，使大眾對資訊科技的認識和應用水平不斷提升。我期待更多本地初創研發者，透過資訊及通訊科技，回應社會需要及開拓新的服務領域。

## Message from Chairman of Judging Panel 評審委員會主席獻辭



**Mrs. Agnes MAK, MH, JP**  
**Executive Director**  
**iPrinciple Ltd.**

**麥鄧碧儀女士，MH，JP**  
**iPrinciple Ltd.**  
**執行董事**

Congratulations to all the winners of the Hong Kong ICT Awards 2024: Smart People Award!

This year, two new categories: "Smart Empowerment" and "Smart Transformation" were introduced. These initiatives are designed to inspire NGOs to uplift disadvantaged groups as they navigate the challenges of the digital age. It's truly uplifting to witness a diverse array of projects spearheaded by working level employees advocating for change, resulting in a remarkable increase in both the quantity and quality of submissions. This underscores the crucial role that social welfare organizations play in driving digital transformation. The participating teams have shown an extraordinary understanding of the needs of various communities, passionately promoting innovative solutions that enrich social welfare. I extend my heartfelt gratitude to each of them for their unwavering dedication.

On behalf of the Judging Panel, I would also like to express my sincere appreciation to all the judges and assessors who participated. Their expertise, commitment, and meticulous approach have been vital in identifying the deserving winners of the Smart People Award. A special thank you goes to HKCSS and the HKICT Awards Secretariat Office for their invaluable support, which has ensured the seamless execution of this competition.

I encourage this year's awardees and participants to continue their pursuit of excellence and strive for a lasting impact that reaches far beyond the awards themselves. The Smart People Award is steadfast in its mission to recognize and nurture the incredible ICT talent in Hong Kong. I eagerly anticipate witnessing even more participants and groundbreaking projects next year, as we work together to benefit more communities and connect with the global information landscape.

Let us continue to dream big, innovate boldly, and inspire one another on this transformative journey!

恭賀所有2024年香港資訊與通訊科技獎：「智慧市民獎」的得獎者！

今年設立了兩個新類別：「智慧充權」和「智慧轉型」。旨在激勵非政府組織支持弱勢群體，幫助他們應對數碼時代的挑戰。看到基層員工倡導變革，推動多樣化專案的湧現，實在是令人振奮，而且提交的作品數量和品質都顯著提高。這突顯了社會福利機構在推動數碼轉型中所扮演的關鍵角色。參與團隊展現了對各個社區需求的非凡理解，熱情地推動創新解決方案，豐富社會福利。我向每一位不懈努力的參與者致以衷心的感謝。

謹代表評審團，衷心感謝所有參與的評審和審核人員。他們的專業知識和嚴謹態度對於選出「智慧市民獎」的獲獎者至關重要。特別感謝香港社會服務聯會和香港資訊與通訊科技獎秘書處的支持，確保本次比賽得以順利進行。

我鼓勵今年的獲獎者和參與者繼續追求卓越，並努力在獎項之外發揮更大的影響。「智慧市民獎」將會持續致力表彰和培養香港的資訊及通訊科技人才。期待明年看到更多參與者和開創性項目，讓更多社區及全球資訊網絡受惠。

讓我們繼續懷抱夢想，勇敢創新，在這場變革之旅中相互激勵！

## Smart People Award Judging Panel 智慧市民獎評審委員會



### Chairperson 主席

Mrs. Agnes MAK, MH, JP  
麥鄧碧儀女士，MH，JP  
Executive Director, iPrinciple Ltd  
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香港科技園公司創科培育及企業加速計劃 副總監

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劉翀先生  
Executive Director,  
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Executive Committee Member and Joint Chairperson of  
Accessible Transport and Travel Committee,  
Hong Kong Society for Rehabilitation  
香港復康會 執行委員會委員 無障礙運輸及旅遊委員會聯席主席

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Assistant Commissioner (Common Services and Sourcing),  
Digital Policy Office  
數字政策辦公室  
助理數字政策專員 (共用服務及採購)

Mr. Albert SU Yau-on  
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Chief Executive and Project Director of Geospatial Lab,  
Tung Wah Group of Hospitals  
東華三院 行政總監及地理空間實驗室項目總監

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Dean, Felizberta Lo Padilla Tong School of Social Sciences,  
Saint Francis University  
聖方濟各大學 湯羅鳳賢社會科學院院長

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楊建霞女士  
Chief Executive,  
Hong Kong Young Women's Christian Association  
香港基督教女青年會 總幹事

# Smart People Grand Award and Smart People (Smart Transformation (Solution for Charitable Sector)) Gold Award 智慧市民大獎 及 智慧市民(智慧轉型 (慈善機構方案))金獎

Hong Kong Young Women's Christian Association /  
St. James' Settlement / Hong Kong Lutheran Social Service, LC-HKS /  
Hong Chi Association

香港基督教女青年會 / 聖雅各福群會 / 香港路德會社會服務處 / 匡智會

<https://oprs.hk>



## The Hong Kong Jockey Club e-Platform to Achieve Smart Service for On-site Pre-school Rehabilitation Services (e-PASS OPRS)

With the generous support of The Hong Kong Jockey Club Charities Trust, Hong Kong Young Women's Christian Association, Hong Kong Lutheran Social Service, LC-HKS, St. James' Settlement, and Hong Chi Association have collaboratively developed "The Hong Kong Jockey Club e-Platform to Achieve Smart Service for On-site Pre-school Rehabilitation Service" (hereinafter referred to as "e-PASS OPRS"). e-PASS OPRS is specifically designed for on-site pre-school rehabilitation services and aims to comprehensively

## 香港賽馬會樂智通平台

「香港賽馬會樂智通平台」（下稱「樂智通」）蒙香港賽馬會慈善信託基金慷慨資助，由香港基督教女青年會、香港路德會社會服務處、聖雅各福群會及匡智會攜手合作研發。樂智通專為「到校學前康復服務」度身定制，特別透過自動排更功能安排服務時間，以全面提升服務質素與簡化行政流程。完成的時間表將自動顯示在員工、學校和家長的平台上，減少溝通時間並提高清晰度。

optimize service delivery and administrative processes, particularly through the automatic scheduling of service arrangements between professional staff and service users. Completed schedules are automatically displayed on staff, school, and service user platforms, reducing communication time and enhancing clarity.

Through this platform, not only is case management made more efficient, but staff are also empowered to make more effective professional interventions through cross-professional case information sharing. A cross-agency knowledge management module has been established within the platform, facilitating resource sharing among different service operators and collectively enhancing professional skills across various disciplines. Additionally, e-PASS OPRS strengthens connections between parents, schools, and service operators, offering appropriate support to all stakeholders and thereby ensuring an overall improvement in service quality and effectiveness.

透過樂智通，員工不僅能提升個案管理的效率，員工還能通過跨專業個案資訊共享，更有效進行專業介入。平台設有跨機構的知識管理模組，促進各機構共享資源及共同提升不同範疇之專業技能。同時，樂智通加強家長、學校及服務營辦機構之間的聯繫，為各持份者提供適切的支援，從而確保服務質素及成效得到全面提升。

### Comments from Judging Panel 評審委員會評語

The team effectively demonstrated how the pain points in arranging on-site preschool rehabilitation services were addressed through a smart e-platform that assists both clients and service providers. This system is scalable to accommodate additional NGOs. Additionally, the e-PASS OPRS can significantly reduce manpower requirements.

此團隊有效地展示了如何通過一個智能電子平台解決安排到校學前康復服務的痛點，這個系統具有可擴展性，可以滿足更多社福機構的需求。此外，OPRS 轉為樂智通可以顯著減少人力需求。

# Smart People (Smart Transformation (Solution for Charitable Sector)) Gold Award 智慧市民 (智慧轉型 (慈善機構方案)) 金獎

The Boys' & Girls' Clubs Association of  
Hong Kong / Talkbox Limited  
香港小童群益會 / Talkbox Limited  
<https://fans.bgca.org.hk/>



## BGCA Fans

BGCA Fans represents a significant milestone in the digital transformation of the Boys' & Girls' Clubs Association of Hong Kong (BGCA). This platform enhances service users' experience and satisfaction while optimizing BGCA's operations and data utilization. The BGCA Digital Transformation Project is generously funded by the Hong Kong Jockey Club Charities Trust, with system design and solutions provided by Talkbox Limited.

BGCA Fans offers a new one-stop family-friendly user experience for children, youth, and their families, simplifying the activity enrollment process across BGCA's service units in various districts, allowing users to track their participation history, and aiding the development of personalized user profiles. Additionally, its lottery mechanism ensures a fair and transparent system for securing activity slots. As part of this digital upgrade, BGCA has also introduced policy improvements, including fee reductions for low-income families, ensuring more effective and equitable support for those in need.

The key to the success of this digital transformation lies in strong communication and collaboration with diverse stakeholders. By valuing members' and staff's experiences and input, BGCA remains committed to upholding its people-centered values throughout this process.

## Comments from Judging Panel 評審委員會評語

This online enrollment system not only addresses the pain points of the organization but also benefits users, including underprivileged families who may struggle to spend time and money on cross-district bookings. It has streamlined operations and strategies for designing activities. It also enhances intra-organizational communication.

## BGCA Fans 香港小童群益會 活動資訊網站

BGCA Fans 活動資訊網站及手機應用程式是香港小童群益會(BGCA)推行數碼轉型的重要里程碑和成果，大大提升了服務使用者的體驗及滿意度，同時優化了機構營運及數據應用。BGCA數碼轉型計劃由香港賽馬會慈善信託基金慷慨捐助，由Talkbox Limited提供系統設計及解決方案。

BGCA Fans 簡化了BGCA在各區中心的活動報名流程，為兒童、青少年及家庭帶來全新一站式家庭友善的使用體驗，讓會員能瀏覽更個性化的帳戶和履歷。此外，抽籤機制確保了會員能更輕鬆及公平地獲得活動名額。BGCA在轉型中完善了不少政策及程序，包括支持低收入家庭的收費減免措施，令活動收費減免更公開透明及有效扶助有需要的家庭。

成功推動數碼轉型的關鍵在於與各持份者保持良好的溝通協作，重視會員及同事的體驗及意見，以貫徹BGCA以人為本的價值。

這個在線報名系統展示了該應用程式不僅解決了組織的痛點，還惠及用戶，包括那些可能難以花時間和金錢進行跨區預訂的弱勢家庭。它簡化了操作和活動設計的策略，並增強了組織內部的溝通。

# Smart People (Smart Transformation (Solution for Charitable Sector)) Bronze Award 智慧市民(智慧轉型(慈善機構方案))銅獎

**Baptist Oi Kwan Social Service**  
**浸信會愛羣社會服務處**  
<https://refresh.bokss.org.hk/>



## Re:Fresh E-Platform

Re:Fresh E-Platform integrates the principles of Lifestyle Medicine, incorporating the prevention and management of emotional disorders into daily life. Through comprehensive online support, it covers fundamental emotional education to early professional intervention, leveraging digital advantages to reduce psychological barriers to seeking help, enabling citizens to access support anytime, anywhere.

At the core of Re:Fresh is a sophisticated case management system that seamlessly connect online and offline services. It automates approximately 90% of administrative workflows, ensuring secure data management and enabling comprehensive data analysis.

Committed to digitalizing evidence-based therapeutic and assessment tools, the platform employs diverse modules including self-learning courses, interactive workshops, emotional assessments, and counseling. This approach provides citizens with appropriate personalized recommendations and services.

## Comments from Judging Panel 評審委員會評語

This mental health self-platform could effectively enhance one-on-one online counseling, streamlining manual workflows such as case management and enabling further analysis, including AI integration. They had thoughtfully designed the platform to manage privacy and web security.

## Re:Fresh 線上精神健康自助平台

「Re:Fresh線上精神健康自助平台」引入「生活型態醫學」的概念，將預防及管理情緒病結合日常生活。透過一站式線上支援，涵蓋基礎的情緒教育至早期的專業介入，並善用線上優勢，讓市民減低求助心理障礙，隨時隨地獲取支援。

平台以個案管理系統去貫穿線上及線下，不僅減省手動工序，簡化近九成的行政流程，同時將所有資料數碼化以便分析及追蹤。

平台致力將實證為本的治療及評估工具數碼化，並運用多元模組包括：自學課程、互動工作坊、情緒評估及輔導等，為市民提供適切的個人化建議及服務。

這個心理健康自助平台能有效提升一對一的在線輔導，簡化了如個案管理等手動工作流程，並為進一步分析（包括人工智能整合）提供了機會。他們對平台在隱私和網絡安全管理方面的設計非常周到。

# Smart People (Smart Transformation (Solution for Charitable Sector)) Certificate of Merit 智慧市民(智慧轉型(慈善機構方案))優異證書

Hong Kong Christian Service /  
The Chinese University of Hong Kong /  
Gusto XR Lab Limited  
香港基督教服務處 / 香港中文大學 /  
Gusto XR Lab Limited



## "VICTOR" - VR Training Protocol for Early Childhood Professionals

The VICTOR project aims to enhance the professional competence of childcare workers in Hong Kong's childcare centers (CCCs) and Early Education and Training Centers (EETCs) by addressing significant training gaps. A study revealed that high percentage of childcare workers felt unconfident to care for infants and toddlers, highlighting the urgent need for improved training programs.

Leveraging successful global practices in virtual reality (VR) training, particularly in medical fields, VICTOR is designed to provide immersive, real-life simulation experiences for early childhood professionals. The project employs a structured F.I.D framework (Facilities, Intervention mode, Data-informed practice) to develop VR training scenarios that allow staff to practice essential skills and receive real-time feedback. Data collected during VR training will inform tailored professional consultations with allied health professionals as needed.

By improving workforce professionalism and safety in handling high-risk infants, VICTOR aims to elevate the quality of early childhood education and training services, while also addressing demands for flexible training solutions. With continuous optimization, VICTOR holds potential for expansion, including training for new parents, thereby enhancing the overall childcare landscape.

## Comments from Judging Panel 評審委員會評語

The project adopted an innovative approach by using virtual reality (VR) to enhance training and coaching for caring for special infants, allowing for easy flagging and adjustment for trainees. It also showcased this transformation as an effective top-down approach.

## "VICTOR" 嬰幼專業培訓 - 虛擬實體混合模式新推展

VICTOR提供沉浸式的VR體驗令提供嬰幼兒關顧服務的工作員學習到不同照顧或訓練微技巧。該項目以結構化的F.I.D Innovation 為框架 (Facilities-設施、Intervention mode- 介入模式、Data-informed practice-數據指導)，開發出VR培訓場景，使專業同工能夠練習關鍵技巧並獲得即時反饋。在培訓過程中，VICTOR會收集及分析數據，然後顯示出需要治療師個別指導的專業同工出來，使他們可以得到量身定制的专业諮詢，並與相關治療師進行面對面的指導。

通過VR，VICTOR旨在提升嬰幼兒關顧服務的專業素養及在處理高風險嬰幼兒時的安全性，同時以靈活的方法讓參加者調整其培訓步伐。隨著持續優化，VICTOR具擴展潛力，未來還可延伸至新父母的培訓，進一步為香港提供持續進步的嬰幼兒照顧支援。

此項目採用了創新的方法，利用虛擬現實 (VR) 來改善對特殊嬰兒的護理訓練和輔導，便於學員進行簡單的標記和調整。它還展示了這一轉型為有效的由上而下的應用案例。

# Smart People (Smart Transformation (Solution for Charitable Sector)) Certificate of Merit 智慧市民(智慧轉型(慈善機構方案))優異證書

## St. James' Settlement 聖雅各福群會

<https://charitytoday.hk/>

### CharityToday

In May 2022, St. James' Settlement was funded by SIE Fund to launch CharityToday, a one-stop digital search and application system to maximise the impact of poverty alleviation in a new charity ecosystem. This mobile application combines search, application, and e-wallet functionalities, enabling individuals to efficiently identify and apply for appropriate subsidies.

The platform consolidates social welfare resources, offering service users streamlined access to a range of subsidy programmes. It also incorporates data analytics to enhance resource allocation by social welfare organisations, ensuring more precise and effective distribution. Through this innovative operational model, corporations can promote Corporate Social Responsibility (CSR) initiatives, enabling better use of social capital and improving the efficiency of subsidy delivery to those in need.

The system is linked to stored-value payment tools, establishing a new charity assistance operating model that provides beneficiaries with a dignified, flexible, and diversified means of receiving financial assistance.

### Comments from Judging Panel 評審委員會評語

This team demonstrated their commitment to including various minorities, such as through a multi-language interface. The platform is seen as having a strong opportunity for further scaling by integrating more stakeholders.



### 搜望・相助

2022年5月，聖雅各福群會獲社創基金資助推展一站式援助津貼計劃搜尋及申請平台CharityToday搜望・相助。平台是個結合搜尋、申請及電子錢包功能的手機應用程式，讓有需要人士能簡易地搜尋及申請合適的津貼。

平台透過手機應用程式整合社福資源，服務使用者能方便搜尋及瀏覽不同範疇的津貼計劃。平台同時提供數據分析，讓社福機構能更精準使用資源，透過創新的慈善援助運營模式，企業可共同籌劃企業社會責任項目，更有效地將津貼發放給社會上有需要人士，以凝聚社會資本及助貧。

系統連接儲值支付工具以便發放津貼，建立了全新的慈善援助運營模式，讓服務使用者能夠享有尊嚴、靈活和多元化的選擇。

此團隊展現了他們在照顧不同少數群體方面的周詳考慮，例如多語言介面。此平台具有良好的擴展機會，能進一步整合更多利益相關者。

# Smart People (Smart Ageing) Gold Award 智慧市民 (智慧樂齡) 金獎

## Medmind Technology Limited 醫念科技有限公司

<http://www.medmindtechnology.hk>

### PhysioPlay gamified physical training (& monitoring) system

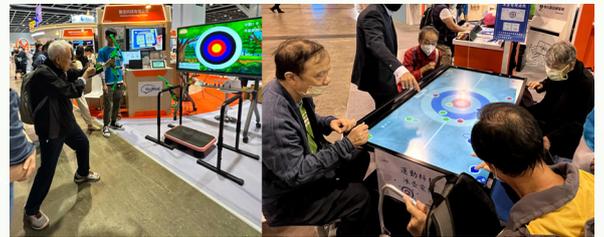
"PhysioPlay" is an innovative dynamic training game that combines physical therapy, gaming, and exercise, such as simulated skiing and archery. It utilizes simple equipment like interactive smart tables and AI camera posture recognition technology on smartphones/tablets to assist users in conducting exercise and rehabilitation training at home or in centers. This helps enhance muscle training, restore, and maintain mobility and daily living functions, especially for the elderly and stroke patients. Developed with user-friendly design and traditional training methods, incorporating local culture and integrating real sports equipment with technology, this engaging experience encourages voluntary participation, reduces the workload of institutional staff, and provides personalized data tracking through reports. The platform tracks and analyzes user performance, offering data for caregivers and healthcare professionals for follow-up purposes.

#### Features:

1. Integrates esports, daily life, and local culture to encourage personalized training.
2. Aging-in-place and home training: Utilize tablets or smartphones for motion detection, requiring no additional devices.
3. Interactive group training: Supports multiplayer participation, enhancing social interaction.
4. Automatically records and adjusts game difficulty for a unique training experience.
5. User-friendly design, easy to use, with voice guidance and text prompts.
6. AI-powered detection and analysis reports to monitor and assess health conditions.
7. Therapists can design individual training tasks for precise training and data collection.
8. Daily tasks encourage self-training

### Comments from Judging Panel 評審委員會評語

These movement games can support rehabilitation for older adults with frailty. Some of the games facilitate home-based care through a tablet at a reasonable cost.



### 「復康樂」遊戲化運動訓練系統

「復康樂」是一款創新的動態訓練遊戲，結合物理治療、遊戲和運動，例如模擬滑雪、射箭，例如互動智能桌和手機/平板電腦的AI鏡頭姿勢識別技術，幫助用戶在家和在社福機構進行運動和復康訓練，加強肌肉訓練，預防跌倒，維持活動能力和日常生活功能，尤其是長者和中風患者。我們採用了用家友善的設計在傳統訓練方法，加入本土文化作研發，將真實的運動器材和科技結合。這有趣的體驗鼓勵用家自願參與，減少機構同事的工作量，並透過報告提供個性化的數據追蹤。平台追蹤並分析用戶表現，為照顧者和醫護專業人員提供數據作跟進用途。

#### 特色:

1. 融合運動電競、日常生活及本土文化，鼓勵個人化訓練。
2. 居家安老、在家訓練：利用平板或智能電話進行動作檢查，無需其他裝置。
3. 互動小組訓練：支持多人同玩，增強社交互動。
4. 自動記錄和調節遊戲難度，提供獨特訓練體驗。
5. 用家友善設計，簡單易用，配有語音導向和文字提示。
6. AI識別技術及智能分析報告，幫助監察和評估健康狀況。
7. 治療師設計個別訓練任務，進行精確訓練和數據收集。
8. 每日任務鼓勵自主訓練。

這系列的運動遊戲能支持虛弱長者的康復。當中一些遊戲可通過平板電腦支持家庭護理，且成本合理。

# Smart People (Smart Ageing) Silver Award 智慧市民 (智慧樂齡) 銀獎

SmartAge Intelligence Limited  
智齡生活有限公司  
<https://smart-age.net/>

## SmartAge Home System

SmartAge Intelligence Limited revolutionizes elderly care with accessible and innovative telenursing solutions with AI technology. Our mission is to provide holistic support for independent elderly individuals with minimal assistance needs. By merging advanced technology with nursing expertise, we offer innovative services that enable aging in place and foster independence with dignity.

Recognizing the challenges of early health risk detection and quality nursing services for the elderly and their families, the SmartAge team has crafted the proactive preventive care based SmartAge Home System. This revolutionary platform tracks daily activity patterns, issues health alerts, and provides compassionate guidance, ensuring continuous family support regardless of location.

In the SmartAge Care Service, telenurses utilize data and AI to identify needs, provide triage services, and link seniors with community resources, streamlining case management. This AI-driven SmartAge platform analyzes activity patterns to detect risks and enable timely interventions, combining technology and nursing expertise for personalized care.

SmartAge is committed to leveraging technology and social innovation for elderly well-being. Supported by prestigious programs (SIE Fund, Cyberport Incubation, Hong Kong Housing Society and Cyberport Proof-of-Concept (PoC) Programme) and organizations (CUHK InnoPort), we are dedicated to positively impacting elderly care through our integrated solutions.

## Comments from Judging Panel 評審委員會評語

The system emphasizes home-based activity tracking through the installation of multiple sensors and telenursing for risk assessment to support home care. It plays a crucial role in the early detection of health problems, such as depression and dementia.



## 智齡生活居家系統

智齡生活革新長者護理，以人工智能技術提供創新且可及的遠程護理預防方案。我們的使命是透過運用尖端科技和專業遠程護理，促進長者居家安老。

智齡生活理解長者及其家人面對健康風險預測和高質護理服務的困難，因此研發了長者智齡家居系統。透過人工智能分析日常活動模式變化，系統會生成健康預警和提供相關問卷指導家人關心長者，讓家人能夠遠程持續支援。長者智齡護理服務利用這些數據和人工智能進行個人化的長者健康管理，包括預防護理、分診和轉介社區資源，提升個案管理效率。在數碼港和社會創新及創業發展基金的支持下，智齡生活通過尖端科技和專業護理提升長者的福祉。

此系統強調通過安裝多個傳感器和遠程護理進行居家活動追蹤及風險評估，以支持家庭護理。它在早期檢測老年人健康問題（如抑鬱症和癡呆症）方面發揮著重要作用。

# Smart People (Smart Ageing) Silver Award 智慧市民 (智慧樂齡) 銀獎

The Hong Kong University of Science  
and Technology / Alpha Vision  
Technology Limited

香港科技大學 / 領先智能科技有限公司

<https://hkust.edu.hk/>

<https://www.alphavision.tech/>

## Privacy-Preserving Elderly Monitoring with a Novel Edge AI Camera

Hong Kong is facing the pressing escalating challenge of ageing. In order to alleviate elderly home labour shortage and facilitate elderly care, the government has been advocating aging in place and intergenerational caregiving.

The edge AI camera and system has been under research and development in Prof. Gary Chan's research team for years. HKUST is collaborating with Alpha Vision Technology Limited and Lotus International Charity Foundation to launch the system as "SafeOne", providing healthcare and monitoring for the daily lives of the elderly.

By streaming the activities of the elderly, summarizing the activities and providing real-time alerts, the product improves the monitoring experience of caregivers with privacy protection, and supports active detection of life-threatening situation to safeguard the life of singleton elderly. The system uses a camera based edge AI to ensure that all data is processed locally and no images or videos can be recorded or transmitted, thereby ensuring the user's privacy and confidentiality.

## Comments from Judging Panel 評審委員會評語

This fall detection sensor has been developed to be sensitive while preserving personal privacy. The embedded AI system can detect various postures based on an individual's condition. The hardware and software costs are affordable, indicating strong potential for widespread adoption.



## 創新的邊緣人工智能攝影機： 保障私隱 看護長者

香港正面臨日益嚴峻的老齡化挑戰。為紓緩安老機構人力不足的問題及提升長者護理水平，政府一直提倡居家安老和跨代照顧。

陳雙幸教授的研究團隊中進行了多年邊緣人工智能攝影機和系統的研究和開發。研究團隊與領先智能科技有限公司及蓮花國際慈善基金會合作推出名為『一步安心』的系統，為長者的日常生活提供健康看護和監察。

通過持續檢測長者的活動，判斷危險行為並發出即時警報，產品提高了照顧者的看護體驗，亦同時對私隱進行保護，主動檢測可能危及生命安全的狀況，從而保護獨居長者的生命安全。系統使用了基於邊緣人工智能的攝影機，確保在本機處理所有數據並不會留下任何紀錄、輸出或傳輸圖像或視頻，從而保護了使用者的私隱和資料的保密性。

這個跌倒檢測傳感器具有靈敏度並能保護個人隱私，其嵌入式AI系統能根據個人的狀況檢測各種姿勢。硬件和軟件的成本是可負擔的，顯示出能被廣泛採用的良好潛力。

# Smart People (Smart Ageing) Certificate of Merit 智慧市民 (智慧樂齡) 優異證書

## Sinovated Technology Limited 倩創科技有限公司

<https://www.sinovatedtech.com/saferin>

### SAFERIN

The elderly care facilities are facing a severe manpower shortage, compounded by a rapidly aging population. This situation forces caregivers to attend to multiple elderly individuals simultaneously, increasing their workload and hindering the immediate response to the various needs of seniors. Consequently, this raises the risk of accidents and negatively impacts the quality of life for the elderly.

SAFERIN integrates three innovative features to address these challenges.

1. Nurse-On-Demand System - Utilizes artificial intelligence technology to proactively analyze the needs of elderly, prioritizing the severity according to urgency and dispatching caregivers automatically, thereby effectively reducing waiting times.
2. Smart Guardian Alert System - Employs non-inclusive sensors to detect any abnormal behaviors among the elderly (such as falls, wandering, etc.), ensuring their safety.
3. Ez-HealthCare System - Automatically analyses the health conditions and risks of elderly, facilitating caregivers in recording and managing health data, and developing appropriate care plans.

By enhancing the quality of services provided in the elderly care facilities, elderly can receive more timely and appropriate attention, ensuring a more comfortable and secure later life.

### Comments from Judging Panel 評審委員會評語

This project is innovative, as it develops an AI voice-to-text system to assist the elderly in seeking help. It has significant potential to address the challenge of manpower constraints in aged care and other applications.



### 智護老

安老院舍面臨嚴重的人手短缺問題，加上日益增長的人口老化，迫使護理員需同時照顧多名長者，增加了他們的工作負擔，也使長者的各項需求無法得到即時回應，增加發生意外的風險，影響長者的生活品質。

「智護老」通過整合三大創新功能為一體，以應對上述挑戰：

1. 快護通 - 使用人工智能主動分析長者需求，按其緊急程度進行優先排序並自動調配護理員，有效縮短長者等候時間
2. 護老警衛 - 使用傳感器檢測長者異常情況（如跌倒，遊走等），保障長者安全
3. 護理易 - 自動分析長者的健康狀況及風險，並方便護理人員記錄和管理長者健康數據，制定合適的護理方案

通過提升院舍服務質素，長者可獲得更妥善和適時的照顧，安享晚年生活。

這個項目的創新之處在於開發了AI語音轉文本系統，以支持長者尋求幫助。它在應對長者護理人力資源有限的挑戰以及其他應用方面具有良好的潛力。

# Smart People (Smart Ageing) Certificate of Merit 智慧市民 (智慧樂齡) 優異證書

## The Hong Kong Society for the Aged 香港耆康老人福利會

<https://www.olink.hk>

### Jockey Club OLink Hub

Jockey Club Olink Hub is Hong Kong's online virtual elderly center tailored specifically for middle-aged and older adults, as well as caregivers. Through its innovative digital platform, it delivers comprehensive support and services, encompassing three core areas: online learning, professional support, and capacity building.

The online learning component offers a rich array of courses covering health, interests, and skills training, enabling seniors to continue their personal growth and education from the comfort of their homes. Professional support is provided through the chatbot "eElderly Helper" and online social worker consultations, offering instant access to community service information and addressing the physical and mental health needs of both the elderly and their caregivers.

In the realm of capacity building, the Hub trains seniors to become "Digital Mentors," encouraging active societal participation and empowering them to teach digital skills to their peers. The "eElderly Partners" initiative brings together a diverse network of hundreds of partners from various sectors, collaborating to provide a wide range of services and resources for the elderly community.

Jockey Club Olink Hub is dedicated to continuous innovation and service optimization, driving the digital transformation of elderly services. Its ultimate goal is to foster a vibrant, mutually supportive online community for Hong Kong's middle-aged and older adults, enhancing their quality of life in the digital age.

### Comments from Judging Panel 評審委員會評語

This virtual elderly community centre invites experts from various disciplines as speakers, older adults are empowered to become key opinion leaders (KOLs) with support, helping to enhance their digital literacy.



### 賽馬會傲齡匯

賽馬會傲齡匯是香港專為中高齡人士及護老者而設的網上虛擬長者中心，通過創新數碼平台提供全方位支援和服務，包括三大核心服務：線上學習、專業支援和能力建立。

線上學習提供豐富多樣的課程，涵蓋健康、興趣和技能培訓等領域，讓長者足不出戶持續學習成長。專業支援方面，透過對話機械人「長青小幫手」和社工網上會面，為長者和護老者提供即時社區服務資訊查詢，照顧他們的身心健康需求。能力建立方面，通過培養長者成為「數碼師傅」，鼓勵他們積極參與社會，教導更多長者掌握數碼科技。「長青拍檔」匯聚數百個來自不同領域的合作夥伴，共同為長者提供多元化服務和資源。

賽馬會傲齡匯致力創新和優化服務，推動長者服務數碼化，為香港中高齡人士和長者創造充滿活力、互助互愛的網上社區。

此虛擬長者中心除了邀請來自各個學科的專家擔任講者外，長者也獲得成為意見領袖 (KOL) 的機會，有助於提升他們的數碼素養。

# Smart People (Smart Empowerment) Gold Award 智慧市民 (智慧充權) 金獎

Bridge AI Limited /  
Lenovo Group Limited  
貝智人工智能有限公司 / 聯想集團有限公司

<https://www.bridge.edu.hk>

<https://www.lenovo.com>

## AI Hub for Special School - AI-powered classroom designed to significantly enhance Special Education Needs (SEN)

Bridge AI and Lenovo are joining forces to revolutionize special education in Hong Kong with the power of AI and establishing the first AI Hub. The newly established AI Hub represents a giant leap forward in providing tailored education and empowering a brighter future for SEN students. The initiative aims to utilise AI to develop a SEN expert system that operates within professional therapeutic models, such as Applied Behaviour Analysis (ABA). This system will learn from the techniques and experiences of therapists while simultaneously observing and recording data on students' responses, emotions, and environmental changes throughout the therapeutic process, and also accelerate the creation of Individualised Education Plans (IEPs), clearing backlogs and ensuring timely support and intervention for students. These empower therapists and educators to deliver timely, individualized support for the growing number of SEN students.

## Comments from Judging Panel 評審委員會評語

This system can significantly improve the efficiency of special education needs (SEN) teachers and therapists, and the close collaboration between non-profit organizations and government sectors is remarkable.



## 專為特殊學校打造的人工智能中心- 人工智能驅動的課堂旨在顯著提升特殊教育

貝智人工智能 (Bridge AI) 與Lenovo合作，設立首個人工智能中心：透過人工智能系統的即時數據收集和多維度實時分析，為有特殊教育需要 (Special Education Needs, 簡稱SEN) 的學童，提供量身定制且快速生成的輔助學習課程；為老師及治療師提供更精準的學習成效評估。期望利用AI構建SEN專家系統，在專業治療模式，例如應用行為分析 (Applied Behaviour Analysis, 簡稱ABA) 的過程中，透過AI學習治療師的技術和經驗，同時觀察並記錄學生在治療過程的反應、情感和環境變化等數據，從而生成更精準的個人化學習計劃 (Individualised Education Plans, 簡稱IEPs)，確保更多學生得到適時的支援及介入。

此系統可以顯著提高特殊教育需求 (SEN) 教師和治療師的效率，而且非牟利機構與政府部門之間的密切合作令人讚賞。

# Smart People (Smart Empowerment) Silver Award 智慧市民 (智慧充權) 銀獎

Haven of Hope Christian Service /  
Hong Kong Univisual Intelligent  
Technology Limited  
基督教靈實協會 / 獨聚慧眼科技有限公司

<https://www.hohcs.org.hk>

<https://www.hkuit.com>

## Head to Head Fighting and Fall Detection System

The Department of Electrical and Electronic Engineering at the University of Hong Kong has developed a ground-breaking technology named "Head to Head Fighting and Fall Detection System." This system overcomes the limitations of analysing single static images by enabling real-time analysis of human posture and movements, effectively detecting situations that require attention. By utilizing edge computing, the technology allows skeletal information and identification of key points on the body with the video footage from CCTV cameras after process by the GPU processor.

The system can recognize behaviours of residents in care facilities, such as fighting or falling, and will trigger an alarm upon detecting anomalies. By processing footages at the edge, it ensures that images from places that require privacy like bathrooms and bedrooms, will not be stored nor will it be accessed by any person to safeguard residents' privacy.

Furthermore, the technology includes an anomaly handling system that allows care facility managers to easily review incidents and take appropriate follow-up actions, such as instructing staff on further investigation on the cases and report to supervisors. As a result, the efficiency and accuracy of incident management is enhanced so as the safety and well-being of the residents.

## Comments from Judging Panel 評審委員會評語

This is a fall detection system that is simple and easy to use. It will save manpower and allow residents to have more autonomy. The system can learn and improve over time to reduce false alarms.



## 需關注行為及跌倒偵測系統

香港大學電機電子工程系運動人工智能實驗室研發嶄新「需關注行為及跌倒偵測系統」，打破分析單張靜態圖像信息的局限，系統可實時分析影像中人體的姿勢及動作，準確有效地偵測需關注情況。這技術利用了邊緣計算，來自閉路電視攝影機的視訊影像被輸入 GPU 邊緣處理器以提取骨架資訊，可以偵測到身體的關鍵點。

系統可以確定院舍院友的行為，例如打架、倒下等，一旦發現異常情況就會觸發警報。把影像在邊緣GPU分析處理，確保在私隱地方包括睡房、洗手間的影像不會儲存及被其他人看到，保障院舍院友私隱。

除了AI檢測系統之外，還配以一個異常狀況處理系統，讓院舍負責人可以容易地翻查異常狀況，並作出適當的跟進，例如要前線同事跟進個案、或要上報上司，以加強事故處理效率和準確度。

這是一個簡單易用的跌倒檢測系統。它將節省人力，並讓居民擁有更多自主權。此系統能夠隨著時間的推移進行學習和改進，以減少誤報。

# Smart People (Smart Empowerment) Bronze Award 智慧市民 (智慧充權) 銅獎

## Vidi Labs Limited

<https://seekr.hk/>



### Seekr

Seekr, developed by Vidi Labs, is a groundbreaking compact AI wearable device designed specifically for the visually-impaired community. Unlike traditional bulky medical-looking assistive devices, Seekr is a camera-equipped clip-on device no bigger than a matchbox. It utilizes edge AI technology to collect visual data and send a curated audio feed of information to users through any Bluetooth-enabled earpiece. The device incorporates advanced features such as depth estimation, object and obstacle detection, and text detection. Seekr's user-centric design, developed with input from the visually-impaired community, focuses on usability, reliability, convenience, discreetness, and affordability. The core value proposition of Seekr is to create a sense of independence and dignity for visually impaired people (VIPs) by helping them identify objects from a distance, ensuring safety and comfort in public spaces. This innovative approach to assistive technology aims to significantly improve the quality of life for VIPs in their daily activities.

### Seekr

Seekr由Vidi Labs開發，是一款突破性的小型AI可穿戴設備，專為視障群體設計。與傳統笨重的醫療輔助設備不同，Seekr 是一款配備攝影機的夾式設備，大小不及火柴盒。它利用邊緣人工智能技術來收集視覺數據，並透過任何支援藍牙的耳機向用戶發送音頻資訊。該設備整合了深度估計、物體和障礙物檢測以及文字檢測等高級功能。Seekr 以使用者為中心的設計是根據視障社群的意見而開發的，重點是可用性、可靠性、便利性、謹慎性和可負擔性。 Seekr 的核心價值主張是透過幫助視障人士 (VIP) 遠距離識別物體，為他們創造獨立感和尊嚴感，確保其使用公共空間時的安全和舒適。這種創新的輔助技術方法旨在顯著提高視障人士日常活動的生活品質。

### Comments from Judging Panel 評審委員會評語

This is a device that assists VIPs in navigating their environment by reading text, images, and scenarios. The product shows great promise, supported by a large team in Hong Kong.

這是一個幫助視障人士在環境中導航的設備，能夠閱讀文本、圖像和場景。此產品前景非常可觀，並受到香港一個大型團隊的支持。

# Smart People (Smart Empowerment) Certificate of Merit 智慧市民 (智慧充權) 優異證書

## Kazoo Technology (Hong Kong) Limited 實立科技(香港)有限公司

<https://turtleteach.com>



### Turtle Teach

Turtle Teach is the teacher's edition of the Turtle Learn product line. It is an easy-to-use web platform that allows teachers to easily use the existing digital assets in all of Turtle Learn products to create interactive teaching modules and exported to our Turtle Classroom stored in the cloud, to be later logged in by students via iPads to play and interact with teachers in real time.

- Personalized student analytics
  - Pinpoint each student's area of weakness to provide personalized assistance
- Create customized class materials with ease
  - Create and share visual and audio-rich teaching resources with colleagues
- Grade paper-based exercises effortlessly
  - Let traditional teaching methodologies also improve
- AI assisted sentences structure building
  - Create new example sentences for students on-the-fly
- Solid Chinese character database
  - Easily create writing exercised based on the canonical vocabulary database by the Education Bureau of Hong Kong
- Readily connect with large student bodies
  - Connect with current and future users of the Turtle Learning products

### Comments from Judging Panel 評審委員會評語

This is an improved 2.0 version, now a platform for young children, particularly for Non-Chinese Speaking (NCS) and Special Educational Needs (SEN) students learning Chinese. It includes several exciting features: AI-based character-sequence checking, allowing teachers to participate in content creation, and real-time monitoring of students' performance.

### 《旅龜教學》平台

《旅龜教學》是配合《旅龜學習》產品系列的教師版本。《旅龜教學》讓教師輕鬆設定及使用在《旅龜學習》產品中的固有內容，通過在網上創建互動式的教學模塊，然後輸出到雲端服務器，供學生通過 iPad 登入旅龜教室實時上課遊玩。

- 大數據個人化成績
  - 精準針對每個學生較弱範疇進行跟進
- 輕易教材製作
  - 結合圖像和語音，並與好友老師互相分享資源
- 創工作紙及AI評分
  - 讓傳統教學模式效能也提升
- AI協作造句創作
  - 幾個簡單指令即能源源不絕創作新的造句題目
- 龐大字庫
  - 輕鬆製作《香港小學學習字詞表》生字的AI筆順練習
- 連結龐大學生群
  - 為教師而設，連結《旅龜學習》產品的現有及將來用戶

這是改進的2.0版本，現在是一個針對年幼兒童的平台，特別是非華語和特殊教育需要(SEN)學生學習中文。它包含幾個令人興奮的功能：人工智能的筆順檢查、允許教師參與內容創建，以及實時監控學生的表現。

# Smart People (Smart Empowerment) Certificate of Merit 智慧市民 (智慧充權) 優異證書

The Nethersole School of Nursing,  
Faculty of Medicine,  
The Chinese University of Hong Kong /  
ACTuWISE Limited  
香港中文大學醫學院那打素護理學院 /  
ACTuWISE Limited

<https://www.nur.cuhk.edu.hk>

<https://actuwise.org>

## Pai.ACT: AI-driven Acceptance and Commitment Therapy for Tailored Mental Health

Pai.ACT is a patented mobile application that integrates deep learning with Acceptance and Commitment Therapy (ACT) to offer AI-assisted chatbot consultations for parents of children with special needs. Utilizing a RoBERTa model trained on over 18,000 real ACT session dialogues and enhanced by OpenAI technology, Pai.ACT achieves an interpretation accuracy exceeding 90%, comparable to experienced ACT therapists. It excels in identifying psychological inflexibility and provides personalized ACT-based dialogue and self-guided materials, effectively triaging cases to 1-on-1 counselling for timely mental health interventions.

Launched in November 2023, Pai.ACT partners with local NGOs supporting Special Educational Needs (SEN) services. It has benefited over 850 SEN families and trained 317 paraprofessionals in ACT methodologies. This solution significantly enhances access to mental health support for this demographic.

Pai.ACT demonstrates the potential of combining AI with mental health services in Hong Kong. Its counselling service has significantly improved symptoms of depression and anxiety in parents for at least six months after intervention. Representing a major advancement in AI-integrated therapeutic practices, Pai.ACT offers an efficient and accessible approach to mental health care, meeting the unique needs of parents and caregivers in the SEN community.

## Comments from Judging Panel 評審委員會評語

This is a highly innovative application of its kind, utilizing AI chat for assessments of Special Educational Needs (SEN) parents and, to some extent, for emotional counseling.



## Pai.ACT: 為個人化心理健康量身訂製的AI接 納與承諾療法

Pai.ACT是專為有特殊需要子女家長設計的專利手機應用程式。結合深度學習與接納與承諾療法 (ACT)，利用 RoBERTa 模型，經過18,000篇真實的ACT輔導會談文本訓練，結合OpenAI技術，使聊天機器人能以媲美經驗豐富的ACT輔導員，以超過90%精確率，提供一節ACT輔導。自2023年11月推出以來，與本地NGO合作，已惠及超過850個家庭，並培訓了317名輔助專業人員掌握ACT。

Pai.ACT為照顧特殊需要兒童的父母提供個性化ACT輔導流程與自學材料，並分流需要進一步輔導的個案進行一對一的ACT輔導。研究證實，Pai.ACT是科學嚴謹且具成本效益的方法，能有效改善家長的抑鬱和焦慮症狀。

Pai.ACT展示了人工智能與心理健康服務在香港的潛力，提供高效且易於獲取的心理健康護理服務，滿足 SEN 社區家長和照顧者的需求。

這是一個非常創新的應用，利用人工智能聊天功能對特殊教育需要 (SEN) 家長進行評估，並提供一定程度的情緒輔導。

# Smart People Best Use of AI Award 智慧市民最佳人工智能應用獎

**Bridge AI Limited /  
Lenovo Group Limited  
貝智人工智能有限公司 /  
聯想集團有限公司**

<https://www.bridge.edu.hk>

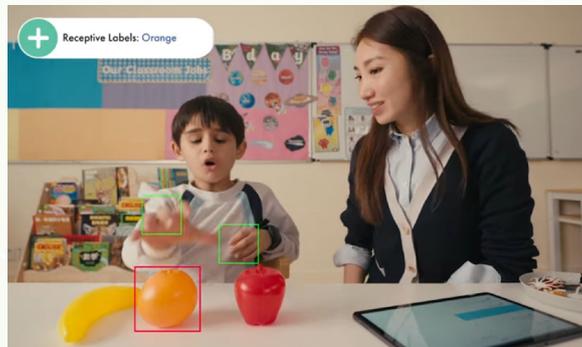
<https://www.lenovo.com>

## AI Hub for Special School - AI-powered classroom designed to significantly enhance Special Education Needs (SEN)

Bridge AI and Lenovo are joining forces to revolutionize special education in Hong Kong with the power of AI and establishing the first AI Hub. The newly established AI Hub represents a giant leap forward in providing tailored education and empowering a brighter future for SEN students. The initiative aims to utilise AI to develop a SEN expert system that operates within professional therapeutic models, such as Applied Behaviour Analysis (ABA). This system will learn from the techniques and experiences of therapists while simultaneously observing and recording data on students' responses, emotions, and environmental changes throughout the therapeutic process, and also accelerate the creation of Individualised Education Plans (IEPs), clearing backlogs and ensuring timely support and intervention for students. These empower therapists and educators to deliver timely, individualized support for the growing number of SEN students.

## Comments from Judging Panel 評審委員會評語

This system can significantly improve the efficiency of special education needs (SEN) teachers and therapists, and the close collaboration between non-profit organizations and government sectors is remarkable.



## 專為特殊學校打造的人工智能中心 - 人工智能驅動的課堂旨在顯著提升特殊教育

貝智人工智能 (Bridge AI) 與Lenovo合作，設立首個人工智能中心：透過人工智能系統的即時數據收集和多維度實時分析，為有特殊教育需要 (Special Education Needs, 簡稱SEN) 的學童，提供量身定制且快速生成的輔助學習課程；為老師及治療師提供更精準的學習成效評估。期望利用AI構建SEN專家系統，在專業治療模式，例如應用行為分析 (Applied Behaviour Analysis, 簡稱ABA) 的過程中，透過AI學習治療師的技術和經驗，同時觀察並記錄學生在治療過程的反應、情感和環境變化等數據，從而生成更精準的個人化學習計劃 (Individualised Education Plans, 簡稱IEPs)，確保更多學生得到適時的支援及介入。

此系統可以顯著提高特殊教育需求 (SEN) 教師和治療師的效率，而且非牟利機構與政府部門之間的密切合作令人讚賞。

# Introduction of Leading Organiser 籌辦機構簡介



The Hong Kong Council of Social Service (HKCSS) is a statutory body established in 1947. Together with our Agency Members, we uphold social justice and equality in our mission to advance the well-being of the Hong Kong community. The HKCSS is committed to building an impact-oriented, collaborative and innovative social service sector, and co-creating a better society with stakeholders across different sectors. The HKCSS has 520 Agency Members, and operate more than 4,400 service units throughout Hong Kong, providing high-quality social services to those in need.

社聯為法定團體，於1947年成立，與機構會員共同信守社會的公義、公平，以社會福祉為依歸。社聯致力帶動一個具影響力、彼此合作，靈活創新的社會服務界，並透過跨界別協作，與各持份者同行共創。社聯現時有520個機構會員，他們營運超過4,400個服務單位，服務遍布全港，為市民提供優質社會服務。

## Enquiry 查詢

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## Acknowledgement 鳴謝

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張麗華女士

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方保僑先生

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Prof. WONG Yu-cheung  
黃於唱教授

The Hong Kong Council of Social Service  
香港社會服務聯會

Hong Kong Information Technology Federation  
香港資訊科技商會

iPrinciple Ltd.

Saint Francis University  
聖方濟各大學

# Acknowledgement 鳴謝

## Judging Panel 評審委員會

### Smart Transformation (Solution for Charitable Sector) 智慧轉型 (慈善機構方案)

**Chief Assessor** Mr. CHAN Yue-chun  
**主席評審** 陳宇俊先生

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發展局

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