

102

個服務單位和計劃，  
涵蓋全港多個服務範疇

service units and projects,  
providing multi-service  
throughout the territory

全年受惠總人次超過  
Total number of beneficiaries over

1,220,000

people during the year



榮獲外界  
獎項及嘉許

9

個  
awards / recognitions  
received during the year





顧客對服務單位表現感到滿意\*  
satisfactory rate of service  
units performance\*



名員工全力提供  
優質服務  
employees providing  
quality services

連繫各界，組織義工服務，讓  
Liaising with various stakeholders to  
organise volunteering services benefiting

**72,138**

人次受惠  
people



\*根據本機構2019-2020年度顧客服務關鍵績效指標調查結果；「感到滿意」包括大部分/完全滿意。  
\*Based on the result of 2019-2020 Customer Service KPI survey; "Satisfaction" included mostly satisfied/ fully satisfied.