

# CFSC 服務成效

in Numbers



**75** 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

Total number of beneficiaries over

全年受惠  
總人次超過



**950,000**

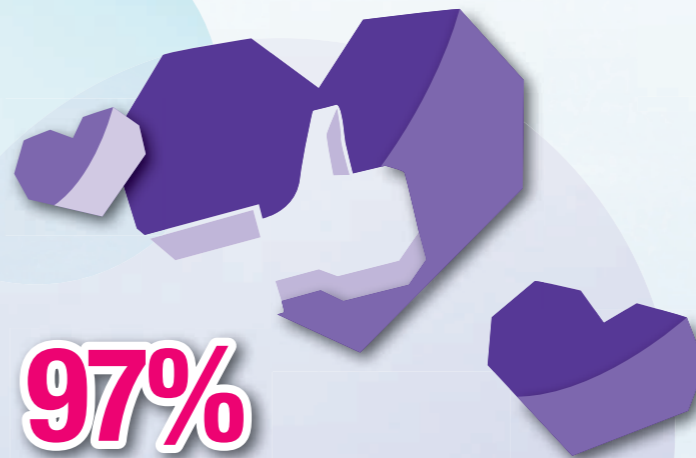
people during the year



**1,115**

名員工

employees, 全力提供優質服務  
providing quality services



**97%**

顧客對服務單位表現感到滿意\*

satisfactory rate of service units performance\*



**5**

個新單位和計劃投入服務

new service units and projects established and commenced



連繫各界，組織義工服務，讓

Liaising with various stakeholders to organise volunteering services benefiting

**139,999**

人次受惠  
people



榮獲外界獎項及嘉許

**20**

個  
awards / recognitions received during the year

\* 根據本機構 2015-2016 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 2015-16 Customer Service KPI survey; 'Satisfaction' included mostly satisfied / fully satisfied