

106

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

1,200,000
people during the year



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

98.15%

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



榮獲外界
獎項及嘉許



30
個
awards /
recognitions
received
during the
year

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



116,820
人次受惠
people

*根據本機構2018-2019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 2018-2019 Customer Service KPI survey; "Satisfaction" included mostly satisfied / fully satisfied.