

# 服務成效

CFSC in Numbers



123

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

1,300,000

people during the year



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

**150,350** 人次受惠  
people



榮獲外界獎項  
及嘉許

**12** 個  
awards / recognitions  
received during the year



**96.55%**

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

\* 根據本機構 2021-2022 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 2021-2022 Customer Service KPI survey; "Satisfaction" included mostly satisfied / fully satisfied.