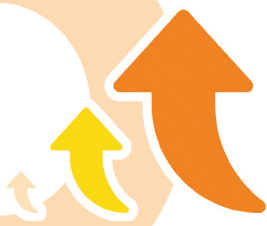


Service Statistics

CFSC in Numbers



132 service units and projects, covering the diverse needs of service users

Total number of beneficiaries over

2,468,000

during the year



3,168 employees providing quality services

96.97%

satisfactory rate of service unit performance*



Liaising with various stakeholders to organise volunteering services benefiting

164,828 people



*Based on the result of the 2024-2025 Customer Service KPI survey, "Satisfaction" included mostly satisfied/ fully satisfied.

Service Statistics

Service Statistics

2024-2025

(as of 31st March 2025)

Children and Family Services

No. of sessions of children's development programmes	129
No. of sessions of family harmony programmes	209
No. of cases receiving domestic violence support	205
No. of cases receiving support in family functioning	1,334
No. of cases of Clinical Psychological Services	112

Youth and Education Services

No. of youths counselled	910
Attendance of consultation services	10,477
No. of sessions of youth development programmes	1,688
No. of sessions of community involvement and services	459
No. of sessions of social, sports, and art skills development programmes	247
No. of students receiving early childhood education	313
Attendance of continuing education programmes for children and youth	35,295

Service Statistics

Elderly Care Services

No. of elderly people receiving residential care services	244
No. of home-delivered meals	351,433
No. of elderly people receiving community care services	4,723
No. of hours of care and nursing services	76,234
No. of community connection events for the elderly	769
No. of rehabilitation training sessions	108,204

Services for People with Disabilities

No. of cases of residential services for people with disabilities	1,236
No. of cases of people with disabilities integrated into the community	2,580
No. of carer members	1,221
Programme hours of potential development and life enrichment activities	65,162
Service hours of nursing care and health awareness programmes	24,507
Service hours of therapeutic sessions	45,889
Programme hours of self-help and mutual aid facilitation for family members	2,478

Mental Health Services

No. of cases of ex-mentally ill persons using residential services	93
No. of cases of children and adolescents receiving mental health interventions	159
No. of cases of ex-mentally ill persons receiving support for community integration	675
No. of people who attended mental health education and promotion programmes	47,503
Service hours of the recovery programmes	13,773
Counselling hours of the recovery facilitation services	7,408
No. of cases of carers receiving mental health interventions	316
No. of cases of elderly people receiving mental health interventions	210

Service Statistics

Active Ageing Services

No. of members of District Elderly Community Centres	4,063
No. of carer members	1,117
No. of cases of socially isolated elders and elderly couples	2,255
No. of elderly people receiving counselling services	816
Attendance of active ageing activities	198,820
No. of collaborating partners	210
No. of recipients of networking support services provided by volunteers	18,431

Primary Health Care Services

No. of attendance of new cases	38,234
No. of service attendance in the year	344,023
No. of attendance of health education programmes	31,252
No. of attendance of health check-ups	27,244
No. of health education programmes	688

Opportunities and Inclusion for People with Disabilities

No. of cases receiving practical job training and employment support services	614
No. of hours of pre-job training	429,399
Attendance of personal and social development programmes	11,528
Attendance of community inclusion programmes	31,012
No. of collaborative partners supporting Opportunities and Inclusion for People with Disabilities	220
No. of employment hours created for people with disabilities	13,807

Service Statistics

Environmental Protection and Green Living

No. of Urban Farmers	1,330
Attendance of environmental protection and green living events	364,339
Attendance of horticultural therapy services	1,819
Total hours of green education events	4,928
No. of collaborating partners in environmental protection and green living events	391
Weight of municipal solid waste being handled (tonnes)	8,543
No. of waste collection points	1,164

Community Development Services

Attendance of community education programmes	2,631
Attendance of neighbourhood networking programmes	3,929
Attendance of skills enhancement programmes for service users	4,651
Attendance of awareness-raising activities related to social/ community issues	2,331
Attendance of social care programmes for grassroots families	6,173

Employee Service Consultancy

Attendance of training and development activities	26,514
Attendance of employee wellness activities	1,015
Attendance of crisis intervention services	211
Attendance of counselling services	6,542

Service Statistics

Training Statistics

2024-2025

(as of 31st March 2025)

Internship Opportunities for Students of Tertiary Institutions

Nursing Students	124
Social Work Students	121
Traditional Chinese Medicine Students	31
Physiotherapy Students	16
Others	59

Staff Training Activities (Attendance)

Training courses, seminars and workshops organised by tertiary institutions and other social service organisations	1,257
Courses and workshops organised by hospitals, the Social Welfare Department and other government departments	1,121
Seminars and workshops organised by the Agency	1,711
Others	1,000