



香港社會服務聯會  
The Hong Kong Council of Social Service

# 社聯機構會員概要 2023

## An Overview of HKCSS Agency Members 2023

《社聯機構會員概要 2023》概述香港福利服務領域的變化。

隨著新冠疫情結束，社福機構普遍擴大服務範疇，各類服務均有增長。「社區為本」的服務趨勢愈發明顯，而更多機構的服務，向服務不足和需求殷切的地區擴展。

至今，本會機構會員在十八區設立了超過4500個服務單位，較2021年增加2.7%，體現了「那裏有需要，那裏有服務」的服務宗旨。

本會蒐集所得的數據顯示，社福機構在提升管治及管理方面，均取得積極成果。董事會成員參與人數比2021年增加17%，社會賢達的參與也日益踴躍，進一步加強了非政府組織的管治及領導力。因應服務需求上升及管治水平提高，並受益於政府的補充勞工計劃，業界的勞動力有所增長，總員工人數超過82,000人，其中註冊社工數目增長6%，中央行政人員數目增幅逾30%。然而，根據本會的調查，業界在招聘人才方面，仍然面對嚴峻的挑戰。

在財務方面，2021/22年度機構收入達409億港元，較2019/20年度增加近14%。這一增長主要來自政府撥款、企業及私人的捐款，以協助弱勢社群應對疫情。機構會員在該年度支出達390億港元，近60%投放於復康及長者服務，突顯發展樂齡科技以應對超高齡社會的必要性。

本會將繼續在共創價值、培育人才和善用科技等三方面推動社會服務精益求精，並以聚焦成效作為發展策略，努力為香港市民和整體社會謀求福祉。

The Overview of HKCSS Agency Members 2023 outlines the dynamic changes within the welfare services sector in Hong Kong.

Following the end of the COVID-19 pandemic, social welfare agencies have generally expanded their services, with growth observed across all categories. The trend toward "community-based services" has become increasingly evident, as more organizations have extended their reach into underserved areas. Our Agency Members have established over 4,500 service units across the 18 districts, representing a 2.7% increase since 2021, which also reflected the principle of "wherever there is a need, there is a service."

Data collected by the Council indicated positive outcomes in the enhancement of governance and management within social welfare agencies. The number of board members has increased by 17% compared to 2021. Additionally, more community leaders are actively engaging in the sector, which strengthens agencies governance and leadership. In response to increasing service demand and improved governance, and benefiting from the government's supplementary labour schemes, the workforce in the social service sector has grown. The total number of social service employees exceeds 82,000, with registered social workers increased by 6% and central administrative staff rose by over 30%. However, according to our survey, the sector still faces significant challenges in talent recruitment.

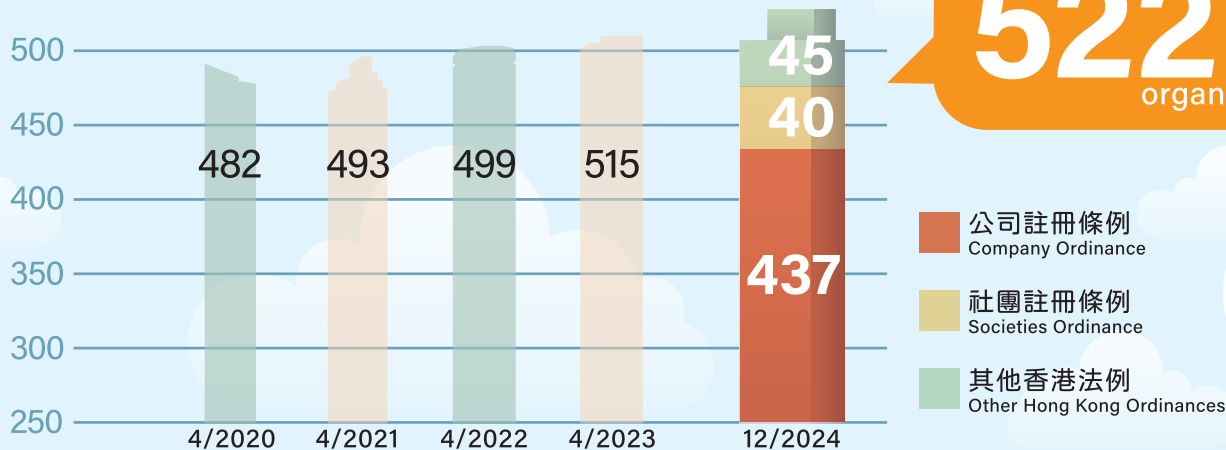
Financially, agencies reported an income of HK\$40.9 billion for the 2021/22 fiscal year, which represents an increase of nearly 14% compared to the 2019/20 fiscal year. This growth was primarily due to increased government subventions and contributions from the business sector, as well as private donations aimed at assisting vulnerable communities in coping with the pandemic. Expenditures for the 2021/22 fiscal year reached HK\$39 billion, with approximately 60% allocated to rehabilitation and elderly services, highlighting the importance of developing gerontechnology to meet the challenges of an ultra-aged society.

The Council will continue to promote excellence in the social service sector through co-creation, talent development, and technology enablement. Guided by an impact-driven strategy, we will strive for the well-being of the people of Hong Kong and our society.

# 社聯機構會員數量 (截至2024年12月)

## Numbers of Agency Members of The Hong Kong Council of Social Service (Up to Oct 2024)

Dec 2024  
**522 間**  
organizations

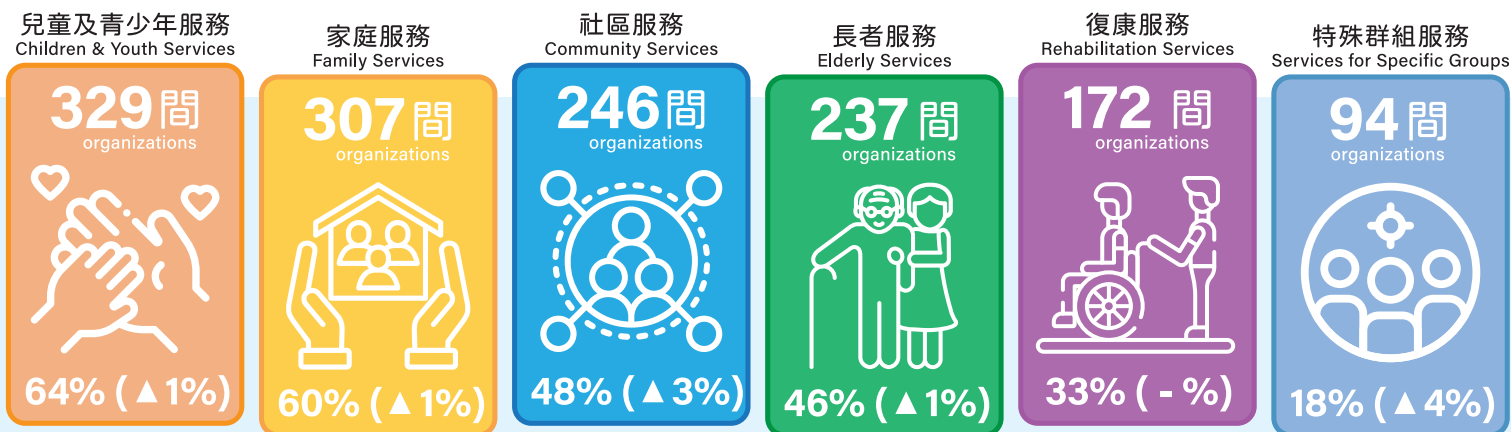


# 機構服務範圍 (截至2023年12月)<sup>1</sup>

## Scope of Services Provided (Up to December 2023)

N = 515

<sup>1</sup> 機構可選填多項服務。Organization may fill in more than one service

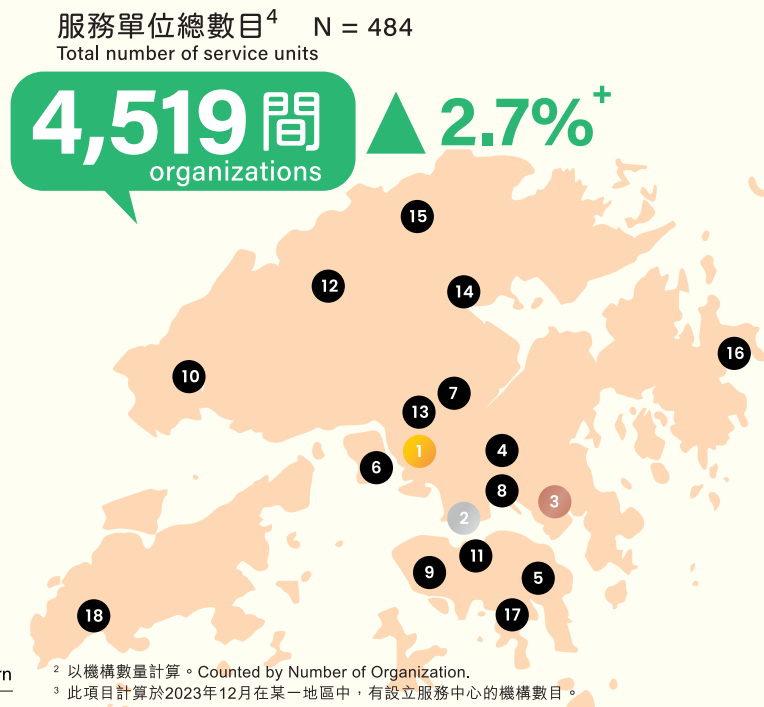


# 各地區服務機構數量 (截至2023年12月)<sup>2,3</sup>

N = 515

Number of Organizations Provided Services in Different Districts (Up to December 2023)

- 113 深水埗 Sham Shui Po
- 109 油尖旺 Yau Tsim Mong
- 102 觀塘 Kwun Tong
- 87 黃大仙 Wong Tai Sin
- 83 東區 Eastern
- 77 葵青 Kwai Tsing
- 77 沙田 Sha Tin
- 67 九龍城 Kowloon City
- 65 中西區 Central and Western



- 64 屯門 Tuen Mun
- 60 灣仔 Wan Chai
- 59 元朗 Yuen Long
- 54 荃灣 Tsuen Wan
- 49 大埔 Tai Po
- 48 北區 North
- 47 西貢 Sai Kung
- 47 南區 Southern
- 33 離島 Islands

<sup>2</sup> 以機構數量計算。Counted by Number of Organization.

<sup>3</sup> 此項目計算於2023年12月在某一地區中，有設立服務中心的機構數目。

This item counts the number of organizations with service centers in a given district in December 2023.)

<sup>4</sup> 以單位數量計算。Counted by Number of Service Units.

# 人才發展 (截至2023年12月)

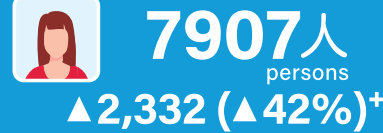
## Talent Development (Up to December 2023)

員工總人數<sup>5</sup> N = 515  
Total number of staff



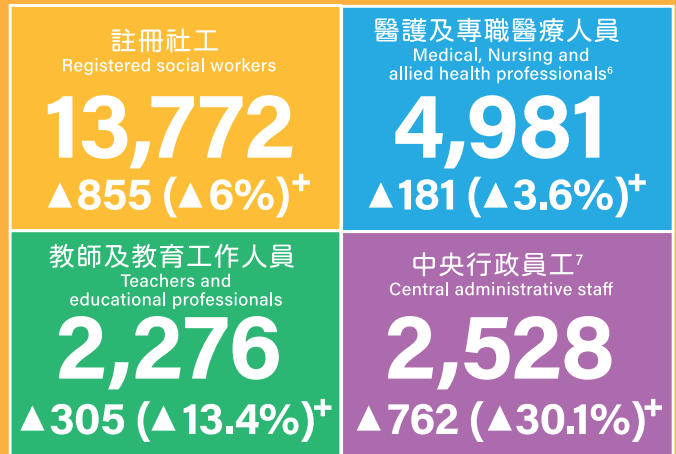
全職員工 Full-time staff

兼職員工 Part-time staff



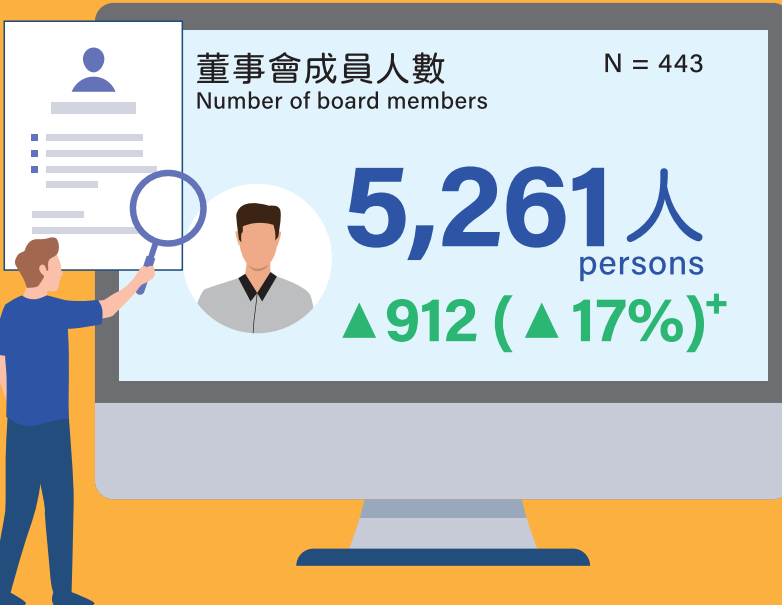
<sup>5</sup>全職員工包括長期及合約員工,半職員工會被視為0.5全職員工計算。  
Full-time staff includes permanent and contract staff. A half-time staff is counted as 0.5 full-time staff.

專業及中央行政員工人數 (人) N = 485  
Total number of professional staff and administrative staff (persons)

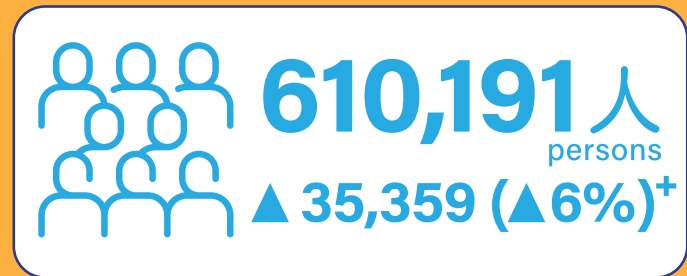


<sup>6</sup>護理員並不計算入內。Care workers are excluded.

<sup>7</sup>中央行政人員包括企業傳訊及推廣、籌款、資訊科技、會計及財務及人事等相關部門人員。  
The central administrative staff includes personnel from related departments of corporate communications and marketing, fundraising, information technology, accounting and finance, and human resources.



義工總人數 N = 487  
Total number of volunteers



機構規模 - 按員工數目計 (間) (截至2023年12月) N = 515  
Size of organizations by staff number (organizations)(Up to December 2023)

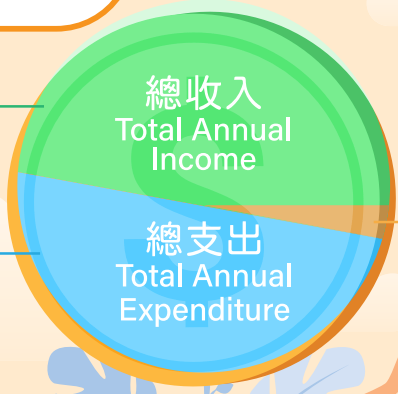


# 機構2021/22年度總收入、開支及盈餘<sup>N = 488</sup>

Total income, expenditure and surplus of organizations for 2021/22

**409億港元**  
**HK\$40.9B** ▲13.9%<sup>+</sup>

**390 億港元**  
**HK\$39.0B** ▲10.8%<sup>+</sup>



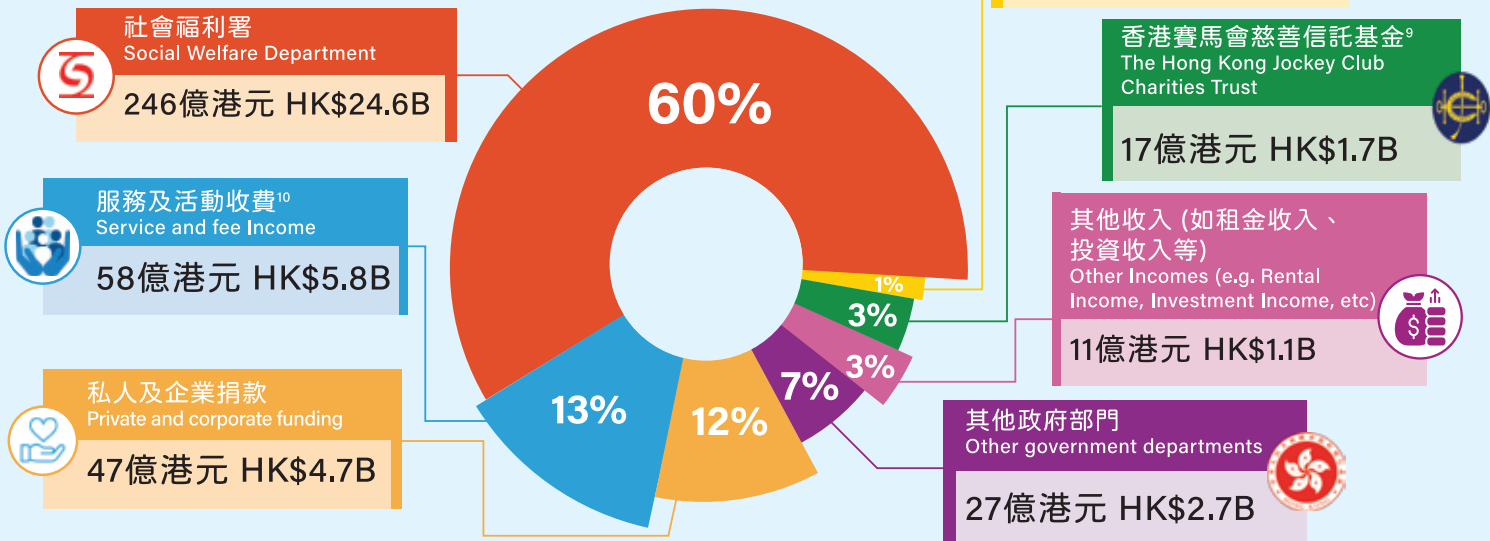
**17億**  
**港元**  
**HK\$1.7B**



## 機構2021/22年度總收入<sup>8</sup>

N = 488

Total annual income of organizations for 2021/22



<sup>8</sup> 主要根據機構2021/22年度財務報表計算，並只計算機構在香港提供社會服務的收入及支出。如機構並不是主要在香港提供社會服務，而且財務報表未有按地區劃分，則該機構的收支並不包含在內。 Calculations are based primarily on the organizations' 2021/22 financial statements, and only the income and expenditure of social services provided in Hong Kong by the organizations are included. If an organization does not mainly provide social services in Hong Kong, and its financial statement does not provide data by region, then its income and expenditure are not included.

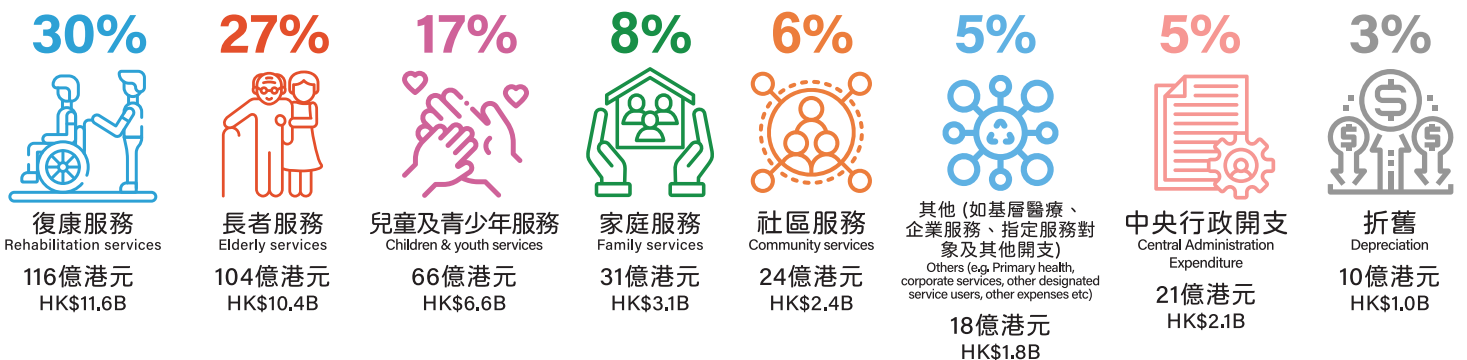
<sup>9</sup> 由於機構財務報告採用權責發生制會計，此數據未有反映香港賽馬會慈善信託基金於2021/22年度向機構撥出的資本性資助、應付資助及遞延收益。 This data does not reflect the HKJCT's capital grants to organizations, grants payable and deferred income in 2021/22 due to the use of accrual accounting in the organization's financial reporting.

<sup>10</sup> 包括機構營辦津貼服務、非津貼服務及社會企業的收費。 Including the fee income from the subvented services, non-subvented service and social enterprises operated by the organizations

## 機構2021/22年度總支出

N = 488

Total annual expenditure of organizations for 2021/22

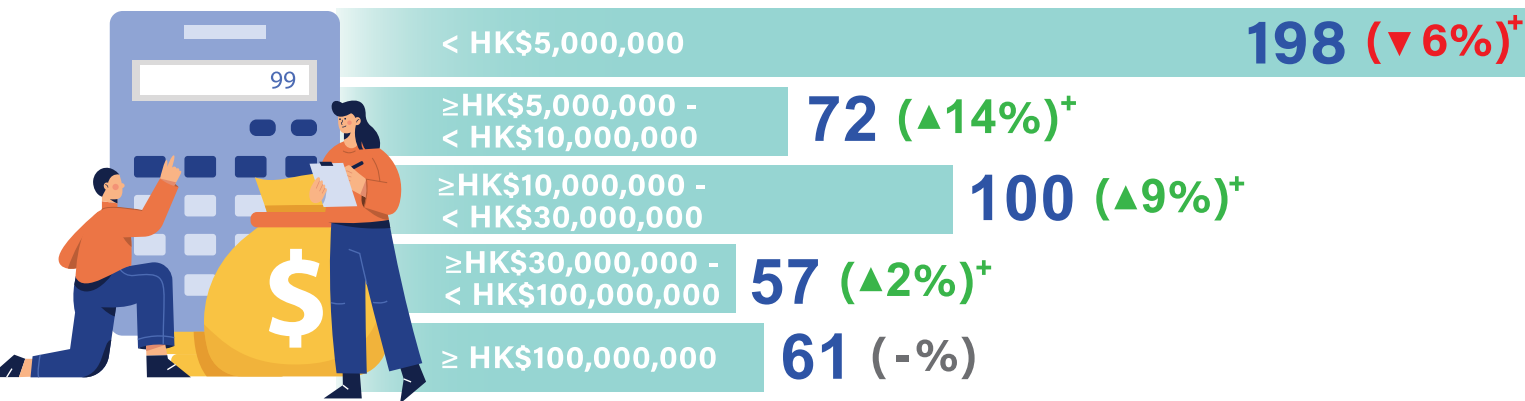




## 機構規模 (按2021/22年度支出計) (間)

Size of organizations by 2021/22 annual expenditure (organizations)

N = 488



## 機構2021/22年度收入來源分佈 (按年度支出計)

Sources of funding of organizations for 2021/22

(by annual expenditure)

N = 488

	微型機構 Micro NGO (< \$5,000,000)	小型機構 Small NGO (≥ \$5,000,000 - < \$10,000,000)	中小型機構 Small and Medium NGO (≥ \$10,000,000 - < \$30,000,000)	中型機構 Medium NGO (≥ \$30,000,000 - < \$100,000,000)	大型機構 Large NGOs (≥ \$100,000,000)
總收入 Total Income	3.7億港元 HKD 0.37B	5.4億港元 HKD 0.54B	19億港元 HKD 1.9B	33億港元 HKD 3.3B	347億港元 HKD 34.7B
社會福利署 Social Welfare Department	7%	11%	25%	45%	65%
其他政府部門 Other government departments	2%	11%	4%	8%	7%
香港賽馬會慈善信託基金 The Hong Kong Jockey Club Charities Trust	5%	7%	5%	4%	4%
香港公益金 The Community Chest of Hong Kong	5%	3%	3%	1%	1%
私人及企業捐款 Private and corporate funding	65%	50%	41%	22%	8%
服務及活動收費 Service and fee income	11%	12%	13%	15%	14%
其他收入 (如租金收入、投資收入等) Other incomes (e.g. Rental income, investment income, etc)	5%	6%	9%	5%	1%

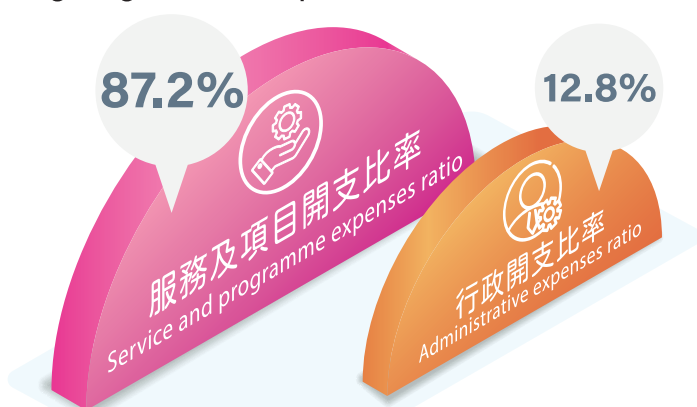
## 行政開支

Administration Expenditure

### 平均機構開支比率\*

Average organization expenses ratio

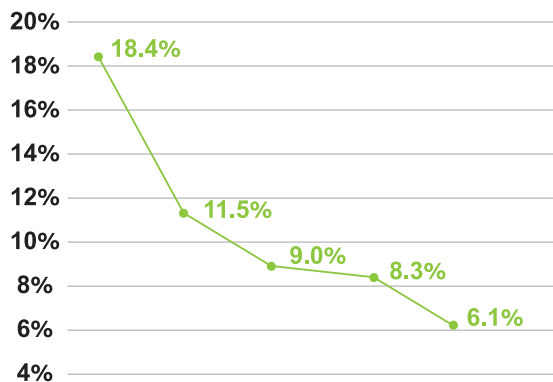
N = 488



### 行政開支比率的範圍\*

Range of administrative expenses ratio

N = 488



\*此數據為機構的開支百分比的平均值。  
This data refers to the average expense ratio of the organizations.

## 信念 Value

社聯與機構會員共同信守社會的公義、公平，肯定人擁有天賦的權利，而社會有責任確保每個公民享有基本的社會和經濟資源，發揮潛能；個人亦有義務履行對家庭和社會的責任、自力更生及實現自我。

The Council and its agency members believe in social justice and equality, and the intrinsic rights of every individual. While society is obliged to provide individuals with the basic social and economic resources to develop their potentials, individuals in turn should carry out their responsibilities towards their families and society, to be self-reliant and to achieve self-actualization.

## 願景 Vision

社聯致力創造一個具影響力、彼此合作及靈活創新的社會服務界，為香港社會創造福祉。

To drive an impact-oriented, collaborative and innovative social service sector, for the well-being of the Hong Kong community.


## 定位 Position


社聯是由會員及跨界別持份者搭建和策動的平台，以促進香港市民福祉為目標，同行共創。

HKCSS serves as a collaboration and co-creation platform, powered by its members and multiple stakeholders within and outside the social service sector, with the objective of advancing the well-being of Hong Kong community.

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社聯設立《智識揀》，方便各持份者搜尋社會服務及個別機構資料，請瀏覽：

HKCSS set up "Smart NGO" to facilitate stakeholders to search social services and access information of our Agency Members. Please visit:



\*本刊物的數據是根據香港社會服務聯會機構會員於2023年度會員義務提供的資料、財務報表及年報編輯而成。本會亦將是次收集所得的數據與《社聯機構會員概要2021》的調查結果進行比較。關於各圖像資訊的詳細文字版，請參閱：

\*The data shown in this publication is based on the annual reports, financial reports and other information provided by HKCSS's Agency Members for the 2023 Membership Obligation. We also compare the data with the "Overview of HKCSS Agency Member 2021". For the full-text version of the infographics, please refer to:

[https://www.hkcss.org.hk/upload/mls/NGO\\_overview\\_2023.pdf](https://www.hkcss.org.hk/upload/mls/NGO_overview_2023.pdf)



社會福利署資助服務  
Subsidised Service by the Social Welfare Department

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出版日期：2025年3月  
Published: March 2025