

**Service Performance of Non-governmental Organisations (NGOs) operating  
the Employment Support Services (EmSS)  
(as at 31 March 2024)**

<b>Category of services</b>	<b>Performance requirements</b> <i>(Performance requirements that NGOs are required to meet while operating the EmSS for the period from 1 April 2020 to 30 September 2025)</i>		<b>Service performance</b> <i>(Service performance of the NGOs for the 48-month period from 1 April 2020 to 31 March 2024)</i>	
	Percentage of service recipients having secured employment or returned to mainstream schooling for at least one month	Percentage of service recipients having secured employment or returned to mainstream schooling for at least three months	Percentage of assisting service recipients to secure employment or return to mainstream schooling for at least one month	Percentage of assisting service recipients to secure employment or return to mainstream schooling for at least three months
<b>Services for unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients aged 15 to 64<sup>#</sup></b> <i>(represents the percentage of service recipients having secured paid employment up to the prescribed levels or returned to mainstream schooling)</i>	25%	20%	22.2%	17.2%
<b>Services for single parents and child carers on CSSA with their youngest child aged 12 to 14<sup>#</sup></b> <i>(represents the percentage of service recipients having secured paid employment with at least 32 working hours in a month)</i>	40%	30%	32.3%	26.5%

<sup>#</sup> Able-bodied CSSA adults aged 60 to 64 may receive the employment support services on a voluntary basis and will not be subject to sanction if they do not receive the services.