

**Service Performance of Non-governmental Organisations (NGOs) operating
the Employment Support Services (EmSS)
(as at 30 September 2024)**

| Category of services | Performance requirements <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> | | Service performance <i>(Service performance of the NGOs for the 54-month period from 1 April 2020 to 30 September 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 |
| Services for unemployed able-bodied Comprehensive Social Security Assistance (CSSA) recipients aged 15 to 64[#] <i>(represents the percentage of service recipients having secured paid employment up to the prescribed levels or returned to mainstream schooling)</i> | 25% | 20% | 22.8% | 17.9% |
| Services for single parents and child carers on CSSA with their youngest child aged 12 to 14[#] <i>(represents the percentage of service recipients having secured paid employment with at least 32 working hours in a month)</i> | 40% | 30% | 33.1% | 27.4% |

[#] 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.