

## Annex

### Enquiries received through channels such as hotline; and number of clients who received services provided by counselling centres

Table 1: Enquiries received through hotline

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
January	493	585	425	424	367
February	437	594	376	347	426
March	477	617	495	365	471
April	505	470	457	378	384
May	729	484	477	436	436
June	591	479	550	536	382
July	791	410	613	560	404
August	640	488	567	530	382
September	701	553	547	494	350
October	715	573	457	392	368
November	601	553	442	606	379
December	526	438	363	416	365
<b>Total</b>	<b>7 205</b>	<b>6 244</b>	<b>5 769</b>	<b>5 484</b>	<b>4 714</b>

Table 2: Enquiries received through the counselling centres' instant messaging  
applications and social media platforms

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
January	1 868	1 858	1 027	2 821	3 267
February	1 158	2 614	1 308	2 558	4 047
March	1 683	2 459	2 417	2 175	4 190
April	1 596	1 699	1 691	4 448	3 804
May	1 582	1 575	2 360	2 811	4 334
June	2 062	2 248	2 369	2 532	3 988
July	1 861	1 582	1 983	2 856	3 612
August	2 108	2 388	1 812	3 418	4 461
September	1 821	3 556	1 786	3 136	3 862
October	1 745	4 226	3 686	4 022	3 608
November	1 870	4 551	3 491	5 305	4 053
December	1 165	1 686	2 333	3 902	3 280
<b>Total</b>	<b>20 519</b>	<b>30 442</b>	<b>26 263</b>	<b>39 984</b>	<b>46 506</b>

Table 3: Number of clients who received counselling and treatment services provided by counselling centres

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
January	304	205	133	131	186
February	194	123	120	60	257
March	235	182	218	92	281
April	192	115	160	155	201
May	222	172	178	176	226
June	194	152	196	195	240
July	241	88	212	163	245
August	174	130	176	209	217
September	166	168	181	243	174
October	191	180	190	191	203
November	184	170	191	316	177
December	199	123	232	289	97
<b>Total</b>	2 496	1 808*	2 187	2 220	2 504

\* *The decrease in number was mainly due to the drop of demand for face-to-face counselling and treatment services during the COVID-19 pandemic.*