



SOCIAL DEVELOPMENT
Chief Directorate: Social Welfare

Submission Route Form Route Form

Date received:
Forward To 14 August 2018
Date Sent

Enquiries: Kathleen Coetzee
Telephone: 021 483 2197
Location: 10th floor, Union House

Subject	Service Delivery Charter 2018/2020
Contact	Ms Leana Goosen - Social Development
File Plan	

ATTENTION TO:	MARK	DATE
<input type="checkbox"/> Mr Charles, Jordan, Chief Director Social Welfare		
<input type="checkbox"/> Mr Juan Smith, CFO		
<input type="checkbox"/> DR Robert McDonald, HOD		
<input type="checkbox"/> Adv Albert Fritz, MEC		

ATTENTION INSTRUCTIONS:	MARK	DATE
<input type="checkbox"/> For signature		
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Comments:

From:
Tracy Hendricks
PA to Head of Department



1. Introduction

Paragraph 37. (1) of the Public Service Regulation, 2016 requires the Executive Authority (EA) of departments to publish a service delivery charter on its website which sets out the department's service standards that members of the public can expect and which will explain how the department will meet each of the standards. The service delivery charter shall include the —

- (a) Name, contact details, telephone numbers and addresses of the service Delivery facility;
- (b) Type of facility and services offered at the service delivery facility;
- (c) Fee payable for the services offered, if any;
- (d) Operating hours of the service delivery facility; and
- (e) A compliments, complaints and redress mechanism.

The service delivery facility includes the head office, provincial, regional and local offices of a department; and (b) any service delivery point where public services are obtained.

MPATS: Key Performance Area 2: Governance and Accountability: 2.1 Service Delivery Improvement 2.1.1 Standard: Service Delivery Improvement Mechanisms: states that Department must have an approved service charter and is displayed at service points. For Departments to score a level 3 + the requirement is that service charters have to be "service point specific"

2. Background

The Department has approved service charters for Head Office and regions respectively during 2015. For the 2016/ 17 financial year it was planned to develop and publish a service charter for the then Directorate Facilities and Inspectorate. Due to an organisation development process being undertaken at the component it was delayed. The Sub-

Directorate Communications has budgeted for the review of the service charters for 2018/19. Since the organisation development process has been finalised it a service charter for the Directorate Facilities and Quality Monitoring has been compiled and a review of the approved service charters of the Department for Head Office and Regional Office will be done during 2018/19.

3. Core functions of the Department

The Department is committed to the following two core functions:

- A Social Welfare Service to the poor and vulnerable in partnership with stakeholders and civil society organisations; and
- A Community Development Service that provides sustainable development programmes, which facilitate empowerment of communities.

4. Directorate Facilities and Quality Monitoring

The Directorate Facilities and Quality Monitoring is situated in the Chief Directorate Social Welfare and its core services can be identified as:

- Facilitate the provision of alternative care and support programmes for children found in need care and protection;
- Provide residential care services for children and adults with disabilities;
- Provide residential substance abuse treatment programmes to children and adults (voluntary and statutory);
- With reference to the Western Cape Provincial Strategy for the provision of child and youth care centres the Directorate provide level 2, 3 and 4 for alternative care services including the following:
 - Effective centralised placement management to ensure entry into the correct programme in line with provisions of the Children's Act with regards to the designation of CYCCs. Ensure that a centralised register for all children in residential alternative care and their movement is in place. Screening of applications for children to move to a higher level of care to ensure children are placed in the least restrictive and most empowering level car. Provision of the following levels of care:

- Level 2 - CYCCs for children in need of care and protection, entry level substance treatment, chronic illnesses, moderate disabilities, moderate behaviour management needs, moderate mental health needs to be mainly rendered through funded service providers; and
- Level 3 - Secure Care in terms of the Children's Act for children with acute behaviour management needs (inclusive of substance abuse and criminal behaviour) through DSD managed and outsourced Child and Youth Care Services.
- Level 4 – Secure Care Centres in terms of the Child Justice Act for residential based diversion, awaiting trial and sentenced youth (inclusive of an onsite substance abuse treatment programme)
- Specialist Care Centres – ROAR CYCC programmes (level 2 and 3), acute substance abuse and profound disabilities (physical and mental)

Provision of programmes as described in Section 191 of the Children's Act according to need. developmental, therapeutic and sport and recreation programmes will be provided by each CYCC.

The Directorate currently managed the following Child and Youth Care Facilities:

- Bonnytoun in Kraaifontein which serve as an admission centre for boys in conflict with the law (level 4);
- Lindelani in Stellenbosch which serve as an admission centre for children with behavioural challenges, inclusive of substance abuse treatment programme for boys and girls;
- Vredelus CYCC in Elsie's River for girls providing level 3 and level 4 CYCC programmes (secure care in terms of the Children);
- Outeniekwa in George provide level 3 and level 4 services (secure care programmes in terms of the Children's Act and Child Justice Act);
- Bosasa Clanwilliam outsourced centre providing level 3 and level 4 secure care programmes in terms of the Children's Act and the Child Justice Act; and
- Bosasa Horizon in Faure is an outsourced centre providing level 3 and 4 secure care programmes in terms of the Children's Act and the Child Justice Act.

- Ensure compliance with norms and standards for CYCCs through strategic centralised support, assessment, training and quality assurance processes.

The Directorate also manages the following specialist centres:

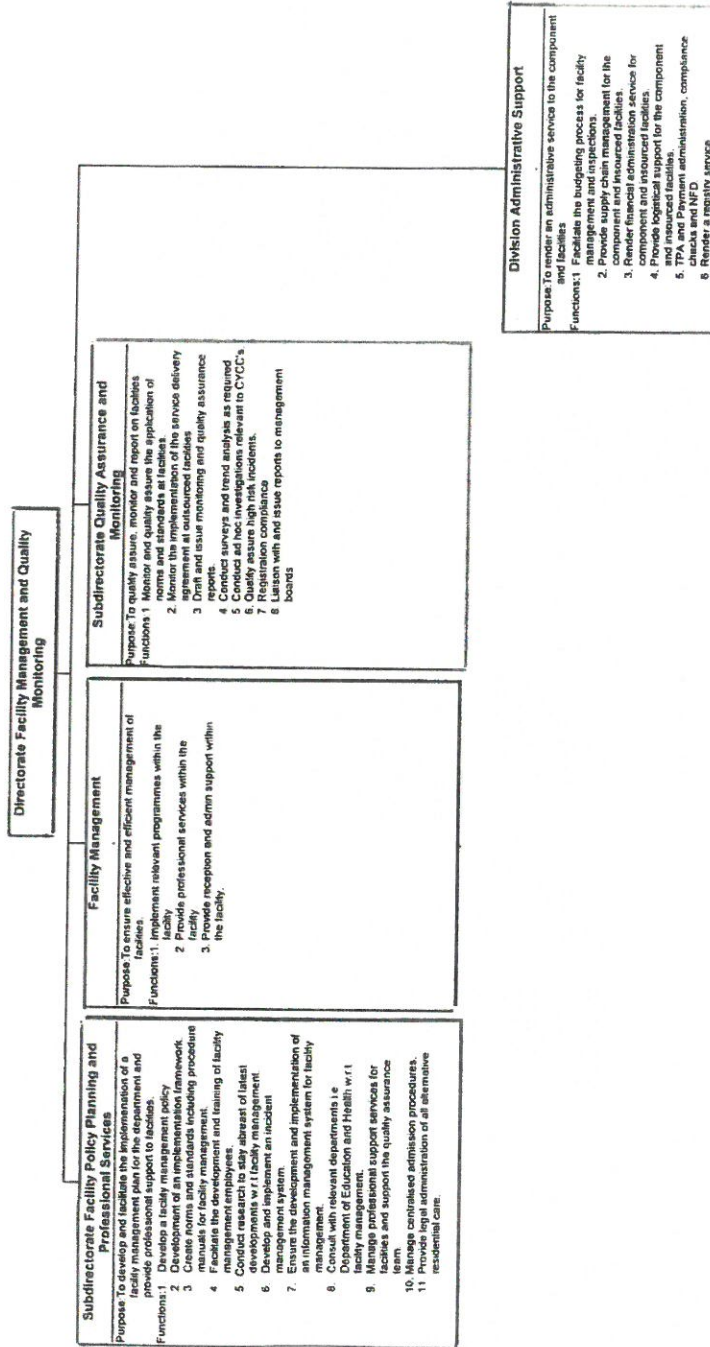
- Sivuyile residential facility for profound and severe intellectual disabled children and adults;
- ROAR programmes – reception, observation, assessment and referral of girls and boys (Lindelani and Kraaifontein Roar and Treatment Centres); and
- Substance treatment programmes were implemented in all government-managed CYCCs. Substance abuse inpatient treatment programmes for youth are provided at Lindelani (8 girls, age group: 13 – 17) and De Novo Centre (16 males, age group: 16 – 17). The Directorate also provides a government-run inpatient substance abuse treatment centre for 30 female adult clients in Maitland and an inpatient substance abuse programme to 20 male adults at the De Novo Treatment Centre.

The Chief Directorate Organisation Development Investigation resulted into the creation of the Sub-Directorate Quality Monitoring. This component will be responsible for:

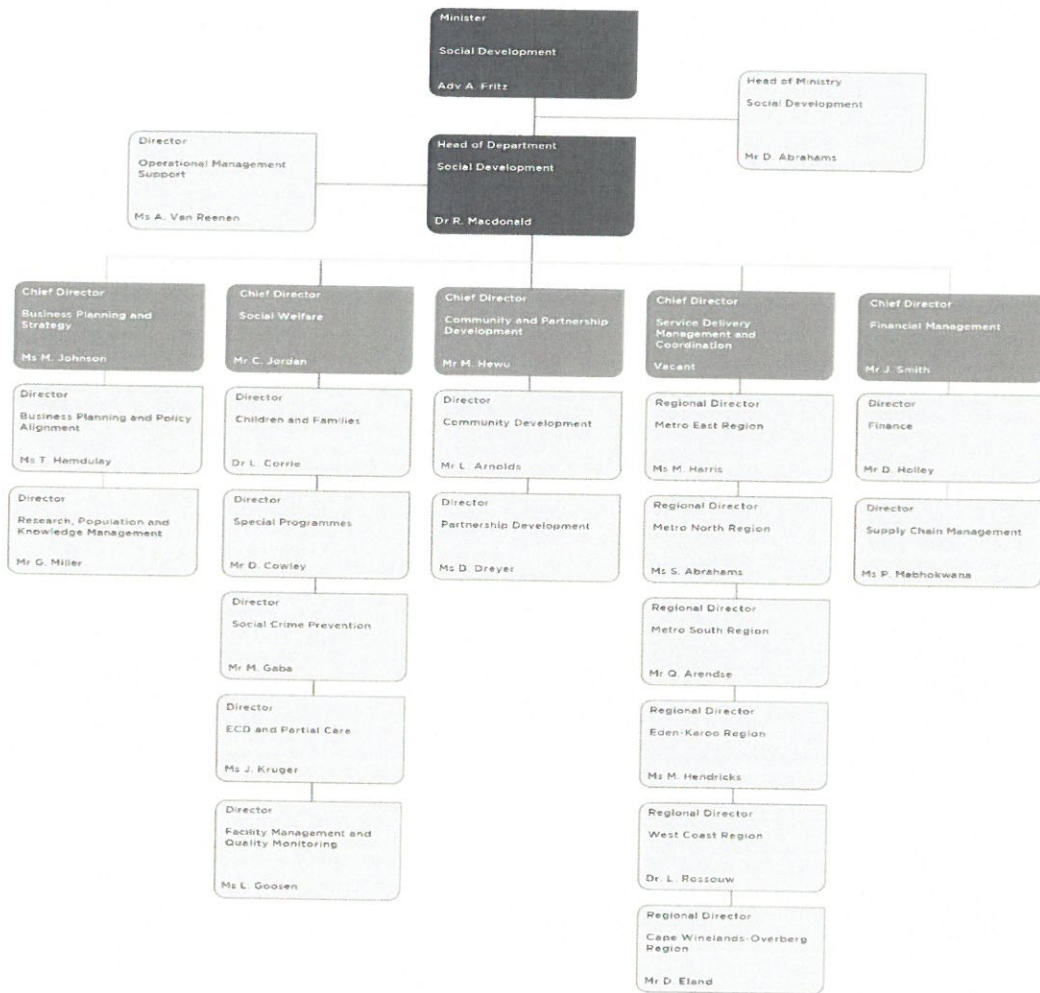
- Implementation and monitoring of a fully functioning quality assurance system based on a three-year approved plan as part of a comprehensive performance management system ensuring compliance with norms and standards for Child and Youth Care Centres (CYCCs);
- Registration of CYCCs providing secure care programmes to children and youth in accordance with the Child Justice Act;
- Implementation of risk plans for all centres and an effective quality assurance process assisted in monitoring compliance with norms and standards for secure care centres; and
- Implementation, making recommendations on corrective actions and reporting of the Crisis Communication and Reportable Incident Protocol that were rolled out to funded NPO CYCCs. The protocol assists NPOs in the field to identify trends, training needs and to proactively manage the protection of children through special investigations and corrective/ development plans.

The approved organisational structure for the Directorate Facility Management and Quality Monitoring is depicted in **Figure 1** below.

DIRECTORATE FACILITY MANAGEMENT AND QUALITY MONITORING



The approved organisational structure for the Department of Social Development is depicted in **Figure 2** below.



5. **Recommendation**

It is recommended that the proposed service charter for the Directorate Facilities and Quality Monitoring is approved.


MS LEANA GOOSEN

Date: 8/8/18

DIRECTOR FACILITY MANAGEMENT AND QUALITY MONITORING

Recommendation in paragraph 5 Supported/ ~~Not Supported~~/ ~~Comment~~


MR CHARLES JORDAN

Date: 13/8/18

CHIEF DIRECTOR SOCIAL WELFARE

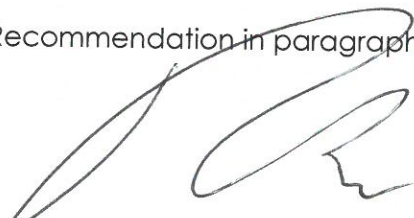
Recommendation in paragraph 5 Supported/ ~~Not Supported~~/ ~~Comment~~


MS MARION JOHNSON

Date: 14/8/18

CHIEF DIRECTOR BUSINESS PLANNING AND STRATEGY

Recommendation in paragraph 5 Supported/ ~~Not Supported~~/ ~~Comment~~


DR ROBERT MACDONALD

Date:

HEAD OF DEPARTMENT OF SOCIAL DEVELOPMENT

2018-08-14

5. Recommendation

It is recommended that the proposed service charter for the Directorate Facilities and Quality Monitoring is approved

Recommendation in paragraph 5 Approved/ ~~Not Approved~~/ Comment



ADV. ALBERT FRITZ

20/08/2018
Date:

MINISTER: DEPARTMENT OF SOCIAL DEVELOPMENT

SERVICE CHARTER 2018/20

DIRECTORATE FACILITY MANAGEMENT AND QUALITY MONITORING

Our vision

"A Self-Reliant Society."

The Department of Social Development (DSD) embraces the Western Cape Government (WCG) vision in the Provincial Strategic Plan 2014–2019:

"An open opportunity society for all."

Vision for the Directorate Facility Management and Quality Monitoring:

To create a conducive and enhanced residential care environment for people at risk through a multi-programme and specialist service delivery model where empowerment and development assist in the reintegration of a well-balanced and equipped citizen to society.

Our mission

To ensure the provision of a comprehensive network of social development services that enables and empowers the poor, the vulnerable and those with special needs

Mission for the Directorate Facility Management and Quality Monitoring

Lead, Direct and Manage all own, outsourced and funded residential care solutions for people at risk (child and youth care centres, own managed inpatient substance abuse treatment centres and disability centre, Sivuyile)

Our values

The core values of the WCG (to which the Department fully subscribes) are as follows:



Caring



Competence



Accountability



Integrity



Innovation



Responsiveness

These values are all underpinned by team work and they apply to the Department as well as to all employees of the provincial government. Importantly, regarding citizens, we:

- Endeavour to understand people's needs and respond to them;
- Strive to achieve the best results to serve all the people of the western cape;
- Are committed to deliver all agreed outputs on time;
- Will be honest, show respect and practice positive values;
- Take public opinion seriously, listening to and hearing the voice of the people; and
- Are citizen-centric and have the ability to consider all options and find a resourceful solution.

Our responsibility to you

- To be courteous and respectful
- To consult you about your service needs
- To deliver prompt and efficient services
- To respond transparently to your request for information
- To strive always to deliver value for money
- To treat your personal information with the utmost confidentiality
- To affect redress where mistakes are made
- We have a zero-tolerance policy on abuse, misuse, fraud or misconduct
- To respond to all enquiries received via the 0800220250 Toll Free nr within 24 hours or three working days when the enquiry needs to be referred for a response

- To provide a same day response to children in need of care and protection

Your responsibility to us

- To be courteous and civil and respect our dignity;
- To provide us with full and accurate information as well as recently certified copies of any documentation that may be required;
- To be honest in your discussions with us;
- To make yourself available and be willing to participate in agreed-upon transversal programmes;
- To actively participate in agreed-upon departmental initiatives and apply advice received from the Department; and
- To provide suggestions for possible service delivery improvements.
- All designated social workers who wants to place children in residential alternative care or inpatient substance abuse treatment programmes managed by the Directorate Facility Management and Quality Monitoring to cooperate by following the prescribed centralised admission procedures
- All courts, hospitals and other departments or institutions who wants to place children at child and youth care centres must liaise with the responsible designated social worker (DSD of designated Child Protection Organisation) who must approach the centralised admission'
- Full cooperation from external case managers with facilities following legal processes in terms of the movement to alternative care or reintegration into the family and community.
- Cooperation in terms of policies and procedures, norms and standards to ensure full compliance

Openness and Transparency

To improve openness and transparency, the Department publishes its performance results in the Annual Report to Citizens on its website:

<https://www.westerncape.gov.za/dept/social-development>.



Legislative restrictions should however be taken into account – e.g. photos of children in alternative/placed by a Children’s Court order is not allowed and all other matters of confidentiality where applicable.

Our services and standards

The Department has set the standards described below for the nature and quality of services it provides at the various Child and Youth Care Facilities, and Institutions.

Programme 3: Social Welfare	
Service: Administration	
Purpose: To provide overall management support to the various Child and Youth Care Facilities, and Institutions	
Service	Service Standard 2017/18
Provide a 24-hour admission service to children and youth in need of care and protection.	<ul style="list-style-type: none"> A centralised admission procedure must be followed during official hours for own, outsourced and funded facilities A Memorandum of Understanding will be implemented with 100% of outsourced child and youth care facilities for the admission of children and youth in need and care and protection after hours by 31 March 2018. Admission agreement with funded NPO CYCC's forms part of the dually signed TPA's.
Offer Professional Development Programme support to employees in the Facilities.	<ul style="list-style-type: none"> A Workplace Skills Plan will be approved for all staff dealing with children and youth in consultation with organised labour through the relevant bargaining chamber by 30 September 2018. 70% of all staff in the Facilities will have the minimum qualification in Child and Youth Care by 31 March 2018

Programme 3: Social Welfare	
Service: Quality Assurance	
Purpose: To provide a consistent and balanced framework for the evaluation of services provided by child and youth care organisations that focuses on continuous improvement in line with Section 211 and Regulation 89 of the Children's Act	
Service	Service Standard 2017/18
Implementation of the Quality Assurance Strategy	<ul style="list-style-type: none"> Conduct quality assurance assessments at 25% of at all registered child and youth care facilities
Implementation of risk plans for all centres and an effective quality assurance process assisted in monitoring compliance with norms and standards for secure care centres.	<ul style="list-style-type: none"> 100% of a risks management plans for all CYCC's will be in place by 30 August 2018
Implementation, of the Crisis Communication and Reportable Incident Protocol that was rolled out to funded NPO CYCCs.	<ul style="list-style-type: none"> 70% of all incidents reported related to child protection in a facility will be investigated within 5 working days of reporting Ensure that corrective plans is implemented within 3 months of approval
Facilitate the scheduled maintenance of CYCC's infrastructure in the province.	<ul style="list-style-type: none"> A detailed plan of all maintenance needs of all Facilities will be approved as from 1 December 2018

Programme 3: Social Welfare

Service: Child and Youth Care Centres

Purpose: To provide alternative care and support to children in the various Child and Youth Care Facilities, and Institutions

Service	Service Standard 2017/18
A provisioning plan for CYCCs in the Western Cape for children over the whole spectrum of care and protection needs, focusing on identified gaps through profiling (scarce programme provision)	<ul style="list-style-type: none"> Develop a comprehensive provisioning plan for CYCC's in the WCG by 31 March 2019
Registration and renewal for registration of CYCCs in the Western Cape	<ul style="list-style-type: none"> 100% of Child and Youth Care Facilities (in and outsourced) will be registered as designated child protection agencies by 31 March 2018 A management board be implemented at all Child and Youth Care Facilities for a period of three years with effect from 1 April 2018
Ensure that a holistic, Care Plan (reintegration), Individual Development Plan for children and youths in CYCC's are implemented to ensure that clients are returned to their communities and families	<ul style="list-style-type: none"> Ensure a centralised register for all children in residential alternative care and their movement is in place and operational by 30 September 2018. An individual development plan for each child or youth in a CYCC will be developed within 30 working days after being admitted which will be reviewed at least 6 monthly and adjusted according to the changed needs of the child.

Programme 3: Social Welfare

Service: Child and Youth Secure Care Centres

Purpose: To provide residential care services to trial awaiting and sentenced children and youth in terms of the Child Justice Act, 75 of 2008

Service	Service Standard 2017/18
A provisioning plan for secure care centres in the Western Cape.	<ul style="list-style-type: none"> Develop a comprehensive provisioning plan for CYCC's in the WCG by 31 March 2019
Registration and renewal for registration of CYCCs in the Western Cape	<ul style="list-style-type: none"> 100% of Child and Youth Secure Care Facilities (in and outsourced) will be registered. A management board for secure care centres is already in place and should be maintained.
Provision of care, development and empowerment and support services to all residents	<ul style="list-style-type: none"> Services are provided to 100% of residents in secure care facilities at any given time according to prescribed departmental policies and standardised procedures
Ensure that a holistic, Care Plan (reintegration), Individual Development Plan for children and youths in CYCC's are implemented to ensure that clients are returned to their communities and families	<ul style="list-style-type: none"> Ensure a centralised register for all children in secure care centres and their movement is in place and operational by 30 September 2018. An individual development plan for each child or youth in a CYCC will be developed within 30 working days after being admitted which will be reviewed at least 6 monthly and adjusted according to the changed needs of the child.

Programme 3: Social Welfare	
Service: Residential Care for persons with disabilities	
Purpose: To provide residential care services to persons with disabilities	
Service	Service Standard 2017/18
Registration of CYCC for accommodating children with disabilities in need of care and protection	Licensing by the Department of Health Registration of CYCC according to CA minimum norms and standards
Provide care, development and empowerment and support services.	Services to be provided in relation to prescribed norms and standards for disabilities to 100% of residents in the centre

Programme 3: Social Welfare	
Service: Inpatient substance abuse treatment programmes for children and adults	
Purpose: To provide inpatient substance abuse treatment	
Service	Service Standard 2017/18
Registration and renewal for registration of centre and programmes	Registration and renewal of registration complying with service delivery norms and standards
Provision of inpatient substance abuse treatment programmes	Compliance with prescribed norms and standard in rendering inpatient substance abuse treatment programmes to service users.

Legislative Environment

Programme 3: Social Welfare	
Service: Facilities and Quality Assurance	
Purpose: The acts, policies, strategic plans and guidelines below underpins the services provided by the Directorate Facilities and Quality Assurance	
Legislation	Descriptions
The Constitution of the Republic of South Africa, Act 108 of 1966	<p>The Act provides for:</p> <ul style="list-style-type: none"> • Founding provisions • Bill of Rights • Co-operative Government • Parliament • The President and National Executive • Local Government • Courts and administration of Justice • State Institutions supporting constitutional democracy • Public Administration • Security Services • Traditional Leaders • Finance • General provisions

Programme 3: Social Welfare

Service: Facilities and Quality Assurance

Purpose: The acts, policies, strategic plans and guidelines below underpins the services provided by the Directorate Facilities and Quality Assurance

Legislation	Descriptions
Children's Act, No. 38 of 2005	<p>The Act defines:</p> <ul style="list-style-type: none"> • The rights and responsibility of children; • Parental responsibilities and rights; • Principles and guidelines for the protection of children; • The promotion of the wellbeing of children; and • The consolidation of the laws relating to the welfare and protection of children and, also, for incidental matters. <ul style="list-style-type: none"> • Chapter 14 • Chapter 13 of the general regulations of the CA • Part V of the general regulations of the CA • Section 194 – norms and standards for Child and Youth care centres • National Norms and Standards for Child and Youth Care Centres
Prevention and Treatment for Substance Abuse Act, No. 70 of 2008	<p>The Act provides for the implementation of comprehensive and integrated service delivery in the field of substance abuse amongst all government departments. The main emphasis of this Act is the promotion of community-based and early intervention programmes, as well as the registration of therapeutic interventions in respect of substance abuse.</p>
Mental Health Care Act, 2002 (Act 17 of 2002)	<p>The Act provides for implementation of residential care to people with disabilities.</p>
Child Justice Act, No. 75 of 2008	<p>The Act establishes a criminal justice process for children accused of committing offences and aims to protect the rights of children. The link between the Child Justice Act and the Children's Act is important to highlight –</p> <p>Sections 3 (b)(c) and (d) – children not to be treated more severely under same circumstances, participation of the child and child should receive similar treatment when committed similar offence. Section 40(2), referral to CYCC, Form 5 to be completed. Section 22(2) – reasons for detention Section 29 – Placement in a CYCC Section 30 – Prison as detention option Section 32 – factors for consideration of detention in CYCC Section 52 – consideration of diversion Section 76 – Compulsory residence in a CYCC without or with a imprisonment sentence to follow after completion</p>
The Western Cape Department of the Social Development strategy of provision of CYCC across the province	<p>It describes how the Department of Social Development in the Western Cape has structured its provision of CYCCs for all programmatic needs of children across the Province</p>
Western Cape Department of Social Development Standard Operating Procedure for the Removal of Street Children to a Place of Safety and Subsequent Processes (2015)	<p>The standard operating procedure (SOP) was developed as a step-by-step guide on how to proceed when removing a street child in need of care and protection to a place of safety. It outlines the roles and responsibilities of the Department's staff members and other stakeholders in the NPO and policing sectors. The SOP details: timeframes which must be adhered to; provides definitions of street children; who the procedure applies to; highlights applicable legislation; and contains contact numbers of the relevant role players</p>

Programme 3: Social Welfare	
Service: Facilities and Quality Assurance	
Purpose: The acts, policies, strategic plans and guidelines below underpins the services provided by the Directorate Facilities and Quality Assurance	
Legislation	Descriptions
The Quality Assurance Strategy for Child and Youth Care Centres (CYCCs)	The development and management of a strategy to ensure quality assurance is conducted at child and youth care centres as mandated by Section 211 and regulation 89 of the Children's Act.
Enhanced provision of Multi-programme Centres Strategy	The development and management of a strategy to ensure an appropriate spread of properly resourced, coordinated and managed CYCCs in the province, providing the required range of residential care programmes as contemplated in Section 192 of the Children's Act, No. 38 of 2005.

Source: Departmental Annual Report 2016/2017- DSD Website

Accessibility

Our buildings are universally accessible, i.e. accessible to people with disabilities in line with the Standard Operating Procedure (SOP) pertaining to access control to all centres that strictly complies to all persons visiting a centre (internally and externally) DSD FACILITIES CIRCULAR NO.: DFM 5/09/12/2013

Contact us

The contact details of key units are provided below. The main departmental service areas and the Service Standards Schedule can be found at:

<https://www.westerncape.gov.za/dept/social-development> and

https://www.westerncape.gov.za/dept/social-development/documents/policies/D/39771?toc_page=5

General enquiries

DIRECTORATE FACILITIES AND QUALITY MONITORING

Street address: R101, Old Paarl Road, De Novo (Bonnytoun), Kraaifontein

Postal Address: Private Bag X9185, Cape Town, 8000

Office hours: 08:30 – 16:00 (weekdays)

Telephone: 021 8266040/021 2029240

Email: Leana.Goosen@westerncape.gov.za

Website: www.westerncape.gov.za/dept/social-development

Contact Person: Leana Goosen

DIRECTORATE FACILITIES AND QUALITY MONITORING: CENTRALISED ADMISSIONS

Street Address R101, Old Paarl Road, De Novo (Bonnytoun), Kraaifontein

Postal Address: Private Bag X9185, Cape Town, 8000

Office Hours: 08:30 – 16:00 (weekdays)

Telephone: 021 8266050/ 021 2029244

Email: Charlotte.September@westerncape.gov.za

Website: www.westerncape.gov.za/dept/social-development

Contact Person: Charlotte September

The Director, Leana Goosen must be contacted for after-hour admissions at own and outsourced centres.

KRAAIFONTEIN ROAR AND TREATMENT CENTRE

Street address: R101, Old Paarl Road, De Novo (Bonnytoun), Kraaifontein

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 8266010

Contact person: Desire Baugaard

Email: Desire.Baugaard@westerncape.gov.za

BONNYTOUN, CYCC

Street address: R101, Old Paarl Road, Kraaifontein, 7570

Operating Hours: Office Hours 07h30 – 16h00 (weekdays): Centre 24 hours

Telephone: 021- 9869100

Contact Person: Elroy Buys (Acting Facility Manager)

Email: Elroy.Buys@westerncape.gov.za

LINDELANI CYCC

Street address: Elsenburg Road, Koelenhof, Stellenbosch

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 8652636

Contact person: Ms. M Jonkerman 021 865 2636

Email: Marshionette.Jonkerman@westerncape.gov.za

VREDELUS CYCC

Street address: Festus Street, 16rth Avenue, Leonsdale, Elsie's River 7490

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 9310233

Contact person: Mr. M Benting (Facility Manager)

Email: Marowaan.Benting@westerncape.gov.za

OUTENIEKWA CYCC

Street address: Golf Street, Parkdene, George

Operating hours: Office Hours 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 044 8037548

Contact person: Ms. B Nicholas (Facility Manager)

Email: Barbara.Nicholas@westerncape.gov.za

General enquiries

KENSINGTON SUBSTANCE ABUSE CENTRE

Street address: Kensington Street, Maitland

Operating hours: 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 5119169

Contact Person: Charmaine Fledermaus (Facility Manager)

Email: Charmaine.Fledermaus@westerncape.gov.za

SIVUYILE RESIDENTIAL CENTRE FOR PERSONS WITH DISABILITIES

Street address: Grounds of Stikland Hospital, Delahaye, Bellville

Operating hours: 07:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 9192292

Contact Person: Dr Willem du Toit (Facility Manager)

Email: Willem.Du Toit@westerncape.gov.za

Substance Abuse Treatment Centre

DE NOVO SUBSTANCE ABUSE TREATMENT CENTRE

Street address: Old Paarl road, Kraaifontein

Operating hours: 24 hours

Office Hours: 07:30 – 16:00 (weekdays):

Telephone: 021 988 1138/9

Contact person:

Email:

KENSINGTON SUBSTANCE ABUSE TREATMENT CENTRE

Street address: Kensington, Maitland

Operating hours: **Office Hours** 08:30 – 16:00 (weekdays): Centre 24 hours

Telephone: 021 511 9169

Contact person: Ms. C Fledermaus (Manager)

Email: Charmaine.Fledermaus@westerncape.gov.za

A list of all the substance abuse facilities is available at: <https://www.westerncape.gov.za/dept/social-development/facilities/736>

Outsourced Facilities

BOSASA CLANWILLIAM SECURE CARE CENTRE

Street address: Park Street 1, Spokiesland, Clanwilliam

Operating hours: 24 hours

Office Hours: 7h30 – 16:00 (weekdays)

Telephone: 027 4821900

Contact person:

Email:

BOSASA HORIZON SECURE CARE CENTRE

Street address: Corner off Old Faure and Spine Road Exit, Eerste River

Operating hours: 24 hours

Office Hours: 7h30 – 16:00 (weekdays)

Telephone: 021 8433860

Contact person:

Email:

A list of all the facilities is available at: <https://www.westerncape.gov.za/dept/social-development/facilities/917>

How to make contact with Us

SOCIAL MEDIA

Facebook: WesternCapeGovernment

General Twitter account: @WesternCapeGov

E-mail: service@westerncape.gov.za

SMS: Send HELP to 31022 (standard rates apply)

Shared Call: 0860 142 142 (08h00 to 16h00)

Visit the Walk-in Centre by 9 Wale Street, Cape Town, 8001

Your feedback is important to us

- If you have an enquiry and/ or complaint, please tell us. We will respond to all written enquiries/ complaints within 48 hours
- If we cannot deal with your written queries immediately, we will provide you with the name of the person to whom the enquiry will be referred to and give you an indication of when a reply can be expected
- We will provide you with a reference number if you contact our toll free number to follow up on any matter raised with us

You are invited to send your suggestions, compliments, complaints and constructive criticism to:

Sub- Directorate Customer Care

Union House, 14 Queen Victoria street, Cape Town 8001

Private Bag X9112, Cape Town, 8000

Tel: 021 4835045

Toll Free nr: 0800 220 250

Fax: 021 483 4783

Email: SD.CustomerCare@westerncape.gov.za

Website: www.westerncape.gov.za/dept/social-development

Report fraud and corruption

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline toll-free on 0800 701 701 or 021 483 0539.

Executive Authority declaration:

I, Dr Robert Macdonald, commit the Department of Social Development to adhere to this Service Delivery Charter in terms of the Head of Department Delegations to Performer Levels [issued in accordance with the Public Services Act, 1994 and the Public Service Regulations, 2016] effective from 1 February 2017, Delegation 25, Regulation 37 (1).