

# SERVICE CHARTER

## DEPARTMENT OF SOCIAL DEVELOPMENT

THE DEPARTMENT IS COMMITTED THROUGH THIS SERVICE CHARTER TO PROVIDE SERVICES TO YOU. LET'S MAKE SERVICE DELIVERY BETTER TOGETHER.

### YOUR RIGHTS

#### OUR RESPONSIBILITY TO YOU:

- To be courteous and respectful
- To consult with you about your service needs
- To deliver prompt and efficient services
- To correct services that have lapsed
- To respond transparently to your requests for information
- To strive to deliver value for money
- To answer telephone calls within 5 rings

### OUR VISION

"A self-reliant society"



### OUR PURPOSE

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

### WE VALUE BEING ACCESSIBLE

That's why our buildings are accessible for people living with disabilities



#### HEAD OFFICE

**Address:** 14 Queen Victoria Street  
Union House Building  
Cape Town  
8001  
**Tel:** +27 21 483 5045  
**Fax:** +27 21 483 3912  
**Email:** HOD.DSD@westerncape.gov.za

**OFFICE HOURS:**  
Mon - Fri 07:30 - 16:00

The contact details of the Department's Management as well as the Department's Services can be accessed at:

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

### YOUR OBLIGATIONS

#### YOUR RESPONSIBILITY TO US:

- To be courteous and respectful
- To be honest in your discussions with us
- To provide us with accurate information and supporting documentation on request
- To be available and willing to participate in transversal programmes
- To actively apply and implement plans, initiatives and advice received from the Department

### SOCIAL WELFARE SERVICES

#### Care and Services to Older Persons

To care, support and protect older persons with a strong focus on the poor and vulnerable within communities

#### Services to Persons Living with Disabilities

Provision of integrated services to people living with disabilities and their family/ caregiver

#### Social Relief

Facilitate access to immediate and temporary social relief of distress services to those affected by undue hardship and disaster

### CHILDREN AND FAMILIES

#### Care and Support Services to Families

Targeted interventions focussed on building strong family units

#### Child Care and Protection Services

Promote the well-being of children and build the resilience of families and communities to care for and protect their children

#### ECD and Partial Care

Provide comprehensive early childhood development services

#### Child and Youth Care Centres

Provide alternative care and support to vulnerable children

#### Community Based Care Services for Children

Provide protection, care and support to vulnerable children in communities

### RESTORATIVE SERVICES

#### Crime Prevention and Support

Reduce the contributing factors of social crime and to reduce re-offending through an effective probation service to all vulnerable children, youth and adults

#### Victim Empowerment

Design and implement integrated programmes and services to support, care and empower victims of violence and in particular women and children

#### Substance Abuse, Prevention and Rehabilitation

Provide integrated services for substance abuse: prevention, treatment and rehabilitation

### DEVELOPMENT AND RESEARCH

#### Institutional Capacity Building and Support

Capacity development and support services to identified funded NPOs and indigenous civil society organisations

#### Poverty Alleviation and Sustainable Livelihoods

Provide access to appropriate nutrition and social support services for children, youth, their primary caregivers and/ or households at risk of hunger

#### Youth Development

Facilitate services that promote positive lifestyles and responsible citizenship

#### Population Policy Promotion

Design and implement population research; population capacity building; and population advocacy programmes to integrate population variables into development planning

### FEEDBACK IS IMPORTANT TO US. LET US KNOW:

- 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 and give you an indication of when a reply can be expected
- We will provide you with a reference number when you contact our toll free number to follow up on any matter raised with us

### HOW TO COMPLAIN:

- Call our toll-free number 0800 220 250
- Send an e-mail to SD.CustomerCare@westerncape.gov.za or service@westerncape.gov.za
- Visit your nearest local office and speak to a Customer Care Official
- You can deposit your comments/ inputs into the suggestion boxes which are available in our offices
- You can request a survey form from the Customer Care Officials to rate our services

# Toll-Free Number

# 0800 220 250

### EXECUTIVE AUTHORITY DECLARATION:

I, Albert Fritz, commit the Department of Social Development in terms of Part III.C2 of the Public Service Regulations, 2001, as amended, to adhere to this charter.

A FRITZ  
MINISTER OF SOCIAL  
DEVELOPMENT

25 March 2015  
DATE