ITSHATA YEENKONZO ISEBE LOPHUHLISO LOLUNTU

NGOKWALE TSHATA YEENKONZO, ISEBE LIZINIKELE EKUNIKEZELENI IINKONZO KUNI. MASENZENI UKUNIKEZELWA KWEENKONZO KUBE NGCONO NGOBAMBISWANO.

AMALUNGELO AKHO

UXANDUVA LWETHU KUWE:

- Kukuhlala sithe qwa futhi sisebenza ngentobeko
- Kukuncokolisana nawe ngezidingo zakho ngokweenkonzo
- Kukunikezela iinkonzo ezichanekileyo nezisemgangathweni
- Kukulungisa apho iinkonzo zithe zaphelelwa lixesha
- Kukubuyela kuwe ngendlela ebonakalayo kwizicelo zakho zolwazi
- Kukusebenzela ukunikezela iinkonzo ezilifaneleyo ixabiso lazo
- Kukuzinikela ekuphenduleni umnxeba emva kokuba ukhale kahlanu nje

UXANDUVA LWAKHO

UXANDUVA LWAKHO KUTHI:

- Kukuhlala uthe qwa futhi usebenzisana nathi ngentobeko
- Kukunyaniseka kwiingxoxo zakho nathi
- Kukusinika amaxwebhu aneenkcukacha zokuxhasa isicelo sakho ezichanekileyo xa sithe sazicela
- Kukuba ufumaneke ze ukuthakazelele ukuth abatha inxaxheba kwiinkqubo ezenziwa ngokusebenzisana
- Kukuphumeza nokufezekisa iinjongo, amanyathelo kunye neengcebiso ezisuka kweli Sebe

UMBONO WETHU

“Luluntu oluphila ngokuzimela”

INJONGO YETHU

Kukuqinisekisa ukunikezelwa kothotho nembumba yeenkonzo zophuhliso loluntu ezixhobisa nezinika amandla abantu abahlelelekileyo, abasemngciphekweni kwakunye nabo banezidingo ezizodwa

SIKUXABISILE UKUFIKELELEKA

Yiyo le nto izakhiwo zethu zifikeleleka kubantu abakhubazekileyo

UNDLU-NKULU

Idilesi: Kwa-14 kwiSitalato iQueen Victoria Kwisakhiwo Sendlu Yomdibaniso eKapa 8001
Umnxeba: +27 21 483 5045
Ifeksi: +27 21 483 3912
I-email: HOD.DSD@westerncape.gov.za

AMAXESHA OKUSEBENZA:
ngoMvulo – ngoLwesihlanu
07:30 – 16:00

Iinkcukacha zoqhakamshelwano Zabalawuli beSebe ndawonye Neenkonzo ziyafikeleleka apha:

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

IINKONZO ZENTLALO-NTLE YOLUNTU

Unonophelo Neenkonzo Kwiinkonde Neenkondekazi
Kukunonophela, ukuxhasa nokukhusela iinkonde neenkondekazi sigxile ikakhulu kwabo bahleleleki leyo nabasemngciphekweni kwiingingqi zokuhlala

Iinkonzo Kubantu Abakhubazekileyo
Kukunikezelwa kweenkonzo ezihlanganyelweyo kubantu abakhubazekileyo kwakunye neentsapho / abantu ababanonophelayo

Uhlangulo Loluntu
Kukukhokela kwimizamo yokufikeleleka kweenkonzo zohlangulo ezingxamisekileyo nezethutyana kwabo bathe bachatshazelwa ziinzima neentsizi

ABANTWANA NEENTSAPHO

Unonophelo Neenkonzo Zenkxaso Kwiintsapho
Iinzame namalinge ajoliswe ekwakheni iintsapho eziluqilima

Iinkonzo Zononophelo Nokhuseleko Lwabantwana
Kukuphakamisa intlalo-ntle yabantwana kwanokwakhiwa kobuqilima beentsapho noluntu ekuhlaleni ukuze kunonotshelwe ze kukhuselwe abantwana

Uphuhliso Lweentsana Eziselula Kwanononophelo Olungagqibelelanga
Kukunikezelwa kweenkonzo zophuhliso ezihlanganyelweyo lweentsana eziselula

Amaziko Ononophelo Lwabantwana Nolutsha
Kukunikezelwa kwezinye iintlobo zononophelo nenkxaso kubantwana abasesichengeni

Iinkonzo Zononophelo Lwabantwana Ezisekelwe Kwiingingqi Zokuhlala
Kukunikezela ngokhuseleko, unonophelo nenkxaso kubantwana abasesichengeni kwiingingqi zokuhlala

IINKONZO ZOKUBUYISELA IZIMILO

Uthintelo Lolwaphulo-mthetho Nenkxaso
Kukuncitshiswa kweemeko ezikhokelela kulwaphulo-mthetho kuluntu kwanokunciphisa ukuphinda koniwe ngokuthi kuqulunqwe iinkonzo ezisebenzayo zoku luleka bonke abantwana, ulutsha nabantu abadala abasemngciphekweni

Ukomelezwa Kwamaxhoba
Kuqulunqwe ze kuphunyezwe iinkqubo neenkonzo ezihlanganyelweyo zokuxhasa, ukunonophela nokomeleza amaxhoba obundlobongela, ingakumbi amanina nabantwana

Ukusetyenziswa Gwenxa Kweziyobisi, Uthintelo Nokubuyiselwa Kwezimilo
Kukunikezelwa kweenkonzo ezihlanganyelweyo zokulwisana nokusetyenziswa gwenxa kweziyobisi: uthintelo, unyango nokubuyiselwa kwezimilo

UPHUHLISO NOPHANDO

Kukuxhotyiswa Kwamaqumrhu Ngezakhono Nenkxaso
Kukuqulunqwa kwenzame zokuxhobisa ngezakhono neenkonzo zenkxaso kwiiNPO ezithe zachongwa nezifumana inkxaso-mali kwakunye nemibutho yabemi bomthonyama

Ukuncitshiswa Kwentlupheko Kwa nokuphila Ngokuzimela
Kukuqinisekisa ukufikeleleka kweenkonzo ezizizo zesondlo nenkxaso kubantwana, ulutsha, abantu ababanonophelayo kunye/ okanye namakhaya asemngciphekweni wendlala

Uphuhliso Lolutsha
Kukukhokela ekunikezelweni kweenkonzo eziphakamisa impilo esemgangathweni kwanobuzwe obuthabathela uxanduva

Ukuphakanyiswa Kwemigaqo-nkqubo Yamanani Abemi
Kukuqulunqwa nokuphunyezwa kophando olungamanani oluntu; ukuxhotyiswa koluntu ngezakhono; kunye neenkqubo eziphakaminsa izidingo zabemi ukuze kuhlanganiswe ooni nooni babemi kucwangciso lophuhliso

IZIMVO ZAKHO ZIBALULEKILE KUTHI SAZISE:

- Ukuba unombuzo kunye/ okanye unesikhalazo, nceda usixelele. Siyakuphendula kuyo yonke imibuzo/ izikhalazo ezithe zabhalwa phantsi kwisithuba seeyure ezingama-48
- Ukuba sithi singabi nakho ukuphendula ngoko nangoko kwizikhalazo zakho, siyakukunika igama lomntu esiyakudluliselwa kuye isikhalazo eso ze sikunike nentelekelelo yokuba ungayilinda nini na impendulo
- Siyakukunika inombolo eyodwa ukuba uthi uqhakamshelane nathi ngokuthi usitsalele kwinombolo yethu engahlawulelwayo ukuze sibe nokulandelela nawuphi na umba othe waziswa kuthi

INDLELA YOKUFAKA ISIKHALAZO:

- Tsalela inombolo yethu engahlawulelwayo 0800 220 250
- Thumela i-email kule dilesi SD.CustomerCare@westerncape.gov.za okanye kule service@westerncape.gov.za
- Tyelela eyona ofisi yengingqi ikufutshane nawe ze uthethe neGosa Elijongene Nononophelo Lwabaxhamli
- Faka izimvo/ igalelo lakho kwiibhokisi zeembono ezifumaneka kwii-ofisi zethu
- Zicelele ifomu yezimvo kuMagosa Ajongene Nononophelo Lwabaxhamli ngenjongo yokusinika izimvo ngomgangatho weenkonzo zethu

INOMBOLO ENGAHLAWULELWAYO
0800 220 250

URhulumente weNtshona Koloni
UPhuhliso loLuntu
UBAMBISWANO NGAMANDLA

ISINIKEZELO ESISUKA KUSOMAQHUZU:

Mna, Albert Fritz, ndinikela iSebe Lophuhliso Loluntu ngokweSigaba III.C2 Semimiselo Yeenkonzo Zoluntu ka-2001, njengoko sithe salungiswa, ekuthobeleni le tshata.

A FRITZ
UMPHATHISWA KWISEBE LOPHUHLISO LOLUNTU

25 kweyoKwindla ka-2015
USUKU