

social development

Department: Social Development REPUBLIC OF SOUTH AFRICA FREQUENTLY ASKED QUESTIONS Answered to help you to benefit from the ECD Employment Stimulus Relief Fund (ECD-ESRF) supported by the Presidential Employment Stimulus

ABOUT THE ECD EMPLOYMENT STIMULUS RELIEF FUND (ECD-ESRF)?

1. What is the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

The ECD Employment Stimulus Relief Fund (ECD-ESRF) is part of the **Presidential Employment Stimulus** (South Africa's Economic Reconstruction and Recovery Plan) and forms part of the Restoring the provision of Early Childhood Development Services component as announced by the President during the last part of 2020.

The ECD Employment Stimulus Relief Fund (ECD-ESRF) is an emergency relief intervention to support the ECD sector to recover from the effects of the COVID-19 pandemic. It is aimed at supplementing the income generated by the ECD programmes through additional financial support towards the ECD workforce as part of a once-off temporary intervention. This support through the ECD Employment Stimulus Relief Fund (ECD-ESRF) aims to minimise the loss of income, support continued operation and reduce the risk of permanent closure.

You can find more information about the **Presidential Employment Stimulus** here: <u>https://www.gov.za/sites/default/files/gcis_document/202010/presidential-employment-stimulus.pdf</u>

2. How did the ECD Employment Stimulus Relief Fund (ECD-ESRF) come about?

The Minister of Social Development announced on 30 July 2020 that the Department of Social Development will be part of the *Presidential Employment Stimulus* with a focus on the ECD workforce.

This announcement was followed by a number of important steps that were required to access the funding that will support ECD related workers. *Firstly*, the national Department of Social Development had to initiate a very *technical process* to develop a proposal to be submitted to National Treasury. The Department of Social Development worked on the proposal to ensure that accessing the funding from the *Presidential Employment Stimulus* programme is meaningful and in support of the ECD workforce in particular. After all the technical aspects were agreed upon the National Department of Social Development as well as from the National Inter-sectoral ECD Forum, which comprises a variety of

organisations in the ECD sector, in order to further strengthen the proposal on the stimulus package. The proposal was then finalized and presented to National Treasury.

The National Treasury approved the proposal as part of the budget estimates process and informed the National Department of Social Development at the end of October 2020 that it was approved. The National Department had to develop an implementation plan that included ways to allocate and disburse the allocated funding and again engaged with the provincial Departments of Social Development as well as from the *National Inter-Sectoral Forum for Early Childhood Development* from November 2020 in the development of this plan. During this period, it was important for the Department of Social Development to consider amongst others the following:

- (a) The legal requirements that need to be adhered by government to pay out the funding.
- (b) The legal requirements for which special permission is needed (deviations) to be obtained to be waived for the purpose of the ECD Employment Stimulus Relief Fund (ECD-ESRF), for example to include ECD programmes that are not registered in terms of the Children's Act 38 of 2005.
- (c) The criteria that should apply to ensure that all qualifying ECD programmes have an equal opportunity to benefit from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*.
- (d) Ways in which the funding can be disbursed in the most efficient manner, while following the required procedures of government.
- (e) Develop policies and systems to enable the implementation of the ECD-ESRF.

3. Why did it take so long before ECD programmes were informed to apply for the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

The Department of Social Development had to follow certain processes and procedures. When the announcement was made, there were certain steps that needed to be followed as to ensure it reaches the target audience, while also ensuring the required procedures are in place in terms of compliance to legislative prescripts that regulates how government can operate.

The National Department of Social Development also had to apply for about 31 deviations from standard procedures as a temporary emergency measure to facilitate a quicker manner to pay out the funding related to the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* only.

Also see the answer to *question 2* for more details.

4. Were NGOs working in the ECD sector consulted on the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

The National Department of Social Development engaged the official structure for national civil society partners established in terms of the National Integrated Early Childhood Development Policy (2015), the National Inter-Sectoral Forum for Early Childhood Development (ISF) for inputs into the proposal before it was submitted to the National Treasury. Following the approval of the proposal, the Department of Social Development continued to engage members of the National Inter-Sectoral Forum for Early Childhood Development for inputs on the planning and proposed implementation processes. Further, the ISF participated in project management structures established to manage the process.

5. Who is responsible to implement the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

The National and provincial Departments of Social Development are responsible to oversee the implementation of the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*. They will engage partners to assist where necessary. They are responsible for the management of the central application office. The payments to the ECD services are managed by the Provincial Departments of Social Development.

6. Where can I find more information on the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

For more information:

- You can call the **CONTACT CENTRE** using the Toll-Free Number **08000 89 666**.
- Visit the following website: https://www.dsd.gov.za/

7. How much is the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* going to pay out to the ECD service?

The financial support that will be provided through the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* will amount to a maximum value of R4,470.00 per staff member employed at an ECD programme.

In order to facilitate an equitable distribution of the limited funding available the amount to be paid per application will be based on the following criteria:

- A maximum of four (4) staff members per ECD centre will be supported.
- A maximum one (1) staff member per non-centre based ECD programme (playgroups, toy libraries, childminders and mobile ECD programmes) will be supported.

ECD services can only use the funds to subsidise the cost of employment for workers present at the ECD service. In the case of an ECD centre with more than four staff for centres and one staff for non-centres, the full allocation must be used to subsidize the wages of the full staffing contingent and reopen their services based on the declaration to commit to reopening their services within 60 days.

ABOUT THE TARGET AUDIENCE

8. Who is the ECD Employment Stimulus Relief Fund (ECD-ESRF) targeting?

The *ECD Employment Stimulus Relief Fund* (ECD-ESRF) is targeting **ECD programmes** that wish to apply for additional financial support for their employees (ECD related workers) within the Republic of South Africa.

Only ECD programmes are targeted and not individuals. The management of the ECD programme will take the responsibility to pay the funding received to the employees.

The ECD service must apply for the support. That means the operator/owner/manager must apply and individual ECD workers cannot apply for the support themselves. The ECD operator/owner/manager must then pay the ECD workforce.

9. What types of ECD programmes may apply to benefit from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*?

Early childhood development programmes that provides early learning and development opportunities to young children, which include:

- Registered ECD programmes
- Conditionally registered ECD programmes
- Unregistered ECD programmes

The types of ECD programmes include the following (as defined in the National Integrated Early Childhood Development Policy):

- ECD centres
- Playgroups
- Mobile ECD programmes
- Childminders
- Toy libraries

10. Which ECD related workers are included to benefit from the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

All workers that are legally employed by an ECD programme should benefit from the support provided through the *ECD Employment Stimulus Relief Fund* (ECD-ESRF). This include ECD educators, ECD practitioners, cooks, cleaners, gardeners, administrative staff and, where applicable, a person who is self-employed. Employees must have employment contracts in place.

11. Why must a COVID- 19 compliance support officer officer be appointed?

One of the conditions of the *ECD Employment Stimulus Relief Fund* (ECD-ESRF) is to also support the minimum health, safety and social distancing measures to address, prevent and combat the spread of COVID-19.

A condition that is set that one of the existing staff members needs to be designated as COVID-19 compliance officer (from current staff – not new appointment) in terms of regulation 63(1)(a) of the Regulations made in terms of section 27(2) of the Disaster Management Act, 2002 (Act No. 57 of 2002) to be responsible for assisting the ECD programme for internal compliance with the measures to address, prevent and combat the spread of COVID-19 in addition to his/her existing duties. This person needs to be appointed in writing.

12. Does an ECD programme need to be registered to benefit from the ECD Employment Stimulus Relief Fund (ECD-ESRF) targeting?

NO. All ECD programmes that meet the criteria as set out may apply for support and may receive support from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*.

13. May ECD Resource and Training Organisations apply for support from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*?

NO, unfortunately not. Only ECD programmes that provides an early learning and development programme directly to young children may apply. Also see the answer to <u>question 9</u>)

14. May we only apply for ECD practitioners or for other staff working in the ECD programme?

YES. You may only include staff members that still have an active employment agreement with your ECD programme. Even if they do not currently work due to the requirements to implement the minimum health, safety and social distancing measures to address, prevent and combat the spread of COVID-19.

15. If I am running an ECD programme where I am the only person who works there, can I apply for support from the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

YES. If you fall in any of the categories indicated in the answer to question 9.

ABOUT THE REQUIREMENTS

16. What are the requirements to qualify for the *ECD Employment Stimulus Relief Fund* (*ECD-ESRF*)?

YES. Firstly, the applicant must be:

- An ECD centre or non-centre based ECD programme; or
- An organisation that run, manages or oversees multiple centre-based and noncentre based ECD programmes

An ECD programme must either be:

- registered in terms of Children's Act 38 of 2005 with the Provincial Department for Social Development;
- conditionally registered in terms of Children's Act 38 of 2005 with the Provincial Department for Social Development; or
- if unregistered it must provide early learning opportunities for children

17. If our ECD programme is still closed due to the measures to address, prevent and combat the spread of COVID-19, do we qualify to apply to be supported through the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*?

YES, provided that it is not permanently closed and the employment agreements with your employees are still valid. However, you must agree to re-open again within 60 days of receipt of the funding should your application be successful. Failure to do so will result in sanctions by your Provincial Department of Social Development.

18. Can we apply if our ECD programme does not have a bank account?

NO, unfortunately not. Having a bank account for the ECD programme is a requirement. If you do not have a bank account in the name of the ECD programme, you need to open a bank account <u>before</u> you continue with the application.

19. If our ECD programme does not have a bank account, can we use a personal bank account of the manager?

NO, this is not allowed under any circumstances. If you do not have a bank account in the name of the ECD programme, you need to open a bank account <u>before</u> you continue with the application.

20. Does our ECD programme need to be registered as an NPO to qualify?

To qualify for the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* an ECD programme does not need to be register as an NPO to qualify for this specific temporary benefit. This is due to the purpose of this intervention as part of the national state of disaster due to the COVID-19 pandemic.

21. May ECD programmes that operate as businesses apply?

YES, an application can be made if registered as a business. The Companies and Intellectual Property Commission (CIPC) number will be requested as part of the application. Provided that it is not an ECD programme registered in terms of the South African Schools Act as an independent school (with Grade R and Pre-Grade R classes.

22. May ECD programmes registered in terms of the South African Schools Act as an independent school (with Grade R and Pre-Grade R classes) apply to be supported through the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*?

NO. Only ECD programmes registered or required to be registered in terms of the Children's Act 38 of 2005 may apply to benefit from the *ECD Employment Stimulus Relief Fund* (*ECD-ESRF*).

23. Why are unregistered ECD programmes included to be supported by the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

It was conscious decision to include unregistered ECD programmes as many of them are in the process to be registered and also have been impacted by the national state of disaster due to the COVID-19 pandemic

24. I am not sure whether our ECD programme is on the Vangasali database, should we still apply?

YES. All ECD programmes are encouraged to apply.

25. If I work for an ECD programme (as an employee), may I submit an application for myself?

NO, only the management (manager, principal or similar) of an ECD programme may apply on behalf of the staff of that programme. (see the answer to <u>question 16</u> regarding individual providers)

26. May ECD programmes that received subsidy or are still receiving subsidy from the Department of Social Development apply to be supported through the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

YES, any ECD programme that meets the criteria may apply for support from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*

27. What will happen if the funds from *ECD Employment Stimulus Relief Fund (ECD-ESRF)* are not enough to fund all the applications that were received?

When the number of applications exceeds the funding available, a process of prioritization will be used. In such case ECD programmes that are registered and/or participated (unregistered) in the *Vangasali* identification process that operate in the poorest wards will be prioritised for financial support through *ECD Employment Stimulus Relief Fund* (ECD-ESRF).

ABOUT CONDITIONS

28. Are there any conditions attached when an ECD programme receives support through the ECD Employment Stimulus Relief Fund (ECD-ESRF)?

YES. The following are some of the important conditions:

• You must be registered on the **Central Supplier Database.** If you are currently not receiving any funding from any Provincial Department of Social Development, you must register on the Central Supplier Database through the following link:

<u>https://secure.csd.gov.za/Account/Register</u> to obtain a registration number that needs to be used for this Application. Please do this before you start with your Application form.

- If the ECD programme is not registered in terms of the Children's Act 38 of 2005, you need to **agree to register**. In the Application form you will be agreeing to the terms and conditions, indicating your intention to register your ECD programme.
- If your ECD programme is still closed due to the measures to address, prevent and combat the spread of COVID-19, you must **agree to open again within 60 days** of receipt of the relief funds should your application be successful. Failure to do so will result in sanctions by your Provincial Department of Social Development.
- You must have a **bank account** in the name of your ECD programme.
- Please also see the Application for any other conditions.

29. Will ECD programmes that are not registered in terms of the Children's Act 38 of 2005 that receive financial support through the *ECD Employment Stimulus Relief Fund* (*ECD-ESRF*) be required to register?

YES. If you are not registered with your Provincial Department of Social Development, by completing the Application form and agreeing to the terms and conditions, you are indicating your intention to register your ECD programme in accordance with the requirements of the Children's Act 38 of 2005.

30. Must we register our ECD programme on the Central Supplier Database?

YES. This is an important step that is needed to pay the funding to ECD programmes that are successful. You must do it BEFORE you complete the Application form.

If you are currently not receiving any funding from any Provincial Department, you must register on the Central Supplier Database here <u>https://secure.csd.gov.za/Account/Register</u> to obtain a supplier registration number that needs to be used in your Application for support from the *ECD Employment Stimulus Relief Fund* (ECD-ESRF).

ABOUT THE APPLICATION

31. Is there any cost to apply for support from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*?

NO. There are no costs to apply for support from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*. No-one is allowed to ask you money or any commission to assist with your application or when you receive funding.

32. What should we do if someone approaches us and ask for money to complete our application?

Do not accept such assistance. Contact your closest office of the Department of Social Development or contact the **CONTACT CENTRE** using the Toll-Free Number **08000 89 666** to report such a person or organisation. Be sure that you get their names and details. It is important that we all work together to stop the exploitation and corruption in the ECD sector.

33. When is the closing date for applications?

The closing date for applications are **19 FEBRUARY 2021 AT 23H59**. No late applications will be accepted.

34. What information and documents do I need to submit as part of an application?

- (a) For ECD programmes **registered or conditionally registered** in their respective provinces you will need:
 - To Apply under the name of ECD service as per the registration certificate,
 - Proof of ECD registration (Photo / scan of registration certificate to be uploaded onto the online system)
 - All declarations signed off as per the Application form.
 - Central Supplier Database registration for applicants that are not already receiving any funding/subsidy from any provincial Department of Social Development or if you are not currently registered on the Central Supplier Database.
 - The Central Supplier Database registration number will be required in the Application form.
 - Banking details in the name of the ECD programme
 - Any other information as indicated in the Application form (please read the Application form carefully)

(b) For ECD programmes that are **unregistered**, you will need:

- If participated in the *Vangasali* campaign, apply under the name of ECD service as recorded on the *Vangasali* database;
- For ECD programmes that do not feature on the <u>Vangasal</u> database name of ECD service and location of ECD services to be verified by designated NPO partners;
- Abridged Form 16 completion as proof of application for registration
- All declarations signed off as per the Application form.
- Central Supplier Database registration for applicants that are not already receiving any funding/subsidy from any provincial Department of Social Development or if you are not currently registered on the Central Supplier Database.
- The Central Supplier Database registration number will be required in the Application form.
- Banking details in the name of the ECD programme

- Any other information as indicated in the Application form (please read the Application form carefully)
- (c) For **organisations** that run centre and non-centre based ECD programmes with more than 3 years of operation may apply for more one ECD programme and will need:
 - NPO registration certificate;
 - Letter of acknowledgement from the Inter-Sectoral ECD Forum (signed by the chairperson) or the Provincial Department of Social Development that the organisation runs multiple non-centre based ECD programme and/or more than one type of non-centre based ECD programmes;
 - A template that forms part of the application form must be completed for each ECD services that is being applied for
 - Written agreements between the applicant and the ECD programmes on behalf who it is applying for
 - All declarations signed off as per the Application form.
 - Central Supplier Database registration for applicants that are not already receiving any funding/subsidy from any provincial Department of Social Development or if you are not currently registered on the Central Supplier Database.
 - The Central Supplier Database registration number will be required in the Application form.
 - Banking details in the name of the ECD programme
 - Any other information as indicated in the Application form (please read the Application form carefully)

35. May I submit a printed paper copy of the application form?

NO. Only online applications can be made. No paper copies of an application may be submitted.

36. May I submit more than one application form for an ECD programme? NO. Only one application per ECD programme will be accepted.

37. What should I do if there are questions or areas in the application form that I cannot answer or that do not apply to our ECD programme?

You can reach out to the following to assist you with questions that you have regarding the application form: the **CONTACT CENTRE** using the Toll-Free Number 08000 89 666

ABOUT SUPPORT TO APPLY

- 38. Where can I go to get support to complete and submit an application?
- **39.** You can contact the **CONTACT CENTRE** using the Toll-Free Number **08000 89 666 Is there a number I can call for guidance on the completion of the form?**

YES. You can call CONTACT CENTRE using the Toll-Free Number 08000 89 666.

40. My organisation/ I as an individual is interested in supporting ECD programmes to apply for support from *ECD Employment Stimulus Relief Fund (ECD-ESRF),* what should I do?

The National and Provincial Departments of Social Development have already secured support from NGO's in the provinces to assist ECD programmes with their applications. If you want to provide support (without any remuneration, stipends or costs) you can contact one of these NGOs. It will be decision of the NGO whether they need additional assistance or not.

Unfortunately, no other support will be accepted currently.

ABOUT THE REVIEW AND APPROVAL PROPOSALS

41. Who is responsible to review and approve the applications made for support through *ECD Employment Stimulus Relief Fund* (ECD-ESRF)?

The Department of Social Development together with the Provincial Departments of Social Development are responsible for the review and approval of application with the assistance of a CENTRAL APPLICATIONS OFFICE, which also assist with verification of information.

42. Why does it to take so long to review and approved the applications?

All applications that are submitted must be reviewed to make sure that all the requirements are met and that all the information that is needed is provided. This takes time, especially as there will be a large number of applications to go through.

Each Application will go through a series of reviews to check and verify the information as to ensure that it qualifies for support through the *ECD Employment Stimulus Relief Fund* (ECD-ESRF). Even thought permission was obtained to be flexible in terms of the steps that are normally followed, there are still certain requirements that need to be met for the review and approval of Applications before money can be paid.

43. If our application is not successful, can we submit another application?

NO. There is only one round for application and only one application per ECD programme will be considered.

ABOUT FEEDBACK

44. When and where can we enquire about the success of our applications if we have not received feedback?

You can call the **CONTACT CENTRE** using the Toll-Free Number **08000 89 666** to enquire about your application.

PAYMENT

45. How will the payment from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* be made?

Payments will be made to successful applications made by ECD programmes by depositing the allocated amount into the nominated bank account in the name of the ECD programme.

46. How will the funding be paid to the employees of the ECD programme?

The management of an ECD programme needs to make use of the existing payment process to the staff members they have applied for.

47. How soon should the funds be paid to staff members after it was received by the ECD programme?

It is recommended that the payments to staff be made as soon as it is received in the bank account of the ECD programme, but not later than two (2) weeks after the receipt of funding in the bank account.

48. Will the payment be monthly or once-off?

The financial support will be paid as a single (once-off) payment.

49. If it was confirmed that our application was successful and we have not received any payment, what should I do?

Please call the **CONTACT CENTRE** at 08000 89 666 and quote your reference number to follow up on your payment.

50. If I need to change the bank account of the ECD programme after I have submitted the application, what should I do and communicate?

We strongly recommend that this is not done as it will delay the review of the application. Please ensure that you put the correct banking details on the application form.

ABOUT MONITORING

51. How will the use of the funding that is received be monitored?

The Provincial Departments of Social Development and/or NGOs that have been authorized by the Provincial Departments of Social Development to do this on their behalf, will conduct monitoring visits to ECD programmes that received support through the *ECD Employment Stimulus Relief Fund* (ECD-ESRF).

52. How does the Department of Social Development make sure that support of the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* does not go to bogus ECD programmes?

The **CENTRAL APPLICATION OFFICE** will verify every Application together with the supporting documents and bank account details. All reasonable measures have been put

in place to ensure the support provided through the *ECD Employment Stimulus Relief Fund* (ECD-ESRF) is reached to ECD programmes that qualify for this support.

53. What are the responsibilities of the manager of an ECD programme that receive funding through the ECD Employment Stimulus Relief Fund (ECD-ESRF)? The person who is responsible to manage the ECD programme is responsible to ensure

that all the requirements and conditions are followed and implemented.

54. If I am an organisation that is eligible to apply for ECD programmes that we oversee and support what is my responsibility?

For organisations that are applying for more than one centre or non- centre based programme, the accountability for ensuring that the ECD service re-opens within 60 days of receiving the funds rests with the organisation. The organisation is the contracting authority and remain responsible for ensuring application information is correct and compliance requirements are met

55. If the application is successful, does the money have to be used to pay staff only? YES. The ECD programme may only use the funding received in support of the salaries of the ECD related workers. It may not be used for anything else.

56. How do we determine how much money need to be paid to each staff member?

The funding will be received in a lumpsum (one payment). The ECD programme needs to ensure that the funding received is utilised in support of the salaries/wages of ALL staff employed in the programme. It is important and also fair that all staff benefit from the financial support provided through the *ECD Employment Stimulus Relief Fund* (ECD-ESRF).

If the ECD programme is still closed by the time that the funding is received, it needs to pay the staff that have valid employment agreements with the ECD programme and must re-open the programme within 60 days.

57. What are requirements for the financial management of the funding that are received?

The ECD programme has to implement and adhere to the financial control systems and conditions that will record and account how the funding was utilised. Proof of the aforementioned needs to be provided.

58. Do we need to submit a report on how the funding was used?

YES. You will need to keep and submit the following information to provide proof to Provincial Departments of Social Development that you spent the money for the purpose allocated:

(a) Signed proof from all the employees cited in your Application confirming that they received the financial support applied for in their names confirming value and date of payment.

- (b) Income and expenditure statement/report reflecting your expenditure including the payment to employees.
- (c) Attendance registers reflecting children's attendance of the ECD programme
- (d) Employment contracts/agreement for all staff (must be signed and dated)
- (e) Signed letter of appointment of the compliance officer

ABOUT COMMUNICATION

59. If the application is successful, what should I communicate to staff?

Communicate all the information related to the application and the funding received to the staff. It is important to be transparent, while also celebrating the success of your application to the team. It is important to communicate at least the following:

- What the ECD Employment Stimulus Relief Fund (ECD-ESRF) is
- How much funding was received?
- When it will be paid to staff employed by the ECD programme.

60. If the application is successful, what should I communicate to the management board?

Communicate all the information related to the application and the funding received to the management, including how the funding will be allocated and the conditions linked to the funding from the *ECD Employment Stimulus Relief Fund (ECD-ESRF)*.

61. How can I make sure that the information we receive about the *ECD Employment Stimulus Relief Fund (ECD-ESRF)* as well as our application is not fake news or misinformation?

It is always important to guard against all types of misinformation or fake news. Very often it looks like the "real thing". <u>Double check</u> the information and if there is any doubt contact the **CONTACT CENTRE** using the Toll-Free Number **08000 89 666**

ABOUT MORE INFORMATION

62. I still have a question that was not answered above, who can I contact to answer my question or questions?

You can call the **CONTACT CENTRE** using the Toll-Free Number **08000 89 666**. Visit the following website: <u>https://www.dsd.gov.za/</u>

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