

## SERVICE CHARTER 2020/ 2025

### DEPARTMENT OF SOCIAL DEVELOPMENT: REGIONAL OFFICES

#### Our vision

"A Self-Reliant 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

#### Our values

The core values of the Western Cape Government (WCG), to which the Department subscribes, are as follows:

##### Caring



To care for those we serve and work with

##### Competence



The ability and capacity to do the job we are appointed to do

##### Accountability



We take responsibility

##### Integrity



To be honest and do the right thing

##### Innovation



To be open to new ideas and develop creative solutions to problems in a resourceful way

##### Responsiveness



To serve the needs of our citizens and employees

#### 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 10 working days when the enquiry needs to be referred for a response

## Your responsibility to us

- To report abuse of children, women, older persons and people with disabilities, as well as fraud, misconduct by staff to the toll free nr **0800220250** or at your nearest local office
- To be courteous and civil and respectful;
- To provide us with full and accurate information and/or 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.

## Openness and transparency

In order to improve openness and transparency, the Department publishes its performance results every year in the Annual and Citizens Report on its website: <https://www.westerncape.gov.za/dept/social-development>

## Our services and standards

The service charter is aligned to the outcomes and standards contained in Part C of the Annual Performance Plan (APP) of the Department. The main departmental service areas and the Service Standards Schedule can be found at:

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

## Functions of Regional Offices

Regional Offices are responsible for the implementation of social welfare and community development service in their areas of operations. Every region has a number of local offices from whence the service is rendered. The Department also funds social welfare organisations to partner in the delivery of social welfare services.

The core services in a region is supported by (1) a corporate service function that include finance, supply chain management and HR support, and (2) Customer care services that include dealing with enquiry/ complaints and the implementation of batho pele programmes.

Service	Outcome 2020-2025
<p><b>Care and Services to Families:</b> Programmes and services to promote functional families and to prevent vulnerability in families</p>	<ul style="list-style-type: none"> <li>Children and persons are safe and live in protected family environments</li> </ul>
<p><b>Child Care and Protection:</b> Implement services that provide for the development, care and protection of the rights of children</p>	<ul style="list-style-type: none"> <li>Children and persons are safe and live in protected family environments</li> </ul>
<p><b>Crime Prevention and Support:</b> Implement social crime prevention programmes and provide probation services targeting children, youth and adult offenders and victims within the criminal justice process</p>	<ul style="list-style-type: none"> <li>Children and persons are safe and live in protected family environments</li> <li>Children and Youth at risk are identified and assisted with psycho-social and specialised interventions that combat alienation and challenging behaviour</li> </ul>
<p><b>Victim Empowerment Programme (VEP):</b> Implement integrated programmes and services to support, care and empower victims of violence and crime in particular women and children</p>	<ul style="list-style-type: none"> <li>Children and persons are safe and live in protected family environments</li> </ul>
<p><b>Services to Older Persons:</b> Implement integrated services for the care, support and protection of Older Persons</p>	<p>Poor, vulnerable Older Persons live active lives in safe, protective and support environments</p>
<p><b>Services to Persons with Disabilities:</b> Implement integrated programmes and provide services that facilitate the promotion of the well-being and social- economic empowerment of Persons with Disabilities</p>	<ul style="list-style-type: none"> <li>Persons with Disabilities and their families and/or caregivers live active lives in safe, protected and supportive environments</li> </ul>
<p><b>Youth Development:</b> Create an environment to help young people to develop constructive, affirmative and sustainable relationships while concurrently providing opportunities for them to build their competencies and needed skills to engage as partners in their own developmental and that of their communities</p>	<p>Youth make positive, healthy life choices which enhance their wellbeing</p>
<p><b>Substance Abuse, Prevention, Treatment and Rehabilitation:</b> Implement integrated services for substance abuse prevention, treatment and rehabilitation</p>	<ul style="list-style-type: none"> <li>Children and persons are safe and live in protected family environments</li> </ul>
<p><b>Social Relief:</b> Respond to emergency needs identified in communities affected by disasters not declared,</p>	<ul style="list-style-type: none"> <li>Children and persons are safe and live in protected family environments</li> </ul>

Service	Outcome 2020-2025
and or any other social condition resulting in undue hardship	

## Services and standards

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

## Contact us

The contact details are provided below.

### CAPE WINELANDS WINELANDS-OVERBERG REGIONAL OFFICE

**Street address:** 7 Durban Street, Worcester, 6850

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 023 348 5300

**Regional Director:** Mr Dirk Eland

**Contact person:** Mrs Elmarie Sales

**Email:** [Elmarie.Sales@westerncape.gov.za](mailto:Elmarie.Sales@westerncape.gov.za)

### CAPE WINELANDS-OVERBERG CUSTOMER CARE

**Street address:** 7 Durban Street, Worcester, 6850

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 023 348 5300

**Manager:** Ms Maria Arendse

**Contact person:** Ms Ruth Hibberd

**Email:** [Ruth.Hibberd@westerncape.gov.za](mailto:Ruth.Hibberd@westerncape.gov.za)

### EDEN-KAROO REGIONAL OFFICE

**Street address:** Cnr of St John's and York Street, York Building, George, 6530

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 044 814 1687

**Regional Director:** Ms Marie Hendricks

**Contact person:** Mrs Elene Donson

**Email:** [Elene.Donson@westerncape.gov.za](mailto:Elene.Donson@westerncape.gov.za)

### EDEN-KAROO CUSTOMER CARE

**Street address:** Cnr of St John's and York Street, York Building, George, 6530

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 044 814 1667

**Manager:** Ms Florina Reachable

**Contact person:** Mr Wilbert Josephs

**Email:** [Willbert.Josephs@westerncape.gov.za](mailto:Willbert.Josephs@westerncape.gov.za)

## METRO EAST REGIONAL OFFICE

**Street address:** C/o Walter Sisulu & Steve Biko Roads, Khayelitsha, 7784

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 021 -812 0921

**Regional Director:** Ms Martha Harris

**Contact person:** Amanda Singh

**Email:** [Amanda.Singh@westerncape.gov.za](mailto:Amanda.Singh@westerncape.gov.za)

### Metro East Customer Care

**Street address:** C/o Walter Sisulu & Steve Biko, Khayelitsha, 7784

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 021 -8120978

**Manager:** Ms Wilhelmina Mehl

**Email:** [Wilhelmina.Mehl@westerncape.gov.za](mailto:Wilhelmina.Mehl@westerncape.gov.za)

## METRO NORTH REGIONAL OFFICE

**Street address:** 18 Goulburn Centre, Goulburn Street, Goodwood 7459

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 021 -483 7673

**Regional Director:** Ms Soraya Abrahams

**Contact person:** Ms Kuvashni Crossland

**Email:** [Kuvashni.Crossland@westerncape.gov.za](mailto:Kuvashni.Crossland@westerncape.gov.za)

### Metro North Customer Care

**Street address:** 18 Goulburn Centre, Goulburn Street, Goodwood 7459

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 021- 4837678

**Manager:** Mr Aubrey Flink

**Contact person:** Ms Zona Louw

**Email:** [Zona.Louw@westerncape.gov.za](mailto:Zona.Louw@westerncape.gov.za)

## METRO SOUTH REGIONAL OFFICE

**Street address:** 41 Rosmead Avenue, Wynberg, 7941

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 021 7636209

**Regional Director:** Mr Quinton Arendse

**Contact person:** Shanna Jacobs

**Email:** [Shanna.Jacobs@westerncape.gov.za](mailto:Shanna.Jacobs@westerncape.gov.za)

### Metro South Customer Care

**Street address:** 41 Rosmead Avenue, Wynberg, 7941

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 021 7636212

**Manager:** Ms Mariette Swart

**Contact person:** Ms Rhonda Leite

**Email:** [Rhonda.Leite@westerncape.gov.za](mailto:Rhonda.Leite@westerncape.gov.za)

## WEST COAST REGIONAL OFFICE

**Street address:** C/o Mark & Proses Streets, Vredenburg, 7380

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 0227132272

**Regional Director:** Dr Willem du Toit

**Contact person:** Ms Janice Mahoney

**Email:** [Janice.Mahoney@westerncape.gov.za](mailto:Janice.Mahoney@westerncape.gov.za)

### West Coast Customer Care

**Street address:** C/o Mark & Proses Streets, Vredenburg, 7380

**Operating hours:** 07:30–16:00 (weekdays)

**Telephone:** 0227132272

**Manager:** Mr Richard McDonald

**Contact person:** Mr Abraham Smith

**Email:** [Abraham.Smith@westerncape.gov.za](mailto:Abraham.Smith@westerncape.gov.za)

## Your feedback is important to us

- You are invited to send your suggestions, compliments, general enquiries and/ or constructive criticism to us via the contact details listed above. We endeavour to 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

## How to make a complaint

- Visit or contact your nearest local office and speak to a Customer Care Official;
- Call our toll-free number at 0800220250;
- We will provide you with a reference number if you contact our toll-free number to follow up on any matter raised with us, or
- Send an e-mail to [SD.CustomerCare@westerncape.gov.za](mailto:SD.CustomerCare@westerncape.gov.za)

## Report fraud and corruption

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline toll-free on 0800701701 or 021483 0539.

## Service Charter

The service charter can be accessed at:

<https://www.westerncape.gov.za/general-publication/department-social-development-service-delivery-charter>

### ***Executive Authority Declaration:***

I, Sharna Fernandez, 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).



MS SHARNA FERNANDEZ

**WESTERN CAPE PROVINCIAL MINISTER: SOCIAL DEVELOPMENT**

Date: 29 April 2021