



# DEPARTMENT OF SOCIAL DEVELOPMENT SERVICE DELIVERY CHARTER

- 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
- OUR VALUES

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

Caring

Competence

Accountability

Integrity

Innovation

Responsiveness

WE VALUE BEING ACCESSIBLE

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

HEAD OFFICE

Address: 14 Queen Victoria Street  
Union House Building  
Cape Town  
8001

Tel: 021 483 5105

Email: [HOD.DSD@westerncape.gov.za](mailto:HOD.DSD@westerncape.gov.za)/  
[SD.CustomerCare@westerncape.gov.za](mailto:SD.CustomerCare@westerncape.gov.za)

OFFICE HOURS: Mon - Fri 07:30 – 16:00

Care and Services to Older Persons	To care for, support and protect older persons with a strong focus on the poor and vulnerable within communities.
Services to Persons 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.
Care and Support Services to Families	Promote the well-being of children and build the resilience of families and communities to care for and protect their children.
Child Care and Protection Services	Provision of targeted interventions focused on building strong family units.
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.
Crime Prevention and Support	Reduce the contributing factors of social crime and re-offending through the provision of 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.
Institutional Capacity Building and Support	Provision of 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.

YOUR FEEDBACK IS IMPORTANT TO US:

You are invited to send your suggestions, compliments, general enquiries and/ or constructive criticism to us:

- At the contact details listed.
- We endeavour to respond to all written enquiries/ complaints within 48 hours.
- If we cannot respond to your query immediately, you will be provided with the details of a contact person who will advise on response time frames.

HOW TO MAKE A COMPLAINT:

- Visit or contact Head Office to speak with a customer care official.
- Call our toll-free number at **0800 220 250**.
- 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) .