



# 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

Child Care and Protections Services

Care and Support Services to Families

Crime Prevention and Support

Care and Service to Older Persons

Substance Abuse, Prevention and Rehabilitation

Youth Development

Social Relief of Distress

Institutional Capacity Building and Support

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

Targeted interventions focused on building strong family units.

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

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

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

Facilitate services that promote positive life styles and responsible citizenship.

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

Capacity development and support services to identified funded NPO's and indigenous civil society organisations.

The Department's contact details, service areas and the Service Standards Schedule can be found at: [westerncape.gov.za/dept/social-development](http://westerncape.gov.za/dept/social-development)

**Our  
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- 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 toll free number **0800 220 250** within 10 working days when the enquiry needs to be referred for a response.

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## EXECUTIVE AUTHORITY DECLARATION:

I, Sharna Fernandez, commit the Department of Social Development to adhere to this Service Delivery Charter in terms of the Public Service Regulations 2016, Part III, sections 36(f) and 37.

**Ms S. FERNANDEZ**  
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- Social Relief of Distress
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