



# 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:



Child and Youth Care Centres

Child and Youth Secure Care Centres

Crime Prevention and Support

Service to people with Disabilities

Substance Abuse

Admissions

Quality Assurance

Provide alternative care and support to children, placed in terms of the Children's Act 35 of 2005, in the various Child and Youth Care Facilities and Institutions.

Provide residential care services to trial awaiting and sentenced children and youth placed in terms of the Children's Act 35 of 2005 and the Child Justice Act, 75 of 2008.

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

Provision of residential care services for profound and severe intellectual disabled children and adults.

Provide residential substance abuse treatment programmes to children and adults (voluntary and statutory).

Provide a 24-hour admission service to children and youth in need of care and protection.

To provide a consistent and balanced framework for the evaluation of services provided by child and youth care organisations that focuses on continuous improvement.

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 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 toll-free number 0800 220 250 within 24 hours or 3 working days when the enquiry needs to be referred for a response.
- To provide a same day response to children in need of care and protection.

**Your responsibility to us**

- To be courteous, civil and respect our dignity.
- To provide us with full and accurate information as well as recently certified copies of 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 provide suggestions for possible service delivery improvements.

## 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 above.
- Or you can deposit it in the suggestion boxes available at our local offices.
- 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 your nearest local office and speak to 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** .

## 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**  
WESTERN CAPE MINISTER: DEPARTMENT OF SOCIAL DEVELOPMENT  
FEBRUARY 2022



**Western Cape Government**  
**FOR YOU**

Social Development