ITSHATA YOKUHANJISWA KWEENKONZO KWISEBE LOPHUHLISO LOLUNTU

UMBONO WETHU : Luluntu Oluphila ngokuzimela

INJONGO YETHU : Kukuqinisekisa ukunikezelwa kothotho nembumba yeenkonzo zophuhliso loluntu ezivuselela ezixhobisa abantu abahlelelekileyo, abasemngciphekweni kwakunye nabanezidingo ezizodwa

IMIGQALISELO YETHU : Eyona migqaliselo iphambili kaRhulumente weNtshona Koloni, eliyithobelayo eliSebe, injengokuba idwelisiwe ngezantsi apha:

Inkathalo · Isakhono · Ukuthabathela uxanduva · Isidima · Ukusebenza ngokwahlukileyo · Ukuphendula

Amaziko Ononophelo Lwabantwana Nolutsha	Kukunikezela ngononophelo nenkxaso eyiyenye kubantwana abakumaZiko ohlukeneyo Ononophelo Lwabantwana Nolutsha ngokwemigaqo yomthetho iChildren's Act 35, ka -2008.
Amaziko Ononophelo Olukhuselekileyo Kubantwana Nolutsha	Kukunikezela ngeenkonzo zononophelo lwendawo yokuhlala kubantwana nolutsha olusalinde ukuxoxwa kwamatyala alo ngokwemigaqo yomthetho iChildren's Act 35 ka-2005 kwanabantwana abasele begwetyiwe ngokwemigaqo yomthetho iChild Justice Act, 75 ka-2008.
Uthintelo Lolwaphulo-mthetho Nenkxaso	Zinciphisa imiba enegalelo kulwaphulo-mthetho eluntwini kwanokunciphisa ukuphinda koniwe ngokwenkqubo esebenzayo yeenkonzo zoluleko kubo bonke abantwana, ulutsha nabantu abadala abasemngciphekweni.
Iinkonzo Kubantu Abakhubazekileyo	Kukunikezelwa kweenkonzo zononophelo nokuhlaliswa kubantwana nabantu abadala abakhubazeke ngokumandla kwanabo bakhubazeke kakhulu ngokwasengqondweni.
Ukusetyenziswa Gwenxa Kweziyobisi	Kukunikezela ngeenkqubo zokunyangwa nokuhlaliswa kumaziko anyanga abantwana nabantu abadala abasebenzisa gwenxa iziyobisi (ngokuzifunela nangokwemigaqo yemithetho).
Ukwamkela	Kukunikezela inkonzo eqhuba iiyure ezingama-24 ngosuku zokwamkelwa kwabantwana nolutsha olunezidingo zononophelo nokhuselo.
Ukuqinisekiswa Komgangatho	Kukunikezela isikhokelo esiluqilima nesizinzileyo sokuvavanywa kweenkonzo ezijolise ekuphuculeni umgangatho weenkonzo ezinikezelwa yimibutho yononophelo lwabantwana nolutsha.

SIKUXABISILE UKUFIKELELEKA

Yiyo ke le nto izakhiwo zethu zifikeleleka kubantu abakhubazekileyo.

ICANDELO LOLAWULO LWAMAZIKO

Idilesi Yesitalato: kuR101, kuMgaqo i-Old Paarl
De Novo Hub
eKraaifontein, 7570

Umnxeba: 021 826 6040
I-email: Marshionette.Jonkerman@westerncape.gov.za
Kwamkelwa iiyure ezingama-24: De Novo Hub
Umnxeba: 021 826 6050; 067 429 0974
I-email: Charlotte.September@westerncape.gov.za

AMAXESHA OKUSEBENZA: ngoMvulo - ngoLwesihlanu 08:30 – 16:00

Iinkcukacha zoqhakamshelwano zeSebe, iinkalo zeenkonzo kwakunye neShedyuli Yemigangatho Yeenkonzo ziyafumaneka apha: westerncape.gov.za/dept/social-development

Uxanduva lwethu kuwe

- Kukuhlala sithe qwa futhi sisebenza ngentobeko.
- Kukubonisana nawe ngezidingo zakho nokweenkonzo.
- Kukunikezela iinkonzo ezichanekileyo nezisemgangathweni.
- Kukuphendula ngendlela evulelekileyo kwisicelo sakho seenkcukacha.
- Kukusebenzela ukunikezela iinkonzo ezilifaneleyo ixabiso lazo.
- Kukusebenza ngeenkcukacha zakho ngeyona ndlela iyimfihlo.
- Kukulungisa apho iinkonzo ezithe zaphelelwa lixesha.
- Siyithiyile impatho-mbi, ukusebenzisa gwenxa, ubuqhophololo nokungaziphathi ngendlela.
- Kukuphendula kuyo yonke imibuzo ngokwale nombolo yomnxeba isimahla ingu-0800 220 250 kwisithuba seentsuku ezilishumi apho kudingeka ukuba umbuzo lowo udluliselwe kwabo bafanelwe kukuza nempendulo.

Uxanduva lwakho kuthi

- Kukunikezela ingxelo ngempatho-mbi kubantwana, amanina, kwiinkonde neenkondekazi kwanakubantu abaphila nokukhubazeka, ndawonye nobuqhophololo nokungaziphathi ngendlela kubasebenzi.
- Kukuthobeka, ukuziphatha nokuba nentlonipho.
- Kukusinika iinkcukacha ezipheleleyo nezichanekileyo kunye/okanye nawaphi na amaxwebhu anokuthi adingeke.
- Kukunyaniseka kwiingxoxo zakho nathi.
- Kukufikeleleka ze ufune ukuthabatha inxaxheba kwiinkqubo zentsebenziswano ekuvunyelwene ngazo.
- Kukunikezela izimvo ngamacebo okuphuculwa kwenkqubo yokuhanjiswa kweenkonzo.

IZIMVO ZAKHO ZIBALULEKILE KUTHI:

Uyamenywa ke ngoko ukuba uthumele kuthi iimbono, izincomo, nayiphi na imibuzo kunye/okanye nezigxeko ezakhayo ongabe unazo:

- Usebenzise iinkcukacha zoqhakamshelwano ezidweliswe ngentla apha.
- Okanye ke ungazifaka nakwiibhokisi zeembono ezifumaneka kwii-ofisi zethu.
- Sizinikele ekuphenduleni yonke imibuzo/izikhalazo ezibhalwe phantsi kwisithuba seeyure ezingama-48.
- Ukuba sithi singabi nakho ukuyiphendula imibuzo yakho ebhalwe phantsi ngoko nangoko, siya kukunika igama lalowo uya kudluliselwa kuye umbuzo lowo ze sikunike nentelekelelo yokuba ungayilinda nini na impendulo.

INDLELA YOKUFAKA ISIKHALAZO:

- Tyelela okanye uqhakamshelane neyona ofisi yethu ikufutshane nawe ze uncokole negosa lononophelo lwabaxhamli.
- Tsalela inombolo yethu engahlawulelwayo 0800 220 250.
- Siya kukunika inombolo yoko ukuba uthi usitsalele kule nombolo ingahlawulelwayo ngenjongo yokulandelela nawuphi na umba othi uphakanyiswe kuthi.
- Okanye ke usithumelele i-email kule dilesi SD.CustomerCare@westerncape.gov.za .

URhulumente weNtshona Koloni
NGOWAKHO
UPhuhliso loLuntu

ISINIKEZELO ESISUKA KUSOMAQHUZU:

Mna, Sharna Fernandez, ndinikela iSebe Lophuhliso Loluntu ekuthobeleni le Tshata Yokuhanjiswa Kweenkonzo ngokwemigaqo Yemimiselo Yokuhanjiswa Kweenkonzo ka-2016, Isigaba III, amacandelo 36(f) no-37.

Nksk. S. Fernandez
UMPhathiswa wePhondo: UPhuhliso loLuntu
Februwari 2022