



SERVICE CHARTER 2020-2025

DEPARTMENT OF SOCIAL DEVELOPMENT: HEAD OFFICE

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>

PROGRAMME 1: ADMINISTRATION	
Purpose: This programme captures the strategic management and support services at all levels of the Department i.e. Provincial, Regional, District and Facility /Institutional level	
Service	Outcome 2020-2025
Corporate Management Services	Improved corporate governance and service delivery.

PROGRAMME 2: SOCIAL WELFARE SERVICES	
Purpose: Provide integrated developmental social welfare services to the poor and vulnerable in partnership with stakeholders and civil society organisations	
Service	Outcome 2020-2025
Services to Older Persons: Design and implement integrated services for the care, support and protection of Older Persons	Poor, vulnerable Older Persons live active lives in safe, protective and support environments
Services to Persons with Disabilities: Design and implement integrated programmes and provide services that facilitate the promotion of the well-being and social- economic empowerment of Persons with Disabilities	<ul style="list-style-type: none"> Persons with Disabilities and their families and/or caregivers live active lives in safe, protected and supportive environments
Social Relief: To respond to emergency needs identified in communities affected by disasters not declared, and or any other social condition resulting in undue hardship	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments

PROGRAMME 3: CHILDREN AND FAMILIES	
Purpose: Provide comprehensive child and family care and support services to communities in partnership with stakeholders and civil society organisations	
Service	Outcome 2020-2025
Care and Services to Families: Programmes and services to promote functional families and to prevent vulnerability in families	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments
Child Care and Protection: Design and implement integrated programmes and services that provide for the development, care and protection of the rights of children	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments
ECD and Partial Care: Provide comprehensive early childhood and development services	<ul style="list-style-type: none"> Children up to the age of 7 years receive quality ECD and After School Care (ASC) services

PROGRAMME 3: CHILDREN AND FAMILIES	
Purpose: Provide comprehensive child and family care and support services to communities in partnership with stakeholders and civil society organisations	
Service	Outcome 2020-2025
Child and Youth Care Centres: Provide alternative care and support to vulnerable children	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments
Community- Based Care Services for Children: Provide protection, care and support to vulnerable children in communities	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments

PROGRAMME 4: RESTORATIVE SERVICES	
Purpose: Provide integrated developmental social crime prevention and anti-substance abuse services to the most vulnerable in partnership with stakeholders and civil society organisations	
Service	Outcome: 2020-2025
Crime Prevention and Support: Develop and implement social crime prevention programmes and provide probation services targeting children, youth and adult offenders and victims within the criminal justice process	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments Children and Youth at risk are identified and assisted with psycho-social and specialised interventions that combat alienation and challenging behaviour
Victim Empowerment Programme (VEP): Design and implement integrated programmes and services to support, care and empower victims of violence and crime in particular women and children	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments
Substance Abuse, Prevention, Treatment and Rehabilitation: Design and implement integrated services for substance abuse prevention, treatment and rehabilitation	<ul style="list-style-type: none"> Children and persons are safe and live in protected family environments

PROGRAMME 5: DEVELOPMENT and RESEARCH	
Purpose: To provide sustainable development programmes, which facilitates empowerment of communities, based on empirical research and demographic information	
Service	Outcome 2020-2025
<p>Institutional Capacity Building (ICB) and Support for Non-Profit Organisations (NPOs): To support NPO registration and compliance monitoring, NPO stakeholder liaison and communication, provide institutional capacity building, manage NPO funding and monitoring and create a conducive environment for all NPOs to flourish</p>	<ul style="list-style-type: none"> • Improved corporate governance and service delivery
<p>Poverty Alleviation and Sustainable Livelihoods: Manage Social Facilitation and Poverty for Sustainable Livelihood programmes</p>	<ul style="list-style-type: none"> • Vulnerable people have nutritional support
<p>Youth Development: 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>	<ul style="list-style-type: none"> • Youth make positive, healthy life choices which enhance their wellbeing
<p>Population Policy Promotion: To promote the implementation of the Population Policy within all spheres of government and civil society through population research, advocacy, capacity building and by monitoring and evaluating the implementation of the policy</p>	<ul style="list-style-type: none"> • Improved corporate governance and service delivery

Accessibility

Our buildings are accessible to people living with disabilities.

Contact us

DSD Contact Details: General
DSD Toll free nr 0800220250
E-mail: SD.CustomerCare@westerncape.gov.za
Customer Care Reception: 021 4835045
After Hours Mobile Child Protection: 082 227 0478
Visit the Head Office at 14 Queen Victoria Street, Cape Town, 8001

Western Cape Government Contact Centre
SOCIAL MEDIA Facebook: WesternCapeGovernment General Twitter account: @WesternCapeGov
E-mail: service@westerncape.gov.za
SMS: Send HELP to 31022 (standard rates apply)
Shared Call: 0860 142 142 (08h00 to 16h00)
Visit the Walk-in Centre by 9 Wale Street, Cape Town, 8001

General Enquiries

Executive Authority
Street address: 14 Queen Victoria Street, Union Building, Cape Town 8000 Postal Address: Private Bag X9185, Cape Town, 8000 Office hours: 07:30 – 16:00 (weekdays) Telephone: 021-4836400 Minister: Ms Sharna Fernandez Contact Person: Ms Delorees Kotze and Ms Colleen Ryan Email: DSDMinister@westerncape.gov.za
Street address: 14 Queen Victoria Street, Union Building, Cape Town 8000 Postal Address: Private Bag X9185, Cape Town, 8000 Office hours: 07:30 – 16:00 (weekdays) Telephone: 021 4833083 Head of Department: Dr Robert Macdonald Contact Person: Ms Tracy Hendricks Email: HOD.DSD@westerncape.gov.za

Directorate Operational Management Support

Street address: 48 Queen Victoria Street, Cape Town, 8001

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Office hours: 07:30 – 16:00 (weekdays)

Telephone: 0214833125

Director Operational Management Support: Ms Annemie Van Reenen

Contact person: Ms Ramola Beukes

Email: Ramola.Beukes@westerncape.gov.za

Chief Directorate Children, Families and ECD

Street address: 14 Queen Victoria Street, Union Building, Cape Town 8000

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Chief Director Children, Families and ECD: Mr Charles Jordan

Contact person: Ms Melissa Abrahams

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Director Children and Families: Dr Lesley Corrie

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Director ECD and Partial Care: Ms Tughfa Hamdulay

Contact person: Ms Sharon McKenzie

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Chief Directorate Social Welfare and Restorative Services

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Chief Director Social Welfare and Restorative Services: Ms Leana Goosen

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Chief Directorate Social Welfare and Restorative Services

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Director Special Programmes: Mr Denzil Cowley

Contact person: Ms Candice Sampson

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Director Restorative Services: Mr Mzukisi Gaba

Contact person: Ms Belinda Nkettle

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Director Facility Management: Vacant

Contact Person: Ms Adelyn Appollis

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Chief Directorate Community and Partnership Development

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Chief Director Community and Partnership Development: Mr Mzwandile Hewu

Contact Person: Mr Teboho Majela

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Director Community Development: Mr Lionel Arnolds

Contact person: Ms Anastashia Jacobs

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Chief Directorate Community and Partnership Development

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Director Partnership Development: Ms Deborah Dreyer
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Chief Directorate Financial Management

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Chief Director Financial Management: Mr Juan Smith
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Director Finance: Mr Denver Holley
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DIRECTOR SUPPLY CHAIN MANAGEMENT

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Director: Supply Chain Management: Mr Clint Starling
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Chief Directorate Business Planning and Strategy

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Chief Director Business Planning and Strategy: Ms Marion Johnson
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Chief Directorate Business Planning and Strategy

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Director Business Planning and Monitoring: Ms Sihaam Nieftagodien

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Director Research and Information Management: Mr Gavin Miller

Contact person: Ms Beauty Dywili

Email: Beauty.Dywili@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

Report fraud and corruption

Report any instances of fraudulent or corrupt activities by contacting the National Anti-Corruption Hotline toll-free on 0800701701 or 021 483 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 WCG: 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 FOR SOCIAL DEVELOPMENT

Date: 29 April 2021