DEPARTMENT OF SOCIAL DEVELOPMENT SERVICE DELIVERY CHARTER

OUR VISION:

A caring and self-reliant society.

OUR MISSION:

To transform our society by building conscious and capable citizens through the provision of integrated social development services.

The Department of Social Development operates within the mandate from national policy and legislative frameworks. The functional mandate of the Department of Social Development is derived from the White Paper for Social Welfare (1997) and White Paper for Population Policy for South Africa (1998). According to the first White Paper (1997), the provincial departments of welfare will primarily be responsible for the following functions in conjunction with the relevant governance structures:

Provincial policy and planning: To formulate, coordinate, maintain and review provincial policy and planning in consultation with all stakeholders.

Legislation: To review, formulate and administer social welfare legislation within the framework of the national policy.

Social welfare services: To plan, implement, co-ordinate, and monitor the delivery of developmental social welfare services; to implement and monitor programmes in accordance with national norms and standards; and to develop and render specific services.

Funding: To negotiate for provincial funding and to maintain financial management systems; to administer disaster and relief funds; to regulate fundraising at the provincial level; to finance social welfare programmes provided by organisations in accordance with national policy and to formulate and review the criteria for such funding

Social welfare governance structures: To initiate and facilitate the development and maintenance of social welfare governance structures.

Values: Human dignity is a fundamental human right that must be protected in terms of the Constitution of South Africa and which facilitates freedom, justice and peace. Respect is showing regard for one another and the people we serve and is a fundamental value for the realisation of development goals.

Integrity is ensuring that we are consistent in our values, principles, actions and measures and thus generate trustworthiness amongst ourselves and with our stakeholders.

Fairness expresses our commitment to providing services to all South Africans without prejudice based on race, gender, religion or creed.

Equity is equitable access to services and resources to address past and current imbalances. Inclusion seeks to ensure the equitable treatment and elimination of discrimination in all its forms at all departmental levels.



OUR SERVICES

Programme 1: Administration

Programme 2: Social Welfare Services

Services to Older Persons Services to persons with Disabilities **HIV and AIDS Social Relief**

Programme 3: Development and Support Services (Children and Families) Care and Support Services to Families

Partial Care

Child and Youth Care Centres Community Based Care for Children

HOW TO CONTACT US FOR OUR SERVICES



Gauteng Department of Social Development: **Head Office**

POSTAL ADDRESS

Private bag x 35 Johannesburg 2001

Time: 07h30 – 16h00

OFFICE HOURS

Days Open: Monday to Friday. Days Closed: Saturdays, Sundays & Public Holidays.

PHYSICAL ADDRESS

Thusanong Building (No 69, Commissioner Street, Johannesburg, 2000)

Switchboard: (011) 355-7600/01 Contact Premier's Hotline 0800 428 8364

USSD Number: *134*47472#

Email: Info-Socdev@gauteng.gov.za

Website: www.gauteng.gov.za

Days Open: Monday to Friday. Days Closed: Saturdays, Sundays & Public Holidays

REGIONAL OFFICES

Substance Abuse Prevention, Treatment and Rehabilitation Services

Programme 4: Restorative Services Crime and Prevention and Support

Programme 5: Development and Research

Community Based Research and Planning

Institutional Capacity Building and Support for NPO's

Poverty Alleviation and Sustainable Livelihoods

Victim Empowerment

Community Mobilisation

Youth Development

Women Development

REGIONAL DIRECT	ORS AND TELEPHONE NUMBERS	PHYSICAL ADDRESS
Ms. Phumla Nkosi	Tel No: 011 820 3000 Tel No: 011 820 0566	40 Catlin Street, Germiston, 1400 011 820 0566
Ms. Mpho Mokoena	Tel No: 012 359 3300 Tel No: 012 359 3311	C/o Thabo Sehume & Pretorius street, Pretoria, 0001 012 359 3311
Ms. Nonhlanhla Mtimkhulu	Tel No: 011 355 9200 Tel No: 011 355 9413	41 Fox Street, Batho Pele House, Marshalltown, Johannesburg, 2001 011 355 9413
Ms. Mantshebo Kobeli	Tel No: 011 350 7700 Tel No: 011 950 7726	16 Human Street, Deutch Centre, Krugersdorp 1739 011 950 7726
Mr. Tshifhiwa Tshikalaha	Tel No: 016 930 2000 Tel No: 016 930 2001	No 03 Moshoeshoe Street, Sebokeng Welfare Complex, 1983, 016 930 2001
	Ms. Phumla Nkosi Ms. Mpho Mokoena Ms. Nonhlanhla Mtimkhulu Ms. Mantshebo Kobeli Mr. Tshifhiwa	Nkosi Tel No: 011 820 0566 Ms. Mpho Tel No: 012 359 3300 Mokoena Tel No: 012 359 3311 Ms. Nonhlanhla Tel No: 011 355 9200 Mtimkhulu Tel No: 011 355 9413 Ms. Mantshebo Tel No: 011 350 7700 Kobeli Tel No: 011 950 7726 Mr. Tshifhiwa Tel No: 016 930 2000

Regional Operating Hours 07h30 - 16h00



OUR SERVICE STANDARDS

We, the Department of Social Development (GP) have set the following minimum standards for the level and quality of services we provide:

- Regional Offices to take the services closer to where clients exist in Johannesburg, Westrand, Sedibeng,
- Ekurhuleni, Tshwane
- Services are accessible from 07h30 until 16h00
- Our services are free of charge
- · All Frontline staff will be identified with an official name tag • All clients will be greeted and treated in a courteous and friendly manner
- Clients will not wait for more than 10 minutes before they are directed to a comfortable waiting area in order
- All Social service professional Services are rendered by professionals that are registered with the South
- African Council for Social Service Professionals • Services are rendered within the scope of Norms and Standards for Social service professionals
- The complaints and queries are acknowledged to within fourteen (14) days and resolved within ninety (90) days
- The departmental website is continually updated with the latest information and changes e.g. policy developments, MEC's speeches, articles and statements

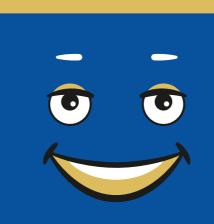
that impact on service delivery

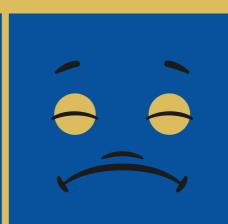


COMPLAINTS AND COMPLIMENTS

You are free to lodge any complaints to the Department using any of the following methods:

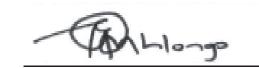
- Come in person and complete a Customer Complaints Form available at your
- nearest Gauteng Department of Social Development service point or • Contact the Premier's Hotline 0800 428 8364 | GDSD Customer Care Email:
- Info-Socdev@gauteng.gov.za Or utilise the complaints/suggestions boxes at Regional and Provincial Offices
- We need to know if:
- You have received outstanding services
- You feel we are not meeting our service commitment • You have ideas on how we can improve our services











MS THEMBENI MHLONGO **HEAD OF DEPARTMENT** DEPARTMENT OF SOCIAL DEVELOPMENT Date:





