

# 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.

**OUR MANDATE**  
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

Programme 4: Restorative Services  
Crime and Prevention and Support  
Victim Empowerment  
Substance Abuse Prevention, Treatment and Rehabilitation Services

Programme 5: Development and Research  
Community Mobilisation  
Institutional Capacity Building and Support for NPO's  
Poverty Alleviation and Sustainable Livelihoods  
Community Based Research and Planning  
Youth Development  
Women Development

## HOW TO CONTACT US FOR OUR SERVICES

	POSTAL ADDRESS	OFFICE HOURS	PHYSICAL ADDRESS
<b>Gauteng Department of Social Development: Head Office</b>	Private bag x 35 Johannesburg 2001	<b>Time:</b> 07h30 – 16h00 <b>Days Open:</b> Monday to Friday. Days Closed: Saturdays, Sundays & Public Holidays.	Thusanong Building (No 69, Commissioner Street, Johannesburg, 2000)  <b>Switchboard:</b> (011) 355- 7600/01 Contact Premier's Hotline 0800 428 8364  <b>USSD Number:</b> *134*47472 #  <b>Email:</b> <a href="mailto:Info-Socdev@gauteng.gov.za">Info-Socdev@gauteng.gov.za</a>  <b>Website:</b> <a href="http://www.gauteng.gov.za">www.gauteng.gov.za</a>

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

## REGIONAL OFFICES

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

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 to receive a service
- 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](mailto: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:

MS MBALI HLOPHE  
MEMBER OF EXECUTIVE COUNCIL (MEC)  
FOR SOCIAL DEVELOPMENT, AGRICULTURE,  
RURAL DEVELOPMENT AND ENVIRONMENT  
Date:



**GAUTENG PROVINCE**  
SOCIAL DEVELOPMENT  
REPUBLIC OF SOUTH AFRICA

**GGT2030**  
GROWING GAUTENG TOGETHER