

Department of Social Development Customer Service Charter

This charter reflects the belief of the Department of Social Development and its implementation partners in Batho Pele: a better life for all people of Limpopo by putting people first. It is our commitment to our customers – the poor and vulnerable members of the society– that we will do our utmost to help you and provide you with the quality of service you deserve.

We value you. Your well-being is important to us. We are committed to making a difference in your life.

We will help you by...

- Offering you services that meet the required standards.
- Listening carefully to you, and refer you appropriately should we not understand your language.
- Provide accurate and consistent information.
- Providing reasons for decisions.
- Keeping to the timelines we have set for each type of service.
- Correcting our mistakes.
- Taking care of customers with special needs such as the disabled or elderly

We want to help YOU. We want to make things easier. To do this, we need your help.

You are the purpose we exist...

- As a customer, you are the most important visitor on our premises.
- You are not dependent on us, we are dependent on you.
- You are not an interruption of our work, you are the purpose of it.
- You are not an outsider to our business, you are the purpose of it.
- We are not doing you a favour by serving you, you are doing us a favour by giving us the opportunity to do so.

A democratic society gives you certain rights Government must respect and protect your right.

You have the rights to...

- Apply for services we provide.
- Insist on respect and confidentiality – of privacy and information.
- Be served in the language of your choice.
- Be informed about clear procedures on reporting abuse, misuse, fraud or misconduct.
- Insist that wrong or unfair practice be corrected.
- Have access to fair and unbiased assistance.
- Expect friendly and helpful services from respectful, responsible and competent officials.
- Ask for a full and fair investigation of every complaint and proper feedback..

Our Services

Older persons

- > Residential care
- > Service centres

Women

- > Shelter for abused women
- > Victim empowerment
- > Counselling
- > Skills training and development

Organizations and Communities

- > Registration, funding & training
- > Internships
- > Assistance in setting up Early Childhood development
- > Research and development
- > Sustainable livelihood
- > Community enhancement
- > Support drop in centres
- > Support home community based care

Children & Families

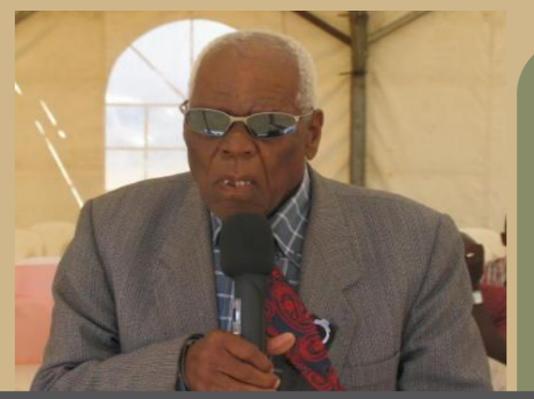
- > Adoption services
- > Foster care
- > Children's homes
- > Child protection services
- > Skills training & development
- > Family preservation services
- > Social relief of distress

People with disabilities

- > Residential care
- > Service stimulation
- > Protective workshop

Youth

- > Treatment of substance abuse
- > Counselling
- > Skills training



Original copy signed by the MEC

Contact us at district offices

Office Hours

Monday - Friday
07:30 - 16:30
MEC HOTLINE: 0800 91 91 91

Tel: 015 962 2918
Fax: 015 962 4623
Old Parliament Building
Thohoyandou

Vhembe District

Tel: 015 812 4266
Fax: 015 812 4125
Limdev Building
Old Parliament Building
Giyani

Mopani District

Tel: 015 633 2454
Fax: 015 633 6487
Old Parliament Building
Zone F
Lebowakgomo

Sekhukhune District

Tel: 014 718 1763
Fax: 014 717 2303
CNR Elias Motsoaledi &
Thabo Mbeki Drive
Modimolle

Waterberg District

Tel: 015 290 9263
Fax: 015 291 5917
Moolman Building
34 Hans Van Rensburg street
Polokwane

Capricorn District

Contact us at head office

Tel: 015 293 6000
Fax: 015 293 6211
Web: www.dhsd.limpopo.gov.za
Postal Address: Private Bag X9710, Polokwane, 0700

Head Office: 18 College Street, Polokwane