



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

Readiness Assessment for Implementation of Generic Norms and Standards

All social service practitioners; supervisors and managers

The time has come for us to make a difference in our own sector and we would like to thank you in advance for your critical role in the data collection phase of this project. You are referred to previous communication by the Directorate service standards of the National Department of Social Development on this project, as well as the planning workshop held at Birchwood Hotel on the 25-26 July 2012, where your organisation or department were represented.

For those who read this and have not heard of this project before, a brief overview is available for your information.

We are now ready for the data collection to inform the readiness assessment for the implementation of generic norms and standards. Our questionnaires are online and ready to be completed by the different role players in the social services sector.

The table below indicate which questionnaire must be completed by who and the link to the

Questionnaire	To be completed by	Link to questionnaire
Organisation Questionnaire	Managers of Social Welfare Services	http://www.research.net/s/DSDSWOQ158
Supervisor Questionnaire	Supervisors of Social Service Practitioners	http://www.research.net/s/DSDSVQ158
Supervisor—Practitioner Questionnaire	Supervisors of Social Service Practitioners	http://www.research.net/s/DSDSVPQ158
Practitioner Questionnaire	All Social Service Practitioners who render a direct service to beneficiaries	http://www.research.net/s/DSDPQ158
File Review Questionnaire	Managers and/or Supervisors of Social Service Practitioners	http://www.research.net/s/DSDFRQ158
Office Questionnaire	Social Service Managers or the most senior Social Service Practitioner in an office or building	http://www.research.net/s/DSDSOQ158

online questionnaires.

For further clarification on the process and the identification of the most appropriate persons to complete the different questionnaires, a guideline on the data collection process is available.

The identified coordinators have the responsibility to ensure that the information is distributed.

DSD — regional/district coordinators who will have the responsibility to distribute it to all the service points in their region/district.

Other government **departments** — you have been identified as the person responsible to distribute the information to all the service points in your province.

NGO's — as the national or provincial coordinator, you have the responsibility to distribute the information to all the service points in your organisation.

We however appeal to each of you to take initiative to access the questionnaires and complete it.

The period for the completion of the online questionnaires is 15 August to 15 September 2012.

For any queries contact: Ferdi Schenck — 082 452 0191

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Your collaboration is critical to the success of this project and highly valued and appreciated.

ISSUED BY: DIRECTORATE SERVICE STANDARDS