

FOOD PARCELS

Frequently Asked Questions

Who is responsible for food parcels?

According to the Social Assistance Act, the South African Social Security Agency (SASSA) is the lead agency charged with social support to the poor, including providing food parcels. We have requested that SASSA re-open their offices, which were closed by a national government directive on 30 March 2020.

Independently of government efforts, a number of NGOs, community soup kitchens, religious organisations, community based organizations and private companies are providing food to vulnerable communities.

The Western Cape Department of Social Development will provide 50,000 food parcels once off during the lockdown to beneficiaries who meet certain criteria. This is specifically for the lockdown period.

The criteria are necessary to make sure that the most vulnerable receive assistance first.



Who qualifies for the food parcels distributed by the Western Cape Department of Social Development, and its funded partners, during the lockdown?

The Western Cape Government made emergency funding available to provide food parcels to those most vulnerable during the lockdown. We are using the following criteria to determine who are most vulnerable and qualify for a food parcel:

- Households affected by COVID-19 infections in the following instances:
 - A member/s of the family who tested positive for the virus and are in quarantine in their homes.
 - A household where a member of the family who tested positive for the virus and who have insufficient means to sustain them selves during the lockdown period.
- A person who is on medication or who suffers from a chronic illness and have insufficient means to sustain themselves, and was assessed and referred by a local clinic or registered health practitioner.
- A person and their household who have insufficient means to sustain themselves during the lockdown period who was referred by a registered humanitarian relief agency, registered NPO or a municipal manager, and assessed by Department of Social Development. In this instance, persons not yet in receipt of SASSA grants, including the elderly, child headed houses, grant awaiting beneficiaries will be prioritised.

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17th April 2020

What process does the Western Cape Department of Social Development follow to distribute food parcels?

1. Requests for food parcels are received from call centres, municipal managers, humanitarian relief agencies, or registered NPOs and are sent to social workers.
2. The social workers then conduct a telephonic assessment with each person to ensure that they meet the criteria set out.
3. They will also screen the person's ID against SASSA's database to check whether the person is an existing grant or food recipient from SASSA.
4. If the person meets the criteria, they will be contacted by the department, and given details of when the food parcel delivery will happen.



Who should I contact for more information?

To contact **SASSA** for assistance call **0800 60 10 11** or **021 469 0235**, or email grantenquiries@sassa.gov.za

To contact the Western Cape Government regarding its limited emergency food parcels (please check criteria) call **0800 220 250**, or send a please call me to **079 769 1207** or email service@westerncape.gov.za.

Please note that we are receiving extremely high call volumes.

