

# Vuk'uzenzele

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## Plans to protect women and children

**P**resident Cyril Ramaphosa has announced an emergency plan to deal with the violence against women and children in the country. Addressing a Joint Sitting of the National Assembly and National Council of Provinces recently, the President said the plan strengthens existing measures and introduces new interventions in five principal areas.

These areas include;

- How to prevent gender-based violence
- Strengthening the criminal justice system
- Steps that need to be taken to enhance the legal and policy framework
- What can be done to ensure adequate care, support and healing for victims of violence
- Measures to improve the



economic power of women in South Africa.

"This emergency action plan

will be driven by an Interim Steering Committee located in the Presidency and co-chaired

by government and civil society organisations.

"The Steering Committee will coordinate rapid response at national level. The plan will be implemented over the next six months," the President said.

He called for the Joint Sitting to focus the attention of elected public representatives and the nation at large on the crisis of Gender-Based Violence and Femicide (GBVF).

"To enhance the safety of women, we are going to, as a matter of urgency, make the necessary amendments to our laws and policies to ensure that perpetrators of GBV are brought to book. We will make substantial additional funding available for a comprehensive package of interventions to make an immediate and lasting difference.






"Cabinet has resolved to direct R1.1 billion in additional funding in this financial year to the comprehensive response to GBV. It is government's intention that the funds appropriated for this programme will be raised from within the current budget allocation and will not require additional borrowing," the President said.

### Prevention measures

Government will launch a mass media campaign that will target communities, public spaces, workplaces, higher education institutions and schools, as well as recreational spaces.

"As part of this campaign, we are going to provide gender sensitivity training to law-enforcement officials, prosecutors, magistrates and policy makers – and ensure that

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# Government dealing with illegal immigration

**G**overnment has prioritised border control and security to deter illegal immigration, said President Cyril Ramaphosa.

“We proceed from the principle, as does every other sovereign state that all who live in South Africa must be legally permitted to do so. Police and immigration officials who take bribes in return for making cases go away, for releasing impounded goods or for issuing fraudulent documents must be dealt with firmly,” the President said.

The President was speaking recently at a Joint Sitting of the National Assembly and National Council of Provinces.

The President called for a Joint Sitting to focus the attention of elected public representatives and the nation at large on the crisis of Gender-Based Violence



and Femicide (GBVF).

“We know that our people are concerned about illegal immigration, and about some foreign nationals being involved in crime. We understand the concerns of local businesses

struggling to compete against counterfeit goods being sold at prices they cannot match.

“We share your frustration that some South African employers are employing foreigners over locals to undercut

wages, turning worker against worker,” President Ramaphosa said.

The President said all who operate businesses in this country must be registered and meet the requirements of

the law.

He said the recent public violence directed against both foreign nationals and South Africans exposed not only the levels of intolerance in society but also the extent of the frustrations of many about their social and economic conditions.

The President said there is no place for xenophobia and criminality, whether it is committed by foreigners or locals in the country.

“We are going to work with local and international humanitarian organisations as well as the various diaspora forums on an initiative to tackle xenophobia and intolerance. Such a campaign must be aimed at eradicating stereotypes, encouraging cross-cultural understanding and promoting social cohesion,” he said. **SAnews.gov.za**

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those who are found in breach of their responsibilities in this regard are held to account.

“We will undertake a mass mobilisation programme to train and deploy prevention activists to all of our 278 municipalities,” the President said.

The campaign will focus on men’s groups and formations, youth and offenders inside correctional centres.

This will be matched with prevention education in schools. “Women’s rights and gender power relations will be part of Life Orientation in the school curriculum,” he said.

### Strengthening the criminal justice system

Government will direct resources to improve the functioning of Sexual Offences Courts, Thuthuzela Care Cen-

tres, and the Family Violence, Child Protection and Sexual Investigation Units of the South African Police Service (SAPS).

“Funding has already been approved for the establishment of an additional 11 Sexual Offences courts over the next financial year,” the President said.

The Ministry of Justice and Constitutional Development is already working on measures to clear the backlog of criminal cases for rape and other forms of GBV.

### Enhancing the legal and policy framework

In a move to strengthen the response of the State to GBVF, government will propose a range of legal and regulatory reforms in Parliament.

“We will propose to Parliament the necessary legislative changes to ensure that all

crimes against women and children attract harsher minimum sentences.

“We need to engage with the Judiciary on the role it can play in supporting the national effort to end GBV,” the President said.

He affirmed the position that the State should oppose bail for suspects charged with the rape and murder of women and children.

“Those who are found guilty of such crimes should not be eligible for parole. A life sentence must mean just that – life in prison. We are also going to give urgent attention to strengthening programmes to rehabilitate offenders and youth at risk,” he said.

### Care, support and healing for victims of violence

Government has committed to

standardising the framework for funding civil society organisations working with survivors of GBV.

“Through our Emergency Action Plan, we will provide post-rape training for health care providers and lay counsellors, who provide care and support to victims and survivors.

“We will work with the private sector, concerned individuals and other institutions to substantially increase the number of Thuthuzela Care Centres across the country from the current 54 to over 100 by 2025.”

In addition, government will resource the GBV framework in universities and colleges, which will include the establishment of gender equity offices in these institutions.

The President will meet

with vice chancellors of universities to discuss what can be done at institutions of higher learning to address the challenge of violence against women.

### Improving the economic power of women

Government will continue to prioritise women when it comes to access to employment, training opportunities and procurement of services.

“By tackling unequal economic power dynamics, we can reduce the vulnerability of women to abuse. Government is committed to reach its target to set aside 30 percent of the value of its procurement for women-owned businesses, and to progressively increase that to 40 percent,” Ramaphosa said. **SAnews.gov.za**



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# Universal Healthcare will be a reality

**S**outh Africa is one step closer to achieving equality in the healthcare sector after the National Health Insurance (NHI) Bill was published in August.

In 2018, we held a Presidential Health Summit to address various challenges facing the public health system so that it is strengthened in preparation for the implementation of the NHI.

Once fully implemented in 2026 – the NHI will provide universal healthcare access, based on the values of justice, fairness and social solidarity.

Meanwhile, the NHI Bill has been made available for public comment, which might result in a few changes being made to it. It will then be put before the National Assembly for a vote. If the National Assembly passes it, it will be referred to the National Council of Provinces, for a similar process. If passed, it will be sent to the President of the Republic to sign into law.

However, despite the processes that need to take place, the NHI is here to stay and I encourage all South Africans to get to know and be excited about the Bill and how it will address the massive inequalities that exist in the healthcare sector.

Much work has already been done to ready our healthcare system for the NHI, includ-



ing the Ideal Clinics initiative which has already benefitted thousands of South Africans. Rest assured that before the NHI is launched, the NHI Fund will be fully functional and the required management and governance structures will be in place.

Although universal healthcare will cost the country billions – the initial estimate was R256 billion, much of the money will be repurposed. In addition, global studies show that an investment in a country's health services is a catalyst for economic growth.

The NHI will result in a healthier population which, in turn, will mean a healthier economy.

NHI funding will be used ef-

ficiently and fairly to improve the quality of health services for everyone. This means our hospitals and clinics must be upgraded where necessary, adequate medicines and equipment must be available and there must be enough doctors and healthcare workers to ensure that morale and effectiveness remain optimal.

There will be an active partnership between the Presidency and government departments to ensure accountability and stakeholders are expected to report annually to the President on the progress made in improving the health system.

The NHI will allow citizens to access quality essential healthcare services and safe, effective and affordable essential med-

icines and vaccines, without suffering financial hardship as a result.

Over and above the current health spend which will be repurposed, funds for the NHI will largely come from the public in the form of an income deduction, similar to how current income tax works. How much you pay will thus be determined by how much you earn.


When the NHI is fully implemented, your doctors' visits, medicines, operations and hospital and rehabilitation stays will be paid for by the NHI and the quality of care given to South Africans will be the same, regardless of whether you have money or not, and regardless of where you live.

Around 84 percent of South Africans currently do not have medical aid. The NHI will drastically improve their access to healthcare. Those lucky enough to have medical aid also stand to benefit because of how quickly most members run out of funds each year and find themselves not only having to pay for healthcare but also keep up their monthly medical aid contributions.

The NHI is fundamentally about social justice and its success should be a national priority. As South Africans, we should adopt healthy and active lifestyles and do our best to take care of our physical and mental wellbeing.

South Africa's health professionals and general workers in the health sector have a huge part to play in making the NHI work. Its future is literally in their hands.

With Public Service Month being acknowledged in September, it has a focus on putting people first.

I urge all those working in the health sector to embrace the NHI and to spread awareness of it to your colleagues and the public. Above all, remember that without your dedication towards the wellbeing of fellow South Africans, the NHI will not live up to its potential of radical transformation. 



# Boys promise to be men of honour

Dale Hes

**M**ale high school pupils in Gauteng have shown that they will fight Gender-Based Violence (GBV), in a moving videotaped pledge created by one of their teachers.

Wayne Tewson, an art and design teacher at the Bracken High School in Alberton, Gauteng, wrote the pledge – called Men of Africa – which speaks about how young men have the power to change the current plague of GBV in South Africa.

“With the current surge of GBV going on around the country, social media has been full of hatred against men. This is understandable, but I feel that hatred is not the way to create change. I wanted to change

the narrative into one where young men realise that it is in their hands to change what has been created by the older generations,” said Tewson.

Hundreds of boys at the school took the pledge, promising to “build, uplift and honour” women, treat all women with respect, and be the man that people run to, not from.

The initiative started with a call over the school intercom, inviting the schoolboys to take Mr Tewson’s pledge if they wanted to.

“It started with around 50 boys turning up. But then others came later in the day and said that they wanted to take the pledge. And then they wanted to practise it and turn it into a proper video that could be shared with others. It turned from something I had



■ Pupils at Bracken High School in Alberton, Gauteng have pledged to be men who protect women.

created into something they completely took on board and

**“The boys want to be good men and do not want to fall under the current label of being “trash”.**

made into something much bigger. I feel extremely proud

of the impact it has had,” Tewson said.

Girls and boys alike have now been sharing the video on social media and spreading the positive message of hope for the future.

“The boys want to be good men and do not want to fall under the current label of being “trash”. This is showing their commitment towards becoming those men,” Tewson said.

Tewson also called on other men to lead by the example they set for their children and communities.

“It is all good and well telling your son to be a good person,

but I think the best way to address the issue is to lead by your actions. If men can show that they are treating women with respect, then their children will have the same mindset and true change can happen.”

The boys of Bracken High School are living up to President Cyril Ramaphosa’s message that men must be at the forefront of fighting GBV.

Following the increased incidences of GBV taking place around the country, President Ramaphosa called on all men to stand up and be counted in the fight against this scourge. **U**

## Steps to protect vulnerable groups from sex offenders

Dale Hes

**I**t is a scary reality that sex offenders could be anywhere. They could be living next door, working at the local supermarket or sharing a taxi with you every morning.

In addition to the many steps taken by government to clamp down on violence against women, children and vulnerable groups in recent months, President Cyril Ramaphosa is also seeking to ensure that the names of these sex offenders are known to the public.

This will be achieved by making the National Register of Sex Offenders (NRSO) public knowledge.

### What is the NRSO?

The Department of Justice and Constitutional Development said the NRSO was estab-

lished as an Act of Parliament in 2007. It lists the names of criminals who have been found guilty of sexual offences against children and mentally disabled people.

According to the department, currently the register gives employers in places such as schools, crèches and hospitals the right to check if a person they are hiring is fit to work with children or mentally disabled people. The register seeks to protect these vulnerable groups from sex offenders, and also ensures that convicted offenders are not allowed to adopt children or apply for foster care.

### Who can access the register currently?

According to the department access to information in the NRSO is not open to the public and must be kept confidential. Information is only available



to those who are entitled to apply for a clearance certificate. These include any employers in the public or private sector who work with children or mentally disabled persons.

So if you are an employer at a school, crèche, hospital or similar environment, then you can apply for a clearance certificate from the Registrar of the NRSO.

### Why is government seeking to make the NRSO public?

President Ramaphosa has made strong moves towards strengthening the justice system to clamp down on violence against women, children and vulnerable groups. Making the NRSO public will allow any person to check the backgrounds of people who spend time around their children or relatives.

“We are going to overhaul and modernise the national register of Gender-Based Violence (GBV) offenders provided for in the Sexual Offences Act to ensure it is effective in combating GBV,” he said Ramaphosa said. **U**

For more information about the NRSO call 012 315 1998 or email [nrso@justice.gov.za](mailto:nrso@justice.gov.za)



# New sexual offences court in Limpopo



Justice and Correctional Services Minister Ronald Lamola has appealed to communities to support victims of Gender-Based Violence (GBV) in order to break the stigma around GBV.

At the recent opening of the Sibasa Sexual Offences Court

in Limpopo, Lamola urged society to work with government in rooting out GBV where it takes place. "We must make sure that there is no perpetrator of GBV who escapes the hands of justice due to victims not getting adequate support.

"It is sad when some victims do not attend court due to fear of being shamed by members of the community. We must reach out to all victims and support them," Lamola said.

The Minister said societies need to return to the principles of ubuntu and morality

to create safe environments for women. He committed that government will continue to work hard to ensure that those who brutalise women and children are punished.

Lamola explained that Sexual Offences Courts provide victim-centric services and they aim to reduce secondary victimisation.

Avhamboni Mutangwa, who is a local resident, said she is confident that with the launch of the court, rapists and all the perpetrators of GBV are going to be given long sentences.

"Women are supposed to be free. They are not objects to be abused. They deserve respect. Whoever abuses women must be locked in jail," Mutangwa said.

Sexual Offences Courts were reintroduced by the Department of Justice and Constitutional Development

in 2013 to provide specialised services to victims of GBV.

Since August 2013, the department has been upgrading regional courts into sexual offences courts.

**"Women are supposed to be free. They are not objects to be abused."**

The Sibasa Sexual Offences Court is the 94th court to be launched in South Africa.

The Sexual Offences Courts are backed by the Thuthuzela Centres and they continue to yield conviction rates, and in the last financial year, the conviction rate stood at 74.4 percent. [SAnews.gov.za](http://SAnews.gov.za)

## Help for rape survivors

Allison Cooper

It is not your fault if you get raped, irrespective of the circumstances or situation that gave rise to the incident.

This is according to Dr Emeka Orisakwe, the Clinical Manager of Ngwelezana Hospital's Thuthuzela Care Centre (TCC) in Empangeni, KwaZulu-Natal, who also stressed that victims are not alone.

"TCCs are here to support and assist you, to ensure that you get the necessary help and are able to seek justice," he said.

TCCs were introduced as a critical part of South Africa's anti-rape strategy to reduce victims' secondary trauma, improve conviction rates and reduce the cycle time required to finalise cases.

"The model utilised at TCCs ensures that victims do not need to move from one facility to another, or from one unit of a facility to another unit, to get help. All necessary care and

services are provided in one place," Dr Orisakwe explained.

"TCCs are deliberately located in areas with a relatively high incidence of rape and are conveniently linked to Sexual Offences Courts," he added.

Ngwelezana Hospital's TCC opened in December 2011. It offers 24-hour services to community members in the D28 King Cetshwayo district, including Lower Umfolozi, eMthonjaneni, Umlalazi, uThungulu and Kwambonambi.

"We also accept victims beyond this catchment area, including Mtubatuba, Hlululuwe and Hlabisa, and we accept referrals from other districts and hospitals for the provision of second and third opinions by a specialist," said Dr Orisakwe.

On average, Ngwelezana Hospital's TCC helps 71 victims a month. "Of these, 99 percent are victims of sex-related offences," Dr Orisakwe confirmed. "We generally consult victims of sexual offences

and deal with domestic-related cases, including child neglect and abuse."

### Services offered

The Ngwelezana Hospital's TCC offers various free services, including an initial ori-

**"TCCs are here to support and assist you, to ensure that you get the necessary help and are able to seek justice."**

entation of all of the services available, crisis debriefing and medical treatment. Other services include:

- Crisis management for acute care.
- Consultation with a profes-

sional nurse, who engages victims to make sense of what happened so that appropriate medical services can be rendered.

- A full body examination, where applicable, after the victim or adult relative has signed a consent form.
- Consultation with a medical doctor, in the presence of a professional nurse.
- Collection of forensic specimens and documentation for police and court processes.
- Provision of medical treatment for sexually transmitted infections; post-exposure prophylaxis, to prevent HIV; morning after pill, to prevent pregnancy; wound management; and providing information about drug side effects and management.
- Counselling, to ensure adherence to treatments.
- Ablution facilities, enabling victims to bath and change into fresh clothing and the provision of comfort packs.

- Provision of food and water, when necessary.
- Consultations for children, to determine the appropriate next steps.
- Referral of victims, where applicable, for pregnancy termination.
- Psychosocial support services.
- The victim assistant officer provides information pertaining to court processes, case progression and matters relating to conviction, sentencing and bail.
- Arrangement and referral to a place of safety for victims and relatives, where applicable.
- Consultation with suspects, for specimen collection for DNA, pre-court appearance plea and post-court appearance.

**How to contact a Thuthuzela Care Centre in your area?**

**Call the Gender Based Violence Command Centre on 0800 428 428 or send Please call me to \*120\*7867#**



# New clinic for Lusikisiki village

**R**esidents of Lusikisiki in the Eastern Cape, now have access to quality healthcare right at their door step.

This is after President Cyril Ramaphosa officially launched the National Health Insurance (NHI)-ready Lusikisiki Village Clinic.

The world-class clinic is fitted with units such as emergency services, dental care, optometry, a section for chronic patients, a 24-hour maternity ward, a chemist and a rehabilitation centre powered by medical professionals.

The clinic also has a waiting room and rest rooms for the staff.

"The clinic is world-class and there is none like it in this district," said the President.

President Ramaphosa, alongside Health Minister Dr Zweli Mkhize, launched the clinic located in Ingquza Hill Municipality in the Eastern Cape ahead of the recent Khawuleza Service Delivery and Development Model launch.

## One District one plan

Khawuleza is about adopting an approach to development that is more practical, achievable, implementable and measurable. Development will be pursued through a single, integrated plan per district that outlines the role of each sphere of government, called the #OneDistrictOnePlan.

Through the new district-based coordination model, all spheres of government, working alongside social partners, will synchronise plans to deliver services and address economic development challenges.

Prior to the launch, the President met and addressed the District Coordination Forum, which includes the Eastern Cape Premier, Ministers, Eastern Cape MECs, OR Tambo District Mayor and Mayors of the five Local Municipalities under OR Tambo District and stakeholders.

The launch of the clinic takes



Public servants ready to serve at the newly-launched National Health Insurance ready clinic.

forward government's commitment to ensure access to quality health care for all South Africans.

"Primary health care in rural areas is a primary goal for the National Health Insurance project. The NHI aims to provide world-class health care at hospitals and also clinics. The clinic in Lusikisiki already complies with the prescripts of the NHI," said Minister Mkhize.

The Health Department has also put together a committee that will ensure the new facilities are maintained and always consistent.

In line with the district model's aim to streamline service delivery and development, the Communications and Digital Technologies Department also provided connectivity to the new clinic.

Communications Minister Stella Ndabeni-Abrahams joined the President to showcase the broadband connectivity at the clinic, including digital applications.

The launch of Khawuleza in the Eastern Cape is the first pilot. The eThekweni Metro



**"Primary health care in rural areas is a primary goal for the National Health Insurance project."**

will serve as the second pilot, followed by Waterberg in Limpopo.

The OR Tambo pilot will serve as a learning curve on the roll-out of the district model from a rural perspective, while the eThekweni launch will offer the urban perspective.

Waterberg will allow government to learn about the implementation of the model

through the lens of a mining town.

Once implementation takes place, the district model forum coordinated by Cooperative Governance and Traditional Affairs Minister Nkosazana Dlamini-Zuma will monitor and evaluate the process.

The President mapped out how government would embark on, not only service delivery, but economic devel-

opment of one of the poorest districts in the country.

The President explained that the district model will streamline services, ensuring that government has clear targets.

Projects that will be implemented in the OR Tambo District will see government spend R11 billion.

## Addressing Challenges

At the launch, Minister Dlamini-Zuma addressed a few challenges faced by the district that will inform government's plan for the district.

Among them, she listed a young population, high unemployment, poor infrastructure, backlogs in housing, water and roads.

However, Dlamini Zuma emphasised that government remains positive as the district, which currently contributes 0.85 percent to the GDP, boasts potential in the areas of agriculture, agro-processing, the oceans economy and tourism.

Best practice from the OR Tambo District will then be rolled out in other metros and districts nationwide. **U**

**SAnews.gov.za**



# Face-to-face with mental health

Allison Cooper

Every 40 seconds, someone loses their life to suicide. This is according to the World Health Organisation (WHO).

World Mental Health Day, on 10 October, sees the world unite to improve people's mental health around the world. This year's theme is suicide prevention.

Efforts to raise awareness of the high suicide rate around the world and the role that each of us can play to help prevent it started on 10 September, World Suicide Prevention Day, and continue until 10 October.

The WHO is encouraging people around the world to take 40 seconds of action on 10 October, to improve awareness of the significance of suicide as a global public health problem; improve knowledge of what can be done to prevent suicide;



reduce the stigma associated with suicide; and let people who are struggling know that they are not alone.

## Mental Health Awareness Month

Mental Health Awareness Month, also observed in South Africa in October, creates

awareness around the many mental health conditions and how people suffering from these illnesses can get help.

Due to the stigma associated with mental health disorders, many people do not reach out for help. The end result could be tragic.

Since January 2019, the South

African Depression and Anxiety Group (SADAG) received over 145 000 calls to its 22 Helpline Call Centres. Of these, 41 800 were to the Suicide Helpline, with people seeking crisis intervention and urgent help.

SADAG's Operations Director Cassey Chambers said a significant number of people contemplating suicide experience anxiety, depression and hopelessness and may feel that there is no other option. Many of the callers who felt suicidal were facing relationship issues, financial problems and trauma. "But the main contributing factor was undiagnosed and untreated depression," said Chambers.

According to the Department of Health, some people suffering from depression experience the following symptoms;

- Miserable for at least two weeks, all day, every day.
- They feel sad, down or depressed.

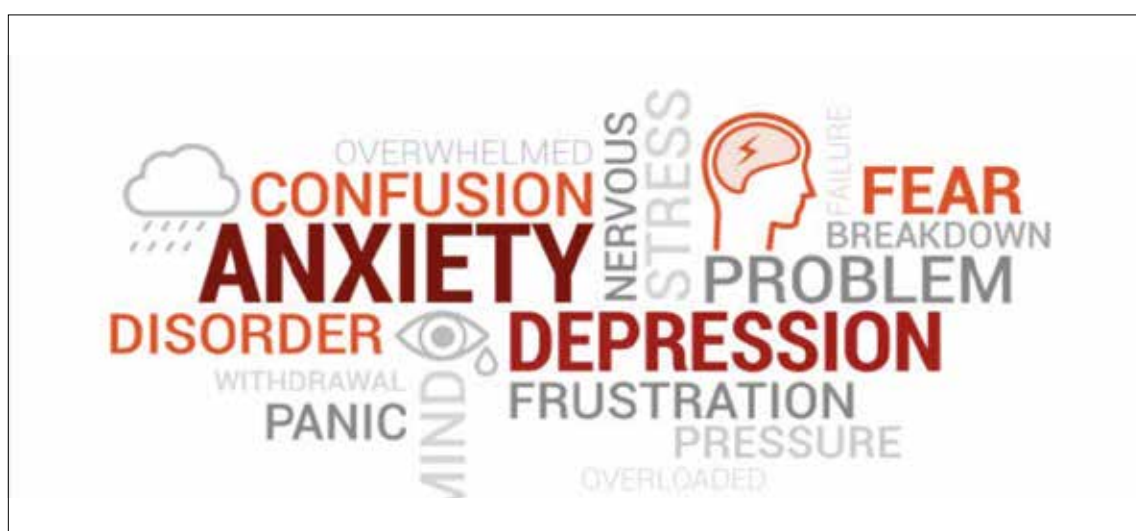
- Lose interest in nearly all of the activities they previously enjoyed.
- Fatigue and inability to concentrate.
- Feeling worthless or guilty.
- They could also have suicidal thoughts.

The Department of Health also highlighted that people with generalised anxiety disorder experience hard to control, excessive worrying about a variety of issues from health and family problems to money, school and work. This results in physical and mental complaints, from muscle tension and restlessness to becoming easily tired and irritable, experiencing poor concentration and insomnia. **U**

**Mental health disorders can be treated. For more information, go to your nearest clinic, hospital or healthcare provider. You can also call SADAG's Suicide Crisis Line at 0800 567 567, its Mental Health Line at 011 234 4837, or LifeLine at 0861 322 322.**

# GBV can cause mental instability

**THE DEVASTATING EFFECTS OF** Gender-Based Violence can cause women to experience various mental health disorders.



Allison Cooper

Many people who access services at psychiatric hospitals have in one way or another been impacted or affected by Gender-Based Violence (GBV).

This is according to Clinical Psychologist Robyn Travers, who works at the Department of Health's Tara The H. Moross Hospital (also known as Tara Psychiatric Hospital)

in Johannesburg.

Travers confirmed that GBV can lead to women experiencing various psycho-social, economic and societal stressors. "The psychological impact of GBV can contribute towards adult victims experiencing depression, anxiety-related disorders, post-traumatic stress disorder and substance-use disorders. Additionally, feelings of shame, anger, hopelessness and helplessness and suicidal urges may be prominent," she said.

Each women's psychology is different and they may experience different symptoms and mental health conditions.

"It is very difficult to predict which women are more likely to experience which mental health conditions, as this depends on a range of factors such as genetic vulnerabilities, family and community-based support structures, emotional intelligence and resilience.

"It is also important to keep in mind that trauma is experienced differently by individ-

uals and that the process of working through the trauma is specific to the individual," said Travers.

Not all women who experience GBV are likely to develop substance-use disorders. "Others, who may already be reliant on substance-use, may increase the frequency and intensity of substance use."

## Help is at hand

Travers said women who have been victims can access mental health services at any of the community-based clinics where individual and group-based interventions are offered. "At times, assistance may also take the form of psychiatric medication to assist in alleviating the initial symptoms. This could potentially be followed by a combination of medication and psychological intervention," said Travers.

"It is important that families adopt a non-judgemental and compassionate stance towards their loved ones or

**The Department of Social Development's emergency Gender-Based Violence Command Centre can be contacted at 0800 428 428, or by sending a 'please call me' to \*120\*7867#. In addition, a Skype helpline is available for people with hearing impairments - add 'HELPME GBV' to your Skype contacts. People with disabilities can also SMS 'HELP' to 31531.**

friends during their healing process," she added. Travers explained that emotional and practical support is of the utmost importance during this period.

"This can include listening to the victim's story, feelings and experiences; creating a safe physical environment; and accompanying the victim to the hospital, police station and legal aid clinic." **U**



# Social grants provide a lifeline to millions

**A MONTHLY PAYMENT** from government provides a crucial safety net to South Africa's most vulnerable people.



## Silusapho Nyanda

**T**o ensure that South Africa's most vulnerable citizens are protected, government pays over 17 million social grants each month.

A social grant refers to state funding paid to South Africans who struggle to make it on their own. The administration of the social grants is handled by state-owned entity the South African Social Security Agency (SASSA), which was created to deliver social security services to offset poverty.

There are several social grants available, based on the needs of applicants. These are the older person's grant, also known as the old age pension; child support grant; care dependency grant; grant-in-aid for people who live on a social

grant but also need someone to take care of them; war veteran's grant; foster child grant; and disability grant.

### Disability grant



The grant received by people living with a disability is R1 780. Applicants must meet certain criteria to qualify.

If you have a physical or mental disability which makes you unfit to work for a period of six months or longer, you can apply for a disability grant.

When applying, you need to fill out a disability grant application form at your nearest SASSA office in the presence of a SASSA officer.

In addition, you must complete an affidavit on a standard SASSA form in the presence of a Commissioner of Oaths who is not a SASSA official.

The state also requires a sworn statement signed by a reputable person who can verify an applicant's name and age.

Also provide proof of assets – including the municipal value of any property owned by you, proof of private pension, an Unemployment Insurance Fund document, discharge certificate from your previous employer if you were employed, and, if your spouse has died within the past five years, a copy of the will and the first and final

liquidation and distribution accounts.

If you are a refugee, you must provide a refugee status permit and 13-digit refugee ID.

In addition, to qualify you must:

- Be a South African citizen or permanent resident or refugee and living in South Africa at the time of application.
- Be between 18 and 59 years old.
- Not be cared for in a state institution
- Have a South African ID book
- Not earn more than R78 120 annually if you are single or R156 240 if married.
- Not have assets worth more than R1 115 400 if you are single or R2 230 800 if you are married.
- Undergo a medical

examination where a doctor appointed by the state will assess the degree of your disability.

- Bring along any previous medical records and reports when you make the application and when the assessment is done.

### Older person's grant (old age pension)

This grant is designed to help the elderly. An older person's grant is paid to people who are 60 years or older.

#### Recipient must:

- Not earn over R78 120 if you are single or R156 240 if married, and
- Not have assets worth over R1 115 400 if you are single or R2 230 800 if you are married.

Recipients get R1 780 per month and those who are older than 75 years receive R1 800.

SASSA pays the grant to recipients through cash on specific days at particular pay points. It also pays via an electronic deposit into a bank or Postbank account or institutions such as old age homes. **!**

*This information was supplied by the South African Social Security Agency (SASSA)*

For more about social grants, contact Sassa at 012 400 2000 or go to [www.sassa.gov.za](http://www.sassa.gov.za).

### DID YOU KNOW?

Vuk'uzenzele newspaper will be running a series of articles on the different types of grants in line with Social Development Month.



# Aarto encourages safer driving behaviour



■ Minister of Transport Fikile Mbalula informing the public about AARTO.

## Allison Cooper

**D**rivers need to be extra vigilant when it comes to sticking to speed limits and obeying road rules, following President Cyril Ramaphosa's signing of the Administrative Adjudication of Road Traffic Offences (Aarto) Amendment Act into law in August.

Aarto, which is being introduced to improve law-abiding and safer driving behaviour to reduce road accidents, will be implemented once it has been gazetted.

The Department of Transport says it will help address the higher number of road accidents.

"The Aarto Act is an objective and fair system of identifying reckless drivers and law breakers so that we can remove them from the driving fold," said Transport Minister Fikile Mbalula.

"We will be able to adequately address the carnage on our roads. We are burying far too many people as a result of crashes. In 2018 alone, 12 921 people lost their lives in road collisions in South Africa. Each death represented an average loss of R4.6 million to the economy, in terms of lost productivity, pain and suffering and legal and funeral costs," he said.

Under the Act, failing to pay traffic fines can lead to a block on obtaining driving and vehicle licences and an administrative fee, in addition to other penalties.

The Act also states that documents, which previously had to be delivered by registered mail through the post office, can now be served electronically and reminders can be sent via WhatsApp and SMS. The Minister said driver rehabilitation programmes would be put in place for infringers who have their licences suspended. "This shows that Aarto is not just about punishment, but has intentions to ensure compliance and change road user

behaviour," he explained.

## The demerit system

The Aarto demerit system will penalise drivers and op-

**"We will be able to adequately address the carnage on our roads."**

erators who are guilty of infringements or offences, by

allocating demerit points that could lead to the suspension and cancellation of driving licences, professional driving permits or operator cards.

Every licenced driver starts with zero points. Points accumulate for every act that is against the law, until they reach a maximum of 12. Depending on the severity of an offence, between one and six points can be allocated at a time.

A person is allowed to drive until he/she reaches 12 points, thereafter any more points result in a licence suspension.

When your licence is suspended you must immediately hand in any driving licence

or professional driving permit to the issuing authority for retention during the disqualification period.

You may also not apply for a driving licence, professional driving permit or operator card during the disqualification period.

Any person who drives or operates a motor vehicle during his or her disqualification period is guilty of an offence and liable, on conviction, to a fine or imprisonment for a period not exceeding one year or to both a fine and imprisonment.


When the disqualification period has ended, you may re-apply for and be issued with a licence. However, when a licence has been suspended for the third time, it is cancelled.

Unlicenced drivers will receive no discount and their demerit points will only start to reduce once their licence is issued. However, unlicensed drivers caught for the third time will be arrested.

If you elect to go to court for an offence, demerit points are only recorded when you are found guilty.

If you appeal against a conviction, no demerit points are recorded unless the appeal is rejected or abandoned. Nothing prevents you from approaching a court to appeal or review the total amount of demerit points recorded against your name.

The demerit system also rewards law-abiding drivers by reducing one point, every three months, if no infringements have occurred. Points can be reduced until the driver again reaches zero points. Minister Mbalula said it was clear that with the increasing carnage on South Africa's roads, something has to be done to bring unlawful drivers to book.

"We have won an important battle, but the war on road fatalities is not yet over. Here is to many victories ahead, as we work together to ensuring safer roads," said Minister Mbalula. 





# Arrive alive on the roads

**WITH OCTOBER** being Transport Month, here are some basic tips to help ensure you arrive safely at your destination.



Silusapho Nyanda

**A**ccidents are a daily sight on South African roads, costing road-users not only money but often their health and sometimes even their lives.

There are numerous causes of accidents but they can largely

be avoided by following a few simple rules, the most basic of which is sticking to the speed limit.

**Things to remember to get to your destination safely:**

- **Keep a safe following distance:** Obey the two-second

rule, which says that a car must be at least two seconds behind the vehicle in front of it.

- **Drinking and driving:** Even small amounts of alcohol can affect your ability to drive because you will be less able to judge distances and speed.

- **Road signs:** As a driver, you should observe all traffic signs.
- **Pay attention:** A distracted driver is less focused on the road and is extremely dangerous. Put your cellphone away and focus on the road ahead. No call or text message is more important than your life or the lives of your passengers and other road users.
- **Be courteous and considerate:** Respect other drivers who also have a right to be on the road.
- **Overtaking:** Only overtake when it is absolutely safe to do so.
- **Be alert:** Drivers are advised to rest when tired or after every 200 kilometres. Despite a person's best efforts to be cautious, accidents do happen. Commuters wearing a seatbelt are less likely to be severely or fatally injured in a crash. Remember too that it is illegal to travel in a car with a child under three years old

who is not strapped into an approved safety seat.

Before embarking on a road trip, take a few precautionary steps:

- **Planning:** Plan your route and leave enough time to reach your destination without speeding.
- **Road worthiness test:** Make sure your vehicle is in a roadworthy condition. All lights and indicators, windcreens, windscreen wipers, brakes, steering, shock absorbers, exhaust system and tyres should be carefully examined for faults. Ⓡ

*\*Information courtesy of the Automobile Association and Arrive Alive.*

**For more advice on road safety, visit the Arrive Alive website [www.arrivealive.co.za](http://www.arrivealive.co.za) or the AA website [www.aa.co.za](http://www.aa.co.za). To report bad driving contact 0861 400 800**

## Railway safety can save lives

**WHETHER YOU ARE A** train passenger, a pedestrian or a vehicle driver, it's important to be aware of the dangers that lurk near railway stations and train tracks.

Silusapho Nyanda

**C**ountless lives are needlessly lost in railway-related incidents because people do not know or adhere to railway safety rules.

Metrarail urges commuters not to climb on top of moving trains to 'train surf'. Besides the danger of falling off, train surfers can also be electrocuted by power cables.

Passengers should also not get on or off a moving train and should close the door once they are inside.

Pedestrian railway bridges should be used at all times and people must not walk across railway lines. It's also important to stand behind the yellow line on



train station platforms so that you do not get hit by an oncoming train.

South Africa has over 7 500 level train crossings and Arrive Alive has warned vehicle drivers to be alert when they are near them.

In 2008, there were 13 fatalities in 129 incidents at level crossings under Transnet's control. While infrastructure improvements continue to reduce risks, drivers, bicycle riders and pedestrians need to be careful and

obey road rules.

Metrarail warned that trains are not required by law to slow down when approaching level crossings. Adding that trains take a long time to come to a halt which makes stopping at a level crossings difficult.

As it's normal for people's stress level to increase when they are at a level crossing, it's common for inexperienced drivers to have driving difficulties, such as changing gears, which can make them stall the car.

As modern trains do not make a lot of noise, Arrive Alive has also urged people crossing tracks to not wear earphones. "Make sure you can hear the sounds of oncoming trains. Using ear-

phones, nearby loud music and screaming children all make crossing a railway line more dangerous," Arrive Alive said.

Other important safety tips to remember are that trains always have the right of way, even before ambulances, fire engines and police cars; don't assume that once a train has passed, all rail tracks are clear – another train may be approaching from the opposite direction; and always ensure that children do not play on or near railway lines. Ⓡ

**For enquiries about Metrarail logon to [www.metrarail.co.za](http://www.metrarail.co.za) or call 0711 773 1600**





# Qualification fraudsters could find themselves behind bars

Allison Cooper

**L**ying about your qualifications could now lead to jail time, according to the new National Qualifications Framework (NQF) Amendment Act which aims to prevent the misrepresentation of qualifications and fraud.

President Cyril Ramaphosa signed the NQF Amendment Act 12 of 2019 into law on 13 August and it was published for general information on 19 August. It will come into effect when it is made public in the Government Gazette.

According to Joe Samuels, the CEO of the South African Qualifications Authority (SAQA) which oversees the development and implementation of the NQF, the amend-

ments were made to strengthen the NQF Act 2008 in terms of misrepresented and fraudulent qualifications.

The NQF Amendment Act also imposes penalties on qualification fraudsters and on education institutions and skills development providers that falsely claim that they are registered and accredited.

All providers have to be registered by the Department of Higher Education and Training and must be accredited by the Quality Councils to offer qualifications and part-qualifications that are registered on the NQF.

"It is a criminal offence for an education institution not to be registered and accredited, let alone offer qualifications that are not NQF registered," said Samuels.

A person convicted of an offence in terms of the NQF

**It is a criminal offence for an education institution not to be registered and accredited, let alone offer qualifications that are not NQF registered.**

Amendment Act is liable to a fine or imprisonment for a period not exceeding five years or to both a fine and imprisonment.

A person or education institution; director or board member of an education institution, foreign institution or its agents; or a skills development provider found breaking this law may be ordered to close the business.

Penalties can also be extended

to anyone who makes or causes a false entry into the National Learners' Records Database or the misrepresented or fraudulent databases.

Ultimately, the Amendment Act seeks to protect the public against unscrupulous education and training providers and to protect government and the private sector from hiring people who do not have authentic qualifications.

Samuels advised the public to always check with SAQA to make sure that an institution is registered and accredited before you enrol. **📌**

**For information about SAQA call 0860 111 673 or email [saqainfo@saqa.org.za](mailto:saqainfo@saqa.org.za)**



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# Spice maker's business gets cooking

**SUPPORT FROM** a government agency allowed a Free State man to successfully transform his home industry into a growing business.

More Matshediso

**P**itso Mototo from Botshabelo is a self-taught spice maker who has managed to successfully penetrate the spice market.

Mototo (27) was a graphic design student but became anxious about his future after noticing that his seniors were struggling to find internships or employment.

"I had a dream of manufacturing spices and owning a factory," explained Mototo.

His first step towards making his dream come true was doing industry research and experi-

menting with flavours.

Mototo started his company, Monate Seasoning Spices, three years ago. He initially worked from his home kitchen and produced only one product – barbecue seasoning.

Training and funding from the National Youth Development Agency helped him scale-up from a home industry and today his business is well established.

Monate Seasoning Spices produces a number of products, which are available in butcheries throughout the Free State, as well as Kimberley in the Northern Cape.

His products are a perfect

blend of herbs and Himalayan salt and are proving a hit with consumers. "I'm happy that we are growing steadily," said Mototo.

He dreams of increasing Monate's South African footprint and of exporting to neighbouring countries, which, he said, will enable him to employ more than the four people currently working for him.

Being an entrepreneur has taught Mototo more about himself and the world he lives in. He said he has learnt to be more responsible, to be emotionally strong and to see successes and challenges as lessons.



**■ The founder of Monate Seasoning Spices, Pitso Mototo, with his products.**

Mototo's enterprise has won him many accolades, including a win in the Small Enterprise Development Agency's Pitch & Perfect competition and

the Department of Economic, Small Business Development, Tourism and Environmental Affairs' Tabalaza Pitching Programme. **📌**



# Female land beneficiary enjoys fruits of democracy

**S**iphiwe Mkhathswa from Nkomazi in Mpumalanga is among the few people who were not only exposed to farming at a very young age, but also realised that one can accumulate wealth through land ownership and farming.

The young woman's love for farming started when she and her siblings helped her father work his small piece of land, where he planted a variety of vegetables.

Fast forward to 1996 and Mkhathswa's father's seven hectares had been extended to 10 hectares. The land was transferred to the family thanks to the democratic government's Land Redistribution for Agricultural Development (LRAD) Programme.

Launched by the then Department of Agriculture and Land Affairs, the programme provides grants to previously disadvantaged individuals to use land for agriculture.

With each family receiving 10 hectares of land and funding



■ Siphiwe Mkhathswa has made a success of the land she received from the Land Redistribution for Agricultural Development Programme

to help kick-start farming, the beneficiaries decided to form a cooperative called the Bambanani Association and this helped them extend the farm to 542 hectares. The land was used to grow sugarcane.

When Mkhathswa's father fell ill she was asked to take over the running of the farm. At the time, she was only 26-years-old and the only young woman in

the association.

Thanks to South African consumer goods and milling company RCL Foods' sponsorship, Mkhathswa was able to undergo a three-year training course at the South African Sugar Association in Durban where she learnt how to run a successful farming business.

In 2007, the Bambanani Association lodged a land

claim with the assistance of the Department of Rural Development and Land Reform. Government officially awarded 3 900 hectares of land to 1 300 beneficiaries with 930 households in 2015. This included water rights for 2 200 hectares.

Shortly after receiving land, the members approached Akwandze Agricultural Finance for a loan of R144 million to

help spur work on the farm. After a land evaluation it was decided to separate the land into two, with 1 600 hectares being set aside for a sugarcane plantation while the rest was used to plant bananas.

The farm became a fully operational business, with movable assets including tractors, bakkies and office computers. "RCL Foods is our main client for sugarcane and this saves us a lot of delivery costs, as the company is only 2km away from the farm. We also have an agent, Libombo Marketing Consultants, which promotes our produce and sources clients for us," she said.

While they count Woolworths and local businesses among their clients, the association has also established an international market in banana production, including Mozambique.

Mkhathswa is thankful to the South African government for making it possible for the Bambanani Association's members to get their land. [SAnews.gov.za](http://SAnews.gov.za)

## Young farmer ploughs her way to success

### More Matshedis

**S**iphesihle Kwetana (25), a budding agricultural entrepreneur from the rural Eastern Cape town of Cofimvaba, is growing a bright future for herself.

She is the owner of Siphe Development and Capacitation Agency, an agricultural business that produces spinach, cabbage, lettuce, broccoli, three types of peppers and carrots, among others.

"After completing matric in 2013, I decided to take an entrepreneurial route because I come from a disadvantaged family, just like most young people in my town. I also had to accept that I did not do well at school so I had to come up



■ Siphesihle Kwetana won the provincial 2019 DAFF Female Entrepreneur Awards' Top Entrepreneur in Commercial Farming category.

with a plan," she explained.

Initially, she sold food informally and dreamt of owning her own restaurant, but sadly

this enterprise was not lucrative.

After realising there was a gap in the agricultural indus-

try in the province, because not many black people farmed commercially, she decided to switch her focus from selling food to producing it.

Kwetana's business was registered in 2014 and she acquired 85 hectares of land in Qumbu through a lease agreement.

"I was only 20 when I started and no one took me seriously, especially because I am a woman. When I started off, I used only two hectares of the land," she said.

Over the years, her business has grown and 15 hectares are now being cultivated and worked by five permanent employees and 15 temporary workers.

She said the challenges she faced as a young female farmer

persist but she remains resolute in her dreams.

Her determination is paying off, with Kwetana supplying fresh produce to local supermarkets across the province, including Spar, Pick n Pay, Food Lover's Market and Ideal Veg. She sells her produce to a local lodge and some local restaurants too.

Because of her hard work, she walked away with the provincial Top Entrepreneur: Commercial title at the recently held Department of Agriculture, Forestry and Fisheries Female Entrepreneur Awards 2019.

The vibrant woman would love to see more women farmers and thus offers training and technical support to other young producers in the province. [SAnews.gov.za](http://SAnews.gov.za)



# Making the most of your medical aid



**For many South Africans, navigating the medical scheme space can be very daunting.**

Firstly, you have to come to terms with the jargon-loaded language of medical schemes. What is a PMB, or “co-pay”?

Secondly, we sadly often regard medical aid as something of a grudge purchase that we ignore until we need to use it. This means medical scheme members often miss out on opportunities to use these products optimally.

The fact is, your medical scheme membership can be a powerful tool to help you plan for your future and to protect your health and the health of your family.

GEMS is South Africa’s largest closed medical scheme. A core part of our mandate is to widen access to quality medical care, and a significant portion of our members have never been part of a medical scheme before.

Through working to educate our members about how to use their medical aid, we have found that there are four key factors that most members miss when it comes to using their medical scheme packages optimally.

### 1. Take advantage of wellness benefits

The first is understanding that often the most powerful benefits that any medical scheme provides are the ones that help prevent you from falling ill.

Do you get free wellness checks to test your blood pressure, cholesterol, blood sugar and HIV status? If so, take advantage of them. Are you covered for regular pap smears? Then go for them regularly. Does your medical scheme cover vaccinations for your children and subsidise flu vaccines? Make sure you get them done.

By using these benefits first, you reduce your chances of ending up in hospital or having to treat a more serious condition. The knock-on effect: you protect your quality of life, safeguard your future, and ultimately save the money you would otherwise have to spend if you deplete your medical savings or have to pay out of pocket for more serious medical care.

### 2. Understand the different options

The second thing is to properly understand the

different benefit options your medical scheme offers and figure out what you really need.

Under the rules set out by the Council for Medical Schemes, all medical scheme members have baskets of basic benefits they are covered for – regardless of which medical scheme you’re with, or which option you are on. These include emergency medical conditions, more than 200 specific medical conditions and more than 20 chronic conditions.

Medical schemes build from this foundation to create different options or packages that vary in price depending on the additional benefits they offer. Go through these carefully before choosing your option to ensure you pick a package that meets your needs and the needs of your family (based on their ages and how healthy they are).

### 3. Use network providers

The third thing to do is to pay attention to the ways that you can save. For instance, most medical schemes have agreements with healthcare providers in their network. Using these providers will often mean that you’re fully covered and will not have to fork out extra for your treatment.

Yes, there may be times when you want to see a specialist who isn’t on the network. Save these for exceptional circumstances only.

Similarly, make sure you register for programmes that your medical scheme offers to help you save. For instance, registering for a maternity programme unlocks benefits that you can use for your treatment during pregnancy, instead of paying for treatment out of your day-to-day benefits.

### 4. Use generic medicines

Finally, perhaps one of the smartest ways to use your medical aid is to use generic medicines.

Generic medicines contain the same active ingredients as brand-name medicines, and are identical in strength and dosage. They work in exactly the same way as brand-name medicines. The only real difference is that they cost a fraction of the price – in some cases up to 80% less.

Ultimately, all these tips call for one thing: an investment of time and attention on your part. Considering the potential pay-off in well-being, quality of life and financial savings, it could be the most important investment you make.

**Assistant Director:  
IT Administration and Office Services**  
Centre: Provincial Office: Gauteng  
Reference No: HR4/4/4/09/01  
Salary: Commencing: R 376 596.00 per annum  
Enquiries: Mr. NS Mthethwa, Tel: (011) 853 0300

### PROVINCIAL OFFICE

Provincial Operations: PO Box 4560, Johannesburg, 2001  
Hand deliver at 77 de Korte Street, Braamfontein

### Deputy Director: Labour Centre Operations

Centre: Labour Centre: Ficksburg

Reference No: HR 4/4/8/246

Salary: All inclusive: R869 007 per annum

Enquiries: Ms. E Maneli, Tel: (051) 5056203

### PROVINCIAL OFFICE

Chief Director: Provincial Operations: PO Box 522, Bloemfontein, 9300 or hand deliver at Laboria House, 43 Charlotte Maxeke Street, Bloemfontein, 9301

**CLOSING DATE FOR APPLICATIONS: 21 October 2019 | For full details of the advertised posts visit our website: [www.labour.gov.za](http://www.labour.gov.za)**

Applications must be submitted on a Z83 form, obtainable from any Public Service Department or on the internet at [www.gov.za/documents](http://www.gov.za/documents). The fully completed and signed form Z83( Section A and B Compulsory) should be accompanied by a recently updated, comprehensive CV as well as recently certified copies of all qualification(s), academic records including a Senior Certificate and ID-document [Driver’s license where applicable] (Certified copy of a copy will not be accepted). The certification must be within three (3) months as at the advert closing date. Non-RSA Citizens/Permanent Resident Permit Holders must attach a copy of their Permanent Residence Permits to their applications. Should you be in possession of a foreign qualification, it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA) including Matric. Applicants who do not comply with the above-mentioned requirements, as well as applications received late, will not be considered. The Department does not accept applications via fax or email. Failure to submit all the requested documents will result in the application not being considered. Correspondence will be limited to short-listed candidates only. If you have not been contacted within eight (8) weeks after the closing date of this advertisement, please accept that your application was unsuccessful. Suitable candidates will be subjected to a personnel suitability check (criminal record, citizenship, credit record checks, qualification verification and employment verification). Where applicable, candidates will be subjected to a skills/knowledge test. All shortlisted candidates for SMS posts will be subjected to a technical competency exercise that intends to test relevant technical elements of the job, the logistics of which be communicated by the Department. Following the interview and technical exercise, the selection panel will recommend candidates to attend generic managerial competencies using the mandated DPSA SMS competency assessment tools. Successful candidates will be appointed on a probation period of 12 months. The Department reserves the right not to make any appointment(s) to the above post. The successful candidate will be expected to sign a performance agreement. The Department of Labour is an equal opportunity affirmative action employer. The employment decision shall be informed by the Employment Equity Plan of the Department. It is the Department’s intention to promote equity (race, gender and disability) through the filling of this post(s) with a candidate whose transfer / promotion / appointment will promote representativity in line with the numerical targets as contained in our Employment Equity Plan.

Stay in touch with the department, visit: website: [www.labour.gov.za](http://www.labour.gov.za)  
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## Warning

**Did you know that Vuk'uzenzele Newspaper is FREE.**

Anyone found to be selling Government information is committing a crime. Call the Crime Stop number **08600 10 111** to report fraudulent activities.

You can also call government’s National Anti-Corruption Hotline to report corrupt activities you are aware of without giving your name.

The number is **0800 701 701.**



# THE COMPENSATION FUND

## LAUNCHES A **NEW** ONLINE CLAIMS MANAGEMENT SYSTEM

On the **12th October 2018**, we launched the **Compensation Fund's** modernisation project, **eCOID**. The **eCOID** project is aimed at developing an integrated online platform for the business of the Fund using the S4i – SAP for Insurance solution.

The first phase of the project was to develop a claims management system, which we promised would be launched in the second quarter of the 2019/2020 financial year. This system will replace the current claims management system, *Umehluko*.

The new system will be launched on **01 October 2019**.

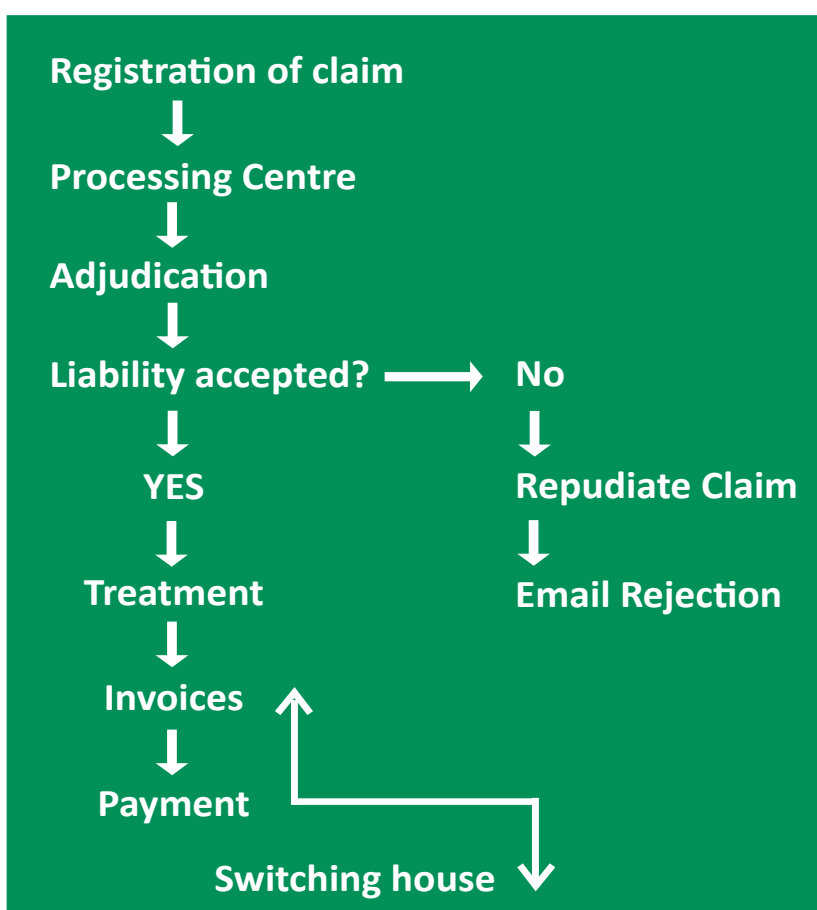


### The benefits of the new claims system are:

- Faster turnaround due to efficient, streamlined processes
- Correct workflows – the right process going to the right person at the right time
- Open communication – status updates on the progress of your claims
- Timeous payments to all stakeholders
- A single source of the truth – data migration from legacy systems
- Correct data - data cleansing and enrichment

The system go-live activities will include a systematic cut-over approach that will be executed, to ensure that we successfully transition to the new system. Impacted stakeholders include Employers, Employees, Beneficiaries, Switching Houses, and Medical Service Providers.

All Pensioners/Beneficiaries will not be affected by this process and will be paid their monthly pensions as per the normal payment dates.



Pre-authorizations requests should still be sent to the dedicated pre-authorizations email address where feedback will be given by our processing team.

As of 12 September 2019, the *uMehluko* system will be unavailable to all users. Our manual processes will be in place during this time until system go-live, whilst we prepare and transition to the new system.

For submission of claims and claim related inquiries during this period please send an email to **CompEasy@labour.gov.za**

*We request for your patience and understanding during this time.*



# Report crime through the Crime Stop hotline



**Thabisile Dhlomo**

**C**rime Stop hotline is a very successful community policing initiative that allows anonymous callers to report criminal activities to the South African Police Service (SAPS).

The number for the hotline is **08600 10111**. Callers may remain anonymous and the centre does not have the mechanisms to trace calls or see the caller's number. This is in line with international standards laid down by Crime Stoppers and helps create trust between the SAPS and the informer.

SAPS continues to use the information provided through Crime Stop to solve a number of criminal cases. Since its inception in 1992, the Crime Stop programme has assisted in solving over 100 000 criminal cases, recovered over R1 billion worth of stolen property and seized a number of narcotics.

## What is Crime Stop?

Crime Stop is a community policing programme that is operated by the SAPS. The programme is responsible

for collecting information from members of the public on criminals and their activities. Members of the public are assisted by call centre agents who are trained in investigative interviewing. The informer can then pass on information to the SAPS in a safe and non-threatening environment. Callers may remain anonymous if they wish to do so.

## The difference between 10111 and 08600 10111 call centres

The 10111 toll-free number is used by victims to report a crime or when police assistance is needed in an emergency situation. These centres are dependent on caller identification information technology and use advanced recording technology to locate where the victim is in order to send emergency assistance.

On the other hand, informers can call a

share-call **08600 10111** number to anonymously provide mostly reactive information on criminals and their activities. Crime Stop is based on the understanding that 'someone other than the criminal has information that can solve a crime'. The information received is channeled to detectives who then investigate the crime.

## What can informers expect when calling Crime Stop on 08600 10111?

When informers call Crime Stop, they can expect to be taken through the following procedure:

- The call centre agent will guide the

caller through a set of questions to get as much informa-

- The call centre agent then allocates a unique code number to the informer. If the information is not helpful, the informer will be guided to obtain more information or will be informed why the information cannot be used. Usable information is linked to the code number allocated to the informer.
- The informer is then requested to call the Crime Stop hotline again, within a specified time, to establish whether the information was positive or whether he/she qualifies for a reward, if the informer indicates that he/she wants a reward.
- The only way a call centre agent will discuss a case with an informer in the future, is if the code number provided by the informer is correct and the caller correlates with the caller profile on record.
- The call centre agent will immediately terminate the call if he/she is not satisfied that the inform-

er is the same person who made the initial call. This is a protective measure to ensure the security of crime investigations.

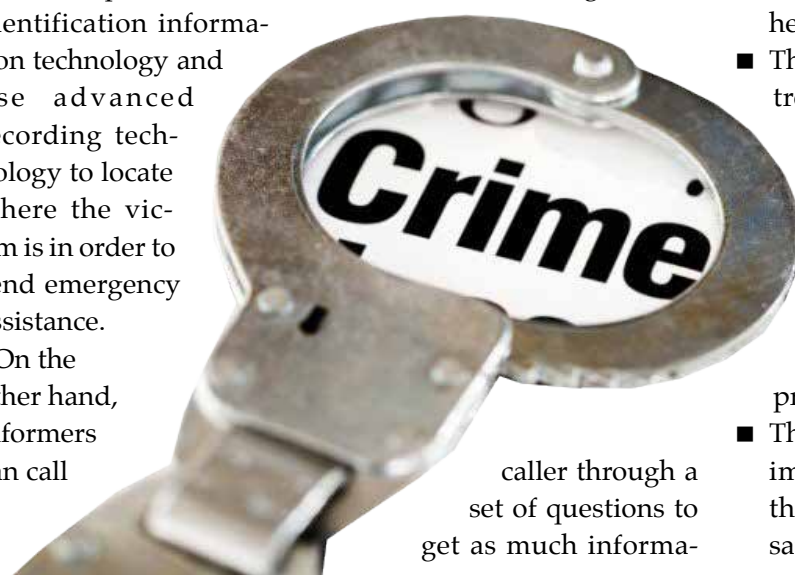
- Crime Stop sends the information received to the relevant investigation unit to follow up on the information. The call centre agent then requests the investigation unit to provide initial feedback within 24 hours and the outcome of the investigation as soon as possible.
- If the informer qualifies for and requests a reward, the investigating officer is responsible for determining a reward and for processing the claim in accordance with National Instruction 2 of 2001. When the reward is ready, Crime Stop will co-ordinate with the informer how and where the reward will be paid out.

## Extended services provided by Crime Stop

Crime Stop was recently upgraded and can also link the informers directly with investigators by means of conference calling. This enables the investigating officer to interview the informer directly (only with the permission of the informer).

Crime Stop can also make outbound calls daily to selected high-crime areas. The purpose of these calls is to briefly explain the services of Crime Stop, with an invitation to use the service in future. There has been a good response to this initiative, with helpful information being obtained.

The Crime Stop number is advertised on all newly marked police vehicles to create greater public awareness and to remind members of the public to report criminals and their activities anonymously to Crime Stop. **V**

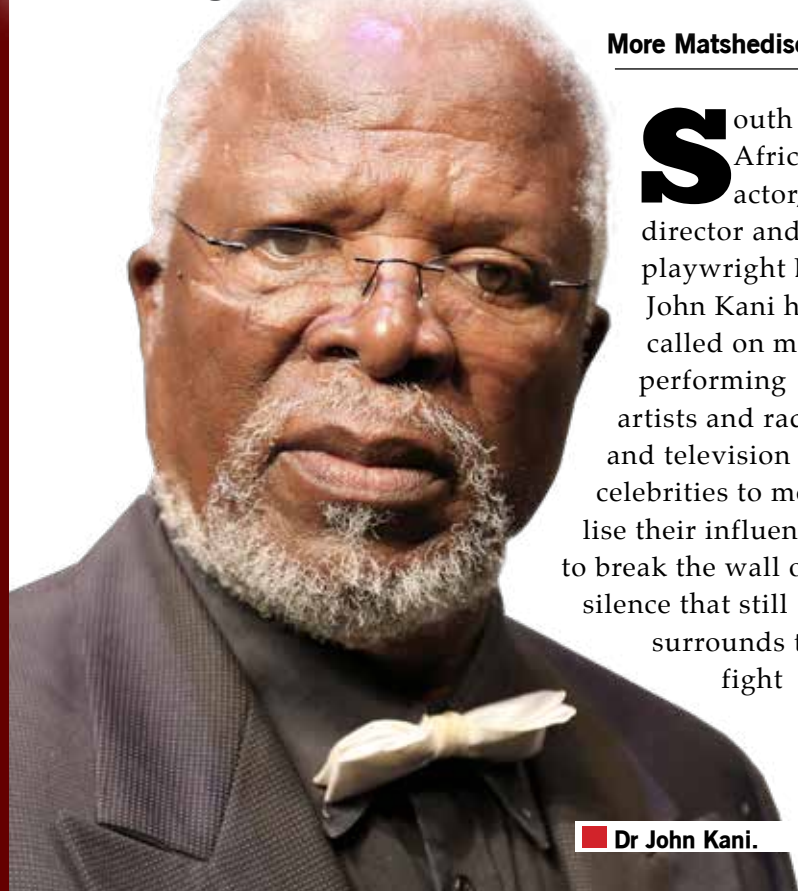


caller through a set of questions to get as much informa-



# Kani takes a stand against GBV

**MALE ARTISTS** and celebrities are protecting women and children by taking a stand against Gender-Based Violence.



**More Matshediso**  
**S**outh African actor, director and playwright Dr John Kani has called on male performing artists and radio and television celebrities to mobilise their influence to break the wall of silence that still surrounds the fight

■ Dr John Kani.

against Gender-Based Violence (GBV).

"In the global push to stop GBV, men need to join forces with women to end violence against them and children," said Dr Kani, who is the Special Ambassador of the Market Theatre Foundation.

He explained that performing artists' popularity and their high profiles give them the power to shine a much-needed spotlight on GBV.

"We are visible influencers and it is about time for those of us who can to use the ubiquity of our voices and the power of our celebrity status to say enough is

enough! The violence must stop now," he said.

Dr Kani emphasised this should not be a once-off action, but rather a passionate call on men in the arts and entertainment industry to support and advance the fight against GBV and to face and acknowledge this ugly side of humanity.

His sentiments are supported by the Market Theatre Foundation's Chief Executive Officer Ismail Mahomed, who is also calling on men to take a stand against the scourge of GBV in the country. The Market Theatre Foundation was founded on the ethos of

social justice and it has a legacy of getting artists involved in protecting human rights.

"By taking the lead from one of South Africa's most iconic artists, we want men to reclaim the responsibility that we have to end GBV," said Mahomed.

He said many male celebrities are generally hesitant to come on board and speak out against men's violence towards women and children.

"It is commendable that an artist of Dr Kani's reputation and global stature is driving a campaign to get male artists and celebrities to take a stand," said the foundation's Brand and Communications Manager Zama Buthelezi.

Dr Kani recently addressed the foundation's employees and was joined by other men from the creative and cultural industries who are also making their voices heard. 📌

## Precious San heritage preserved at !Khwa ttu

**THE CULTURE,** beliefs and stories of the San people – including tales of the atrocities they faced during colonial times are shared at a heritage centre in the Western Cape.

Dale Hes

**O**ne of South Africa's oldest recorded cultures is being magnificently preserved at the !Khwa ttu San Culture and Heritage Centre on the Cape West Coast, which also provides skills development and job opportunities to the local San people.

!Khwa ttu was started over 20 years ago, when the Working Group of Indigenous Minorities

in Southern Africa (WIMSA) and the South African San Institute first set up a tourism and training project focused on the San culture. With the assistance of government departments and Swiss anthropologist Irene Staehelin, an 850 hectare farm was purchased near Yzerfontein, where the success story of !Khwa ttu would begin.

"The San people had a dream of creating a place where their rich culture would be preserved, while also



providing opportunities for the local people to enter the tourism industry. The Ubuntu Foundation from Switzerland joined up with WIMSA to start making this dream a reality," explained General Manager Michael Daiber, who has been part of the project since its start.

Over the past two decades, the !Khwa ttu non-profit organisation has transformed an empty piece of land into a place of hope, passion and pride. Employing 33 San employees, !Khwa ttu now boasts hiking trails, accommodation, a cultural centre and museum, a shop and conference rooms. The cultural

centre and the museum plays a vital role in preserving the San culture by telling the stories of the San people in their own words. The !Khwa ttu San Culture and Heritage Centre also has co-curated exhibitions undertaken by a team of San consultants and community based San Pioneers working closely with academics and exhibition designers.

Meanwhile, the Kabbo Academy offers training programmes for young San men and women from across Southern Africa.

Originally from Namibia, Joram Useb has been working at !Khwa ttu since 2017 and

today leads activities at the organisation's large heritage centre.

"It has been a wonderful experience working here. We have excellent working relationships with everyone and this has given me a chance to grow my skills. This project has really helped to give the San people a sense of dignity and pride about their culture, while also giving us the opportunity to work," said Useb. Opened in September 2018, the heritage centre is the only one in the world that is dedicated to the San. It offers tourists an immersive experience of the San culture, which dates back some 200 000 years. 📌