

TANHLMUKO

Departmental Newsletter

Issue 01 of 2016

April - August 2016

MPUMALANGA
THE PLACE OF THE RISING SUN

Highlights

"We will put you first and ensure that we deliver comprehensive social development services without delays". DSD MEC

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Social Development restores the dignity of people with Albinism

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The National Lotteries Commission partnering with Social Development to educate more kids

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The National Lotteries Commission partnering with Social Development to educate more kids

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social development
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



DEPARTMENT OF SOCIAL DEVELOPMENT

SERVICES

FAMILIES	OLDER PERSONS	YOUTH DEVELOPMENT	SUBSTANCE ABUSE
<ul style="list-style-type: none">· Shelter for Destitute Families· Marriage Enrichment· Family Support	<ul style="list-style-type: none">· Counseling· Residential care facilities· Service centres· Home based care· Skills training and development	<ul style="list-style-type: none">· Funding of NPOs rendering youth development services (Youth Development Centres)· National Youth Service Programme· Life Skills Programmes· Youth Empowerment Programmes· Socio-economic development programmes	<ul style="list-style-type: none">· Counseling· In-Treatment Centres· Out-Patient Treatment Centres· After Care Services· Life Skills Training and Development
COMMUNITY DEVELOPMENT	PERSONS WITH DISABILITIES	CRIME PREVENTION AND SUPPORT	NPO SUPPORT
<ul style="list-style-type: none">· Profiling of Households and Communities· Community Mobilisation· Funding and Support to Community Based and Household Initiatives· Facilitate Registration of NPOs/ CBOs· NPO Support and Capacity Building	<ul style="list-style-type: none">· Counseling· Residential Care· Protective Workshop· Day Care Centre for Children with disabilities· Home Based Care· Skills, Training and Development	<ul style="list-style-type: none">· Counselling· Diversion Programmes· Secure Care Facilities· After Care Services· Life Skills Training and Development	<ul style="list-style-type: none">· Funding of NPOs· Monitor Compliance to Norms and standards· Quality Assurance
WOMEN AND VICTIM EMPOWERMENT	CHILDREN	SOCIAL RELIEF	HIV AND AIDS
<ul style="list-style-type: none">· Shelter for Abused Women· Victim Empowerment· Counselling· Skills Training and Development· Income Generating Activities	<ul style="list-style-type: none">· Foster Care· Alternative Care· Adoption Services· ECD and Partial Care· Child Protection Services· Child and Youth Care Centres	<ul style="list-style-type: none">· Counseling· Material assistance for families in distress	<ul style="list-style-type: none">· Psychosocial Support· Home Community Based Care· Skills Training and Development· Child Care Fora

VISION

A Caring Humane and Developed Society

MISSION

To provide equitable, integrated and quality sustainable social development services in partnership with all stakeholders to eradicate poverty, protect vulnerable groups in communities of Mpumalanga

Toll Free Number

0800 20 40 98

WORKING HOURS
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Disclaimer

Opinions expressed in this publication do not necessarily reflect those of the Mpumalanga Provincial Government, MEC or the Management of the Department of Social Development. Although the care has been taken to verify the accuracy of information, the editorial team of this publication take no responsibility of any inaccuracies.

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Note from the editor



Ronnie Masilela: Head of Communications for the Department of Social Development

Welcome to the first edition of Tanhluvuko! This publication covers the work of the department from April to August 2016. We are already in the second quarter of the 2016/ 2017 financial year. Efforts to build a caring, humane and developed society are already exerted.

With a budget of just above R1.45 billion, the department has recommitted itself to deliver on (i) reforming the welfare sector, (ii) expanding and accelerating quality services to children including Early Childhood Development (ECD), (iii) coordinating and monitoring development interventions including food security through households' profiles, (iv) reduction of substance abuse, (v) provision and strengthening of services to families, (vi) enhancing capacity, capability and partnerships with all stakeholders and civic society and (vii) strengthening Victim Empowerment Programme (VEP) programme during this financial year.

The Mpumalanga Provincial Government has reconfigured its executive on 17 August 2016. The reconfiguration saw the department of social development getting a new political head

(MEC), Ms Busisiwe Pauline Shiba. The department and province at large is blessed to have her as MEC. Her vast experience and passion for social development issues will undoubtedly move the department forward, please see her profile on page 6.

The department continued to open new offices which include Hendrina Branch office and Phase one which is the female wing of Swartfontein Treatment and Rehabilitation Centre, see inside for more details on these state of the art facilities aimed at promoting access to Social Development services.

The department will during the Social Development Month, October intensify its marketing drive and community outreach programmes to reach out to all communities in the Province. More ECD centres will be opened. More Not-for Profit Organisations (NPOs) and families will be strengthened to ensure that they are self-sustainable.

It is hoped that you will enjoy this publication of the Mpumalanga Department of Social Development.

We are also open to your views and suggestions.

Happy reading!

“Efforts to build a caring, humane and developed society are already exerted”

“ We will put you first and ensure that we deliver comprehensive social development services without delays. ”



Busisiwe Shiba: Newly appointed MEC for Social Development

A very warm welcome to the official publication of the Mpumalanga Department of Social Development.

It with great honour and privilege that I am given the responsibility to lead Social Development in Mpumalanga as the Member of the Executive Council (MEC). I am joining capable individuals who have led the department from strength to strength and obtained a clean audit opinion with no matters of emphasis during the 2015/ 2016 during financial year – this is a great achievement as it shows a deal of proper financial management and good governance. This has to be maintained at all cost going forward.

As a department assigned the responsibility of coordinating outcome 13 of the 14 Government National Outcomes, which is “a responsive and social protection, we will double our efforts in ensuring that we deliver according our commitment which we have made when tabling the 2016/ 2017 policy and budget speech.

Our work would be incomplete without the active involvement of our two agencies; South African Social Security Agency (SASSA) and the National Development Agency (NDA), the Not-for-profit organisations (NPOs), the private sector and communities in general.

It is for this reason that I call on all stakeholders and partners to walk with us and support our course even more as we journey on.

As a public representative, I avail myself and the department as a whole to be great service in line with Batho Pele Principles. We will put you first and ensure that we deliver comprehensive social development services without delays.

I remain.

The MEC's Profile

**Profile: Ms Busisiwe Pauline Shiba,
Newly appointed MEC for the Department of Social Development**

Born on 10 May 1965, in Carolina, Ms. Busisiwe Pauline Shiba started her career as an educator in Baadjiesbelt Combined School, a small farm school situated in the outskirts of Carolina. After displaying high levels of commitment and deep love for teaching and transferring knowledge to younger generations she was then promoted to be Head of Department (HOD) in the very same school.

Growing up in a society overwhelmed by patriarchy she chose the path of many female revolutionaries of challenging the status quo and she became a gender activist. As a result she was nominated as the provincial gender convenor of the South African Democratic Teachers Union (SADTU) in the province of Mpumalanga. As the provincial gender convenor she led campaigns such as the Peer Treatment counselling Access (PTCA), which was aimed at encouraging educators to do voluntary HIV/ AIDS testing. This successful campaign which saw certain educators participating fulltime the programme was done in partnership with Solidarity Centre. The success of the campaign attracted media attention.

Her intolerance with all forms of injustice including those at the work place required her to be a unionist. As a unionist of SADTU, she was able to bring under one roof organized labour and the Department of Education for the Educational Labour Relations Council (ELRC). Her commitment to SADTU work saw the teachers unions deploying her to serve in the Mpumalanga Exam Board as its representative.

In 2005 the African National Congress (ANC) saw it fit for her to be deployed as a proportional representative (PR) councillor in the Chief Albert Luthuli Local Municipality. She was again redeployed at the beginning of 2006 term of council as a Member of the Mayoral Committee (MMC) responsible for planning and Economic Development.

While at the helm of the planning and Economic Development, the Department produced a Local Economic Development Strategy (LED) and a Housing Chapter for the first time in history

of the Municipality. The LED Strategy was aiming at uplifting the Local Economy of Chief Albert Luthuli Local Municipality through partnership with partnership stakeholders. As a hard working member of the mayoral committee she had to respond to the growing population in the Municipality and the increase of the black middle class. She advocated for the establishment of formal settlements like Caropark, Pieter de Bryn and Silobela extension e4, which of most are formal settlements today.

In 2011 she was given the task of leading the Chief Albert Luthuli Local Municipality as the Executive Mayor. She serves her organisation the ANC as a member of the Provincial Executive Committee (PEC) and Provincial Working Committee (PWC) which are the highest structures of the movement in the jurisdiction of Mpumalanga. In the past she held with success different positions which include COSATU REC member, SADTU PEC member, and ANCWL PEC member. She was honoured to serve the ANC in the Provincial Centenary Task Team and convenor of the ANC centenary task team.

Ms. Shiba holds a Bachelor of Education Honours Degree specializing in management, Law and system from the University of North West. She has a certificate in Local Economic Development Programme which she obtained at Wits University. A certificate in Municipal Leadership Programme obtained at the University of Pretoria.

She also did a Human Resource Management Programme with UNISA, Responsible Tourism Planning Programme at the University of Free State, did an Executive Training Course at an Institute for International Urban Development (IIUD). She is currently busy with her Master Degree in Public Management at Regenesys University.

She attributes her success to even in difficult conditions to her motto of life which is "STAY POSITIVE".

Following the reconfiguration of the Mpumalanga Provincial Executive Council on 17 August 2016, Ms Shiba was appointed MEC for Social Development.

She attributes her success to even in difficult conditions to her motto of life which is "STAY POSITIVE".

Dedication and accountability are the DSD's strong points



Other more year of achievement: DSD's top management pose during the introduction of the newly appointed MEC

Social Development scores yet another clean audit for the 2015/ 16 financial year.

Three years in a row the department through its dedicated management and staff has again managed to score a clean audit report as stated by the Auditor general.

The "Clean Audit" terminology relates to the fact that through the auditing by the auditor general, financial statements were found to be free from material misstatements and that there were no material findings on the annual performance report during that audit period.

It is with the dedication of the accounting officers, management and departmental staff that the department has managed to achieve a clean audit again in this financial year.

With this being said the newly appointed MEC for the department Busisiwe Shiba emphasised her appreciation and congratulated the staff and management of the department for this great achievement. "I am very glad that i am joining the department during this period, when it had just obtained a clean audit"

Budget

Made Easy

Social Development's plan to deliver social service

The Mpumalanga Department of Social Development has been allocated a total budget of one billion, four hundred and fifty four million, seven hundred and sixteen thousand rands (R1 454 716 000.00) allocated in five (5) programmes of the Department as follows: Programme 1: Administration – R 271 198 000; Programme 2: Social Welfare Services – R 284 642 000; Programme 3: Children and Families – R 543 628 000; Programme 4: Restorative Services – R 158 913 000 and Programme 5: Development and Research – R 196 335 000 for the 2016/2017 financial year.

It is hoped that this budget will stretch and fulfil the department's mandate of reaching the poor and vulnerable groups in the society. Specific focus is on the following 7 areas; (1) Reforming the welfare sector, (2) Expand and accelerate quality services to children including Early Childhood Development (ECD), (3) Coordinate and monitor development interventions including food security through households' profiles, (4) Reduction of Substance Abuse, (5) Provision and strengthening services to families, (6) Enhance capacity, capability and partnerships with all stakeholders and civil society, and (7) Strengthening Victim Empowerment Programme (VEP) services.

(1) Reforming the welfare sector



The National Department of Social Development has partnered with **Pact-SA** to ensure that professionals are capacitated to render quality services through the Government Capacity Building and Support (GCBS) Programme.

This, together with the strategic shift from a welfarist interventions and rehabilitation to social developmental services, where the latter is underpinned by the objective of reducing dependency and making individuals, families and communities self-reliant, has placed additional responsibilities on the Department.

(2) Expand and accelerate quality services to children including Early Childhood Development (ECD),

Services to children in the 0-4 age cohort continue to be one of the key priorities for the Department. Registration of ECD

Centres continues this is coupled with the monitoring of ECD centres to ensure they comply with the norms and standards.



In an effort to improve the quality of ECD services in the province, the Department will build seven **(7)** ECD Centres in the following areas; Ogies in Emalahleni, Standerton in Lekwa, Manzini in Mbombela, Mbuzini in Nkomazi, Tweefontein in Thembisile Hani, Siyabuswa in Dr JS Moroka and Ermelo in Msukaligwa Local Municipalities. The contribution by other stakeholders including the Department of Human Settlements and the private sector is also acknowledged. Over and above these initiatives, Nationally ECD has been elevated to benefit from National Lotteries Commission.

In an effort to enhance the social protection system, the following programmes are offered for children, provisioning of psychosocial services, provisioning of residential care facilities and placement of children on foster care.

(3) Coordinate and monitor development interventions including food security through households' profiles,

Food security remains one of the key priorities of government. The Department's role is to ensure that vulnerable households have access to nutritious food and that hunger is eliminated. The Community Nutrition and Development Centres (CNDCs) provide nutritious cooked meals to the



identified vulnerable groups. These services are a safety net for those who are severely affected by poverty and food insecurity whilst linking them with sustainable livelihood initiatives.

The department in partnership with the NDA continues to support the 9 existing centres to improve and sustain the food security services to deserving families.

(4) Reduction of Substance Abuse,

It is a known fact that substance abuse remains one of the biggest challenges in the Province and more so in the growing and mining towns; namely, Emalahleni, Delmas, Secunda, Barbeton, Kwamhlanga and Balfour. This unfortunately is not a challenge affecting the users only, but also their families, business and society at large. In response to these challenges, the Department established four (4) community based centres in 2015/16 financial year and three (3) more will be established in the 2016/ 17 financial year. This ensures that families affected by substance abuse receive the assistance that is needed within their communities.



In collaboration with other stakeholders, the department is implementing the Mpumalanga Anti-Drug Master Plan that will respond to the scourge of substance abuse through programmes on prevention support, treatment and after care.

Through Ke-Moja drug prevention programme fifty thousand (50 000) children under 18 years and twenty five thousand (25 000) youth will be reached.

Swartfontein Treatment Centre: Phase 1 which is the female residence has been completed and ready for occupation. Construction of Phase 2 for male residence will commence in the current financial year.

The department will commence the construction of Nkangala In-patient Treatment and Rehabilitation Centre in Emalahleni in the current financial year.

(5) Provision and strengthening services to families,

Families are cornerstones of our society. The first school to a child is the family; however some families have neglected their responsibilities due to a number of socio-economic reasons. In strengthening our



families the department continues with the family preservation programmes. Twelve thousand and five hundred and ninety five (12 595) families will be provided with counselling and marriage preparation services. Young mothers and single parents are provided with parenting skills training in order to help them cope better with the responsibility of being a parent. Disintegrated families are reunited so that they can provide support to one another. In line with this, a strategy has been developed to deal with people who are begging and living on the streets.

Older Persons

Older Persons remain true custodians of values, heritage and culture. There will Provincial Golden Games for older persons who are 60 years and above on 8 to 9 September at Ingwenyama Lodge, outside White River.



Community based and support services including day care and assisted living to four thousand six hundred and forty three (4 643) older persons are being provided.

HIV and AIDS

The impact of HIV and AIDS on children, youth, families and communities calls for a co-ordinated effort from all sectors, government, non-government organisations and other civil society organisations.

The department's intervention is on social behaviour change which aims at influencing positive behaviour targeting young people to avoid engaging in risky behaviour which expose them to risk of being infected by HIV.

The department has developed a basket of services that are currently being rolled out in the province, these include amongst others the following;

You only live once (YOLO): focuses mainly on young people between the ages of 15-24 years. YOLO aims at building young people's resilience towards life



challenging experiences which expose them to the risk of being infected by HIV & AIDS.

Impintshi: a peer driven programme in which the Department partnered with New LoveLife Trust to implement the programme in the province targeting boys between the ages of 12 and 24 years.

Out of school youth are recruited to participate in the programme. They are trained to become ambassadors of the Social Gender Based Violence in their own community.

Social relief of distress

Social assistance has been proven to be one of the cushions of the poor and vulnerable against poverty. The department with its agencies continues to support families facing undue hardships including disasters through our

social relief programmes. Featured on our awareness campaigns will be Grant in Aid which seeks to provide assistance to those who are assisting the frail and persons with disabilities at home.

Youth Development

In addressing challenges faced by young people who are in the majority in Mpumalanga Province, the Department among other services; creates opportunities that would protect and empower young people for their own development and that of their communities.



Ninety (90) Youth Development Centres were supported reaching more than one hundred and six thousand (106 000) young people. These centres will continue to receive support in this financial year while they render services to young people in their communities.

Government will construct two (2) Government owned Youth Development Centres in Msogwaba and Daantjie under Mbombela Local Municipality in the current financial year to render comprehensive and integrated youth services.

In this financial year the department will partner with National Youth Development Agency (NYDA) to place fifty six (56) young people on an internship programme across the Province.

A total of four hundred and fifty (450) young people will be linked to employment opportunities through

Expanded Public Works Programme (EPWP).

Care and support services to persons with disabilities

The department has completed a research on the Needs Assessment for Persons with Disabilities in Mpumalanga. The research findings confirms that service delivery gaps still exist in areas related to health, education, employment, housing and psycho-social support. A strategy outlining roles and responsibilities which will be informed by the research findings will be developed and implemented.

(6) Enhance capacity, capability and partnerships with all stakeholders and civil society

The departments is providing capacity building designed to foster capacity in the NPO sector, especially those in resource-constrained communities. The department believes that capacity building of the sector should receive prominence because it is through the nurturing of grassroots capability, competencies and collective action that we will realize the common goal of sustainable development.

(7) Strengthening Victim Empowerment Programme (VEP) services

Human trafficking is another ugly phenomenon that is raising its ugly head. To combat this challenge, the department has intensified its anti-human trafficking awareness campaigns in collaboration with other stakeholders focusing on areas around farming communities and areas closer to the ports of entry (border gates). We will continue to provide psycho – social support services to victims of human trafficking.

Bringing social services *closer to communities*



New Development: The newly opened Hendrina DSD offices

The Community of Hendrina will now have easy access to Social Development Services

People of Hendrina will now have access to Social Workers, Community Development Practitioners within their easy reach following the official opening of the Hendrina Branch Office of Social Development.

On Wednesday, 27 July 2016, the department together with its agency SASSA and a number of other stakeholders and partners officially opened the offices and handed over blankets to over 500 needy older persons and people with disabilities. These blankets were donated by SIEMENS. Goodies were added to BoGogo naboMkhulu who are 80 years and above to celebrate their life and promote healthy living.

Local structures including the traditional leadership vowed to always protect and safeguard the newly built office aimed at ensuring that families are well cared for, united and that they are sustainable.

Phase 1 (female units) of Swartfontein Treatment and Rehabilitation Centre opened

Swartfontein Treatment and Rehabilitation Centre is the only Public Treatment Centre in Mpumalanga and it caters for all residents of the Province over the age of 18. The Centre also caters for patients from other Provinces that do not have Treatment Centres. Preference is however given to Mpumalanga residents. Both males and females become patients of the centre due to the fact that substance abuse affects everyone irrespective of gender, race and background.

On Tuesday, 26 July 2016, the department of Social Development held an event to officially open phase 1 which is the female units.

The department was accompanied by members of the Substance Abuse Forum which include the Departments of Community Safety, Security and Liaison, Health, Education, Justice; Correctional services; Human Settlements; Economic Development and Tourism; Cooperative Governance and Traditional Affairs; Local and District Municipalities; SAPS; NPOs; Faith Based Organizations; Business sector; Experts in the field of substance abuse; Liquor board; Moral Regeneration Movement and Youth formations as well as ex users. The message of the day was to encourage all patients to adhere to the treatment plan to avoid coming back after being discharged.

Addressing the needs and Revitalizing lives in Mpumalanga



Delivering social services to the people of Mpumalanga



Keeping them busy to avoid the wrong use of their time



Bringing families and fighting poverty



Eliminating HIV one step at a time



NPO support



Older persons taken good care of

Social Development brings social services closer to the people of Mpumalanga



Giving them a meaning in our communities



Relieving families from poverty



Together fighting substance abuse



Youth development services



Youth at a glance



Eliminating Gender based Violence and substance abuse amongst the youth in communities of Mpumalanga

The fight against Substance Abuse intensified



Listen Firs: Illustrations of on dangers of substance abuse

Under the theme “**listen first**” the Mpumalanga Department of Social Development commemorated the 2016 International Day against Substance Abuse and Illicit trafficking in Kwaggafontein on Tuesday 28 June 2016. The International Day against Drug Abuse and Illicit Trafficking is commemorated annually on the 26th of June to build awareness on the negative effects



Moving foward: Youth working together to combat gender based violence

The Department of Social Development in partnership with New LoveLife in Mpumalanga hosted a graduation ceremony for 1200 graduates who took part in the Love Life Mpintshis Championing Change Programme. This was on Tuesday 23 June 2016 in Mbombela Stadium. This is a Gender-based Violence programme addressing the societal gender based violence issues as experienced and sometimes perpetuated by young men/boys in communities.

This is in response to the increased number of gender based violence and extreme inequalities. There are interventions in place to address issues of gender based violence however little is directed at preparing and educating a boy child as a victim and sometimes a perpetrator of these violence hence the introduction of this programme.

The graduates participated in the yearlong youth leadership and personal development programme consisting of structured training and implementation.

of substance abuse among the youth and the communities as a whole.

As part of this year's commemoration, the Mpumalanga Substance Abuse Forum as led by the department of social development embarked on a 1.5 km march which commenced at Kwaggafontein old taxi rank to Kwaggafontein Community Hall in the Thembisile Hani local Municipality.

As part of the department's work in the fight against substance abuse, community dialogues, door-to-door sessions as well as roadshows are continually conducted. From these activities, it always appears that some of the factors that influence the indulgence in substance abuse are; peer pressure, experimentation, recreation, lack of parental guidance and circumstantial situations. Factors such as ignorance, modelling, rebellious and acting out against authorities also play a role.

The formation of the Provincial Substance Abuse Forum is one initiative through which the government collectively fights substance abuse in all corners and levels. This forum consists of government departments, traditional leaders, religious leaders, media, youth formations, liquor board, business sector, Moral Regeneration Movement and communities in general. All members of the community are encouraged to play a part in the fight against substance abuse.



Masisukumeni Cop receiving their cheque from Department of Social Development

South Africa has, since 1956 celebrated the 9th of August as National Women's Month. Most women continue to experience hardships and severe challenges including abuse, poverty, unemployment and inequality.

The Mpumalanga Department of Social Development facilitates various women empowerment programmes throughout the province, these includes the training of women in co-operatives, Not-for-profit organisations, business and widows.

As part of this year's celebration of women's month, the MEC for Social Development Ms Busi Shiba led the department, its agencies; namely SASSA and NDA as well as other stakeholders in an event held at Kamhlushwa Community Hall on Thursday,

25 August 2016. Over 600 women from all corners of the province gathered for the celebration.

150 women were given certificates for successfully completing a training on co-operative governance, financial management and marketing which was facilitated by the Department of Economic Development, Environment and Tourism.

When delivering her key note address, MEC Shiba indicated that government believed that the skill that these women have acquired through the training will enhance their daily work and also open opportunities for them for development of their cooperatives.

Hard work pays off



A job well done: Graduates singing a National Anthem

Social Development MEC awarded graduates who took part in the Thogomelo psycho-social wellbeing skills development programme.

Mott McDonald trained Care Givers through its Thogomelo Psycho-Social support training programme in partnership with Social Development, held a graduation ceremony for caregivers which took part in Ga-morwee community hall, Dr JS Local municipality on the 20th of May 2016.

The project is financed by the government of the United States and has been the first in accreditation on psychosocial support and child protection training for community care givers in South Africa. It aims to protect children or orphans who are vulnerable to the context of HIV and AIDS as well as other diseases by developing community caregivers through training.

The Thogomelo training programme focuses on objectives that provide three (3) curricular namely: *Psychosocial wellbeing skills development programme, Child Protection Skills Development Programme and Supportive skills Development Programme.*

The community care givers (CCGs) were applauded for being between the community and various health and social development services. The CCGs plays a vital role in supporting and empower community members to make informed choice about their health and psychosocial wellbeing, which is so critical in effectively responding to children and is seldom prioritised



Appreciating God's beauty: Political heads joined beneficiaries for a pose during the handover of vanity packs at ehlanzeni municipality

Social Development restores the dignity of people with Albinism

In response to the continued experience of significant levels of prejudice, discrimination and marginalization by people with Albinism in society, the Department of Social Development and Albinism SA distributed over 550 vanity packs to people with Albinism in the province. Albinism SA is

an organisation responsible for the protection of the rights of people with albinism in the country.

This project is the first of its kind in Mpumalanga and will continue to be rolled out on a quarterly basis.

The National Lotteries Commission partnering with Social Development to educate more kids



Putting children first: VIPs of the day listening attentively to the speech delivered during the day

Tuesday, the 10th of May 2016 marked the beginning of a new exciting journey between the department of social development and National Lotteries Commission (NLC).

In the spirit of extending and accelerating services to children, the NLC partnered with the Mpumalanga Provincial Government through the department of

social development to construct twenty one (21) Early Childhood Development (ECD) Centres during the current financial year.

This is in line with the department's plan for this year on ECD infrastructure. ECD infrastructure will remain on the department's radar until all children receive quality services at the foundation level.

As a citizen of Mpumalanga, you have the right to...

- Apply for the services we provide.
- Services that promote your rights and wellbeing.
- Insist on respect and confidentiality of your privacy and information.
- Receive protection when you report any form of abuse, misuse, fraud or misconduct.
- Be served in the language of your choice.
- Be informed about clear procedures on reporting abuse, misuse, fraud or misconduct.
- Speak up about circumstances you find unusual.
- Insist that wrong or unfair practices be corrected.
- Take part in fair processes. This includes meeting with officials and being accompanied by someone of your choice.
- See your personal information.
- Be treated with dignity.
- Have access to fair and unbiased assistance.
- Expect friendly and helpful service from respectful, responsible and competent officials.
- Ask for a full and fair investigation of every complaint.
- Demand proper feedback on the outcome of investigations.
- Call on a review of the decision, if you disagree with it.
- Expect that you will not be inconvenienced by administrative slipups.

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.
- Identifying ourselves when we speak to you.
- Providing accurate and consistent information.
- Explaining the things you need to know and do, such as:

The types of services we offer...

- Providing you with, or referring you in writing to other services you may need.
- Providing written feedback about approved or rejected applications.
- Providing reasons for our decisions.
- Keeping to time lines we have set for each type of service.
- Correcting our mistakes.
- A zero tolerance policy on abuse misuse, fraud or misconduct.
- Taking care of customers with special needs such as people with disabilities or older persons.

Please help us to help you by...

- Providing feedback on our performance – good or bad.
- Reporting poor service, fraud or misconduct.
- Insisting on government officials identifying themselves.
- Providing us with correct and complete information such as your ID number.
- Respecting and cooperating with officials.

Service Clusters

Children and Families

- Adoption services
- Foster care
- Children's homes
- Child protection services
- Skills training and Development
- Family support services

Women

- Shelters for abused women
- Victim Empowerment
- Counseling
- Skills training and development

Older persons

- Residential care
- Service centre
- Capacity building
- Awareness campaigns

Youth

- Treatment of substance abuse
- Counseling
- Legal and court services
- Skills training
- Learnerships
- Bursaries

Organisations and communities

- Registration, funding and training
- Assistance in setting up Early Childhood Development (ECD) sites
- Research and development

Persons with disabilities

- Residential care
- Protective workshops
- Skills training and development



Contact us

Your voice counts. We want to hear from you

You can tell us how we are doing,

and also report poor services or misconduct

By requesting to see a supervisor or you

can call the following numbers

Toll-Free: 0800 20 40 98

Switchboard: 013 766 3428

Mpumalanga Department of Social Development

COURTESY CHARTER



Staff members shall greet all customers in a friendly and respectful manner.

01



Staff members shall identify themselves by name when dealing with customers, be it in person, telephonically or in writing.

02



Staff members shall ensure that the style and tone of written and verbal communication is acceptable and polite.

03



Staff members shall ensure that inquiries are promptly attended to.

04



Customers with special needs, such as the elderly or infirm and persons with disabilities, shall be treated with care and consideration based on the fundamental principle of human dignity and equality.

05

[*paying the right social grant, to the right person,
at the right time and place. NJALO!*]



Mandate of SASSA

Vision

To provide world-class social security services.

Mission

To administer quality social security services, cost effectively and timeously using appropriate best practices by:

Developing and implementing policies, programmes and procedures for effective and efficient social grants administration system;

Paying the right grant amount, to the right person at the right time, and at the most convenient place that he/she may choose;

Delivering innovative, cost effective and efficient services to individuals, their families and community groups via multi- and easy access channels using modern technology.

Values

The Constitution and the *Batho Pele* Principles forms the foundation of our values, which are:

- Promotions and protection of human dignity
- Confidentiality
- Integrity
- Fairness
- Transparency
- Equitability

SASSA is an Agency under the Department of Social Development. Established nationally in April 2006 is mandated to ensure the provision of a comprehensive social security services against vulnerability and poverty within the constitutional and legislative framework.

There are currently eight (8) types of grants under the Social Assistance provided by the Agency, namely:

- Grant for elder persons,
- Disability grant,
- War veteran's grants,
- Care dependency grant, foster child grant,
- Foster child grant
- Child support grant,
- Grant-in-aid, and
- Social Relief of Distress

For more information on the various types of grants call SASSA toll free number on 0800 60 10 11 or call the customer care unit on 013 754 9340.

Upcoming Events		
Date	Event	Venue
September 2016		
	Social Crime Awareness Week	throughout the Province
08 – 09 September 2016	Provincial Golden Games	Ingwenyama Lodge, Mbombela Local Municipality
09 September 2016	Foetal Alcohol Syndrome Day	Hlayisane ECD Centre, Mbombela Local Municipality
27 September 2016	Media launch of Social Development Month (October) and official opening of Umjindi ECD Centre,	City of Mbombela Local Municipality
October 2016		
04 October 2016	International Day of Older Persons	Chief Albert Luthuli Local Municipality
17 October 2016	Commemoration of the International Day for the Eradication of Poverty	Mkhondo Local Municipality
20 October 2016	Opening of Mkhuhlu ECD Centre	Bushbuckridge Local Municipality



Drugs Shorten Your Life

Ke Phela Gabotse Kantle Le Diokobatsi

Lalela Kucala

Drugs Are Not Cool

Ek Is Reg Sonder Dwelms

Nyaope Kills

Drugs Disorders Are Preventable And Treatable

Unlocking **Potential**



The NDA continues to play a critical role in contributing towards the eradication of poverty. This is achieved through provision of grants to civil society organisations that carry out development projects of poor communities. The agency also capacitates civil society organisations to enable them to run sustainable programmes.

An appeal is made to the private sector and other organisations to partner the NDA in fighting poverty.

Contact Details

Tel: 011 018 5500

Fax: 011 018 5587

Website: www.nda.org.za



Follow us



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Province, Private Bag X 11213,
Mbombela, 1200

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Fax: +27 (13) 766 3456/57

Nkangala District Office

22 Beatty Avenue,
Witbank 1035,
Mpumalanga Province,
Private Bag X 7213, Witbank,
1035

Tel: +27 (13) 658 4100,
Fax: +27 (13) 658 4168/7

Gert Sibande District Office

102 Cnr. Industrial & Wedgewood
Avenue, Ermelo 2350,
Mpumalanga Province,
Private Bag X 9074, Ermelo, 2350

Tel: +27 (17) 819 7672,
Fax: +27 (17) 819 7198

Ehlanzeni District Office

ERF 2 Thekwane South,
Karino 1200,
Mpumalanga Province,
Private Bag X 11241, Mbombela,
1200

Tel: +27 (13) 747 2617/18/19,
Fax: +27 (13) 747 2616

Comments and enquiries

The department of Social
Development would
like to hear from you. Please
forward your comments,
stories or enquiries to the DSD
communications team.

Tel : +27 (13) 766 3647 / 3658
communications@dsdmpu.gov.za

DSD Agencies

SASSA

18 Ferreira Street, Nelspruit
1200, Private Bag X11230, Nelspruit,
1200
Tel: 013 754 9428, Fax: 013 754 9501
GrantsEnquiriesMP@sassa.gov.za

NDA

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