

TANHLUMUKO

A magazine for the Mpumalanga Department of Social Development

Tfutfuka Uvikeleke

Issue 01

Oct 2016-Mar 2017



Celebrating Human Rights Month

Toll Free Number: 0800 20 40 98



social development
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



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Radio TALK SHOWS

March 2017 to June 2017

Communities need to know more about services due to them by the government of South Africa, which is why the department of social development is making an effort to communicate these services on various radio stations on a regular basis.

Media House	Date	Time	Topic
VoH	13 Mar	19:00	Early Childhood Development Centres
K - Radio	15 Mar	18:00	Early Childhood Development Centres
VoC	16 Mar	10:00	Care and Services to Older Persons
VoH	20 Mar	19:00	Probation Services/ Crime Prevention and Support
K - Radio	22 Mar	18:00	Probation Services/ Crime Prevention and Support
VoC	23 Mar	10:00	Youth Development
VoH	27 Mar	19:00	Domestic Violence
K - Radio	29 Mar	18:00	Domestic Violence
VoC	30 Mar	10:00	Early Childhood Development Centres
VoH	03 Apr	19:00	Services to families
K - Radio	05 Apr	18:00	Services to families
VoC	06 Apr	10:00	Probation Services/ Crime Prevention and Support
VoH	10 Apr	19:00	Probation Services/ Crimes Prevention and Support
K - Radio	12 Apr	18:00	Probation Services/ Crimes Prevention and Support
VoC	06 Apr	10:00	Probation Services/ Crime Prevention and Support
VoH	17 Apr	19:00	Services to persons with disabilities
K - Radio	19 Apr	18:00	Services to persons with disabilities
VoC	20 Apr	10:00	Services to families
VoH	24 Apr	19:00	HIV and AIDS
K - Radio	26 Apr	18:00	HIV and AIDS
K - Radio	03 May	19:00	Domestic Violence
VoC	04 May	18:00	Probation Services/ Crimes Prevention and Support
VoH	08 May	19:00	Child Protection Week

These radio talkshows are aimed at giving communities a platform to interact with development on various services and programmes

Media House	Date	Time	Topic
K - Radio	10 May	18:00	Child Protection Week
VoC	11 May	10:00	Child Protection Week
VoH	15 May	19:00	2017/18 Policy and Budget Speech
K - Radio	17 May	18:00	2017/18 Policy and Budget Speech
VoC	18 May	10:00	2017/18 Policy and Budget Speech
VoH	22 May	19:00	Services to Victims
K - Radio	24 May	18:00	Care and Services to Older Persons
VoC	25 May	10:00	Domestic Violence
VoH	29 May	19:00	Child Protection Week
K - Radio	31 May	18:00	Child Protection Week
VoC	01 June	10:00	Child Protection Week
VoH	05 June	19:00	Substance Abuse
K - Radio	07 June	18:00	Substance Abuse
VoC	08 June	10:00	Care and Services to Older Persons
VoH	12 June	19:00	Services to Victims
K - Radio	14 June	18:00	Registering an NPO
VoC	15 June	10:00	Care and Services to Older Persons
VoH	19 June	19:00	Registering an NPO
K - Radio	21 June	18:00	Poverty Alleviation and Sustainable Livelihood
VoC	22 June	10:00	Substance Abuse
VoH	26 June	19:00	Poverty Alleviation and Sustainable Livelihood
K - Radio	28 June	18:00	Dialogues on teenage Pregnancy

You are encouraged to call for more information concerning the topic of that day for more questions and clarity during the show or you can comment on our facebook page (Mpumalanga Department of Social Development)

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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.

Mission

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

Vision

A caring, humane and developed society.

Values

We as a department ascribe to the following values:

Ubuntu	Pertains to the humane spirit in which people are to be treated
Integrity	Pertains to the integrity of employees
Respect	Pertains to the respect for self, fellow employees and also to the clients that we serve
Honesty	Pertains to the honesty we expect the employees in the department
Professionalism	Pertains to the performance and conduct of staff.
Service Excellence	Pertains to the level and quality of service expected by the people of Mpumalanga.
Efficiency	Pertains to the quality of service and effectiveness in rendering services by the employees

THIS NEWSLETTER WAS PRODUCED AND ISSUED
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DEVELOPMENT

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WHAT TO KNOW ABOUT DISABILITY AND PEOPLE WITH DISABILITIES

NEW DEFINITION OF DISABILITY

Disability is the loss or elimination of opportunities to take part in the life of the community, equitably with others that is encountered by persons having physical, sensory, psychological, developmental, learning, neurological or other impairments, which may be permanent, temporary, or episodic in nature, thereby causing activity limitations and participation restriction with the mainstreamed society.



OFFICE ON THE STATUS OF DISABLED PERSONS (OSDP)

This Office was established to represent and protect the Rights of Persons with Disabilities from discriminatory laws and legislative frameworks and to ensure that persons with disabilities access equal opportunities from services provided by government departments/ Municipalities and to some extent the private sector.

TERMINOLOGIES DISABILITY

NO.	USED TERM	CORRECT TERM
1	Physically challenged	Person with disability
2	Wheelchair- bound	Wheelchair-user
3	Handicapped	Disability
4	Patient	Customer/ Client
5	Diabetic	Person with diabetes
6	Deaf and dumb	Deaf people
7	Mongol	Down Syndrome
8	Insane, mentally retarded	Mental/ Intellectual disability
9	Epileptic	Person with epilepsy
10	Dwarf	Short status
11	Paraplegic	Man/ woman with paraplegic

FOCUS AREAS FOR DISABILITY MAINSTREAMING

Employment of Persons with disabilities
Skills development
Education
Early Childhood Development
Accessibility of infrastructure
Economic empowerment of persons with disabilities
Access to information

Reasonable accommodation at work
Accessible and affordable houses
Assistive devices
Accessible transport facilities
Recreational facilities
Sporting facilities
Disability Focal Persons

Note from the editor

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

Welcome back!!!

Ta Nhluvuko is the name of the official newsletter of the Mpumalanga Department of Social Development. This is the last edition of Ta Nhluvuko in the 2016/2017 financial year which ends on 31 March 2017.

The month of April presents a new platform on which efforts to build a caring, humane and developed society are doubled. On this month, a financial year starts. Priorities and plans are implemented to deliver comprehensive social development services to the people of Mpumalanga – the Province of the Rising Sun in line with agreement entered into by the people and the ruling Government.

As the mandate of the department instructs, Social Development will continue to serve vulnerable groups with distinction and high speed. Services targeting these groups include amongst others– services to children including the acceleration and expansion of

early childhood development services; development of young people and linking them with employment and self-employment opportunities; empowering women, persons with disability and the elderly; fight drugs and substance abuse and strengthen families as a basic unit that moulds individuals.

This publication covers the work of the department from October 2016 to February 2017. Important information on some of the critical services such as substance abuse, foster care, disability and others is also contained in this publication.

The department is of the firm view that you will find this publication and the contents thereof valuable as we move aggressively towards 'an inclusive and responsive social protection system for all.'

Your comments are always welcome. Please make them known to us.

God Bless & Happy reading!

Children from ECD Centres showcasing talents at the ECD awards

Mpumalanga Provincial Early Childhood Development (ECD) Awards

Early Childhood Development (ECD) remains the most powerful base and foundation on which the bright future of children is laid. The National Development Agency (NDA) one of the two agencies of the department of Social Development hosted the annual Provincial ECD Awards on Monday, 27 February 2017 in at Chill Pepper Boutique Hotel, Riverside under the City of Mbombela Local Municipality. The awards were aimed at recognising the best ECD centre of the year which was won by Khayelihle Pre School represented by Ms. Betty Meisie Mahlangu from Siyabuswa under Dr JS Moroka Local municipality. The second recognised category was the ECD practitioner of the year which was awarded to Progress Day Care represented by Ms. Margareth Ntombifuthi Mtsweni of Secunda under the Dipaleseng Local Municipality. All those who could not make it are encouraged to put in more effort and do it again this year so that they can stand a better chance of winning. The winners will represent Mpumalanga in the National ECD Awards which will be



One of the receivers of ECD Awards receiving certificate

held before June 2017.

Key stakeholders such the Departments of Health and Education, NPOs and other organisations continue to ensure that quality ECD Services are delivered to children in all corners of the Province.

*Ms. Busisiwe Paulina Shiba
MEC for Social Development in Mpumalanga*

As we build a, humane, caring and developed society

We are once again excited to reach you through this important platform. Here, we highlight key achievements and plan of action in the journey towards the year 2030.

Ours as Social Development is to facilitate outcome 13 of the 14 National Government Outcomes which is also chapter 11 of the National Development Plan. Outcome 13 says "an inclusive and responsive social protection". As the ANC-led government we do our work in partnership with all stakeholders, sponsors and communities in general.

Looking back at the 2016/ 2017 financial year, one remains encouraged by the support and partnership that the department has enjoyed in changing the lives for the better. Fully furnished centres were constructed and handed over. Families and NPOs were strengthened and capacitated.

Looking into the future, we commit not to deviate from the agreement that we have entered into with the people of Mpumalanga which is tirelessly and courteously deliver comprehensive social development services with our two agencies; SASSA and the NDA.

"I have started and will continue with a programme of visiting offices and centres unannounced to get first-hand information and experience at the grass root level."

I therefore call on the business sector, media and community members to partner with us as we deliver a message of hope and development to all areas in Mpumalanga.

We will keep the momentum and never regress. The ability and willingness to excel in everything we do is still intact.

We further commit to timeously deal with any problem that community members may encounter in the line of receiving services from our offices and centres. I have started and will continue with a programme of visiting offices and centres unannounced to get first-hand information and experience at the grass root level.

I am convinced that together with community structures, individuals and all other stakeholders we will handle any challenge that will come our way. Let us all remain focused as we all work towards one goal of a caring, humane and developed society. A society free of poverty, abuse and drugs amongst other social ills.

May we look after one another and report incidences of abuse, neglect and exploitation. Let us protect and value all children, older persons and persons with disabilities.

God bless!



SERVICES AND SUPPORT FOR NON PROFIT ORGANISATIONS (NPOs)

Institutional Capacity Building and Support (ICBS)

SERVICES RENDERED BY ICBS OFFICE

A

Facilitate the implementation of the NPO Act 71 of 1997

B

Registration of organisations as NPOs which include the following

- Providing information on how to register
- Provide the application form, model of constitution
- Register organisations as NPO on –line
- Follow-up with National NPO Registration Directorate of progress on applications
- Receive and manage the distribution of NPO Certificate to NPO members

C

Support NPO to comply with the NPO Act by facilitating the following

- Receive and check completeness of annual reports from NPOs
- Submit annual reports for NPOs on-line
- Print acknowledgement letters of reports submitted and give to NPO members
- Update NPO information /details of NPOs on the on-line system

D

Provide capacity building to NPOs with emphasis to amongst others on the following

- NPO Act
- Obligations of registered NPOs
- Governance
- Financial Management
- Conflict resolution

E

Attend to queries on NPO matters from NPOs ,communities ,government departments and agencies ,Private Sector ,donors and other stakeholders who have interest in NPOs

- Manage and maintain NPO database on all registered NPOs in The Province
- Coordinate the operations on the 19 NPO Help Desks for NPO on-line services
- Advocate for compliance with the NPO Act through NPO Forums
- Conduct NPO Roadshows in Municipalities in the three districts in partnership with the National NPO Directorate

**Targets
for 2017**

Activity	Target
1. NPOs capacitated	4500
2. Organisations assisted with registration as NPOs	700
3. NPOs supported to comply with the NPO Act	3910
4. Roadshow conducted	12



CONSULTATION ON SOCIAL SERVICES DELIVERY TAKES CENTER STAGE AT STANDERTON

UNANNOUNCED VISITS TO OFFICES AND CENTRES BY MEC SHIBA

The idea of believing everything that is written down is not always a good one. Customer satisfaction being one of the key goals in the process of providing services also requires a great deal of interaction. This is also in line with the Batho Pele Principles which are aimed at putting people first.



MEC BP Shiba interacting with service users at a SASSA service centre



MEC BP Shiba and centre manager addressing issues with service users at SASSA service centre



MEC BP Shiba interacting with service users

MEC Busisiwe Shiba encourages a process of getting first-hand information, interact with communities and see things that happen on the ground. She leads by example as she randomly selects offices and centres which she visits unannounced.

This is proving to work better as community members get an opportunity to voice their views and explain their experiences when visiting Social Development offices and centres.

Some of the sites visited unannounced thus far include; Marapyane office, Elukwatini office, Carolina office, Swartfontein Treatment Centre, Swalala Office, Msogwaba Office, Standerton Office and many ECD construction sites. At one of the sites, MEC Busisiwe Shiba once said that "the Batho Pele principles assist in keeping high levels of courtesy in the public sector. Batho Pele is not an "add-on" activity; it is a way of delivering services by putting citizens at the centre of public service planning and operations. It is a major departure from a dispensation, which excluded the majority of South Africans from government

machinery to the one that seeks to include all citizens for the achievement of a better-life-for-all through services, products, and programmes of a democratic dispensation."

Any office and centre can at any time have the MEC coming in to witness the manner in which services are provided including the treatment of community members and assess if day to day challenges are timeously and effectively addressed



MEC BP Shiba interacting with service users

Know the level of service you from government departments

Batho Pele (People First) principles are aimed at giving guidance to all government officials or service providers a directive on how to improve service delivery and building good human relations. They are designed to keep receivers of service happy and satisfied at all times and maintaining good image of the government

Batho Pele Principles

1

Consultation

You can tell us what you want from us.

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

2

Service Standards

Insist that our promises are kept

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

3

Access

One and all should get their fair share

All citizens should have equal access to the services to which they are entitled.

4

Courtesy

Don't accept insensitive treatment

Citizens should be treated with courtesy and consideration.

5

Information

You are entitled to full particulars

Citizens should be given full, accurate information about the public services they are entitled to receive.

6

Openness and transparency

Administration must be an open book.

Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

7

Redress

Your complaints must spark positive action.

If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.

8

Value for money

Your money should be employed wisely.

Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

9

Encouraging innovation and rewarding excellence

Recognise individual and team performance.

Citizens should be provided excellent services. Efforts of staff who perform well in providing customer services should be recognized and be rewarded appropriately.

10

Customer Impact

Inform customers about their rights in terms of Batho Pele

Public servants should involve wider community in discussions about future development of public service.

you are entitled to receive

It is your constitutional right

Courtesy charter is aimed at giving guidance to all government officials or service providers a directive on how to improve interaction with government services users, improving service delivery and building good human relations. They are designed to keep receivers of service happy and satisfied at all times and maintaining good image of the government

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



The recently opened Skhulile Mhola Service centre for older persons

Ensuring Quality Infrastructure And Accessible Social Services In Communities

A furnished state of the art service centre for older persons opened at Umjindi

Older persons continue to suffer in the hands of family members as well as community members and structures. The fact that one has lived for so many years and that some are even placed at residential care facilities does not diminish their rights in any way. Every person including the elderly have the right to freedom and respect as well as the right to be treated fairly by others. Older persons deserve better treatment by all.





Families, friends, staff at homes must adopt a positive, caring and supportive attitude towards older persons for them to feel wanted, respected and play an integral part in society.

These are some discussions which MEC Busisiwe Shiba had with community members at Umjindi under the City of Mbombela Local Municipality when opening and handing over furniture to Sikhulile Mhola Service Centre – a centre for older persons.

Ehlanzeni District Municipality, the City of Mbombela Local Municipality, Nkosi Traditional Authority, National Lotteries Commission, Barberton Mines, SAPPI, Lakesure and Vakasha Travel and Tours are some of the key stakeholders who graced and sponsored the event, construction of building as well as furnishing it.

MEC Shiba emphasised on the fact that older persons too, must enjoy human rights and that their rights must be respected. The rights that an elderly person has in terms of the Older Persons Act supplement the rights that an elderly person has in terms of the Bill of Rights.

The Older Persons Act highlights the fact that older persons too enjoy rights as contemplated in section 9 of the Constitution of the Republic of South Africa and they indicate that older persons may not be unfairly denied the right to;

- Participate in community life in any position appropriate to his or her interest and capabilities;
- Participate in inter-generational programmes;
- Establish and participate in structures and associations for older persons;
- Participate in activities that enhance his or her income generating capacity;
- Live in an environment catering for his or her changing capacities; and
- Access opportunities that promote his or her optimal level of social, physical, mental and emotional well-being.

MEC Shiba said as she concluded her speech "Ladies and gentlemen, as the ANC –led



government we want to see older persons staying at their houses with their families until their last breathe. However, some circumstances force them to be accommodated at residential care facilities. In this regard, I call on all people of the Province to consider themselves lucky if they have Gogo noma Mkhulu in their household. This is becoming a rare and scarce resources in our communities. We therefore should not view the elderly as only vulnerable people but we need to promote active ageing which makes them live meaningful lives."



ERADICATING POVERTY



One of the vegetable gardens planted by community members at Ekulindeni



Ms Masina, one of the community members benefiting from the project with some of the freshly produced vegetables

“One Government Facility, One Public Facility, One Household, One food Garden” as the fight on poverty is intensified

The 17th of October has been declared as the International Day for the Eradication of Poverty in all countries, particularly in developing countries as stipulated in resolution 47/196 of the General Assembly.

Y ONE FAMILY AT A TIME

This day has become one of the priorities of development considering that the promotion of the eradication of poverty and destitution requires public awareness. Under the theme "One Government Facility, One Public Facility, One Household, One food Garden" the Department of Social Development with government agencies, Gert Sibande District Municipality, Chief Albert Luthuli Local Municipality and other stakeholders observed this day at Ekulindeni Township under Chief Albert Luthuli Local Municipality on Friday, 28 October 2016.

MEC Busisiwe Shiba handed over a number of items to various groups including; vanity packs to people with albinism; blankets and goodies to the elderly; food parcels to the needy households; school uniforms to needy learners and equipment to various NPOs.



Selfless efforts awarded

Meet Mr Lucas Masina, the winner of the MEC's Honourary Award for the year 2016

Disability could not stop Lucas from fighting the burden of poverty and starvation in his community. He worked selflessly with the hope of ensuring his community has a backup plan against hunger.

Mr Lucas Masina is the winner of the MEC's Honourary Award for the year 2016. His award was awarded to him during the ceremony of the MEC's Service Excellence Awards held at Ingwenyama Lodge outside of White River on 24 November 2016. Mr Masina, a Telkom Operator stationed at the Emakhazeni sub-district office (Belfast), entered for the MEC's Service Excellence awards under the Honourary Award Category.



Mr Lucas Masina - The 2016 MEC honourary award winner at the vegetables garden he created for his community

He has been an employee of the department since the year 2008 to date. While doing his daily duties as a receiving agent of all clients at this office, he was exposed to predicament of clients who approached the office because of abject poverty. He says that as a person with disability himself, he felt a burden on his shoulders to help and contribute towards society. He took an initiative in 2015 and approached the office manager concerning unused space behind the offices, permission was granted and the journey began. He started a vegetable garden. He approached the local department of Agriculture for assistance with tools and they freely gave. He bought seeds and began planting different types of vegetable such as cabbage, spinach, tomatoes, carrots, beetroot and many more.

He arrives at work hours before the initial working time and leaves office late to nurture the garden. He also works on holidays. The vegetables are of benefit to the community of

Emakhazeni more especially penurious clients who visit the office who are not able to receive Social Relief of distress immediately upon arrival.

What an excellent initiative Mr Masina. Congratulations on an excellent achievement.

When addressing the attendees, MEC Busi Shiba said **"We are doing this because outstanding performance in various initiatives constitutes an important contribution to deepening the values of community service and empowerment. The Batho Pele principles assist in keeping high levels of courtesy in the public sector. Let me highlight the fact that Batho Pele is not an "add-on" activity; it is a way of delivering services by putting citizens at the centre of public service planning and operations."**

The MEC hopes that Mr Masina's story will encourage all officials to want to innovatively and exceptionally do better.



Mr Lucas Masina- MEC honorary award winner receiving his award from the MEC



From right to left: MEC Busi Shiba, Mr Lucas Masina, DSD HOD Ms NL Mlangeni and some dignitaries from various organisations during the handover of MEC's honorary award held at the MEC's service excellence awards



What to know about Care And Services To Older Persons

With the number of older persons in the South Africa, there is a need to empower and protect the elderly in our communities and ensure their wellbeing and acceptability both in homes and society.

The department of social development has services and programmes in place that fully support, protect and empower older persons in communities by providing residential care and community-based services to older persons according to the Older Persons Act (Act 13 of 2006).

These programmes are aimed at empowering and protecting Older Persons and also the promotion and maintenance of their socio-economic activities.



Services available to older persons

The following programmes are implemented to achieve the said aims.

Active Ageing Programme:

Is a programme that is aimed at Older Persons who are 60 years and above. It involves keeping the elderly persons active through exercising, playing sport, with the aim of reducing the risk of several chronic diseases such as hypertension, diabetes, osteoporosis, etc.



Residential facility (old age homes)

It is a building used primarily for the purpose of providing 24 hours' service to Older Persons who can no longer be cared for in the community due to physical or mental frailty.

Assisted living Facility:

Is a housing facility for Older Persons over 60 years who do not need 24 hour care and have a certain percentage of minimum independence. Such programmes institute a move towards units/homes that are more open; within the community to facilitate de-institutionalisation according to the Older Persons Act 13 of 2006.



Home Based Care:

Care provided or services rendered at the place where a frail Older Person resides, excluding at a residential facility, by a caregiver in order to maintain such frail Older Person's maximum level of comfort, including care towards a dignified death according to the Older Person's Act 13 of 2006.



Community Based Care and Support Centres:

These are centres that are meant for Older Persons to visit during the day for the purpose of socialising, exercising, handwork and empowerment programmes.

Other services provided

- Counseling to Older Persons
- Awareness campaigns on issues pertaining to older persons
- Capacity building on legislation pertaining to older persons
- Forums for older persons
- Intergenerational programmes

Some of the most recent achievements include;

- Celebration of the World Elder Abuse Awareness: March against Elder Abuse at Steve Tshwete Local Municipality and presented a memorandum to the Middleburg Magistrate's Office. This was a collaborative effort between Age in Action and DSD.
- Local Golden Games were conducted in the 18 Local Municipalities
- District Golden Games in the 3 District Municipalities
- Provincial Golden Games and a Gala Dinner with the MEC for Social Development
- Forum AGMs in the 3 Districts
- Provincial Forum AGM and election of new committee into office on the 6th and 7th of October 2016.
- Celebration of the International Day of Older Persons through recognition of the unsung Every Day Heroes. The MEC officially opened and handed over furniture to Sikhulile Mhola Service Centre at Emjindini Township.
- Our Older Persons participated in the provincial Older Persons Parliament in October 2016.



- National Older Persons Parliament
- National Older Persons Forum in October 2016 where the Provincial Chair (Mr. Matthew Ngwenya) was elected as a Treasurer in the National Executive Committee representing the Province.
- The Provincial Golden Games Team participated in the National Golden Games. Team Mpumalanga for soccer participated up to the quarter finals and they got position 2 in the National Golden Games. Overall Mpumalanga team got position 4.
- Awareness campaigns on the rights of older persons, departmental services available, Alzheimers and dementia, Protocol on Management of Elder Abuse and the Older Persons Act 13 of 2006 were conducted in the local municipalities.



Recognizing the On-Going Valuable Contributions

By Grandparents In Families And Communities



The first Sunday of October has since 1973 been declared as a Grandparents 'day. On this day, families and the general community take stock and appreciate the valuable contributions made and continues to be made by older persons. The event's aim is also to promote a progressive view to older persons – a view which seeks to positively look at ageing in line with legislations such as the Older Persons Bill which seeks to ensure that the rights, dignity and independence of older persons are upheld. This day was celebrated on 9 October 2016 at Solomon Mahlangu Stadium, Kwa-Mhlanga,

under the Thembisile Hani Local Municipality. Grandparents are viewed as the foundation and strong pillars that keep families together. They possess great wealth of experience necessary to take families forward and preserve basic values and cultures. In many families, grandparents have become sole providers who provide emotional and financial support to their families, while some view them as a burden to society. At their age, they are at times forced by circumstances to be primary caregivers for their grand-kids.

SERVICES FOR CHILDREN

EVERY CHILD DESERVES

TO BELONG SOMEWHERE | *Know more about Foster Care*

FOSTER CARE

Foster care is one of the basket of services provided by the Department of Social Development to children who have been found to be in need of care through Children's court. It is a service for children who are unable to remain with their families because of abuse, neglect, death of parents and temporary inability of a family to take care for the children. The child is then placed in the care of a suitable person who is not a biological parent or guardian of the child. To obtain this type of service, one must visit a Social Development office closest to their place of residence. Alternatively, one may call the departmental toll free number at **0800 20 40 98**.

Purpose of foster care

The purpose of foster care is to;

- Protect and nurture children by providing a safe, healthy environment with positive support.
- Promotes the goal of permanency planning by promoting re-unification services.
- To ensure that children are placed at a least restrictive and most empowering environment that promotes growth, development while ensuring that the child is kept within community of origin

ARE THERE SPECIFIC QUALITIES THAT SHOULD QUALIFY ME TO BE A FOSTER PARENT?

YES: To qualify as a foster parent you need to have certain qualities to be recommended or considered.

The following requirements can qualify you to be a foster parent

- A fit and proper person to be entrusted with the care of the child.
- Able to provide for the safety and well-being of the child
- Willing to undertake, exercise and maintain the responsibilities of such care
- Properly assessed by a designated social worker to determine suitability to foster a child or children
- Over the age of 18 years.

CHILDREN



Where do i apply to be a foster parent or what are the steps that i need to follow to become a foster parent?

The following steps can be followed in order to foster a child

All children who are in need of care must be brought to the attention of local welfare organization or Social Development office nearest to their place of residence.

Step 1

The social worker must investigate whether the child is in need of care and protection as well as the circumstances of the proposed foster family to determine their suitability.

The social worker must compile a report in respect of the findings.

Step 2

Step 3

A Children's court enquiry is opened by the social worker in terms of the Children's Act.

The social worker, the child and the prospective foster parent appear before the Commissioner of Child Welfare to determine the placement of the child concerned.

Step 4

Step 5

The Commissioner makes an order in terms of the Children's Act no.38 of 2005 as amended. It can be a 2 year order or until the child reaches 18 years.

Once the order is made, the social worker assist the foster family to apply for foster child grant.

Step 6

Step 7

The social worker continues to assist the foster family and render supervision services.

Childline: 0800 055 555
Child welfare: 013 753 3330

Celebrating 20 years of the Constitution

The Constitution of the Republic of South Africa was signed into law by former President Nelson Mandela on 10 December 1996. Chapter 2 of the Constitution contains the Bill of Rights which provides for the following rights:



MNU IYUW CONSTITUTIONAL RIGHTS

EDUCATION
You have the right to receive basic education in the official language of your choice where that education is reasonably practicable.

CHILDREN

Every child has the right to a name, nationality and protection from abuse and exploitation.

HEALTH CARE, FOOD, WATER AND SOCIAL SECURITY

You have the right to have access to health care, adequate food, water and social security.

HOUSING
You have the right to have access to adequate housing.

PROPERTY
No one may be deprived of property, except in terms of law of general application.

ENVIRONMENT
You have the right to live in a safe, healthy environment.

LABOUR RELATIONS
Every worker and employer has the right to organise and negotiate to further their aims.

FREEDOM OF TRADE, OCCUPATION AND PROFESSION
You have the right to choose any legal trade or occupation freely.

FREEDOM OF MOVEMENT AND RESIDENCE
You have the right to enter and leave the republic at will.

CITIZENSHIP
No citizen may be deprived of citizenship.

POLITICAL RIGHTS
You may form a political party, run for office and vote for any party in free and fair elections.

FREEDOM OF ASSOCIATION
You have the right to associate with anyone.

ASSEMBLY, DEMONSTRATION, PICKET AND PETITION
You have the right to peacefully assemble, demonstrate and protest.

FREEDOM OF EXPRESSION
You have the right to speak or express yourself on whatever you choose but hate speech is not allowed.

FREEDOM OF RELIGION, BELIEF AND OPINION
Your right to freely practice your religion, belief and opinion is not limited by the rights of others to practice their religion, belief and opinion.

Limitation of rights
The rights in the Bill of Rights may be limited. The limitation must be reasonable and justifiable in an open and democratic society based on human dignity, equality and freedom.



the doj & cd

Department:
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA

25 years
The Constitution

#LETSMAKEITREAL

www.justice.gov.za DOJCD_ZA DOJ&CD DOJCD constitutionalrights@justice.gov.za



MEC for Social Development Ms BP Shiba and some dignitaries during the handover of gifts and sports gear to the Swartfontein treatment centre service users

Swartfontein Treatment Centre gets gifts and a soccer kit to ensure physical fitness

Music, dances and ululations were the order of the day on 21 December 2016 as service users at Swartfontein Treatment and Rehabilitation Centre celebrated an early Christmas with MEC for Social Development, Ms Busisiwe Shiba.

Gifts which included a soccer kit were handed over to the Centre. 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.

Both males and females become patients of the centre due to the fact that substance abuse affects everyone irrespective of gender, race and background.

Various dignitaries including Pastor Negross Manana and members of the Substance Abuse Forum came in full force to celebrate the special day of Swartfontein Treatment and Rehabilitation Centre.

Young people empowered

at a life changing Youth Camp



In the spirit of building an adaptive and positive behavior that enables young people to deal effectively with life challenges and lay a solid foundation for their future, the Department of Social Development held a Provincial Youth Camp from 15 – 18 November 2016 at the Eagle Creek Resort in Sabie under Thaba Chweu Local Municipality. Young people who are between the ages of 17 and 24 from all districts on the Province partook in different activities such as; Dialogue on Social Transformation and Patriotism, Team Building and Adventure Activities.

The Provincial Youth Camp is done also in order to prepare the participants to partake in the National youth camp, which is represented by all Provinces.

The 3 day long Camp also had presentations and exhibitions from various public and private sector organisations. The prime of these presentations was to create real growth and empowerment opportunities for the youth. The Camp was a huge success and it ended on high note with performances and plays by the participants and MEC for Social Development Ms. Busisiwe Shiba closing it with words of encouragement and sharing government's commitment to youth development.



2016 IN PICTURES



Eradicating poverty in communities



Eliminating effects of substance abuse through youth development services



Eradicating poverty in communities



Eliminating HIV and stigma in communities of Mpumalanga



Building a safer environment for all children



Addressing social issues through community engagements

2016 IN PICTURES



Fastracking community development through NPOs support



Building a caring and human society for older persons



A better Mpumalanga for all



A better life for all families



Some personnel behind social services delivery



As we fight issues of substance abuse

Khunjuliwe Secondary School

Ready for the 2017 Academic Year



Learners at Khunjuliwe Secondary singing listening to speakers during the school reopening programme

The current government has made Education one of its key priorities. In the efforts to ensure that learning and teaching happens on the first day of school re-opening, Government deploys its officials led by political principals to ensure that the above happens.



Social Development MEC Ms BP Shiba addressing learners during the official school reopening programme at Standerton

On a bright and a sunny morning of 11 January 2017 in the premises of Khunjuliwe Secondary School in Standerton stood over 949 learners well dressed in their school uniform. MEC for Social Development, Ms Busisiwe Shiba led officials from the Department of Education as well as other stakeholders when visiting the school for the above purpose. Everything was found to be in order as learning and teaching was ready to take place on the first day of school.

Shiba welcomed back all new and returning learners in to the new academic year and most importantly gave congratulatory remarks for the good performance to both the school and the 2016 class of Grade 12 for obtaining a 97.8% pass rate. She challenged the 2017 class to emulate the class of 2016.

She further indicated that the Mpumalanga Provincial Government under the stewardship of Premier DD Mabuza continues to intervene and assist disadvantaged and good performing learners to further their studies through a Provincial Bursary Scheme and other platforms to ensure that learners gain access to tertiary education.

Dignity packs were then donated to needy learners to restore their dignity and self esteem.

MEC Shiba concluded her brief speech by assuring learners that all learners who will be found to be in need and qualify will in addition to the other benefits from Government benefit from the social relief of distress programme from Social Development.



Learners at Khunjuliwe Secondary getting ready for assembly

Working Together to Combat Substance Abuse

Know More About Substance Abuse

What is a drug?

A drug is any substance other than food, derived from natural and synthetic sources which brings change in the functioning of the body and or mind.

What is addiction?

Addiction is a compulsive drug use characterized by an overwhelming pre-occupation with the use of a drug.

What is binge drinking?

Is the consumption of an excessive amount of alcohol in a short period of time.

For males: the average is not more than 4 drinks a day/ 14 per week

For females: the average is not more than 3 drinks a day/ 7 per week

About 1 in 4 people who exceed these limits already has an alcohol use disorder and the rest are at greater risk for developing this problem.

Why do people or young people use drugs?

Peer-pressure, Boredom

Stress, Curiosity
Rebellious act, Fun
experimentation
Media (bad influence by some content)

Different types of drugs (Classifications of drugs)

- **Socially acceptable drugs:** Alcohol, Nicotine, caffeine and snuff.
- **Inhalants drugs:** benzyne, petrol, glue and spirit.
- **Over the counter drugs:** pain killers.
- **Prescribed drugs:** slimming tablets, cough mixture and sleeping tablets.
- **Illegal drugs:** nyaope, dagga, heroine and cocaine.

Signs and symptoms of substance abuse

- Not being able to control and how much you drink.
- Not being able to stop once started.
- Drinking fast.
- Vomiting and diarrhea.
- Extreme weight loss.
- Shaking and sweating.
- Strange behavioural patterns.
- Sudden change of friends.
- Disappearance of valuables and money.
- Bloodshot eyes.

Effects of drugs/ substance abuse

- Brain damage
- Accidents
- Loss of production at work

- School grades deteriorates
- Slurred speech
- Headaches
- Breathing difficulties
- Impotence
- Sexual assault and domestic violence
- Impaired judgement
- Liver damage
- Lung and throat cancer

Intervention programmes or treatment centres for people with substance abuse problems

Prevention services and Early interventions

These are services aimed at preventing a person from using or continuing to use substances that may lead to abuse or result in dependence.

Community based services

It is a service provided to persons who abuse or are dependent on substances and to persons affected by substance abuse while remaining within their families and communities.

Outpatient services

It is a non-residential service provided by a treatment centre or halfway house to persons who abuse substances and to persons affected by substance abuse and which is managed for the purpose of providing a holistic service.

Substance Abuse

ALREADY HOOKED?

SEEK IMMEDIATE HELP

are you or any member of your family, friend or anyone you know suffering from substance abuse or do you suspect or see any signs of substance abuse from anyone you know? There are various treatment and care centres that can assist in dealing with substance/drug abuse in the province

SUBSTANCE ABUSE TREATMENT SERVICES CENTRES

The following are treatment centres in the province (private, public and NPOs) for outpatient, inpatient treatment facilities:

Name of facility	City	Type of facility (i.e. in-patient; out-patient; halfway house)	Ownership/ Management structure (i.e. NGO; Private; State)
EHLANZENI DISTRICT			
Swartfontein Treatment Centre	White River	Inpatient treatment facility	State
SANCA Lowveld Alcohol and Drug Help Centre	Nelspruit	Outpatient treatment facility	NPO
Healing Wings South Africa Adult Inpatient centre	Schagen	Inpatient treatment facility	Private
Healing Wings Youth Centre	Schagen	Inpatient treatment facility	Private
White River Manor	Plaston	Inpatient facility	Private
NKANGALA DISTRICT			
SANCA Witbank Alcohol and Drug Help Centre	Witbank	Outpatient treatment facility	NPO
SANCA Thembisile Alcohol and Drug Help Centre	Kwaggafontein	Outpatient treatment facility	NPO
GERT SIBANDE DISTRICT			
Mkhondo Alathia Rehabilitation Youth Centre	Piet Retief	Inpatient treatment facility	NPO
SANCA Mkhondo Alcohol and Drug Help Centre (Outpatient)	Piet Retief	Outpatient treatment facility	NPO

Inpatient services

These are services which are rendered in a residential treatment centre. They provide short term and long term treatment services.

Reintegration and Aftercare services

It is an on-going professional support to a service user after a formal treatment episode has ended in order to enable him or her to maintain sobriety or abstinence, personal growth and enhance self-reliance and proper social functioning.

Campaign on Substance Abuse, Prevention and Rehabilitation.



Top-Ms Isabel Makhushu: Programme manager for substance abuse addressing the youth on drug abuse



The department of social development held an awareness campaign for Substance Abuse, Prevention and Rehabilitation in the University of Mpumalanga to the new students on their Orientation Day on 01 February 2017.

Information was shared to the student on how to prevent the use of drugs in institutions of higher learning, whereby student leaders need to determine the nature and extent of the drug problems on their campuses and make a plan of action on how to reduce the levels of substance abuse. They were advised that when preparing the plan of action, student leaders must determine the contributing factors to the use or abuse of substances.

Students were given the opportunity to ask questions and make inputs on the issue of substance abuse, because it affects them most.

The department of social development committed that it is willing to partner with Institute of Higher Learning in an effort to reduce the level of substance abuse.



Reminder

**SAY NO
UNITE
TO END VIOLENCE
AGAINST WOMEN**

**Support this campaign by putting on
an orange attire on the
25TH OF EACH MONTH
as we add our voice to the fight against
violence on women and children**



social development
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



BREAKING THE SILENCE

Victim Empowerment Programme

Victim empowerment is an approach to facilitating access to a range of services for all people who have individually or collectively suffered harm, trauma and or material loss through violence, crime, natural disaster, human accident and/or through socio-economic conditions.

Who is a victim?

A victim is any person who has suffered harm, including physical or mental injury; emotional suffering; economic loss or substantial impairment of his or her fundamental rights, through acts or omissions that are in violation of the criminal law.

Types of abuse victims may experience

- Physical abuse: beatings, assault with weapons including guns.
- Sexual abuse: rape, sexual

harassment, use of objects, touching, exposure to

- Pornography by force, forced to sell sex, including sex by force by a husband/ wife.
- Economic abuse: refusal to provide maintenance, excessive control over money, gambling with family money, hiding assets including investments.
- Harassment: telephone calls monitoring, being followed by people to intimidate you, phone calls that have no one but laughter or threats or heavy breathing on the receiving end

- Psychological and emotional abuse: dehumanizing words (useless, stupid), deprived right to work, isolated from friends and family, staying under guard.

Services to victims:

All victims of abuse have the following rights

- The right to be treated with fairness and with respect for your dignity and privacy.
- The right to be offered information.
- The right to receive information;
- The right to protection;

- The right to assistance;
- The right to compensation; and
- The right to restitution.

Facilities available for victims of crime

Shelters

Victims of domestic violence and other gender based crimes are accommodated for a maximum of 6 months. Some come with their children. Victims must be above 18 years of age. They provide physical care, life skills, counseling, liaising with schools and ECD centres for the children to go to school, with business for the placement of some survivor for jobs, with Local government for houses for the families to be released to, extended

families and communities for the reintegration of victims to society. They also work with offenders and perpetrators outside the facilities on life skills to change behavior. Facilities in the province:

1. Louieville Shelter
2. Leseding Shelter
3. Badplaas Shelter
4. Tirisano Shelter
5. Middelburg Shelter
6. Grace Shelter
7. Grip Shelter

Victim Support Centres

They are community based offices and are easily accessible for victims of crime. They sometimes provide overnight stay

in case of an emergency and the client is then taken to the shelter the following day once she has been provided with support and care. They are operated by volunteers. Due to lack of proper sites and funding, some operate within SAPS premises.

- Calcutta Victim Empowerment Centre
- Mhala Victim Empowerment Centre
- Vuyeselo Victim Empowerment Centre
- Masikumeni Women Support Centre
- Schoemasdal Victim Centre
- Standerton Shelter
- Khayalothula Trauma Centre



A PARENTS' MEETING FOR CHILDREN IN STIMULATION CENTRES

As part of the many disability awareness month activities, the Deputy Minister for Social Development, Ms. Hendrietta Bogopane-Zulu and the MEC for Social Development, Ms. Busisiwe Shiba held a meeting with parents for children in stimulation centres around Mpuluzi at Chief Albert Luthuli Local Municipality on 19 December 2016. At this meeting, a two-way discussion was held to seek ways of delivering quality stimulation services to children with disabilities in stimulation centres. Parents were urged to be involved in taking charge of their children's education and growth. Like any children, children in stimulation centres too have rights and responsibilities, they also need to be loved, encouraged and supported.



Deputy Minister indicated that the role of parents is not to “cure” the disability, but to give social and emotional support that their children need to work and go through challenges. The manner in which parents behave and respond to challenges has a big impact on their children's whole life. A good attitude does not necessarily solve the problems associated with any kind of disability but it goes a long way in giving a child hope and confidence.

Mpumalanga Social Development Offices (Service Centres)

Mpumalanga Department of Social Development districts, sub-districts and satellite offices addresses and contact details

NKANGALA DISTRICT		
NAME OF OFFICE	PHYSICAL ADDRESS	CONTACTS
Office of the Acting District Director	22 Beatty Avenue Emalahleni	082 4641 173 013 658 4100
Emalahleni Sub-District Office	22 Beatty Avenue Emalahleni	076 977 6297 013 658 4100
Emalahleni Branch Office	Piet Koorhof Building Justice Street, Emalahleni	076 977 6297 013 656 6226
Kriel Branch Office	Municipal Building, Queenston Street, Kriel, 2271	072 608 6169 017 648 3253
Steve Tshwete Sub-District Office	37 Dr Beyers Naudé Street Middelburg, 1050	082 567 0146 013 243 4190
Middelburg Branch Office	37 Dr Beyers Naudé Street Middelburg, 1050	082 929 6327 013 243 4190
Hendrina Branch Office	Hendrina Secure Care Centre Bethal Road Hendrina	072 245 4764 013 293 9906
Emakhazeni Sub-District	41 Coetzee Street Belfast, 1200	082 7814 027 013 253 1792
Belfast Branch Office	41 Coetzee Street Belfast, 1200	079 414 2967 013 253 1791
Waterval Boven Branch Office	1st Avenue Waterval-Boven, 1195	083 204 2446 013 257 0308
Victor Khanye Sub-District		082 570 8068
Delmas Branch Office		082 902 7885
Thembelele Hani Sub-District	Building 3 Government Complex KwaMhlanga, 1022	082 906 1518 013 947 3906
Kwa Mhlanga Branch Office	Building 3, Government Complex KwaMhlanga, 1022	083 383 3176 013 947 3906 013 947 3907
Moloto Branch Office	Block 7, Moloto	071 602 3320 013 948 8900
Verena Branch Office	Four Way Stop, Municipal Building, Verena	073 650 9425 013 963 7111
Mkobola Branch Office	Government Building DSD Mbokola	074 722 4043
Dr JS Moroka Sub-District	Department of Education Circet Building, Siyabuswa	072 280 6231 013 973 0017
Mduljana Branch Offices	357 Job Sikaosana Street Siyabuswa B Old Parliament Government Complex	083 526 0374 013 973 3799
Mmamethlake Branch Office	861 Governors Building Mmamethlake	082 655 9403 012 721 3872
Mbibanane Branch Office	Old TLC Building, Vaalbank Mbibanane	076 786 9468 013 976 7479
Hendrina Secure Care	Birmingham Farm, Bethal Road, Hendrina	076 235 3695 013-2939910
Leseding Victim Support Centre	Stand 261 & 252 Tshidlane Street Kwamhlanga	073 029 5078 013 947 3415
Office of the Acting District Director		072 760 4452
Mbombela Sub-District		082 401 4167 013 747 2613
Msogwaba Branch Office	STAND NO: 100 Msogwaba trust Kanyamazane 1215	013 794 6925
Kabokweni Branch Office	Stand no 1491 Kabokweni Main Road Kabokweni 1245	013 796 0198 076 057 1436

EHLANZENI DISTRICT		
NAME OF OFFICE	PHYSICAL ADDRESS	CONTACTS
Kanyamazane Branch Office	Stand no 2241 Kanyamazane clinic Kanyamazane 1215	013 794 0118
Sandriver Branch Office	Stand no 10059 Sand River Hazyview 1242	013 737 5813
Matsulu Branch Office	Stand no 993 Matsulu C Mbombela 1200	013 778 2905
Nelspruit Branch Office		013 755 4036
Swalala Branch Office	Stand no 100 Jerusalem Trust White River 1240	013 798 4904
Naas Sub-District		072 171 2059
Tonga Branch Office		013 780 3132
Mbuzini Branch Office		013 782 9912
Hhoyi Branch Office		013 782 0106
Mangweni Branch Office		013 780 9904
Mzinti Branch Office		079 900 5614 013 780 8003
Shongwe Branch Office		013 781 5904
Malalane Branch		013 790 1199
Swaartfontein Treatment Centre		083 230 7569
Umlindi Sub-District		082 753 8984
Emjindini Trust Branch Office		013 712 7915
Loueville Branch Office		013 710 0281
Loueville Treatment Centre	OL KA- Ngwenya Government building stand no louevill lows creek	013 710 0105
Graskop Office		083 452 8818
Simile Branch Office		013 764 4905
Mashishing Branch Office		013 234 7900
Matibidi Branch Office		013 761 6900
Thulamahashe Office		074 106 1850
Hluvukani Office		013 775 0903
Acornhoek Office		013 795 5938
Casteel Office		013 777 6123
Maviljan Office		013 799 0572
Agincourt Office		013 708 1471
Kildare Office		013 708 0617
Oakley Office		013 773 0350
Marite Office		013 708 7800

GERT SIBANDE DISTRICT		
NAME OF OFFICE	PHYSICAL ADDRESS	CONTACTS
Office of the District Director	102 Cnr industrial & wedgewood Avenue, Emmerlo	082 906 4021 017 819 7672
Msukaligwa Sub-District Office	10 Oosthuizen Street, Ermelo	0760608991 0178195080
Lothair Branch Office	Slindile Clinic Wendy House	0178454906
Sheepmoore Branch Office	601 Park Street, H all-Wendy House	0178650071
Warburton Branch Office	322 Nganga Village	0178451930

GERT SIBANDE DISTRICT		
NAME OF OFFICE	PHYSICAL ADDRESS	CONTACTS
Breyten Branch Office		0178195080
Lekwa Sub District	Jerry Van Vuuren Building cnr Pearl & Princess street Standerton	08225330157 0177125939
Morgenzon Branch Office	166 Sivukile Main Road, Sivukile, Morgenzon	0177933153
Dipaliseng Sub District Office	625 Maqhwa street, Dipaliseng	0824738468 0177730452
Greylingstad Branch Office	473 Twala Street, Nthoroane Clinic Greylingstad	0798812415
Grootvlei Branch Office	Springfield Road, Grootvlei Clinic	0798812415
Albert Luthuli Branch Office	Stand 12 next to community hall public works 20 elukwatini	0823008505 0178830251
Carolina Branch Office	6434 Ext 4 Silobelo, Carolina	0178431142
Mayflower Branch Office	D275 Next to Community Hall Mpuluzi	0178812340
Glenmoore Branch office	Stand 419 Glenmore, Dundonald	0178879900 0790775621
Tjakastad Branch office		0826444297
Badplaas Branch office		0178431142
Mkhondo Sub District office	35 Joubert street cnr kruger steet Piet Relief	0795006744 0178260545
Amsterdam Branch office	Next to the new Clinic	0835924315 0178469012
Driefontein Branch Office	Wendy Structure next to Driefontein Clinic	0835924315 0178207063
Dirkiesdorp Branch Office	Wendy Structure next to Wood Dirkiesdorp	0737781621 0177306900
Commondale Branch Office	Wendy Structure next to Wood Company	0737781621
Iswepe Branch Office	Wendy Structure next to Iswepe Clinic	0737781621
Pixley Ka Isaka Seme sub district office	Trade & Trading Ccentre Vukuzen	0728635915 0177353898
Daggakraal Branch Office	262 Sinqobile Daggakraal	0780776468 0177539903
Amersfoort Branch Office		0780776468
Perdekop Branch office		0780776468
Wakkerstroom Branch office		0780776468
Govan Mbeki Sub District Office	64 Solly Zwane street, Evander	0823533031 0176324640
Embalenhle Branch office	11287 Ext 14, Embalenhle	0721208205
Leandra Branch office	Cnr Dagama Street, Municipal Office Leandra	0843534082 0176830709
Bethal Branch office	24 Simon Street Bethal	0785766233 0176476453
George Hofmeyr CYCC	84 Coligny Street Standerton	0783829504 0177140152
Ethokomala CYCC	Sondagskraal Farm Kinross	0828198409 0176871177

Toll Free Number: 0800 20 40 98



[*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.

[**www.sassa.gov.za • 0800 60 10 11**]



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: 013 755 1427

Fax: 013 755 2244

Website: www.nda.org.za



DEPARTMENT OF SOCIAL SERVICES

FAMILIES

- Shelter for Destitute Families
- Marriage Enrichment
- Family Support

COMMUNITY DEVELOPMENT

- 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

WOMEN AND VICTIM EMPOWERMENT

- Shelter for Abused Women
- Victim Empowerment
- Counselling
- Skills Training and Development
- Income Generating Activities

OLDER PERSONS

- Counselling
- Residential care facilities
- Service centres
- Home based care
- Skills training and development

PERSONS WITH DISABILITIES

- Counselling
- Residential Care
- Protective Workshop
- Day Care Centre for Children with disabilities
- Home Based Care
- Skills, Training and Development

CHILDREN

- Foster Care
- Alternative Care
- Adoption Services
- ECD and Partial Care
- Child Protection Services
- Child and Youth Care Centres

SOCIAL DEVELOPMENT SERVICES

YOUTH DEVELOPMENT

- Funding of NPOs rendering youth development services (Youth Development Centres)
- National Youth Service Programme
- Life Skills Programmes
- Youth Empowerment Programmes
- Socio-economic development programmes

CRIME PREVENTION AND SUPPORT

- Counselling
- Diversion Programmes
- Secure Care Facilities
- After Care Services
- Life Skills Training and Development

SOCIAL RELIEF

- Counselling
- Material assistance for families in distress

SUBSTANCE ABUSE

- Counseling
- In-Treatment Centres
- Out-Patient Treatment Centres
- After Care Services
- Life Skills Training and Development
- Active ageing

NPO SUPPORT

- Funding of NPOs
- Monitor Compliance to Norms and standards
- Quality Assurance

HIV AND AIDS

- Psychosocial Support
- Home Community Based Care
- Skills Training and Development
- Child Care Fora
- Drop in centre



Follow us



Provincial Office

Building 3, NO. 7 Government
Boulevard, Riverside Park,
Mbombela, 1200 Mpumalanga
Province, Private Bag X 11213,
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Comments and enquiries

The department of Social
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