

# TA NHLUVUKO

2011 OCT/NOV/DEC

EXCLUSIVE:

**NEW OFFICES FOR PEOPLE IN BETHAL  
AND SURROUNDING AREA**

**A COLLECTIVE EFFORT IN  
the fight against Substance Abuse**



**Social Development**

Department:  
Social Development  
**MPUMALANGA PROVINCE**



# 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.**

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## CONTENTS

- 06 Editor's letter
- 06 HOD's letter
- 07 MEC's letter
  
- 08 INTEGRATED APPROACH TOWARDS  
A DRUG FREE SOCIETY
  
- 09 **Kugug'othandayo...**  
"Go tsofala yo a nyakago"
  
- 11 National Development Agency (NDA) Event
  
- 15 **DSD MONTH**  
MINISTER OF SOCIAL DEVELOPMENT AND MEC  
EMBARKED ON A 2 DAY VISIT TO MANGWENI AND  
MATSULU
  
- 16 OFFICIAL OPENING OF BETHAL OFFICES AND  
**CELEBRATION OF THE NATIONAL  
CHILDREN'S DAY**
  
- 17 **TAKING DSD TO COMMUNITIES**
  
- 18 A COLLECTIVE EFFORT IN  
THE FIGHT AGAINST SUBSTANCE ABUSE
  
- 19 A march against illegal  
liquor outlets
  
- 20 DEPARTMENT OF SOCIAL DEVELOPMENT  
**INTENSIFIES WAR ON POVERTY**
  
- 21 16 Days of Activism  
**DSD/ SABC/ TSB/ Nkomazi Local Municipality  
and other stakeholders in Nkomazi**
  
- 22 UPCOMING EVENTS  
January/February/March



**MEC FOR HEALTH AND  
SOCIAL DEVELOPMENT  
Dr Clifford Mkasi**

# CONTENTS

## 2011 OCT/NOV/DEC





# Social Development

Department:  
Social Development  
MPUMALANGA PROVINCE



## SOCIAL DEVELOPMENT SERVICES

### FAMILIES

- Shelter for Destitute Families
- Marriage Enrichment
- Family Support

### COMMUNITY DEVELOPMENT

- Profiling of Households and Communities
- Funding and Support to Community Based Initiatives
- Facilitate Registration of NPOs/ CBOs
- NPOs Support and Capacity Building

### WOMEN AND VICTIM EMPOWERMENT

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

### BURSARIES

- Social Worker
- Community Development

### 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

### YOUTH DEVELOPMENT

- Funding of NPO's 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
- Skills Training and Development

### SOCIAL RELIEF

- Counselling
- Material assistance for families in distress

### SUBSTANCE ABUSE

- Counselling
- In-Treatment Centres
- Out-Patient Treatment Centres
- After Care Services
- Skills Training and Development

### 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

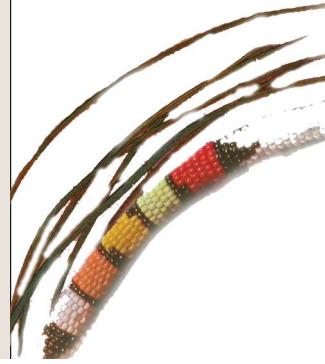
### VISION

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**





09

## Kugug'othandayo... "Go tsofala yo a nyakago"

## National Development Agency (NDA) Event



### 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.

### 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 care has been taken to verify the accuracy of information the editorial team of this publication taken no responsibility for any inaccuracies.

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**Editor's Note**  
**Mr. Ronnie Masilela**

Welcome to the third quarter edition of Ta Nhluvuko which is an official newsletter of the Mpumalanga Department of Social Development!

The year 2011 has come and gone. Now that we have come to the end of the year, there are things that one must point out.

As a Department that aims for a caring, humane and developed society, Social Development with its agencies, namely SASSA and NDA, other Government Departments, Not-for-profit organizations (NPOs) and private sector companies, has improved the standard of living for many in the Province.

There is a number important calendar days that were celebrated in 2011. These include amongst others; the International Family Day in May, the International Children's Day and launching of the Early Childhood Development Campaign in June, World Population Day in July, International Youth Day in August and Social Development Month in October.

Children, young people, women, persons with disabilities, the elderly and families in general were empowered through the various services and programmes available within the Department.

Our dedicated Social Workers ensured that people with social problems were attended to and assisted. The outstanding work done by the Not-for-profit organizations (NPOs) cannot be over emphasized. They develop children at an early stage, visit households some of which are headed by children, and provide young people with life skills, computer literacy skills and job hunting skills, amongst others. They continue to look after the elderly persons and persons with disabilities in our communities.

It is noteworthy that behind the successful delivery of services by these NPOs, are individuals who get stipends on a monthly basis and volunteers who work tirelessly to reach out and provide support to our relatives and family members. The Department has prioritized the work done by these organizations and annually sets aside money to subsidize these organizations. In this current financial year alone, the Department has set aside over 37% of its budget to fund NPOs. A call was also made to all organizations that render social development services to submit business plan proposals for funding in the next financial year. An NPO Summit was held in September 2011 to strengthen relations with the NPO sector.

Substance abuse, also known as drug and alcohol abuse still remains one of the serious challenges facing our Country and Province today. The good intentions of Government and parents of seeing kids and young people playing active roles in developing their communities and becoming future leaders are being undermined by the effects of substance abuse in communities.

The consequences of abusing substances have led to some families being led by children, families falling apart and some learners quitting school. The Mpumalanga Provincial Government has, through the launch of the Mpumalanga Anti Drug Master Plan, called on EVERYONE to play an active role in the fight against substance abuse in our communities. The Department and the community of Machadodorp took a step to march against illegal liquor outlets in November 2011 and this is one of the many actions our communities should emulate.

As a Department, we always would like to hear from you. Your voice counts. You are the reason for our existence and without you we cannot be. Please continue to visit our offices. Our contact details are on the back page of this newsletter.

May I join the rest of those who have already wished you a successful 2012 and borrow words from someone who once said that; when one door closes, another opens; but we often look so long and so regretfully upon the closed door that we do not see the one which has opened for us. Not every closed door is locked.

Persist until you win.  
*Happy reading!*



**HEAD OF DEPARTMENT**  
**Ms. Ningi Mlangeni**

On this edition of our News Letter it is important to once more reiterate our sincerest appreciation for the support that the department has and continues to enjoy with various stakeholders in the effort to push back the frontiers of poverty. The NDA event that took place in.....is an accurate example of how far we can go if we holds hands together with our stakeholders.

The march against Illegal Liquor Outlets has also been a significant step in demonstrating the collectivism that exists between ourselves and communities. This event was an honest reminder to us that our communities continue to have confidence in us as a government. We dare not betray them

The visit to both Mangweni and Matsulu by the National Minister, Ms Bathabile Dlamini provided us with the opportunity to listen attentively to communities relating their plight, acknowledging their challenges and defining what would be ideal in dealing with their daily frustrations.

It therefore calls on all our employees to begin to listen more and avoid being prescriptive to communities and encourages communities to be on the driving seat of their future.

The third quarter of the financial year brought with it numerous challenges. While we have been able to deal with host of these challenges we still have a sizable amount of hurdles that we have to deal with.

*As we come back from the festive holidays, we hope that we shall come back relaxed, inspired and filled with even a better view of the future.*

The Bible tells us (Mark 4:35) reminds us that Jesus said to his disciples "Let us pass over unto the other side". As they tried to cross over we are told a storm broke out.

It is therefore important that our cross over into the New Year will present us with more storms particularly because we shall already be in the final quarter of the year in terms of both expenditure and performance.

Let us therefore ready ourselves to cross over. Let us ready ourselves to leave no stone unturned in bringing change to the lives of communities. We are the Department of Social Development and as long as we want to grow we should ready ourselves to "cross-over".

Crossing over may also renewing our vows and commitment; crossing over may mean finding our feet anew to redefine who we want to be in future. Crossing over may mean going to the mirror to mirror ourselves.

May the New Year that looms ahead give us the necessary strength.



**MEC FOR HEALTH AND SOCIAL  
DEVELOPMENT**

**Dr Clifford Mkasi**

The period from October to December 2011 presented opportunities for the Department to interact directly with community members. Community members were engaged on a number of topical issues ranging from substance abuse, HIV and AIDS, teenage pregnancy and crime to sustainable livelihoods.

It was encouraging hearing people talk about their day to day challenges in their respective communities and proposing solutions to those challenges. As a Department, we found those sessions to be more productive as it allows people not to be spectators but those who shape and decide how things should be done. This is truly a Government of the people by the people. Their wishes direct the mandate of the Government of the day.

Our good intentions of building a caring, humane and developed society are being undermined by the effects of substance abuse in our communities. Drugs and alcohol has up to now managed to drive children out of school and become street beggars, caused divorces and separations in some households living children suffering and vulnerable. All these and more can be dealt with if each one of us, can today decide to do something about this scourge. Government has put in place a number of structures to assist you deal with the abuse of drugs and alcohol at homes and school. Social workers are there to provide counseling and rehabilitation services programme and SAPS is there to also play a critical role in the fight against substance abuse.

Schools will re-open soon; let us ensure that there is no learner that does not return to school and those who quitted in 2011 go back to school. Let us all act now. Someone once said "Yesterday is a cancelled cheque, tomorrow is a promissory note and today is the only you have got". When you see something unusual happening in your child or your community make it your business to get resolved by engaging relevant bodies like Social Workers and SAPS depending on the nature of the incidence.

May I take this opportunity to wish all families, care givers and NPOs in general, a successful year ahead.

I encourage you to make use of our offices in your area and our toll free number.

*Till next time.*



# CLIMATE CHANGE

## Effects of Climate Change on South Africa

**If nothing is done about climate change and we continue, among other things, to burn fossil fuels and chop down our forests at current rates, the following is predicted for South Africa:**

- South Africa's coastal regions will warm by around 1-2°C by about 2050 and around 3-4°C by about 2100;
- South Africa's interior regions will warm by around 3-4°C by about 2050 and around 6-7°C by about 2100;
- There will be significant changes in rainfall patterns and this, coupled with increased evaporation, will result in significant changes in respect of water availability, e.g. the western side of the country is likely to experience significant reductions in the flow of streams in the region;
- Our biodiversity will be severely impacted, especially the grasslands, fynbos and succulent Karoo where a high level of extinction is predicted;
- Small scale and homestead farmers in dry lands are most vulnerable to climate change and although intensive irrigated agriculture is better off than these farmers, irrigated lands remain vulnerable to reductions in available water;
- Some predictions suggest that maize production in summer rainfall areas and fruit and cereal production in winter rainfall areas may be badly affected;
- Commercial forestry is vulnerable to an increased frequency of wildfires and changes in available water in south-western regions;
- Rangelands are vulnerable to bush encroachment which reduces grazing lands;
- Alien invasive plant species are likely to spread more and have an ever-increasing negative impact on water resources;
- Although strong trends have already been detected in our seas, including rising sea levels and the warming of the Agulhas current and parts of the Benguela, we are not yet sure what impacts these could have on our seas, the creatures living in the seas or on the communities dependent on the sea;
- Because of our already poor health profile, South Africans are specifically vulnerable to new or exacerbated health threats resulting from climate change. For example, some effects of climate change may already be occurring due to changes in rainfall (droughts and floods) and temperature extremes and Cholera outbreaks have been associated with extreme weather events, especially in poor, high density settlements;
- There will be an increase in the frequency and severity of extreme weather events. Damage costs due to extreme weather-related events (flooding, fire, storms and drought) have already been conservatively estimated at being roughly 1 billion rand per year between 2000 and 2009.

**South Africa is particularly vulnerable to climate change because, among other things:**

A large proportion of our population has low resilience to extreme climate events (poverty; high disease burden; inadequate housing infrastructure and location); Large parts of South Africa already have low and variable rainfall; A significant proportion of our surface water resources are already fully allocated; Agriculture and fisheries are important for food security and local livelihoods. Although the poor are only minor contributors to climate change, they are the most vulnerable and, hence, will be the most impacted. The rest of Africa is possibly even worse off.

## What can I do about Climate Change?

- Do not build your house in areas that may be at risk from the impacts of severe weather events like floods and storm surges (big waves) – climate change increases the frequency and severity of extreme weather-related events (flooding, fire, storms and drought).
- Use your own muscle power whenever and wherever possible, e.g. walk or cycle rather than using a taxi or car – emissions from transport are one of the fastest growing sources of greenhouse gases.
- Use public transport whenever and wherever possible and think carefully about your personal transport choices – big, heavy gas-guzzlers are not climate friendly – and remember emissions from transport are one of the fastest growing sources of greenhouse gases.
- Plant indigenous trees – trees absorb carbon dioxide from the air and use it as their energy source, producing oxygen for us to breathe.
- Recycle – recycling paper also saves trees and reduces the energy used in paper manufacturing.
- Use energy saving bulbs such as compact fluorescent lights (CFL) or, better still, light emitting diode (LED) lights – CFL and LEDs use far less energy than incandescent globes and thus reduce your greenhouse gas emissions.
- Do not let water run while shaving, brushing your teeth or washing vegetables – our water security is threatened by climate change and energy is used to pump and purify water.
- Catch rainwater for use in the garden – our water security is threatened by climate change and energy is used to pump and purify water.
- Save electricity - turn off lights when you do not need them, fit a solar water heater, use gas for cooking, insulate your house – reduce your greenhouse gas emissions and save on your electricity bill.





## Kugug'othandayo...

“Go tsofala yo a nyakago”

The 1st of October is annually celebrated as International Older Persons Day. Older persons never stop parenting as they look after kids whose parents have passed on as a result of HIV and AIDS. Frail as they may be, they still groom children, some cook and wash for children. These and other factors therefore, compel older persons to be healthy at all times.

Government has put a system to provide social grants for the elderly to have good life. The elderly are also encouraged to participate in sport to keep their bodies healthy.

Older persons from Bushbuckridge and Thaba Chweu gathered at the Thulamahashe Stadium on Friday, 28 October 2011 to display their soccer and netball talents. These activities were organised by the Department of Social Development under sub programme: Care and Services to Older Persons with special assistance of the Department of Culture, Sport and Recreation; Bushbuckridge Local Municipality and the Department of Health.

Those older persons were from service Centres in Bushbuckridge and Thaba Chweu. They have demonstrated passion for soccer and netball which was manifested by the enthusiasm and activism they showed when playing. When interviewed about our services one Gogo said “Go tsofala yo a nyakago”, the youth and the middle aged must follow suit for physical fitness. ◆





## National Development Agency (NDA) Event

The Ministry of Social Development comprises of the Department of Social Development and agencies namely; South African Social Security Agency (SASSA) and the National Development Agency (NDA). As part of the Social Development Month celebrations, the NDA accompanied by the Department of Social Development and SASSA celebrated the International Day for the Eradication of Poverty on Monday, 17 October 2011 in Plaston and then moved to officially open a project called Open Gate Ceramics in Kabokweni.

The agency also capacitates Civil Society Organisations to enable them to run sustainable programmes.

Open Gate Ceramics started operating in May 2011 at Acornhoek and later relocated to Kabokweni after facing challenges. The project specialises in making and selling ceramics craft such as: crockery, plates, casseroles, mugs, cereal bowls, etc which they recommend to any one; individual households, companies and Government Departments because they are cheaper than buying from overseas.



Petunia Mashigo, Managing Director of Orpen Gate Ceramics was overwhelmed by the achievement of their company, through support of NDA which funded them with R1.5million. "We would like to thank the NDA for believing in us and the opportunity they have given our company" said Petunia Mashigo. She also stated that their company has now employed full time 14 employees.

NDA mainly focuses on the provision of grants to Civil Society Organisations that carry out developmental projects in rural communities.



Not only did NDA open doors for Orpen Gate Ceramics but also created jobs for 14 people. Delegates were showered with Coffee Mugs after the opening ceremony. Later, they demonstrated how they make their beauty crockery, plates, cereal bowls, etc.





## MAY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1 <small>Workers' Day</small>	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## JUNE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16 <small>Youth Day</small>	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## JULY

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## AUGUST

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5
6	7	8	9 <small>Day of Women</small>	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## SEPTEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24 <small>Heritage Day</small>	25	26	27	28	29	30

## NOVEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## DECEMBER

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16 <small>Day of Reconciliation</small>
17 <small>Public Holiday</small>	18	19	20	21	22	23
24	25 <small>Christmas Day</small>	26 <small>Day of Goodwill</small>	27	28	29	30
31						

## PUBLIC HOLIDAYS

01 January 2012	New Year's Day
02 January 2012	Public Holiday
21 March 2012	Human Rights Day
06 April 2012	Good Friday
09 April 2012	Family Day
27 April 2012	Freedom Day
01 May 2012	Workers' Day
16 June 2012	Youth Day
09 August 2012	Women's Day
24 September 2012	Heritage Day
16 December 2012	Day of Reconciliation
17 December 2012	Public Holiday
25 December 2012	Christmas Day
26 December 2012	Day of Goodwill

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### 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.

### CORE VALUES

Humanity, Integrity, Ubuntu, Respect, Honesty, Fairness, Accountability, Transparency, Accessibility, Value for Money, Equity, Effectivity and Good Governance.

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### SCHOOL HOLIDAYS

#### INLAND PROVINCES (FS, GAU, NW, LIM, MP)

1st Term: 18 Jan - 30 Mar  
2nd Term: 10 Apr - 22 Jun  
3rd Term: 16 Jul - 28 Sep  
4th Term: 08 Oct - 07 Dec

#### COASTAL PROVINCES (KZN, EC, WC, NC)

1st Term: 11 Jan - 23 Mar  
2nd Term: 10 Apr - 22 Jun  
3rd Term: 16 Jul - 28 Sep  
4th Term: 08 Oct - 07 Dec



[ *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](http://www.sassa.gov.za) • 0800 60 10 11 ]



## DSD MONTH

Minister of Social Development and MEC embarked on a 2 day visit to Mangweni and Matsulu

As part of Social Development Month celebrations, the Minister of Social Development, Ms Bathabile Dlamini was accompanied by the Deputy Minister, Ms Maria Ntuli and MEC for Health and Social Development, Dr Clifford Mkasi in a 2 day visit to Mangweni and Matsulu on Friday and Saturday, 21 and 22 October 2011.

A preliminary inter-ministerial investigation has confirmed that thousands of Mozambican and Swazi citizens have dual citizenship and cross into South Africa to collect social grants on a monthly basis and money from rented RDP houses.

This investigation is done by the Department of Social Development in conjunction with SASSA, South African Police Service and the Department of Home Affairs.

*"Among the things the investigation revealed is that local traditional leaders give them affidavits to apply for [South African] IDs and social grants,"* Minister Bathabile Dlamini said.

MEC Dr Clifford Mkasi gave a Provincial perspective on Social Development issues affecting people in Nkomazi. Some of the key issues were; HIV and AIDS, unemployment, dual citizenship and domestic violence.





## Official opening of Bethal Offices and Celebration of the National Children's Day

**M**any people have been saying that the Government of the day is a government by the people; a form of government in which power is vested in the people and exercised directly by them or by their elected agents under a free electoral system.

This was manifested by the new Bethal DSD Offices, which the MEC for Health and Social Development, Dr Clifford Mkasi opened on Tuesday, 06 December 2011.

In his speech, Dr Mkasi emphasized the fact that the newly built offices are not for the government alone but for the community of Bethal and surrounding areas to use and look after. He further explained the motive behind the act of bringing offices to people as a means to deliver social development services closer to the people.

The event continued to Ermelo and Warburton as part of celebrating National Children's Day, where the MEC officially launched the CMR Child and Youth Care Centre in Ermelo and visited 2 Early Childhood Development Centres (ECD) in Warburton, namely; Sithulile and Sizakancane Day Care Centres. ECD equipment and educational toys were handed over to these ECD Centres.

Dr Mkasi said "The work ahead of us is still huge. We must ensure that we do not commit a mistake of overlooking the well-being of our children". He called on all members of society to assist and protect children to develop to their full potential, free from hunger, disease, neglect and abuse.







## TAKING DSD TO COMMUNITIES

DSD was taken to Tjakastad and surrounding areas on Tuesday, 08 November 2011. The Deputy Minister of Social Development, Ms Maria Ntuli led the Provincial DSD in a session to listen to what some people from some parts of the Province had to say about HIV and AIDS, teenage pregnancy, crime and youth employment opportunities.

Four (4) groups were formed and each focused on its own topic from the four, namely; HIV and AIDS, teenage pregnancy, crime and youth employment opportunities. Each group selected a representative who spoke on its behalf.

It was interesting to hear similar points from the representatives. They focused on causal factors and suggested solutions to their daily challenges.

### Cross cutting causal factors mentioned are:

- Substance abuse,
- Lack of money and employment opportunities,
- Rape by family members (like uncles),
- Bad friends and peer pressure, and
- Unprotected sex.

### Suggested solutions are as follows:

- Teach children about their rights and responsibilities.
- Engage other Government Departments; such as **Health** for quick response of ambulances when called for assistance, **Culture, Sport and Recreation** for sporting facilities and libraries and **Education** to teach life skills to children at early stages.
- Parents must take full charge and control of things at homes.
- Involve traditional leaders to teach youngsters about cultural issues.
- Encourage those who are already taking ARVs not to default and encouraging family members and friends to remind them to take medication.
- A need to form Support groups in communities.

### Available resources to help implement the above suggested solutions

- Community Policing Forums.
- Home Based Community Centres.
- Clinics.
- Visibility of police vehicles and private security personnel in some buildings.
- Community members.
- Ward councilor.
- Traditional and Religious leaders.
- Land (for food gardens, poultry and commercial farming projects).
- Skilled carpenters.
- Mahhonya Mountain declared a heritage site – tourists' attraction area.

In her speech, the HOD, Ms Ningi Mlangeni, said that there is an urgent need for all community members, Government Departments, agencies and private sector companies to work together in addressing challenges raised. She further indicated that there will be a structured way of working with the municipalities to ensure that there is alignment on the plans of the municipality and that of the Department. She concluded by saying that our Provincial Government has adopted an approach to empower local suppliers whenever a project lands on their community.

An example given is that of people building RDP houses that the approach requires them procure window frames, cement, etc from local business persons.



## A COLLECTIVE EFFORT IN THE FIGHT AGAINST SUBSTANCE ABUSE

**S**ubstance abuse, also known as drug abuse, and substance use disorder, refers to a maladaptive pattern of use of a substance that is not considered dependent.

Substance Abuse has done a lot of damage to people's health, education and family life in general. The consequences of abusing substance have led to some families being led by children and some learners quitting school. Depending on the actual compound, drug abuse including alcohol may lead to health problems, social problems, morbidity, injuries, unprotected sex, violence, deaths, motor vehicle accidents, homicides, suicides, physical dependence or psychological addiction.

In order to reverse the effects of drugs abuse in our communities, the Department has programmes aimed at dealing with the abuse of substances including rehabilitation services.

Awareness campaigns are conducted throughout the Province to educate people; young and old, of all races, gender and denominational affiliations about

the effects of substance abuse and providing assistance to those who are already addicted to some substances. The recent awareness campaign on substance abuse took place in Carolina under the Albert Luthuli Local Municipality from 21 to 26 November 2011. Activities that took place during this week include; roadshows, door-to-door sessions at Silobela village and farms around Carolina, puppet show at Ezenzeleni Primary School reaching 1148 learners and 48 teachers by Mkhondo Alathia Treatment Centre, traders programme by the South African Breweries (SAB), a joint service with women was held on 24 November where they were educated on Women and Substance Abuse. The programme was concluded by having a pleasurable day where a fun walk, soccer and netball tournaments took place. Some of the shocking status given by South African Breweries (SAB) was that children began abusing substance at the age of eight; that if one parent in the family was drinking or smoking, a 75% chance existed of their child to abuse substance. ➤



## A COLLECTIVE EFFORT IN THE FIGHT AGAINST SUBSTANCE ABUSE

A speech writing competition on Substance Abuse was also organized by the Department and the winning schools received computers sponsored by the South African Brewary (SAB). ♦



## A march against illegal liquor outlets

The Department of Social Development together with community members of Emakhazeni Local Municipality and other stakeholders marched against illegal liquor outlets in Machadodorp on Saturday, 12 November 2011.

The prime aim of the march was to hand over a memorandum to the Machadodorp Police Station. The memorandum addressed issues of high crime rate, drug smugglers, illegal shebeens and taverns and traders who are not observing hours of operation. It was handed by Mr. Given Mavundla, a high school learner, who as he was handing it to Lieutenant Thela said, "we are tired of shebeens that operate next to our schools and selling alcohol to learners and the under 18s".

Lieutenant Thela gladly accepted the memorandum and indicated that SAPS is already busy with its operation to do away with illegal shebeens. He concluded by requesting community members to work with the police in reporting any criminal activities that are happening in the community. ♦



**DSD Ambassador for Substance Abuse**  
Mr Michael Singwane  
(Dj Sweet Mike)



Ms Thoko Mahlangu From DSD



## DEPARTMENT OF SOCIAL DEVELOPMENT INTENSIFIES WAR ON POVERTY

The celebration of the International Day for the Eradication in Ludlow Bushbuckridge left ten needy households with beds, blankets and food parcels on 18 October 2011. Malope family which is headed by a child is one of these families. Both parents passed away leaving the rest of children in the care of Victor Malope, the older brother who works on a farm.

The International Day for the Eradication of Poverty is celebrated on 17 October and has been observed every year since 1993. This year's celebrations were under the theme: "From Poverty to sustainability: People at the Center of inclusive development".

In his key note address, the MEC for Health and Social Development, Dr Clifford Mkasi said "I want to point out that the war on poverty has been declared. My Department working with other Departments, Municipalities and Agencies will intensify the struggle against poverty on all fronts. This will continue to be our focus on our everyday life. We will do this not to seek short term wins for a week but ways that presents long term benefits for all from a more equal society."

The partnership the MEC referred to, was seen even more when the Provincial Chairperson of the National Youth Development Agency (NYDA), Ms Lerato Theko told the community of Ludlow that her agency is collecting CVs of young graduates for placements.





## 16 Days of Activism

DSD/ SABC/ TSB/ Nkomazi Local Municipality and other stakeholders in Nkomazi

The 16 Days of Activism for No Violence Against Women and Children is an international campaign. It takes place every year from 25 November (International Day for the Elimination of Violence Against Women) to 10 December (International Human Rights Day). The period includes Universal Children's Day and World AIDS Day.

During this time, the South African Government runs a 16 Days of Activism Campaign to make people aware of the negative impact of violence on women and children and to act against abuse. The Government is firmly committed to lead a coordinated effort to sustain the campaign into its next decade. Every year, government, civil-society officials and the business sector work together to broaden the impact of the campaign. By supporting this campaign, thousands of South Africans have also helped to increase awareness of abuse and build support for victims and survivors of abuse.

This year, 2011, the Department of Social Development joined the Department of Community, Safety, Security and Liaison in the opening and closing of the 16 Days of Activism on 25 November 2011 and 10 December 2011; respectively. The opening event was at Mattafin in the Mbombela Local Municipality and the closing was in Carolina, Albert Luthuli Municipality.

The closing event was blessed with the attendance of the country's Deputy President, Kgalema Motlante.

Messages of make-believe such as envision if, for 16 days, there were no rape, no child abuse, no sexual harassment, no emotional abuse. The 16 Days of Activism campaign challenges South Africans to declare a truce on violence against women and children and ultimately make it a permanent one.

Together, let us take actions to support the 16 Days of Activism for No Violence Against Women and Children, daily!!!!!!

The 16 days of activism campaign was celebrated in style when SABC together various stakeholders came together to raise awareness on issues of child and women abuse, HIV and Aids and persons of disabilities. This was a 3 day event which started on Friday, 02 December to Sunday, 04 December 2011.

The stakeholders that came on board are the Department of Social Development, SASSA, Department of Health, Nkomazi Local Municipality, TSB, SAPS, Commission for Gender Equality, Lifeline who spent the day rendering services to the community.

The people of Mzinti in the Nkomazi Local Municipality were spoiled with a basket of services from all the above stakeholders.

Of key importance throughout the event was the message of reporting cases of abuse, people knowing their health status and providing supporting persons with disabilities. Community members came out in numbers for services at the different gazebos and exhibition stands by the Governments and agencies.





Department  
of Social Development

# UPCOMING EVENTS

JAN/FEB/MAR  
2012

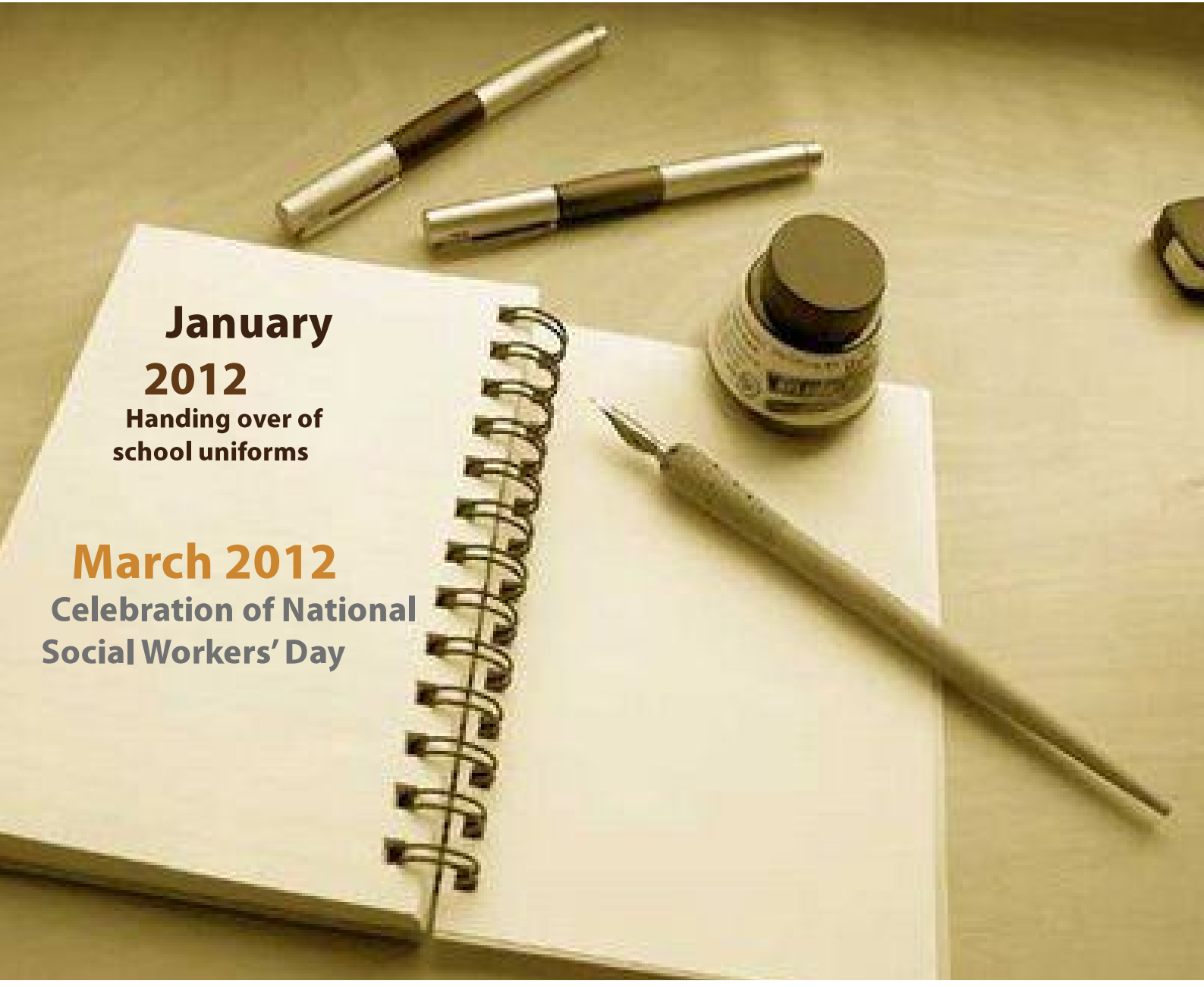
**January**

**2012**

Handing over of  
school uniforms

**March 2012**

Celebration of National  
Social Workers' Day





# Social Development

Department:  
Social Development  
MPUMALANGA PROVINCE

# Department of Social Development CONSUMER SERVICE CHARTER



This charter reflects the belief of the Department of Social Development and its implementation partners in **Batho Pele: a better life for all South Africans by putting people first**. It is our commitment to our customers – the poor and vulnerable members of society – that we will do our utmost to help you and provide you with the quality of service you deserve.

*A democratic society gives you certain rights. Government must respect and protect your rights.*

## 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 choosing.
- See your personal information.
- Be treated with dignity in adequate conditions.
- 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.
- Listening carefully to you, and refer you appropriately should we not understand your language.
- Providing accurate and consistent information.
- Explaining the things you need to know and do, such as
  - o the types of services we offer;
  - o how to qualify for these services; and
  - o how, when and where to apply.
- Providing you with, or referring you in writing to other services, you may need.
- Providing written feedback about approved or ejected applications.
- Providing reasons for our decisions.
- Informing you about procedures to appeal our decisions.
- Keeping to the timelines 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 the disabled or elderly.

## Service Clusters

### CHILDREN & FAMILIES

- Child grants
- Grant-in-aid
- Adoption services
- Foster care
- Children's homes
- Child protection services
- Skills training & development
- Family support services

### WOMEN

- Shelters for abused women
- Victim empowerment
- Counselling
- Skills training and development

### YOUTH

- Treatment of substance abuse
- Counselling
- Legal & court services
- Skills training
- Internships

### OLDER PERSONS

- Grants
- Residential care
- Service centres

### PERSONS WITH DISABILITIES

- Disability grant
- Residential care
- Service centres
- Skills training and development

### ORGANIZATIONS AND COMMUNITIES

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

*We want to help you. We want to make things easier. To do this, we need your help.*

## 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 them selves.
- Providing us with correct and complete information such as your ID number.
- Respecting and cooperating with officials.

## Contact us

Your voice counts.  
We want to hear from you.  
You can tell us how are doing, or report poor service or misconduct by requesting to see a supervisor. Or you can call the following number:

**Toll-Free: 0800 20 40 98**  
Tel: 013 766 3428

## **CONTACT DETAILS**

### **PROVINCIAL OFFICE**

Son Joy Building  
Boulevard Street  
Riverside Park  
Nelspruit  
1200  
Tel: 013 766 3428  
Fax: 013 766 3456/ 7

### **EHLANZENI DISTRICT OFFICE**

66 Anderson Street  
Nelspruit  
1200  
Tel: 013 755 4036  
Fax: 013 753 3795

### **GERT SIBANDE DISTRICT OFFICE**

ABSA Building, 35 Joubert Street  
Ermelo  
2350  
Tel: 017 819 7672/ 5414  
Fax: 017 819 7198

### **NKANGALA DISTRICT OFFICE**

Piet Koornhof Building  
32 Beatty Street  
Witbank  
1035  
Tel: 013 653 5022  
Fax: 013 656 1049

## **Toll Free Number**

**0800 20 40 98**

## **COMMENTS**

Lets us hear what you think!

PLEASE SEND YOUR COMMENTS, STORIES, JOKES TO:  
PertuniaL@social.mpu.gov.co.za  
or contact us at communication on:  
(013) 766 3685/3013/3715