



2019/20 SOUTH AFRICA YEARBOOK

Social Development

Social Development

The Department of Social Development (DSD) provides social protection services and leads government efforts to forge partnerships through which vulnerable individuals, groups and communities become capable and self-reliant participants in their own development. The mission is to transform society by building conscious and capable citizens through the provision of comprehensive, integrated and sustainable social development services.

The National Development Plan (NDP) acknowledges the need to address the critical challenges of poverty, unemployment and inequality to improve short-term and long-term prospects of current and future generations. In its efforts to give expression to this guiding policy, the DSD aims to improve quality of life for poor and vulnerable people and, in so doing, contributes to Priority 3 (consolidating the social wage through reliable and quality basic services) and Priority 6 (a capable, ethical and developmental state) of government's 2019 – 2024 Medium Term Strategic Framework (MTSF). Over the medium term, the DSD will focus on reducing poverty and inequality; increasing access to early childhood development (ECD) services; reducing social ills and empowering individuals, families and communities; and creating a functional, efficient and integrated social development sector.

South Africa has made good progress in building social cohesion and promoting a new single national identity. The biggest barrier to increasing social cohesion is the remaining inequality in society, which needs to be attended to.

More than half of all households in South Africa benefit from government's social assistance programme.

Comprehensive social security alleviates and reduces poverty, vulnerability, social exclusion and inequality through a comprehensive social protection system.

Empowering young and old people, those with disabilities as well as women in particular, helps rebuild families and communities.

Welfare services create and provide social protection to the most vulnerable of society, through the delivery of social welfare services via provincial government and non-profit organisation (NPO) structures.

Reducing poverty and inequality

As one of the chief departments responsible for alleviating poverty and providing assistance to vulnerable individuals and communities, the DSD implements and supports programmes focused on food relief, capacity building, and response to social distress. The department will continue to provide social assistance to eligible individuals whose income and assets fall below set thresholds through social grants administered by the South African Social Security Agency (SASSA). By the end of 2019/20, an estimated 18 million beneficiaries, including elderly people, war veterans, people with disabilities and children, were expected to receive monthly grants. This number is expected to increase to 18.9 million by 2022/23. Such social assistance, in the form of unconditional monthly cash transfers, constitute an estimated 95% (R605.2 billion) of the department's budget of R636.4 billion over the Medium Term Expenditure Framework (MTEF) period. As a result of lower inflation forecasts, compared to the 2019 budget and delays in the implementation of the Extended Child Support Grant (CSG) for orphans, Cabinet approved reductions to the DSD's baseline of R4.2 billion over the medium term. Despite these reductions, spending on social assistance is expected to increase at an average annual rate of 7.2%, from R175.2 billion in 2019/20 to R216 billion in 2022/23.

The department acknowledges that continued reliance on social assistance from the State as the only form of income is not sustainable. There is a need for the government to continue to develop and implement programmes that support the poor and vulnerable to establish their own income-generating activities, with a specific focus on young people and women. The department seeks to build capacity in the sector by providing training to cooperatives, providing operational support to NPOs, creating work opportunities through the Expanded Public Works Programme (EPWP), and engaging key stakeholders on establishing sustainable livelihood and employment opportunities for social grant beneficiaries. Expenditure for these activities is within an allocation of R32.1 million over the MTEF period in the Community Development subprogramme in the Social Policy and Integrated Service Delivery programme.

Increasing access to ECD services

In recognising that a good foundation to learning and capacity development forms part of a long-term solution to reducing inequality, ensuring universal access to ECD services for children aged younger than five remains a key priority for the DSD over the medium term. As such, an estimated 70.4% (R3.2 billion) of spending in the Welfare Services Policy Development and Implementation Support programme over the medium term is allocated to the ECD Grant to provinces, resulting in an increase in spending in the programme from R1.0 billion in 2019/20 to R1.5 billion in 2022/23 at an average annual rate of 14.2%. This allocation will enable the department to increase the subsidy rate per child from R15 in 2019/20 to R18.57 in 2022/23 and provide access to ECD services to an estimated 692 469 children by 2022/23.

Reducing social ills and empowering individuals, families and communities

Violence against women and children continues to affect the wellbeing of people, families and communities. Its prevalence requires a concomitant response from government, civil society organisations and broader society. In the department's efforts to address this social ill, it will use an allocation of R398.1 million over the medium term to employ and sustain the employment of 200 social workers in areas where they are most needed. This allocation previously focused on providing scholarships to social work students and has been shifted from the Welfare Services Policy Development and Implementation Support programme to the provincial equitable share. In addition, R315.9 million is shifted from the national budget to provinces to continue supporting implementing agencies in the delivery of programmes focused on addressing social and structural drivers of HIV, sexually transmitted infections, tuberculosis and gender-based violence (GBV).

The DSD plans to design a standardised welfare package to improve the quality of services offered and adequately respond to an increasing number of reported social problems. The package will include essential minimum psychosocial support, and norms and standards for substance abuse, violence against women and children, and other problems affecting families and

communities. Spending for this work is in the HIV and AIDS subprogramme, which has a budget of R93.1 million over the MTEF period, in the Welfare Services Policy Development and Implementation Support programme.

Creating a functional, efficient and integrated social development sector

Whereas provincial departments, the SASSA and the National Development Agency (NDA) are mainly responsible for service delivery, the DSD has a responsibility to develop legislation and policies. Accordingly, over the MTEF period, the department will prioritise the transformation and standardisation of social welfare services by developing and coordinating overarching policies and legislative frameworks, norms and standards that promote integrated, quality-driven, professional and accountable service delivery, with the ultimate aim of improving quality of life for poor and vulnerable people. Spending for these activities is in the Welfare Services Policy Development and Implementation Support programme, which has a total budget of R4.2 billion over the medium term.

Legislation and frameworks

Several pieces of legislation determine the mandate of the DSD:

- the Children's Act, 2005 (Act 38 of 2005), which sets out principles relating to the care and protection of children, and defines parental responsibilities and rights. It deals with ECD drop-in centres and early intervention; children in alternative care such as foster care, child and youth care centres; and the adoption of children;
- the NPOs Act, 1997 (Act 71 of 1997), which establishes an administrative and regulatory framework within which NPOs can conduct their affairs, and provides for their registration by the DSD;
- the Older Persons Act, 2006 (Act 13 of 2006), which establishes a framework for empowering and protecting older people, and promoting and maintaining their status, rights, wellbeing, safety and security. It provides for older people to enjoy good quality services while staying with their families and in their communities for as long as possible. It also makes provision for older people to live in residential care facilities;

- the Prevention of and Treatment for Substance Abuse Act, 2008 (Act 70 of 2008), which regulates substance abuse services and facilities;
- the Social Assistance Act, 2004 (Act 13 of 2004), which provides a legislative framework for providing social assistance. The Act sets out the different types of grants payable, as well as their qualifying criteria;
- the Social Service Professions Act, 1978 (Act 110 of 1978), which provides for the regulation of social service professionals;
- the *1997 White Paper for Social Welfare* sets out the principles, guidelines, policies and programmes for developmental social welfare in South Africa. It provides the foundation for social welfare in the post-1994 era;
- the *1998 White Paper on Population Policy for South Africa* is aimed at promoting the sustainable development of all South Africans by integrating population issues with development planning in all spheres of government and all sectors of society; and
- the *2015 White Paper on the Rights of Persons with Disabilities* focuses on putting in place measures to reduce the exclusion and inequality disabled people experience. This includes contributing towards fighting poverty among people with disabilities and their families, and providing policy guidelines on building capacity in the public sector to deliver equitable and accessible services to these people.

Budget

For the 2019/20 financial year, the DSD was allocated R184.7 billion.

Entities

South African Social Security Agency

The SASSA Act, 2004 (Act 9 of 2004) provides for the establishment of the SASSA, the objectives of which are to ensure the effective and efficient administration, management and payment of social assistance. The agency's core business is to administer and pay social assistance transfers. It has a large network of centres where citizens can apply for social grants and manages a large system of payment services.

The agency provides social assistance to about 18 million poor South Africans through social grants. Since its inception in 1998/99, the CSG has grown from supporting 70 000 beneficiaries to more than 12 million in 2018/19, accounting for an estimated two-thirds of the total number of grants administered by the DSD. To optimise the delivery of services to the recipients of grants over the medium term, the agency will focus on investing in information and communications technology infrastructure, particularly biometric and business intelligence solutions, and reviewing its business model.

The agency plans to roll out a biometric solution to reduce fraud by strengthening beneficiary verification mechanisms and authentication. The planned upgrades will include facial recognition as an additional biometric identifier, and high-performance search and matching capabilities to efficiently scan an estimated 220 million beneficiary fingerprints in the database to identify potential duplicates. Eliminating the use of passwords to log into the grant application and payment system will further reduce the risk of fraud. Rollout is set to be completed in 2020/21 at a projected cost of R17.5 million.

To improve the quality of its financial reporting, the agency will invest in a business intelligence solution to verify that all payments to grant recipient bank accounts were successful and match claims from the South African Post Office. This solution is expected to allow data to be profiled comprehensively and effectively to support transactional, operational and analytical workloads regardless of source, volume or latency. To implement the solution, and for deployment costs and post-implementation support and maintenance, R155.5 million has been set aside over the medium term.

The SASSA plans to conduct a business review to assess whether processes, structures and systems are appropriately configured to deliver on its mandate. This review is critical in light of recent developments such as a review of the grants value chain and the insourcing of some of the functions that were performed by the previous payment service provider. It is envisaged that the review will be concluded by 2021/22.

As administering grants is labour intensive, spending on compensation of employees comprises an estimated 46.7% (R11.7 billion) of the agency's total expenditure over the medium

term, increasing from R3.7 billion in 2019/20 to R4 billion in 2022/23 at an average annual rate of 3%. The remainder goes towards goods and services, for essential operational requirements such as building leases, security, cleaning and computer services. The agency derives 99.9% of its revenue through transfers from the department. These are expected to increase from R7.6 billion in 2019/20 to R8.3 billion in 2022/23 at an average annual rate of 3.2%.

National Development Agency

The primary focus of the NDA is on strengthening the institutional capacity of civil society organisations that provide services to poor communities. The agency also promotes consultation and dialogue between civil society and the State, debates policy development, and conducts research. The agency's projected expenditure for 2019/20 was R213.9 million.

In September 2020, the SASSA launched an online grant application portal, making it possible for applicants to apply for certain social grants through this platform.

The pilot project covers the child support, older persons and foster child grants. The online method saves grant applicants the inconvenience of standing in queues at the SASSA offices. It also eliminates the risk of spreading COVID-19 because there will be no need to gather at public places when applying.

This remote self-service option is available on computers and mobile phones. The turnaround time is 10 days, provided the applicant supplies all stipulated documents.

Programmes and projects

Social Assistance

Over the medium term, the programme intends to provide social assistance to eligible beneficiaries whose income and assets fall below the set thresholds by providing income support, by 2022/23, to four million elderly people; one million people with disabilities; 13.4 million children; 163 882 children with disabilities requiring care and support services; and 284 844 foster children. Its subprogrammes includes:

- Old Age, which provides income support to people aged 60 and older earning less than R86 280 (single) or R172 560 (married) a year, whose assets do not exceed R1 227 600 (single) or R2 455 200 (married).

- War Veterans, which provides income support to men and women who fought in World War II or the Korean War who earn an annual income of less than R86 280 (single) or R172 560 (married) a year, whose assets do not exceed R1 227 600 (single) or R2 455 200 (married).
- Disability, which provides income support to people with permanent or temporary disabilities earning less than R86 280 (single) or R172 560 (married) a year, whose assets do not exceed R1 227 600 (single) or R2 455 200 (married).
- Foster Care, which provides grants for children placed in foster care through a court order.
- Care Dependency, which provides income support to caregivers earning less than R223 200 (single) or R446 400 (married) a year to help them care for children who are mentally or physically disabled.
- Child Support, which provides income support to parents and caregivers of children younger than 18 earning not more than R53 400 (single) or R106 800 (married) a year.
- Grant-in-Aid, which is an additional benefit to recipients of the old age, disability or war veterans grants who require regular care.
- Social Relief of Distress, which provides temporary income support, food parcels and other forms of relief to people experiencing undue hardship.

Social Security Policy and Administration

The programme provides for social security policy development and the fair administration of social assistance. Its objective, over the medium term, is to ensure the fair administration of social assistance by:

- amending the Social Assistance Act of 2004, the SASSA Act of 2004 and the Fundraising Act, 1978 (Act 107 of 1978) to address gaps and inconsistencies in the legislation by March 2021; and
- completing the *White Paper on Comprehensive Social Security* to extend social assistance coverage and introduce a social insurance cover for all workers in formal and informal sectors by March 2023.

Its subprogrammes include:

- Social Security Policy Development, which develops and reviews social assistance policies and legislation, and contributory income support aimed at protecting households against life cycle contingencies such as unemployment, ill health, retirement, disability, or the death of a breadwinner.
- Appeals Adjudication, which seeks to provide fair and just adjudication services for social assistance appeals.
- Social Grants Administration, which provides for the SASSA's operational costs for administering social grants, the management information system and the reimbursement of payment contractors.
- Social Grants Fraud Investigations, which funds fraud investigations through the SASSA's special investigations unit.

Welfare Services Policy Development and Implementation Support

The purpose of the programme is to create an enabling environment for the delivery of equitable developmental welfare services through the formulation of policies, norms, standards and best practices; and the provision of support to implementing agencies. Its objective, over the medium term, include:

- Ensuring that individuals, families and communities are empowered and resilient to deal with the scourge of HIV and AIDS, drugs and violence by supporting non-profit institutions through the implementation of psychosocial support programmes and HIV prevention.
- Providing universal access to quality ECD services for children younger than five by March 2023, by developing a service delivery model that outlines government's approach to the delivery of ECD services and the role of each stakeholder, and providing training to trainers of the parenting programme to empower parents and caregivers.
- Transforming and standardising social welfare services by developing and coordinating overarching policies, legislative frameworks, and norms and standards that promote integrated, quality-driven, professional and accountable service delivery by March 2023.
- Ensuring improved human capacity for the sector by supporting the training of social work professionals and

facilitating their employment or absorption, and contributing to youth employment by March 2023.

- Rendering uniform and standardised adoption services, in line with the draft Children's Amendment Bill, by providing training to social workers employed by provincial departments of social development by March 2023.
- Ensuring that government continues to meet its obligations to observe, protect, realise and safeguard all children's rights and act in their best interests by finalising the amendment to the Children's Act, 2007 (Act 41 of 2007) by March 2023.
- Promoting, coordinating, facilitating and monitoring the implementation of children's constitutional rights through the Office on the Rights of the Child by March 2023.
- Facilitating the implementation of the guidelines on community-based prevention and early intervention services to vulnerable children by developing a monitoring tool and capacitating social workers and other stakeholders to render such services by March 2023.
- Regulating social service practices to ensure the delivery of professional and accountable social services and effective sector capability by finalising the draft Bill for social service practitioners by March 2021.
- Creating an improved, efficient and integrated social development service by facilitating the approval of a draft White Paper on social development, and the development of a draft social development Bill by March 2021.
- Providing regulation and guidance for the sector, and outline various models for the provision of psychosocial services in different settings by developing a policy on the provision of psychosocial services by March 2021.
- Ensuring that victims are moved from abusive environments to environments in which they can positively transform their lives and those of their dependants, by developing an intersectoral sheltering policy by March 2021.
- Reducing the high relapse rate and, ultimately, prevent the scourge of substance abuse in communities and families by capacitating social workers on the universal treatment curriculum for the treatment of substance abuse by March 2023.

Social Policy and Integrated Service Delivery

The purpose of the programme is to support community development and promote evidence-based policy making in the department and the social development sector. Its objectives, over the medium term, include:

- Increasing public trust and confidence through the effective, fair regulation of NPOs by administering the NPOs Act of 1997, developing a policy framework for these institutions, improving turnaround times for their registration, monitoring their compliance and facilitating the implementation of their funding policy and partnership to ensure uniformity in the sector.
- Standardising the implementation of community development in South Africa through an overarching community development policy and framework by March 2023.
- Empowering and strengthening the sector to deliver quality services to vulnerable and poor communities, and improving their quality of life by developing education and awareness programmes for NPOs by March 2021.
- Coordinating food and nutrition interventions, including centre-based feeding programmes, by providing nutritious food to the poor and vulnerable in partnership with civil society organisations, social partners and social agencies over the medium term.

Ten-Point Plan

The strategic plan of the DSD is informed by the Ten-Point Plan, which represents the priorities to be addressed by the social development sector. These are:

- Rebuilding of family, community and social relations: restoring the ethics of care and human development in all welfare programmes. This requires an urgent rebuilding of family, community and social relations in order to promote social integration.
- Integrated poverty eradication strategy: designing an integrated poverty eradication strategy that provides direct benefits to those in greatest need, especially women, youth and children in rural areas and informal settlements.
- Comprehensive social security system: developing a comprehensive social security system that builds on existing

contributory and non-contributory schemes and prioritises the most vulnerable households.

- Violence against women and children, older persons and other vulnerable groups: responding to brutal effects of all forms of violence against women, children, older persons and other vulnerable groups, as well as designing effective strategies to deal with perpetrators.
- HIV and AIDS: programmes include a range of services to support community-based care and assistance for the people living with HIV and AIDS. Particular attention will be given to orphans and children infected and affected by HIV and AIDS.
- Youth Development: developing a national strategy to reduce the number of youth in conflict with the law and promoting youth development within the framework of the National Crime Prevention Strategy and in partnership with the National Youth Commission.
- Accessibility of social welfare services: making social welfare services accessible and available to people in rural, peri-urban and informal settlements, and ensuring equity in service provision.
- Services to people with disabilities: redesigning services to people with disabilities in ways that promote their human rights and economic development and working with people with disabilities to ensure that their needs are met without further marginalising them.
- Commitment to cooperative governance: work must be based on a commitment to cooperative governance that includes working with different spheres of government and civil society.
- Train, educate, re-deploy and employ a new category of workers in social development: this includes the re-orientation of social service workers to meet the challenges of South Africa and link these to regional and global demands.

Project Mikondzo

Project Mikondzo (which means "footprints" in Xitsonga) compels office-bound officials from the DSD, the NDA and the SASSA to join frontline officials to interact with communities in a bid to tackle social problems such as poverty, malnutrition, violence against women and child-headed households.

The project includes an audit of ECD centres and the setting up of a command centre with a toll-free hotline open 24 hours a day, seven days a week. It also includes a substance abuse awareness campaign targeting sports and music events, the targeting of GBV and the strengthening of NPOs.

The project helps government reach about two million children who qualify for CSGs, but have not registered with SASSA to receive grants.

The DSD trains caregivers to improve assistance to child and youth-headed households.

The government continues to implement the service-delivery initiatives, Project Mikondzo and the Integrated Community Registration Outreach Programme to improve the sector's services and increase access to social assistance for impoverished communities.

Expanded Public Works Programme

The EPWP is a nationwide programme under the auspices of government and state-owned enterprises. The programme provides an important avenue for labour absorption and income transfers to poor households in the short to medium term. It is also a deliberate attempt by public sector bodies to use expenditure on goods and services to create job opportunities for the unemployed.

The EPWP projects employ workers on a temporary or ongoing basis either by the government, contractors or non-governmental organisations (NGOs) under the Ministerial Conditions of Employment for the EPWP or learnership employment conditions.

The Vuk'uphile Learnership Programme is an EPWP Contractor Development programme. It is a subprogramme of the EPWP infrastructure sector which is aimed at training and developing emerging contractors within the construction industry.

The programme develops the administrative, technical, contractual, managerial and entrepreneurial skills of the learners within a learner-contracting entity. The Vuk'uphile Learnership Programme uses labour-intensive methods of construction.

The EPWP Knowledge Management Committee is composed of various national government departments

such as Social Development, Environmental Affairs, and Cooperative Governance and Traditional Affairs, with the Department of Public Works and Infrastructure (DPWI) leading the committee.

Knowledge management is a process of creating, acquiring, capturing and using knowledge wherever it resides to enable learning and performance in an organisation.

A three-day EPWP Social Sector Conference was held from 2 – 4 March 2020 in Pretoria. During the conference, a call was made for young people who have completed their social work studies to be given opportunities in the EPWP, to gain experience while looking for employment.

Whilst the DPWI must continue with its role of coordinating the EPWP nationally, the DSD will drive the implementation of EPWP projects in the social sector space.

Some of the key resolutions that came out of the conference include:

- reviewing the current programme design and making necessary adjustments to encourage pathway model;
- facilitating the development of sound business plans for a social sector programme;
- formalising a convergence coordination platform with other EPWP sectors; and
- establishing the role of infrastructure in supporting social sector projects in relation to social infrastructure.

War on Poverty Campaign

The Cooperative Shop Project is aimed at combating poverty by linking social grant beneficiaries (particularly the caregivers of children receiving CSGs) and other vulnerable groups to meaningful socio-economic opportunities. The DSD and its entities identifies cooperatives that need support, with the intention of developing skills of the members of the cooperative to ensure they are able to produce goods of quality.

The project is in line with the developmental agenda of the government and could be seen as an addition to the grants that are provided. The primary intention is not to take people out of the grant system but to provide opportunities for grant beneficiaries to supplement their income.

Food for All Programme

The DSD is tasked with facilitating and monitoring the implementation of the Food for All programme.

To this end, distressed households were being provided with food through the DSD and the FoodForward SA programme.

While this provides short-term relief for poor households, the government recognises that longer-term solutions are needed.

The government is committed to improving its efforts at ensuring food security for all in the country, starting with vulnerable households and communities.

To this end, households have been assisted in establishing food gardens to produce their own food, thus participating in their own development.

National Family Policy

The DSD is tasked with implementing the National Family Policy, and provides training in family-preservation services, marriage preparation and enrichment, parenting/primary care-giving and families in crisis to service providers in the area of family services.

The *2013 White Paper on Families* emphasises the need for all to build strong families that protect the most vulnerable members of society.

The purpose of the White Paper is to provide a platform for all South Africans to engage and exchange views on how to build stable families.

It also addresses some of the challenges faced by individuals in families, including the abuse of women and children, the elderly as well as people with disabilities.

National Minimum Wage (NMW)

The NMW came into effect on 1 January 2019. The minimum wage, which is set at R20.76 an hour, is an achievement for a young democracy like South Africa which is striving to overcome a legacy of poverty and severe inequality. It is part of a broader engagement among social partners on how to reduce wage inequality and promote labour stability in South Africa.

The minimum wages for domestic and farm workers were initially set at R15.57 and R18.68 an hour respectively. This will be adjusted to reach the NMW within two years of implementation. For workers who still earn below the NMW

level, legislation provided for a transition until all employers are subjected to the NMW.

Food banks

FoodBank SA is now known as FoodForward SA. It collects edible surplus food from manufacturers, wholesalers and retailers, and redistributes it to verified NPOs that collectively feed thousands of hungry people daily. FoodForward SA works with over 600 member beneficiary organisations that in turn feed over 175 000 people daily. At least 85% of the beneficiary organisations undertake skills development, education or remedial activities.

HIV and AIDS Youth Programme

Isibindi is a programme which deploys child and youth care workers in communities to assist children in vulnerable homes. Isibindi has a special focus on Grade 12 learners.

The assistance by Isibindi child and youth care workers ensures that children remain in school and attend classes. The child and youth care workers support these children and make sure that they are relieved from household responsibilities, including being parents to their siblings while they are trying to pass Grade 12.

Almost 300 Isibindi projects have been replicated across South African provinces, serving over 100 000 children who would otherwise have fallen outside of the care and protection matrix. Including quality assurance mechanisms, and a community development approach, the Isibindi model has received public acclaim, and is currently being scaled up through a South African government initiative. Additional components of the model include a young women's empowerment program, a young men's empowerment program, a non-centre based ECD model and a disability model – all of which enable progressive realisation of a wide range of children's rights and protection needs, through effective deployment of community-based child and youth care workers.

HIV and AIDS Advocacy, Awareness and Outreach Programme

Achieving a meaningful and clear understanding of the scientific facts about HIV and AIDS will lead to individual self-management regarding the risk of HIV infection.

The awareness programme has the following main pillars:

- disclosure;
- communication;
- rights; and
- facilitation.

The programme also deals with the physical and emotional consequences of HIV and AIDS. It addresses the following challenges:

- the lack of accurate and current information on HIV and AIDS;
- the lack of access to care, support, treatment and new healthcare developments; and
- discrimination against the infected and affected.

The programme aims to involve people living with HIV and AIDS in initiatives that directly help affected and infected people to alleviate stigmatisation.

Victim Empowerment Programme

South Africa's Victim Empowerment Policy is based upon the concept of restorative justice.

Victim empowerment is a means of 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.

It is the process of promoting the resourcefulness of victims of crime and violence by providing opportunities to access services available to them, as well as to use and build their own capacity and support networks and to act on their own choices.

National Directory on Services for Victims of Violence and Crime

The National Directory on Services for Victims of Violence and Crime is updated annually in collaboration with the provincial Victim Empowerment Policy managers or coordinators and their provincial counterparts.

Prevention and treatment of substance and drug abuse

Sobriety Week is a national campaign aimed at creating awareness among the general South African public, particularly

the youth, women and pregnant women about the adverse effects of liquor abuse.

Sobriety Week incorporates the International Foetal Alcohol Syndrome Day, which is observed internationally on 9 September every year to highlight the irreversible damage caused to unborn babies when their mothers consume alcohol during pregnancy. The government recognises challenges such as unemployment, which result in people using and abusing alcohol.

Children and youth

The Home Community-Based Care (HCBC) programme is the centrepiece of government's interventions to build a protective and caring environment for vulnerable children.

Most services to orphans and vulnerable children are rendered through HCBC and include early identification of vulnerable children and their families, referrals, training of community caregivers and psychosocial support and material assistance.

This approach is geared towards keeping children within their families and communities. It is aimed at providing comprehensive care and support, which is complemented by proactive action at community level. This includes linking families with poverty alleviation projects and other services in the community, such as food security initiatives and ECD services.

In July 2020, the DSD, in partnership with the United States (US) Agency for International Development launched a government-to-government social and behaviour change programme for children.

Under the partnership, the US government has made funds available for the South African government to implement the DSD's flagship social and behavioural change programmes, including You Only Live Once (YOLO) and ChommY which target children and young people between the ages of 10 and 24.

YOLO and ChommY are part of the DSD's collection of social and behavioural change programmes that seek to reduce risky sexual behaviours to prevent new HIV infections.

The partnership will ensure that the DSD intensifies the programmes in KwaZulu-Natal and Gauteng for five years.

Child Labour Programme of Action (CLPA)

The CLPA is a national partnership initiated by government, and civil-society partners comprising organised business, organised labour and NGOs. It is led by the Department of Labour.

It is South Africa's roadmap towards the prevention, reduction and eventual elimination of child labour.

The CLPA was first adopted in 2003, after extensive consultation within government, with a wide range of organisations outside government and with groups of teenage children involved in different forms of child labour. The programme sets out specific actions to be taken and assigned responsibility for these actions.

Childline South Africa

Childline offers a 24-hour toll-free crisis line (08000 55 555) to children and families across South Africa. It provides immediate assistance to children and families in crisis who need counselling and information. Childline is an NPO that works to protect children from all forms of violence and create a culture of respect for children's rights.

Programmes delivered through the provincial offices include:

- a crisis line,
- child rights and education,
- training and education of volunteers,
- training of other professionals who work with child protection services and children,
- therapy for abused and traumatised children and their families,
- court preparation of child witnesses,
- networking and coordination,
- lobbying and advocacy, and
- analysis of law and policy.

Response to COVID-19

In March 2020, the government introduced an economic and social response to the COVID-19 pandemic. The economic response was divided into three phases. The first phase was the declaration of the coronavirus pandemic as a national disaster. This included a broad range of measures to mitigate the worst effects of the pandemic on businesses, communities and individuals.

The measures included tax relief, the release of disaster relief funds, emergency procurement, wage support through the Unemployment Insurance Fund (UIF) and funding to small

businesses. The second phase of the economic response aimed to stabilise the economy, address the extreme decline in supply and demand, and protect jobs. As part of the phase, the government announced a massive social relief and economic support package of R500 billion – amounting to around 10% of the country's gross domestic product.

Additional funding of R20 billion was made available to municipalities for the provision of emergency water supply, increased sanitisation of public transport and facilities, and the provision of food and shelter for the homeless. The government also introduced a temporary six-month Coronavirus grant to reach the most vulnerable families in the country. It directed R50 billion towards relieving the plight of those who were desperately affected by the pandemic. CSG beneficiaries received an extra R300 in May 2020, and from June to October 2020 they received an additional R500 each month. All other grant beneficiaries received R250 per month for six months.

In addition, a special COVID-19 Social Relief of Distress Grant of R350 a month was paid to individuals who were unemployed and did not receive any other form of social grant or UIF payment.

The third phase was the economic strategy that the country expected to implement to drive the recovery of the economy as it emerged from the pandemic.

Central to the economic recovery strategy were measures put in place to stimulate demand and supply through interventions such as a substantial infrastructure build programme, the speedy implementation of economic reforms, the transformation of the economy and embarking on steps that would ignite inclusive economic growth.

Mobility and migration during COVID-19

According to the Social Impact of COVID-19 (Wave 3): Mobility, Migration, and Education in South Africa Survey by Statistics South Africa, nearly 6% of respondents changed their provincial residence during COVID-19 restrictions – a national lockdown period which began on 26 March 2020 where all South African residents, except a few categories of essential workers, had to stay home. About one-quarter of respondents indicated that they wanted to be closer to their family or friends.

Findings on inter-provincial travel showed that approximately 12% of respondents indicated that they travelled across provincial boundaries since the start of the restrictions. More than a quarter of these respondents indicated that they crossed provincial boundaries to attend funerals, while about 15% of respondents travelled to provide essential services, and approximately 13% travelled for non-essential work or business related travel. About 15% of respondents travelled to visit family or friends.

With regard to international migration, about 90% of the respondents indicated that they were born in South Africa (non-migrants), whilst about 9% were international migrants (respondents who indicated that they were born outside of South Africa).

Data pertaining to foreign-born respondents' countries of birth shows that almost half of lifetime migrants were born in Zimbabwe (22.6%) and Europe (22.6%). One-third of respondents were born in countries that are part of the Southern African Development Community (SADC) region.

Other areas featured were South America, North America, the rest of Africa (outside the SADC region) and Asia. More than 82% of migrant respondents remained in South Africa instead of returning to their countries of birth when COVID-19 restrictions were announced because they considered South Africa as their home, while 11% felt that the COVID-19 pandemic was global and that they would still be at risk even if they moved.

A total of 5% of migrant respondents indicated that they were concerned that if they left South Africa they would be unable to re-enter South Africa.

According to the survey, more than 20% of migrant respondents indicated that they did not send remittances during COVID-19 restrictions because they could not afford to send money.

The results show that, generally, migrant respondents were more vulnerable than non-migrant respondents. A much higher percentage of migrant respondents (22.5%) were unemployed as compared to non-migrants (9%).

Role players

Women, Youth and Persons with Disabilities

The Department of Women, Youth and Persons with Disabilities is situated in The Presidency. The department derives its

mandate from Section 9(3) of the Constitution of the Republic of South Africa, 1996. It is required to champion socio-economic transformation and the empowerment and participation of women, youth and people with disabilities through mainstreaming, advocacy, and monitoring and evaluation.

The NDP envisages economic participation, education and skills development for women and other vulnerable groups, and the elimination of violence against women and children. This vision is given expression by Priority 1 (economic transformation and job creation), Priority 5 (social cohesion and safe communities) and Priority 6 (a capable, ethical and developmental state) of government's 2019 – 2024 MTSF. The work of this department is directly aligned with these priorities through facilitating the planning, budgeting, monitoring and evaluation, and auditing processes responsive to gender, youth and disability rights across the State. Accordingly, over the medium term, the department intends to focus on reducing GBV and femicide (GBVF), and strengthening the national gender machinery; making interventions for economic empowerment; engaging in responsive government-wide planning, budgeting, monitoring and evaluation; ensuring compliance with international commitments; promoting the rights of people with disabilities; and supporting the development of young people.

People with disabilities

The *2016 DSD White Paper on the Rights of Persons with Disabilities* (WPRPD) takes its cue from the Constitution and a number of international instruments, including the Convention on the Rights of Persons with Disabilities and its Optional Protocol, Vienna Declaration and Programme of Action, the Copenhagen Declaration and Programme of Action, and the sustainable development goals, which reaffirm the human rights of people with disabilities.

The White Paper is a crucial step along the journey of improving the lives of people with disabilities and moves the country closer to a fully inclusive society.

The White Paper:

- updates South Africa's *1997 White Paper on an Integrated National Disability Strategy*;

- integrates obligations of the United Nations (UN) Convention on the Rights of Persons with Disabilities, and in the Continental Plan of Action for the African Decade of Persons with Disabilities (both of which South Africa has signed), with South Africa's legislation, policy frameworks and the NDP;
- endorses a mainstreaming trajectory for realising the rights of persons with disabilities;
- provides clarity on and guides the development of standard operating procedures for mainstreaming disability;
- guides the review of all existing, and the development of new, sectoral policies, programmes, budgets and reporting systems, to bring these in line with both Constitutional and international treaty obligations;
- stipulates norms and standards for the removal of discriminatory barriers that perpetuate the exclusion and segregation of persons with disabilities; and
- outlines the responsibilities and accountabilities of the various stakeholders involved in providing barrier-free, appropriate, effective, efficient and coordinated service delivery to persons with disabilities, and guides self-representation of persons with disabilities.

It is intended to accelerate transformation and redress with regard to full inclusion, integration and equality for people with disabilities. South Africa had to collectively contribute to the empowerment of people with disabilities through accessible disability information services, inclusive ECD opportunities and accessible rehabilitation services.

This would enable people with disabilities to take up the opportunities created in much larger numbers, improving performance in achieving equity targets.

People with disabilities represent the voice of the sector in institutions such as the South African Human Rights Commission, the Commission on Gender Equality, the Board of the South African Broadcasting Corporation, the National Youth Development Agency and many transformation and developmental entities.

The South African experience has also helped to shape the UN Convention on the Rights of Persons with Disabilities and the Continental Plan for the African Decade of Persons with Disabilities. South Africa has been celebrating the International

Day for People with Disabilities annually since 1997.

The vision of the WPRPD is the creation of a free and just society inclusive of all persons with disabilities as equal citizens. It commits duty bearers to realising the rights of persons with disabilities by:

- accelerating implementation of existing legislation that advocates equality for persons with disabilities;
- taking calculated action to ensure that their rights as equal persons are upheld;
- removing discriminatory barriers to access and participation;
- ensuring that universal design informs access and participation in the planning, budgeting and service delivery value chain of all programmes;
- recognising the right to self-representation;
- acknowledging that not all persons with disabilities are alike, and that personal circumstances, gender, age, sexuality, religious and cultural backgrounds, geographical location, requires different responses; and
- embedding the obligations contained in the UN Convention on the Rights of Persons with Disabilities in legislation, policy and service delivery.

The WPRPD is built on nine strategic pillars:

- Removing barriers to access and participation.
- Protecting the rights of persons at risk of compounded marginalisation.
- Supporting sustainable integrated community life.
- Promoting and supporting the empowerment of children, women, youth and persons with disabilities.
- Reducing economic vulnerability and releasing human capital.
- Strengthening the representative voice of persons with disabilities.
- Building a disability equitable state machinery.
- Promoting international cooperation.
- Monitoring and evaluation.

Blind SA

Blind SA is an organisation for the blind, and is governed by the blind. Situated in Johannesburg, it is aligned with other member organisations throughout South Africa.

Blind SA's main focus is to improve the quality of life of all South Africa's visually impaired people by empowering them through education.

Its objectives are to protect and promote the interests of people with visual impairment and enable all visually impaired people to achieve their optimal potential through independence; and by providing development care for and protecting the rights of those who, owing to circumstances beyond their control, are unable to do so themselves.

Orientation, mobility and skills development to blind and newly blinded people is an important aspect of the work undertaken by Blind SA.

The organisation provides, among other things, study bursaries for visually impaired students for further education, Braille publications in all South African official languages, Braille training that entails writing and reading, and orientation and mobility training.

The purpose of Blind SA is to end the cycle of poverty for blind South Africans, empowering them with knowledge and information through education, Braille and developmental services. It aims to break down barriers, provide opportunities and create answers that improve the quality of life for the blind community so that they can live the life they choose. Recent initiatives include Mali-Bhala – a money counter and signature guide. This locally created device comes in two standard sizes that are designed to fit either in a person's wallet or pocket. It is used as an indicator to differentiate between the five South African 'Mandela' bank notes and as a signature guide.

South African Braille Authority (SABA)

The SABA promotes and advocates for Braille and Braille-related matters in South Africa. Its purpose is to set and maintain standards for Braille in all 11 official languages of South Africa.

These standards relate to the development and maintenance of Braille codes; production of quality Braille; the teaching of, access to and promotion of Braille; Braille examinations; and many other Braille-related matters.

Members of the SABA include schools for the blind (approximately half the members), consumer organisations

of the blind, student disability units, Braille producers and the South African Library for the Blind.

Through the SABA, South Africa is a member of the International Council on English Braille (ICEB).

The ICEB membership enables the country to stay abreast of and participate in international Braille-related matters.

South African National Council for the Blind (SANCB)

The SANCB is the coordinating body for over 100-member organisations that span the full spectrum of services offered for and to blind and partially sighted people throughout the country.

The SANCB comprises four core business areas, namely social development, the bureau for the prevention of blindness, education, and fund-raising and public relations.

To combat as much as 80% of avoidable blindness, the council regularly undertakes tours with its mobile eye care clinics to rural areas for eye screening, referrals and to perform cataract removal operations.

The SANCB provides entrepreneurial training, adult basic education and training, and facilitates skills training such as computer literacy and call centre programmes through its Optima College.

It is also affiliated to international organisations, including the African Union of the Blind and the World Blind Union.

Support for the deaf

South Africa's national organisation for the deaf is the Deaf Federation of South Africa (DeafSA). It acts as the national research, information and community action organisation on behalf of ± 1.5 million South Africans that are culturally and linguistically deaf, hard of hearing and deafblind.

DeafSA, formerly known as the South African National Council for the Deaf (SANCD), was founded in 1929. In 1995 the SANCD was transformed to a new democratically elected organisation, the DeafSA. This resulted in a paradigm shift from an organisation for the deaf to one of the deaf. The changes in the constitution and attitudes also meant that decisions about the services and affairs of deaf people were no longer taken by hearing people on behalf of deaf people – but by the deaf

people. Currently, 100% of the National Executive Committee of DeafSA are deaf.

The organisation has nine provincial chapters throughout South Africa. An estimated 500 000 to 600 000 South Africans use the South African sign language. As sign language has grown in South Africa – particularly baby sign language – an NPO, Sign Language Education and Development, has been formed to promote the language.

Signing with hearing babies and children is being promoted through the Signsational Kids website.

South Africa has a long-established deaf education system.

The Institute for the Deaf in Worcester operates Deaf College South Africa, which trains deaf people for jobs.

In addition, the Bible College for the Deaf in Gauteng trains people to work in deaf ministry.

The University of the Witwatersrand in Johannesburg has a Centre for Deaf Studies. The centre offers programmes in deaf education and focuses on teaching, research and community service.

Among other services, the National Institute for the Deaf provides services for multiple disabled deaf, runs two deaf churches and provides audiological and mental health services.

A Deaf Child Centre at the Department of Paediatrics and Child Health at the University of Cape Town, provides pre-school education and community services. This centre also focuses on deafness research.

The Carel du Toit Centre, based in Cape Town, provides early childhood auditory-oral education.

In addition, the centre engages in community outreaches, helping families with hearing-related needs and more practical needs such as food.

A similar centre is the Eduplex in Pretoria. It provides auditory-oral pre-school and primary school educational services, teaching hearing and deaf children together and provides training to prospective teachers, audiologists and therapists.

In 2018, sign language was administered as a new subject for the first time during the National Senior Certificate examinations.

South African Sign Language Charter

In September 2020, the Pan South African Language Board (PanSALB) launched the South African Sign Language (SASL) Charter. With September being Deaf Awareness Month, the launch of the SASL Charter kickstarted various activities that were undertaken by the PanSALB in various parts of the country to raise awareness about this initiative.

The charter was conceptualised to address issues that relate to communication, access to information, facilities, and social justice for the deaf community, including the type of service provided by the SASL Charter interpreters in general.

The SASL Charter articulates the linguistic rights of deaf persons in South Africa and is aimed at creating conditions for the development of the SASL. It compels all government departments, and other organs of state, as well as private sector to make provisions for SASL interpreting. It also guarantees access to services by deaf persons through ensuring that essential service staff, such as social workers and police officers, receive advanced level training in SASL.

Older people

The DSD promotes a holistic approach to active ageing and well-being among the country's senior citizens. A number of initiatives have been rolled out by the departments of Social Development, Health, Tourism, Sport, Arts and Culture, and other stakeholders to promote general health among older persons, especially through sports to promote general well-being.

In 2008, the government implemented a national active ageing programme in line with the Madrid International Plan of Action on Ageing of 2002.

The Madrid Plan of Action offers a bold agenda for handling the issue of ageing in the 21st century. It focuses on three priority areas – older persons and development, advancing health and well-being into old age and ensuring enabling and supportive environments.

The Older Persons Act of 2006 aims to enhance the quality of life and improve the health of older persons by engaging them in programmes that promote social, physical, mental and emotional well-being to prevent or delay the onset of ageing challenges and keep illnesses related to old age at bay.

The Older Persons' Parliament takes place annually in October. It gives elders the opportunity to engage with the executive on critical issues affecting their lives.

Training and skills development

Recruitment and Retention Strategy for Social Workers

The Unemployed Social Workers Database informs the DSD about the number of unemployed social workers who have studied outside the DSD scholarship programme.

This aims to address the issue of qualified social workers who are unemployed.

The government has mandated the development of strategies to facilitate the recruitment and retention of such scarce skills. The DSD has been the main driver in the implementation of this social policy. In addition, the NDP indicates that 60 000 social workers will be needed by 2030 to serve the population.

Professionalising community development

The Council for Social Service Professions was established in terms of the Social Service Professions Act of 1978.

The key functions are:

- protecting and promoting the interests of the professions, in respect of which professional boards have been or are to be established and to deal with any matter relating to such interests;
- advising the Minister of Social Development on matters affecting the professions in respect of which professional boards have been established; and
- controlling and exercising authority regarding all financial matters relating to the council and the professional boards; and assisting in the promotion of social services.

