





# CONTACT DETAILS OF THE GCIS PROVINCIAL OFFICES

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# OUTCOME 12: AN EFFICIENT, EFFECTIVE AND DEVELOPMENT ORIENTED PUBLIC SERVICE AND AN EMPOWERED, FAIR AND INCLUSIVE CITIZENSHIP.

#### Minister conducts an Imbizo to reward excellence

By Peter Titus: GCIS, Western Cape







Minister Hanekom and other dignitaries at the event.

Tourism Minister Derek Hanekom told graduates that training in hospitality can change the lives of young people forever. Minister Hanekom was speaking at the graduation ceremony of students who qualified in wine service at Breede Valley in the Western Cape on 8 December 2015. The National Department of Tourism (NDT) provided training for 200 learners.

The Wine Service Training Programme is an experiential hospitality-training programme targeting unemployed youth as part of the Expanded Public Works Programme.

The Minister gave a special word of appreciation to host employers who absorbed learners into permanent employment. The formal graduation ceremony followed, during which learners received their CATHSSETA Accredited Skills Programme (Bar Attendant) certificates.





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The skills programme was conducted over a period of 12 months. The project has created over 40% gainful employment for learners at various hospitality establishments and wine farms within the Western Cape.

The White Paper on the Development and Promotion of Tourism in South Africa stated that poor service was a concern and this policy statement was verified by the skills audit (2007) and Human Resource Development Strategy for the Tourism Sector (2008).

One of the critical skills mentioned in the 2008 skills audit was the broad spectrum of guest relations skills across all occupational categories. The service excellence strategy that was formulated by the NDT in 2010, identified skilling of service delivery and service norms, and standards as key pillars.

The Wine Service Training Project was implemented to improve skills, product knowledge and customer-service excellence. Minister Hanekom said that South Africa was one of the top producers and exporters of wine in the world. "The best wine routes in South Africa, the scenery and the excellent service is what make tourists flock to the province and as a result, jobs are created," he said.

The Minister encouraged the learners to further their skills because hospitality is a diverse and exciting career. "You have done well for yourselves and we are immensely proud of you. The perfect ingredient for a successful career in this industry is to do what you do today well and it will be recognised, this programme is a stepping stone for you to explore other exciting opportunities within the tourism Industry," said Minister Hanekom.

The local municipalities that took part in the programme were presented with certificates of recognition for their efforts in making the programme a success.





Minister Hanekom giving a keynote address.

Attendees at the event.





Tankiso Ntshakha said:
"We are very grateful for our
municipality. The municipality has
been supplying us with water from
the mobile truck."



Anthony Chaka said:
"I am happy that we are now receiving ground water after so many years of struggle in Naledi. We would like to thank government for this move."



Community members at the event.

# OUTCOME 8: SUSTAINABLE HUMAN SETTLEMENTS AND AN IMPROVED QUALITY OF HOUSEHOLD LIFE.

### Minister urges community to save water

By Ntombi Mhlambi: GCIS, Free State



Minister Mokonyane addressing Meqheleng community members.



The Minister engaging with community members.



Ficksburg water plantation.

Water and Sanitation Minister Nomvula Mokonyane visited Meqheleng, Ficksburg on 4 December 2015 as part of the national Imbizo Focus Week to engage with the community about water shortages. During her visit, the Minister also launched a water plantation site where the Ficksburg community will recycle water. Minister Mokonyane visited residents of Zone 8 in Meqheleng, whom government has provided with flushing toilets and running water in their yards. The main event of the day took place at a packed Meqheleng Stadium. Community members provided the Minister with suggestions that could help end water problems in the area.

The Minister said it was time for South Africans to use water sparingly. "We should refrain from using hose pipes to wash our cars, brushing teeth with the tap running and doing laundry using multiple water basins".

The Minister also informed community members that South Africa is a water-scarce country with a rainfall that is 40% lower than the world average, yet our consumption is unacceptably high at 253 litres per day compared to the world average of 173 litres per day. She also mentioned government's plans to find means of getting water supplies from other countries, but that the project will take years to happen. Minister Mokonyane encouraged communities to pay their municipal services as all these plans require lots of money.



Letsile Tsoaela said:

"We request government to provide us with water-storage tanks to use for our car wash business."



Minister Mokonyane with recipients of water-saving gadgets.





Mluleki Ngcobo said:
"I think this is a good campaign to raise awareness about women and child abuse. I will encourage men to change their conduct towards women. I support the campaign fully and it should run for 365 days."



Tholakele Shange said:
"The abuse of women and children
must end. As women we are tired of
being victims, we are taking action by
marching through the streets, saying
enough is enough."



Zimele Zungu said:

"A woman cannot fight abuse alone. We must unite and make our strong voices to be heard. I like this campaign because it also encourages women to report abuse and talk openly about issues of abuse without any fear of judgement."

# **OUTCOME 3: ALL PEOPLE IN SOUTH AFRICA ARE AND FEEL SAFE.**

# Newcastle residents unite against abuse

By Nompilo Mchunu: GCIS, KwaZulu-Natal

The men of the Amajuba District Municipality have pledged to be activists against women and child abuse and have pleaded to join the fight against violence. This steadfast commitment was made during a dialogue at the official launch of the 16 Days of Activism for No Violence against Women and Children at the Newcastle Town Hall on 25 November 2015. The campaign is observed under the theme: "Count Me In! Together Moving a Non-Violent South Africa Forward", starting from 25 November until 10 December.

Before the men's dialogue, a march was held to condemn violence directed towards women and children and to show solidarity to victims. Men carried placards displaying clear messages including, among others; "Count men in", "Men united against abuse" and "Men together moving a non-violent South Africa forward". The men's dialogue was aimed at urging them to take a stance and to be leading activists in ending abuse.

Newcastle Mayor Afzul Rehman encouraged men to be positive role models within their homes and communities. "Treat women and girls with love and respect so that the boys grow up knowing how women should be treated. If you are violent and abusive, that is the example you are setting for your sons. They will grow up and be abusive towards women. Be decent and responsible men 365 days a year," said Mayor Rehman.

Newcastle Men's Forum chairperson Nathi Mazibuko, told the audience that in order to be counted in the fight against violence, men's actions must reflect a change of attitude and behaviour. "There is no activism without activists, this campaign needs men to be active. Men must be counted in as the leading voices condemning abuse, as challengers of perpetrators and as protectors of women and children," said Mazibuko. He also called for partnership among all sectors of the society; government, non-governmental organisations and business to unite and create safer communities.

A curtain raiser dialogue to the men's event was held for women at Osizweni Community Hall on 19 November. Women marched through the streets of Osizweni with placards reading: "We will not be silenced", "Support victims of abuse", "Protect women and children"

and "Beat the heat and not the family".

Gvernment Communications (GCIS) Provincial Director Ndala Mngadi, outlined the objectives of the 16 Days of Activism for No Violence against Women and Chidren campaign and told the audience that the fight against violence is a collective responsibility. "The campaign seeks to encourage all South Africans to be active citizens in the eradication of abuse, not just for 16 days but 365 days. In 2016, the South African Constitution will be 20 years old. How can we celebrate that when human rights are still violated? The campaign encourages victims of abuse to speak out and receive the necessary help," said Mngadi. She also called on men to take the lead. "The responsibility to end this scourge resides with everyone, but men must be ambassadors of change." She also shared contact numbers that people can use to report gender-based violence.

Mlungisi Ntshangase from the National Prosecuting Authority (NPA) informed the gathering about Thuthuzela Centre, which is a unit of the NPA based at Madadeni Hospital. The unit attends to all kinds of abuse; physical, physiological and sexual.



Mayor Rehman delivering a keynote address at the men's dialogue.



GCIS Provincial Director Ndala Mngadi speaking at the women's dialogue.





#### Lettiie Ambraal said:

"I visited all the stalls to access services. I was seeing most of the departments for the first time as we do not have them in Colesberg."



#### Mathabo Mgela said:

"We are very grateful for this great government initiative. The Department of Basic Education gave us enough information such as study aid and bursary forms. Our children will be in a position to understand the information better. We need all the three spheres of government to be represented to address the challenges that we are facing."

# OUTCOME 12: AN EFFICIENT, EFFECTIVE AND DEVELOPMENT ORIENTED PUBLIC SERVICE AND AN EMPOWERED, FAIR AND INCLUSIVE CITIZENSHIP.

# Government takes services to the people

By Thenjiwe Konono: GCIS, Northern Cape



Participants accessing services and information from various stalls.

The Northern Cape Provincial Government took services and information to the people of Colesberg. The province conducted the Government Exhibition Day in Toto Mayaba on 18 November 2015. Government entities, non-governmental organisations and agencies participated in integrated one-stop information and service offering. This was done to serve communities that do not have access to government information and services.

Toto Mayaba is the Presidential Pilot Project that managed to address racial segregation of the past by bringing together people from predominantly coloured and black communities in one neighbourhood. The settlement consists of 1 600 households with more than 4 000 residents. As a new settlement with high number of indigents, government services were gladly received.

Some of the service providers at the event were love Life, departments of agriculture, social development, home affairs and environment.

Services such as voluntary HIV Counselling and Testing, and information on health issues such as hypertension were provided at the event. Traffic officers were also enforcing rules of the road on motorists.

The Northern Cape Consumer Protection Authority educated the community about the Consumer Protection Act, 2008 (Act 68 of 2008). Among others, the event was blessed by the presence of the ward councillor, Sabelo Mlenzana.