

Know Your COUNTRY!

Fast facts about your provinces at your finger tips –
now you can hold your own at that next networking session.
 By Ongezwa Manyathi

Western Cape

Capital: Cape Town

Principal languages: Afrikaans, isiXhosa, English



The Western Cape is one the world's greatest tourist attractions, boasting Table Mountain, excellent wine and colourful cuisine. Capital city Cape Town attracts tourists from all over the world.

Must see: George for its world-class golf courses, Gansbaai for shark- cage diving, Cape Town for a little bit of everything as well as the Cape wine routes.

Eastern Cape

Capital: Bhisho

Principal languages: isiXhosa, Afrikaans, English

Eastern Cape is the second-largest of the nine provinces. It's home to the Great Karoo, the lush green forests of the Wild Coast, Keiskamma Valley and the mountainous southern Drankensburg region.

Must see: Wild Coast for its beautiful beaches, majestic waterfalls and beautiful bays, Bloukrans bridge for bungee jumping, Addo Elephant National Park to get a glimpse of some 400 elephants and Tiffindale Ski Resort to ski down one of the Cape's highest mountains.



KwaZulu-Natal

Capital: Pietermaritzburg

Principal languages: isiZulu, English, Afrikaans

Known as South Africa's garden province, KwaZulu-Natal boasts a lush subtropical coastline, sweeping savanna in the east, and the magnificent Drakensburg mountains in the west. KZN is one of the most popular holiday destinations.

Must see: Didima Resort for its beauty and tranquility, uShaka Marine World for entertainment for the whole family, Valley of a 1 000 Hills to experience the spirit of Africa at the Phezulu Village and Gateway Theatre of Shopping for some adventure.

Limpopo

Capital: Polokwane

Principal languages: Sesotho sa Leboa, Xitsonga, Tshivenda



Limpopo has an abundance of wild life and dramatic contrasts of bush, mountains and indigenous forests and plantations.

Must see: Tadem Skydiving in Modimolle for a thrilling experience, Mapungubwe National Park, Polokwane Game Reserve for those who are new to game viewing, and the Valley of Elephants to experience the rich natural heritage.

Northern Cape



Capital: Kimberley

Principal languages: Afrikaans, Setswana, isiXhosa

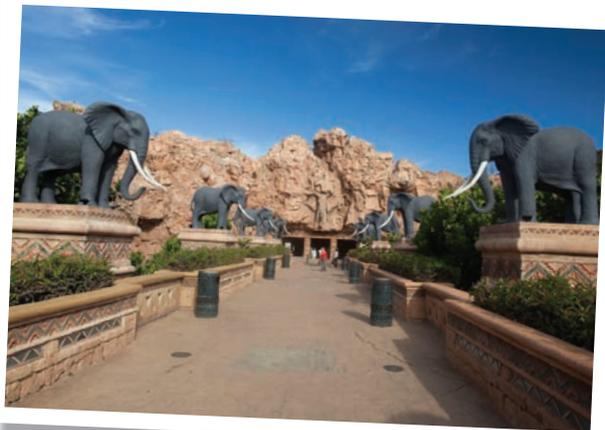
The Northern Cape is known for its San rock art, diamond diggings, 4X4 safaris and the Kgalagadi Transfrontier Park.

Must see: Wine tour at Orange River Wine Cellars, visit The Big Hole, or go canoeing on the Orange River.

North West

Capital: Mafikeng

Principal languages: Setswana, Afrikaans, isiXhosa



This is a province of varied attractions, picturesque dams and dense bush. The North West promises the complete package for any tourist.

Must see: Visit the Cradle of Humankind Lesedi Cultural Village to learn more about our different cultures, spend the day at Pilanesburg Reserve, go hot-air ballooning and get the best view of Sun City and surrounding game parks, try elephant-back game viewing or spend some time at the extravagant Sun City.

Holiday Packages

Cape Town Airfare + 2 Nights

from **R1890***

INCLUDES Room only (based on 4 people sharing) and 2 days car hire. **BONUS** Free parking, free Desert with every main meal at Time Out Café, A free bottle of wine with every 2 main meals at Time Out Café, 1 hour complimentary internet/WiFi. Ref: PRS91920

Victoria Falls Airfare + 2 Nights

from **R2990***

INCLUDES Self catering with return transfers. Ref: PRS91884

Portuguese Island 3 Nights Cruise

from **R3680***

INCLUDES All meals, entertainment onboard, port charges and insurance. **ADD** Return flight from Johannesburg to Durban from R1180. Ref: PRS91922

Mauritius Airfare + 7 Nights

from **R7990***

INCLUDES Self catering based on 4 people sharing with return transfers.

Ref: PRS91926

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Mpumalanga

Capital: Nelspruit

Principal languages: siSwati, isiZulu, isiNdebele

People are drawn to the province by the magnificent scenery, and the fauna and flora.

Must see: Blyde River Canyon for the fresh mountain scenery and panoramic views over the Klein Drakensberg, God's Window to experience breathtaking scenic splendour and the Sabi Sands Game Reserve, one of the most exclusive private game reserves in South Africa.

Free State

Capital: Bloemfontein

Principal languages: Sesotho, Afrikaans, isiXhosa



The Free State, a province of wide horizons and blue skies, farmland, mountains, goldfields and widely dispersed towns.

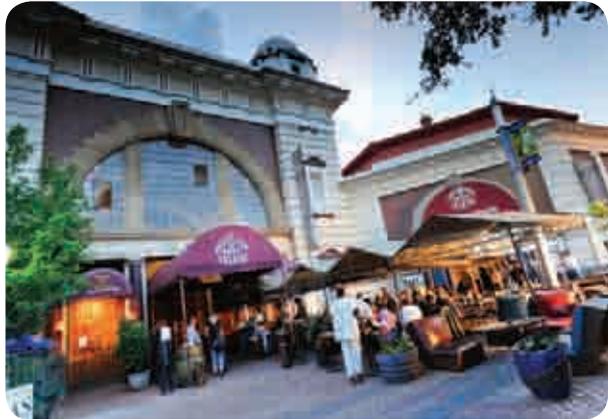
Must see: The province is divided into five distinct regions and offers a variety of tourist attractions. You could visit the Sterkfontein Dam Reserve, go horse riding at Pumula Farm, and visit the Basotho Cultural Village to get a deeper insight into the lifestyle.

Gauteng

Capital: Johannesburg

Principal languages: isiZulu, Afrikaans, Sesotho, English

Gauteng is a cosmopolitan, multicultural mix of people from all over the world. The province is the economic hub of the country although it is the smallest of the nine provinces.



Must see: There is a lot to do and see in Gauteng. You could learn to scuba dive, enjoy a luxurious ride on the Gautrain, enjoy a scrumptious meal at Wandi's in Soweto, play a round of golf at Woodhill Golf Estate, or go fishing at Roodeplaat Dam.

Five facts about South Africa

- South Africa has the longest wine route in the world.
- South Africa is the world's 26th-largest country by population.
- South Africa is the second-largest exporter of fruit in the world.
- South Africa is the sole producer of the Mercedes Benz C Class, right-hand drive vehicles.
- South Africa is rated third in the world in supplying safe, drinkable tap water.
- The Palace of the Lost City resort hotel is the largest theme resort hotel in the world as well as the largest building project undertaken in the southern hemisphere.

Unpacking government's PME approach

Introduction to the work of the
new performance monitoring
and evaluation (PME)
department in The Presidency

By Dr Sean Phillips

Over the years, government has been in pursuit of improved service delivery and most importantly to advance the lives of all South Africans. It has also committed itself to accountability and prudent use of public funds and resources.

Over the last 16 years, tremendous progress has been made to improve the lives of our people. However, the *15-Year Review*, conducted by The Presidency, acknowledged that despite massive increases in expenditure, our work has not yet produced the outcomes we want or our people expected. Government has come to the realisation that we will never make progress until we're ready to ask awkward questions, seek honest answers and take tough action. We have to ensure that limited resources at government's disposal are used effectively and efficiently to achieve our goals.

CONTRACT

In 2009, the Administration of President Jacob Zuma identified five priorities, namely education; health; rural development; crime and corruption; and the creation of decent work. The priorities have informed the development of 12 outcomes, which we believe give government strategic focus to begin to make the impact our people want and expect to better their lives.

One of the roles of the PME Department is to facilitate the cooperation and collaboration of different departments and spheres of government to achieve these outcomes.

Government is aiming to realise several objectives with the outcomes approach, which builds on previous government approaches. Firstly, it is becoming more strategic, by focusing the attention of Cabinet and other government coordinating structures on a limited number of key outcomes, which are the basis of the new Programme of Action (PoA). This is something new – previously, the Government's PoA tended to cover too many of the issues of the day – and therefore lacked focus.

Secondly, government priorities were previously articulated in somewhat abstract terms. In contrast, the outcomes approach introduces more systematic performance monitoring. This involves identifying the key outputs and activities required for the achievement of each outcome. It also involves identifying appropriate indicators to measure progress, and setting targets for these indicators.

Performance monitoring includes regular reporting against these targets, and using these reports to initiate actions to unblock bottlenecks in service delivery. In addition, monitoring and evaluation data should be used to identify better, smarter ways of doing things, and will therefore lead to periodic adjustments to plans.

Although the outcomes approach may sound complex, with new concepts such as outcomes, outputs, performance agreements, and delivery agreements, it is really quite straightforward. In April this year, President Zuma signed performance agreements with all 34 Cabinet



Dr Sean Phillips

ministers. In these performance agreements, ministers were requested to use implementation forums (mostly clusters and MinmeCs) to develop delivery agreements for each of the outcomes. All departments, agencies and spheres of government involved in the direct delivery process required to achieve an output, are parties to the agreements.

The delivery agreements are essentially negotiated plans for how the outcomes will be achieved. They describe the outputs, targets, indicators and key activities for each outcome, identify required inputs and clarify roles and responsibilities. They spell out exactly who is in charge of doing what, by when and with what resources. Individual ministers and other members of the Executive who sign a delivery agreement will only be held responsible and accountable for the aspects of the delivery agreement that relate to them.

Delivery agreements have now been signed for all the outcomes and the strategic plans of departments and the allocation of funds to departments are in the process of being aligned to the 12 outcomes. We are now moving out of the planning phase and into the reporting and monitoring phase. The implementation forums will be required to produce quarterly progress reports against the delivery agreements, for submission to the relevant Cabinet committees. The main aim of monitoring and reporting on progress with regard to implementing the delivery agreements is to enter into a cycle of continuous improvement. Monitoring of the progress reports should highlight areas where implementation is weak, or where the activ-

ities and outputs are not contributing to the outcome as planned. This, in turn, should result in interventions to improve implementation or in periodic revisions to the delivery agreements, so that government gets better at achieving the outcomes over time.

Another critical component of our work will be to measure the performance of individual government departments. In this regard, The Presidency is currently developing a performance assessment tool in consultation with the other departments in the centre of government: the premiers' offices, the Department of Cooperative Governance, the Department of Traditional Affairs, National Treasury, the Department of Public Service and Administration, the Office of the Public Service Commission and the Office of the Auditor-General.

The performance of departments will be measured against their strategic plans, and will also include an assessment of the quality of the institution's management practices – to be linked to the performance assessment of directors-general and heads of departments. Where the assessments of management practices indicate that there are weaknesses that need to be addressed, the centre of government departments will offer advice and support to address these limitations. The aim will be to work with government departments to get basic administration right, and to improve government's front-line service delivery.

The main role of our department is to champion the outcomes approach and to promote and develop monitoring and evaluation practices across government. Our focus will be on supporting departments and municipalities to engage in performance monitoring and evaluation in order to generate information that can be used by management to improve service delivery.

** Dr Sean Phillips is Director-General of the Department for Performance Monitoring and Evaluation in The Presidency.*



Ever wondered why GEMS just keeps growing and grow^{ing}?

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- Unlike other medical schemes GEMS was not created to profit but implemented as policy and a valued condition of service for Government employees **exclusively**.
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- GEMS assures its members of only the highest standards of corporate governance.
- GEMS works **hand-in-hand** with employers to optimise its service offering to members.
- At GEMS sound **ethics** is everything. The conduct of our trustees, employees and contracted providers is governed by an impeccable ethics policy and governance framework.
- Not only has GEMS enjoyed unprecedented growth year after year but it has made considerable inroads into the previously **uninsured** market.
- At GEMS we are totally committed to making every member interaction **excellent**.
- GEMS has been singularly **successful** in meeting its strategic objectives.
- GEMS' constant drive to provide members with **quality**, affordable healthcare services has won the hearts and minds of public service employees.
- At GEMS we work hard to make the lives of our members **easier**.
- The interests of the beneficiaries of GEMS are **well protected** through strict service level agreements and supply chain management policies.
- Since its inception in 2006 GEMS has at all times received **unqualified audit reports** from its external auditors.
- More than ten independent audits performed every year ensure that the interests of GEMS members are **safeguarded** at all times.
- Every cent counts at GEMS! Non-healthcare expenditure and annual contribution increases are **impressively** low.
- At GEMS we **touch** the lives of thousands of people. Every day brings more than 11 000 calls to our call-centre and over 1 000 visits to our walk in centres.
- Independent research has clearly shown that what members **value** the most about GEMS is its service excellence.

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Government Employees Medical Scheme (GEMS)

The remarkable rise of GEMS

◆ An unqualified success

Since the end of 2009 the Government Employees Medical Scheme (GEMS) has grown by 100 000 members. With more than 515 000 principal members representing well over 1,4 million lives, this is a noteworthy milestone in the history of the Scheme.

GEMS is the second largest medical scheme overall and the largest closed or restricted scheme in South Africa. More than one third of all eligible public service employees are enrolled with the Scheme while two percent of all South Africans are members of GEMS, the fastest growing medical scheme in the country.

However, at GEMS the pursuit of excellence continues unabated with the unrivalled growth of more than 10 000 members per month. Every month more than five million claim lines to the value of R1 billion are processed in two weekly claim runs thereby re-affirming the financial soundness of the Scheme, now and into the future.

◆ GEMS products and benefits

Sapphire	An entry level network option that provides out-of-hospital care such as visits to the doctor and dentist, optometry and maternity care at private facilities and in-hospital cover at public facilities
Beryl	An entry level network option that provides both in and out of hospital benefits via a network of private facilities
Ruby	A savings account for day-to-day medical expenses as well as a hospital plan
Emerald	A traditional option designed to resemble the medical scheme plan most public service employees were enrolled on prior to the establishment of GEMS
Onyx	A top-of-the-line comprehensive option

◆ A winning recipe

Despite its considerable growth, GEMS continues to improve its services and keep its members satisfied. Service delivery remains second to none with 96% of all claims being processed electronically within 16 days from the date of service.

The Scheme also places considerable emphasis on corporate governance and is consequently administratively efficient and soundly run. GEMS received another unqualified external report for the period ended 31 December 2009 thereby maintaining its unblemished audit track record. A number of other audits were also successfully performed including the Scheme's annual service level agreement audit, a legislative compliance review and a board effectiveness review. Because of its impeccable corporate governance the interests of the beneficiaries of GEMS are at all times protected.

GEMS has achieved many successes, however the Scheme knows all too well that it cannot sit back and rest on its laurels. The key focus of GEMS therefore remains on providing members with "Access to excellent healthcare that is both affordable and administratively efficient".