

Grassroots Innovations

A handbook for Community Development Workers



We belong



We care



We serve



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA



GRASSROOTS INNOVATIONS

Booklet for Community Development Workers

COMMUNITY DEVELOPMENT WORKERS' PLEDGE

I, (CDW)
Qualified today as
A South African Community Development Worker,
Solemnly pledge myself
In the presence of all my fellow South Africans
Present here today
To serve all fellow South Africans as equals
In accordance with our constitution
Guided by my country's philosophy
Of Batho Pele
I shall, when called upon
Act as the
Conscience of the unconscious
Ear of the deaf
Mouth of the dumb
Eyes of the blind
Lead with the spirit of Ubuntu
Educate, develop and train
Any marginalised groups in my community
I will not allow colour, creed, gender and race to
Come between my service and my community
The Learnership in my field of service
Commits me to act as a role model
That holds high human values of
Individual freedom, dignity and equality
At all times during the course of my service
To benefit all South Africans to
Speed up the process in
Growth, development and transformation.
Nkosi sikelel' iAfrika. God bless South Africa!!!

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FOREWORD

Government introduced the Community Development Workers Programme (CDWP) in 2003. The principal objective of the CDWP was premised on helping communities to have improved access to service delivery and public services; facilitate community development and stronger interaction and partnership between government and communities; and support participatory democracy. Over the years, CDWs have broadened the scope of their work to areas such as community local economic development; coordination of the service delivery war rooms with government departments and communities; as well as partnerships with community based agencies of rural development amongst others.

Grassroots Innovation are initiatives of Community Development Workers and civic society organizations that lead bottom-up solutions for sustainable development; solutions that respond to the local situations and the interests and values of the communities involved. Grassroots Innovation initiatives seeks to practice deeper, alternative forms of sustainable development.

The Grassroots Innovation booklet publishes innovative mechanisms in form of case studies employed by CDWs in their lines of duty of resolving service delivery challenges experienced by communities. The publication seeks also to incentivize the good work shouldered by these special cadres of government officials in the ranks of public service that are community based and often working in difficult conditions but that goes unnoticed.

The Grassroots Innovation case studies have been carefully selected from provinces on a set of stringent criteria that takes into consideration the impact of the service delivery outcomes to the communities concerned and citizens who are direct beneficiaries of innovative means used by CDWs. This Grassroots Innovation issue publishes case studies that have been selected from both rural and urban settings as a way of representing and reflecting community spaces that are serviced by CDWs.

The case studies includes amongst others a case of a young man in Citrusdal of the Cederberg local municipality who was entrapped in a drug abuse addiction cycle went on to become a Law degree graduate at the University of Stellenbosch. A case

of Ga-Mankele hamlet community in Greater Tubatse local municipality that was isolated from nearby communities due to a lack of infrastructural developments such as a bridge thus community members had to rely on a handmade rickety cable car called *Segwaigwai* in order to cross a river during rainy seasons; this issue illustrates how the community of Ga-Mankele were later reintegrated with other communities and benefited from government service delivery programmes as a result of war-room initiated by CDWs.

A case of a disabled learner in school who was adopted by the Quality Learning and Teaching Campaign programme in Ventersdorp and received a scholarship to enrol for a Social Work degree programme at the University of North West. A case of destitute household for orphans in Mareweni village of the Nyandeni local municipality in Eastern Cape that were built a home by a local hardware owner as a result of public private partnership after a their home was destroyed by a natural disaster. An establishment of youth centre that assists youth with Arts, Recreation and Educational programmes in Amaoti, a township in Inanda's eThekweni metropolitan in Kwazulu Natal as a result of CDW's initiative.

What is also important in these Grassroots Innovation Case studies is how at grassroots level, the work of CDWs contributes to the wide-range of Government's commitment to developmental agendas such as the Millennium Development Goals of 2015, the fight on redressing the triple challenges of poverty, inequality and unemployment as espoused in the National Development Plan vision 2030 as well as Youth Development.

This booklet is dedicated to all CDWs as relentless public service foot soldiers with a sole commitment to improving service delivery in all facets of Government. All CDWs who espouses their "**pledge**" to uphold the philosophy of *Batho Pele* principles and the constitution's bill of rights.

Compiled By Rhulani Manganye
Community Development and Citizens Relations
Service Delivery
DPSA

Access to health care and sustainable human settlement of the Baloyi family - Case of Tshepo Baloyi and the family

Name of the CDW	Ms. Alice Ledwaba
Province	Limpopo Province
Municipality	Lepelle-Nkumpi Local Municipality
Ward	11 (Mshongo Village)
Contact No.	083 793 1169
Case Study Title	Improving the Quality of Life of Thapelo Baloyi through access to Healthcare

Profile and Demographics

This case study is about a young boy, Thapelo Baloyi. A boy who was born healthy and normal. At the age of 7 years, he started to develop an oral (toothache) disease that will ended up with him going through an operation of a nose and upper lips. Ward 11 of the Lepelle–Nkumpi local municipality is comprised of three rural villages, they are namely Mshongo, Sehlabeng and Garafiri villages. Lepelle-Nkumpi Local Municipality is situated within the Capricorn District Municipality in the Limpopo province. The municipality is located approximately 55km south of the district municipality and Polokwane. Ward 11 is a pocket between Zebediela and Lebowakgomo townships.

The municipality is predominantly rural. It is divided into 29 wards, four of them being a township called Lebowakgomo and one of the Capricorn District's growth points. The people of Mshongo village are under the traditional leadership of Kgoshi Madimetja Sello Kekana III.

Lepelle – Nkumpi population is predominantly Black African. It has an estimated population size of 230 350. Over 85 % of the people speak Sepedi as their first language, followed by IsiNdebele at 4, 6%, Xitsonga at 3, 7% and other languages at 5, 6% (StatsSA). The municipality has 115 primary schools, 81 secondary schools and 1 TVET (Technical and Vocational Education and Training) College. The municipality has about 25 health facilities which include clinics, health centers and hospitals.

Unemployment is rife in Lepelle-Nkumpi, it is estimated that the level of unemployment is at 49%. The estimated number of households is 59682. Over 56% of these households are female headed households. Most people in Mshongo village derive source of income by working at the Zebediela Citrus Farm Estate. Majority of workers are employed as farm Laborers. Access to healthcare and other government services is a common challenge to many community members in

Mshongo Village. They travel almost 20 kilometers to the nearest Hospital as well as other social development and welfare services.

Service Delivery Intervention and Outcome

While conducting her routine household profiling work, Ms. Alice Ledwaba discovered a young boy, Thapelo Baloyi. A boy in his tender age of 9. Thapelo was living without a nose and also without an upper lips on his face. Thapelo was living with his mother, a single parent and his elder sister in a shack dwelling. A CDW enquired about the state of Thapelo's health. The mother explained that Thapelo had been living without a nose and upper lips since the age of 7.

The mother explained that the disease started as a toothache and as a result of lack of access to adequate healthcare, the boy ended losing his nose and upper lips. As a result of this condition, Thapelo could not attend school as normal children could in the village, his mother also could not afford to seek employment as she had to constantly monitor her son's health problem, and she therefore was unemployed with no source of income.

A CDW committed to assisting Thapelo to receive treatment of this rare disease. A CDW approached the Zebidiela Hospital for assistance in the case of Thapelo's condition. Upon enquiring more information on the kind of disease that affected Thapelo, the Hospital referred the CDW to Philadelphia Hospital in Groblersdal. An appointment was then booked for Thapelo Baloyi to consult with a specialist Doctor for Surgery. Upon assessing Thapelo's Oral disease, the Hospital arranged for Thapelo to be treated at the Steve Biko's Academic Hospital in Pretoria.

An operation was conducted on Thapelo by the specialist doctors and he was fitted with a surgery that covered the nose and the upper lips. Given that Thapelo and his family were living in a single room shack dwelling, A CDW expanded the intervention scope of the problem identified on Thapelo. A CDW contacted the office of the MEC for the Provincial Department of Cooperative Governance, Human Settlements and Traditional Affairs (COGHSTA) in Polokwane to assist the family with an RDP house.

The CDW, Alice Ledwaba applied an integrated service delivery model to solve Thapelo's health problem and the entire family's welfare through provision of housing structure as they were living in a single room shack dwelling. Through the collective efforts made by the CDW, the following key stakeholders came together to assist Thapelo and the his family; The COGHSTA Department, Lepelle-Nkumpi Local Municipality, The Limpopo Provincial Department of Health, The Gauteng Department of Health and The South African Women in Construction.

Thapelo was admitted at the Steve Biko Academic Hospital in Pretoria for Oral and Maxillo-Facial Surgery. Thapelo's family also received a fully furnished RDP house built by the South African

Women in Construction in October 2014. This was an initiative that was led by the MEC (Hon. Mmakoma Makhurupetje) of COGHSTA in Limpopo. This was an important outcome for Thapelo and his family in that other than receiving an oral and maxillo-facial surgery, his family had also been provided with a shelter in a form of RDP house by the COGHSTA Department.

Thapelo Baloyi had received oral and maxillo-facial surgery from the Steve Biko Academic Hospital and is now enrolling at local primary school as a fully abled child and adjusted well in interacting well with other school pupils. This is important for his normal early childhood development.

Tshapelo's immediate family (mother and elder sister) have a shelter in a form of RDP house for sustainable settlement. This was the work of key stakeholders in bringing integrated service delivery intervention model to redress Thapelo's needs and his surrounding environment.

The importance of Public Private Partnerships in resolving service delivery challenges key in redressing multifaceted service delivery challenges. The cooperation between COGHSTA, Lepelle-Nkumpi, South African Women in Construction and the Departments of Health in both Limpopo and Gauteng have made it possible to assist Thapelo in his condition and assisted with sustainable Shelter for him and the immediate family.

Government Priorities

Access to Healthcare

South Africa as a country is part of the global community, as a result of CDW's intervention to this challenge, the public sector stakeholders such as departments of Health in both Limpopo and Gauteng have contributed to the United Nations Millennium Development Goals (MDGs) no. 6 (to combat HIV/AIDS, Malaria and Other Diseases (MDG) of 2015 through assisting Thapelo Baloyi on access to adequate healthcare. Thapelo developed a rare disease, that in a normal case scenario, he would have had access to the specialist healthcare practitioners for a maxilla-facial surgery only if he afforded a medical aid cover. MDG 2015 no.1 advocates for the universal access to healthcare.

Sustainable Human Settlement

Thapelo and his family have been built a RDP house by South African Women in Construction (SAWIC). This is a contribution to a just and reasonable shelter for him and the family, in that as a family of three, they were living in a shack dwelling.

Access to Education

Due to his condition, Thapelo could not attend school. He is now attending school and integrated very well and interacting with other children in school. This contributes to MDG 2015 no. 2 on access to universal primary education.

Case Study: Portfolio of Evidence



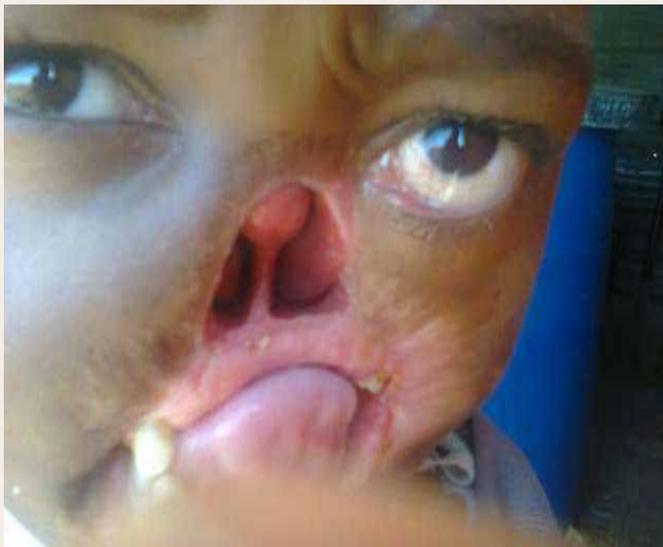
Thapelo Baloyi (Centre), Alice Ledwaba (CDW, Right), Thapelo's Mother (Centre right) and the CDW Team



RDP House provided by COGHSTA to Thapelo Baloyi and his Family



Thapelo Baloyi with a Maxilla-Facial Surgery



Thapelo Baloyi before the Surgery

“Due to his condition, Thapelo could not attend school. He is now attending school and integrated very well and interacting with other children in school.”

Amaoti Youth Centre_Youth-Centred Community Development Approach

Name of the CDW	Mr. Smiso Gwamanda
Province	Kwazulu Natal
Municipality	eThekweni Metropolitan Municipality
Ward	Ward 52
Contact No.	083 775 3461
Case Study Title	Amaoti Youth Centre: Changing the lives of the Youth

Profile and Demographics

eThekweni Municipality is a Category A municipality in Kwazulu Natal Province. eThekweni (Durban) is the largest City in this province and the third largest city in the country. It is a sophisticated cosmopolitan city of over 3 442 398 people (StatsSA). It is known as the home of Africa's best-managed and busiest port and is also a major centre of tourism because of the city's warm subtropical climate and extensive beaches. Amaoti township forms part of ward 52 which is situated in about 25 kilometres in the North of Durban City Centre.

The area is characterized by underdevelopment and poverty with high crime rate and prevalence of HIV/AIDS especially amongst the youth. The population of Amaoti is estimated to be around 55 000. The difficulty to determine the exact number is caused by the fact that in the past decade, Amaoti had been seen as increasing in the population because of the influx of people from other provinces particularly the Eastern Cape and African immigrants from Mozambique, Zimbabwe, Ethiopia, Somalia, and other African countries. Amaoti is the most diverse area in the city of Durban with different language groups. The economy of Amaoti is mostly informal with transport and retail businesses. There is a sizable number of people who commute daily to the Durban City centre, Verulam town, Umhlanga suburb and Phoenix suburb formal and informal jobs.

Service Delivery Intervention and Outcome

Amaoti Youth are disadvantaged in recreational infrastructure such as youth centres, sports facilities, library and information centres alike. The infrastructure backlog particularly the economic and social infrastructure resulted in many young people being out of school and out of work with little prospect for their future. The diagnosis of community profiling was conducted and the findings discovered that lack of information and resources was the major cause of all the social ills in the community. Young people were stuck in hopeless situations, as a result many could not complete

their studies and without adequate education they could not access employment opportunities. The poverty cycle and unemployment among was inevitable. In spite of all these unfortunate circumstances, A CDW, Mr Smiso Gwamanda took it upon himself to bring about youth-2

centred community development approach as way of mitigating the dire state of social ills in Amaoti. He has identified in the community of Amaoti, youth citizens who were determined to realize their full potential in various areas of their own development. This vision has resulted in the establishment of Amaoti Youth Centre.

The CDW organized youth seminar and that has attracted a total of 136 young citizens. The first seminar focused on the identification of challenges faced by the youth and the proposed solutions to deal with those challenges. The Peer Education Programme was developed by the youth and its main aim was to create a platform for young people to motivate one another and focus on positive issues that would enhance their development. Since then the youth at the centre had been involved in numerous projects and programmes, the following programmes are noticeable; the youth mentorship programme, career guidance and job hunting skills workshops and the Nelson Mandela Day Volunteerism Programme.

The CDW also organised various workshops including the Human Rights training and HIV/AIDS, intergenerational programme aimed at bridging the generational gap between the youth and the elderly. In 2013 the youth programme partnered with Rotary international for the youth 'Road to work workshop' and was attended by various organizations including the Department of Trade and Industry. Different stakeholders presented about the available opportunities to the youth. The Department of Labour had been very useful in terms of presenting opportunities that are there for the youth.

In 2014 the Annual Youth Seminar took place on the 17th of June at Victoria Mtshali Hall at Ilungelo Labadala /Tafta Centre and was attended by 170 young people known as Amaoti Youth Changers. Guest speakers were NGOs from Harambee career Links, Domino Foundation and Inanda FM presenting programmes aimed at assisting the unemployed youth. The CDW also facilitated that the Independent Development Trust through its Expanded Public Works Programme recruits 50 young people to work at the centre including those working full time at the Community Resource Centre. The second intake of 50 young people had completed their contracts at the end of February 2015 and the third group of 50 young people is being recruited to work at the Ilungelo Labadala Centre from April 2015.

The CDW was involved throughout the planning and implementation process of youth development programmes including mobilizing stakeholders and resources. The CDW assisted the youth group successfully with the registration of Non- Profit Organization called the Amaoti Youth Changers

(AYC), they received their registration certificate in 2011. Through the community resource centre the CDW and AYC members had assisted students to enroll in tertiary institutions. Through the resource centre the CDW mentored the youth to establish and register cooperatives. The CDW is also training the youth leadership in writing funding proposals.

The case study best illustrates best practice community development of youth-centred approach and continues to catalyze change in promoting knowledge, skills, confidence amongst the youth and as well as participatory community development to act together and bring about change in the community. The case study also illustrates that the CDW helped groups to identify their needs, agree on priorities, research issues and take action on them. The observation is that the intervention by the CDW had a positive impact in addressing the social ills facing the Amaoti community. The evidence presented showed that more than 900 young people went through various youth development programmes and all of them benefited positively.

A testimonial by one of the youth citizens at the centre (Sanele Hlela) who was interviewed indicated that accounted that: "I started with the youth centre since its inception, the Agenda was based on all youth related developments. Through the information received at the youth centre, I enrolled for Bachelors of Law degree at the University of Kwa-Zulu Natal and graduated in 2015. I really benefited a lot from the Amaoti youth centre"

Government Priorities Addressed In the Case Study

Youth Development

Social Cohesion

Volunteerism and Citizens Engagement

Case Study: Portfolio of Evidence



From right: Mr Sabatha Ngceshu (Youth Centre Leader), Mr Smiso Gwamanda (CDW) and Members of the Local Economic Development



From Left: Mr Alex Khoza (Law degree graduate), Mr Sanele Hlela (Law degree graduate) Ms Dube (Social Sciences degree graduate)

Education is Power: From a Drug Addict to a Law Graduate

Name of the CDW	Ms. Mynie Christene Titus
Province	Western Cape Province
Municipality	Cederberg Local Municipality
Ward	Ward 2
Contact No.	083 445 4713
Case Study Title	Education is Power: From a Drug Addict to a Law Graduate

Profile and Demographics

The Cederberg Local Municipality is a Category B municipality located in the West Coast District along the upper west coast of the Western Cape Province, approximately 200km from the city of Cape Town. The municipal area is bordered by the spectacular Cederberg Mountains in the east and the Atlantic Ocean in the west. It is one of five municipalities in the district. It is strategically located on the Cape-Namibia Corridor, and the N7 National Road links it with the Northern Cape. The municipality has its focus on the development of the rural poor and, in particular, investing in the youth and final year school-goers to secure their future. Due to its scenic natural beauty, ecotourism is considered a major future economic growth sector.

Cederberg has a population of about 49768 (StatsSA). The number of households are estimated at 13513. Of these households, about 2031 are classified as Agricultural Households. An average household size in Cederberg is 3, 5 per headcount. Just over 30 % of households in Cederberg are profiled as female headed households (StatsSA). The main language spoken is Afrikaans, 85% of inhabitants considers Afrikaans as their home language; with English and African languages shared in the remainder percentage. The Cederberg Municipal area includes the towns of Citrusdal, Clanwilliam, Elandsbaai, Graafwater and Lamberts Bay. It includes smaller hamlets such as Wupperthal, Elandskloof, Algeria and Paleisheuwel. The citrus fruit industry is the main source of income in the town's hinterland. Because of the labor-intensive nature of the activity in the Citrus Industry, the town experienced an influx of seasonal workers over the years from outside Cederberg locality.

Service Delivery Intervention and Outcome

Generally the Youth Population of Citrusdal are exposed to Drugs and Substances abuse. This may be attributed to lack of adequate sports and recreational facilities, financial resources as well as information on how to access higher education after matriculating the basic education phase. This leads majority of Youth to indulge in a vicious-circle entrapment of many social ills that results in them

not realizing their full potential and their dreams drying. Whilst conducting her door-to-door visits in her community in Citrusdal, the CDW of Ward 2, Ms Mynie Christene Titus met Mr KhanRoy Jacobs who passed his Grade 12 with flying colours (79% aggregate) and did not have any plans to further his studies due to lack of financial resources and lack of information regarding on how to access higher education.

Despite his matric certificate passed with flying colours, KhanRoy Jacobs could not access institutions of higher learning given his underprivileged background. He lived with his unemployed mother who was a single-parent with no fixed income. The situation in itself posed a difficult challenge to KhanRoy to have access to higher education due to his family's socio-economic circumstances. This has resulted in a Youngman resorting to drugs and substance abuse as way of escaping the wrath of depression and frustrations of seeing his dreams fade whilst he watches hopelessly.

It was when a CDW discovered a bright Youngman who had just completed his matric that his life began to change for the better. The CDW knew of the Government tertiary education scheme called NSFAS (National Student Financial Aid Scheme). This is a facility to assist underprivileged students to access higher education provided they satisfy the minimum requirement of entry at the institution of their choice. The scheme applies admission methodology known as means test to evaluate prospective student affordability of the tertiary education fees. A CDW enquired on behalf of the matriculant (KhanRoy Jacobs) at the University of Stellenbosch in Western Cape. After a CDW has received adequate information, she literally went to the University of Stellenbosch with KhanRoy Jacobs as his guardian to apply for admission, both for the academic programme of his choice as well as NSFAS.

In 2008 KhanRoy Jacobs was admitted at the University to enroll for the Bachelor of Laws (LLB) and also successfully secured funding from the NSFAS to finance his studies tuition fees. In 2012 KhanRoy has completed his Law Degree and subsequently graduated. Whilst it is worth noting that it was through NSFAS that KhanRoy Jacobs financed his studies throughout the duration of his academic programme at the University, it was through the efforts of the CDW on monthly basis who took it upon herself to send KhanRoy Jacobs money she saved from her meagre income in order to buy food and toiletries as well as other amenities at the university.

When KhanRoy graduated, it was the CDW who financed the transport costs of the mother of KhanRoy Jacobs to witness her son's graduation ceremony at the University. In the following year, March 2013, KhanRoy Jacobs secured a Graduate Programme at the Legal Aid Board Services at the Western Cape Province. Upon completing his Graduate Programme, KhanRoy secured an

offer as a Consumer Legal Advisor at the same institution, Legal Aid Board. Through education, KhanRoy Jacobs broke the poverty circle in his family and is now a breadwinner in the household as he has a sustainable income.

The discovery of KhanRoy Jacobs is the most practical case study to illustrate the pivotal role of these community based public servants called Community Development Workers. These cadres of the public service assist citizens by linking them with available government services and help unlock their potential to improve the quality of lives. KhanRoy Jacobs has realized his full potential and can best serve as a testimony that it is possible to break the vicious-circle of social ills such as drugs and substances abuse in his community that is ravaged by this social pandemic amongst the youth citizens. When interviewed by the DPSA official, KhanRoy Jacobs indicated that: "I want to be the Chief Justice of the Constitutional Court and I want to influence the policy decisions in the country in order to help underprivileged citizens improve their socio-economic conditions for the better in a just and a fair society".

Case Study: Portfolio of Evidence



KhanRoy Jacobs with his mother on his Graduation day



KhanRoy with a CDW, Mynie Christene Titus

Bubbie's Curtains: Contribution of Local Skills to Local Economic Development

Name of the CDW	Mr. Melvin Bezuidenhout
Province	Western Cape Province
Municipality	Witzenberg Local Municipality
Ward	Ward 4
Contact No.	071 152 1137
Case Study Title	Bubbie's Curtains: Contribution of Local Skills to Local Economic Development

Profile and Demographics

The Witzenberg Local Municipality is a Category B municipality located within the Cape Winelands District in the Western Cape Province. The municipality is situated about 150km north-east of Cape Town. The region is surrounded by three mountain ranges: the Obiqua Mountains to the west, the Winterhoek Mountains to the north and the Witzenberg Range to the east. It is the largest municipality in the district, making up half of the other four municipalities in its geographical area.

Rural areas within the municipal boundary are Warm Bokkeveld, Koue Bokkeveld, Agter-Witzenberg and the northern portion of Breede River Valley. It is in Witzenberg local municipality where the towns of Ceres, Tulbagh, Prince Alfred Hamlet, Wolseley and Op-die-Berg are found. Witzenberg has an estimated population of 115 946 (StatsSA). Of this population size 66% are of coloured origin, whilst 25, 3% are black Africans, and 7, 7% are of white origin. The other population groups make up the remaining 1, 1% (StatsSA).

The estimated number of households is 27419. Of these households, 31189 are classified as Agricultural households. An average households size is estimated to have 3, 8 dwellers per headcount and female headed households accounts for 29 % (StatsSA). Almost 80 % of households have access to piped water in the dwelling. Witzenberg is divided into only two types of settlement patterns; Urban (54%) and Farm (46%) settlements. Unemployment rate is estimated at 7, 6% and Youth Unemployment in particular is estimated at 10% (StatsSA).

Service Delivery Intervention and Outcome

Margeret Rhode is a 42 years old woman. She is an unemployed married mother of three children. A woman living with a disability. Mrs Rhode lives in Prince Albert Hamlet town. Despite her eligibility to qualify for (South African Social Security Agency) social security disability grant, Mrs

Rhode was keen to make a sustainable income from her own work for a living. Margaret Rhode was a skilled Tailor. She has cutting edge sewing skills to make variety of products from raw materials such as wool, textile, cloth, leather and others from her hand craft art work. Margaret Rhode could produce many products such as clothes, jackets, duvets, linens and most notably, Curtains. Margaret Rhode always believed that her highly sought-after sewing craft work can earn her a decent living, way more than being a recipient of a disability grant as she was a person living with a disability. What Margaret Rhode did not have was a market to sell her products as well as funding to expand the horizons of her sewing products.

Margaret Rhode approached her ward based Community Development Worker (CDW), Melvin Bezuidenhout on how she can access funding to expand her curtains business. A CDW approached Witzenberg Local Municipality's Local Economic Development (LED) Unit to enquire on available programmes that fund skills development of people living with disabilities. The CDW facilitated the registration of Margaret Rhode's curtains business a sole proprietor enterprise with the Companies and Intellectual Property Commission (CIPC), Bubbie's Curtain enterprise started to exist. The CDW linked Margaret Rhode with Witzenberg Municipality's LED Manager for prioritisation on the Municipality's Preferential Procurement Policy Framework Act (PPPFMA). The PPPFMA exists in government to prioritise opportunities for the designated previously disadvantaged groups. Margaret Rhode satisfied the specifications of the PPPFMA beneficiary designates of the previously disadvantaged groups in that she is woman of color, she is a local skilled sewing machine operator.

The Witzenberg's LED unit adopted Margaret Rhode as one their recipients on Lean Enterprise Development Programme (LEAP) for incubation. It is important to note that the Witzenberg's LEAP programme did not adopt Margaret Rhode to the programme on the basis of window dressing given her condition as a person living with a disability, rather on merits of sewing machine craft. The Witzenberg LEAP programme submitted Bubbie's Curtain's business plan to the Development Bank of Southern Africa (DBSA) for small business development funding.

The DBSA approved the funding for Bubbie's Curtains to a total amount of R716 080. The funding was to be disbursed in three tranches into the Bubbie's Curtains business account. Bubbie's Curtains became fully operational with the funds from the DBSA. Margaret Rhode managed to hire eleven unemployed youth as sewing assistants in order to produce large volumes of curtains in order to meet the demands in the market in Prince Albert Hamlet town.

The Witzenberg's LEAP programme further assisted Bubbie's Curtains in the Cape Winelands region by ring-fencing the curtains procurement market only to Bubbie's Curtains. This meant that as part of the Local Economic Development growth strategy, government structures (all phases) and their key stakeholders procured clothes and textiles products from Bubbie's

Curtains as a way of broadening the enterprises horizons outside the Prince Albert Hamlet. Bubbie's Curtains products expanded to include products such as School Uniforms to local schools as well as HealthCare facility linens amongst others. Most public service institutions are now procuring clothes and textiles products from Bubbie's Curtains. Besides individual clients; Bubbie's Curtains clientele base includes the following institutions; Witzenber

Local Municipality; Department of Justice; Ceres Provincial Hospital, Local Clinics; Private Businesses, Boland College as well as the Department of Correctional Services.

Government Priorities Addressed In the Case Study

1. Preferential Procurement Policy Framework
2. Local Economic Development
3. Small, Micro to Medium Enterprises Development

Case Study: Portfolio of Evidence



Margaret Rhode with one of her individual clients



Margaret Rhode with a CDW, Melvin Bezuidenhout

Housing Assistance For People Living With Disabilities In Home Lite Township

Name of the CDW	Mr. David April
Province	Northern Cape
Municipality	Sol Plaatjie Local Municipality
Ward	Ward 3
Contact No.	078 173 3556
Case Study Title	Housing Assistance For People Living With Disabilities In Home Lite Township

Profile and Demographics

The ward 3 is located in Sol Plaatje Local Municipality within the Frances Baard District Municipality in Northern Cape. It incorporates township areas such as Homelite, Homestead, Homevalley, Homevale as well as Galeshewe being the largest township settlement in Kimberley. The Sol Plaatje Local Municipality is the second largest local municipality in the district and it comprises a large urban node in the form of Kimberley, Ritchie as well as villages and farms. Kimberley is the Administrative Centre of the municipality. The municipality is also the largest local municipality in population size (248 041) as according to StatsSA.

Homelite township is a coloured community, an extension settlement characterized by RDP housing pattern. It has an estimated population of 8480 people with an average of 1863 households. Unemployment is estimated at 32 % and Youth Unemployment in particular is estimated at 42% (StatsSA). This may therefore explains the complex puzzle on why many of the households in the Homelite are poverty stricken. An average income in many households ranges between R800 to R1600 per month, with the main source of these income derived from social security grants from (South African Social Security Agency) from Government.

Service Delivery Intervention and Outcome

Ms. Sophia Voster was renting a backyard shack in Homelite Township with her grandmother and her three children. One of her children is living with a disability in a form of cerebral palsy. The family's sources of income are derived solely from SASSA in forms of disability grant for the child living with a disability, an old age grant for her grandmother as well as two child support grants. Ms Voster and the family had been evicted from their house due to an ongoing conflict with their landlord. As a result, Ms Voster and her family were not only destitute but homeless in that they had no roof for shelter over their heads. It is without any doubt that the family was living below the poverty threshold and could not afford to secure accommodation shelter anywhere in the township.

The family was therefore displaced and further entrenched in vulnerable living conditions. In August 2013 the Community Development Worker (CDW) Mr David April was approached by Ms. Sophia Voster for assistance regarding the application for an RDP house. The CDW immediately raised the matter with the municipality about the living conditions of the family. The Municipality indicated that the Voster family must be registered on Sol Plaatjie Municipality housing database. Given the special circumstances of the family profile and urgency of the problem faced by the family, the CDW urged the municipality to prioritize the Voster family RDP application case. The CDW was then advised by housing officials at the municipality to formulate a formal submission for housing assistance for people living with disabilities and identify a possible stand (plot) where the house will be built. The matter posed a challenge for the CDW in terms of identifying a stand that is closer to the immediate family of Ms. Voster, the stand also had to be closer to schools for people living with disabilities and nearer clinics.

The CDW informed the Ward Councilor, Mr. Cliff Lewis of the Voster Family living conditions and the need to identify the suitable stand where the RDP house should be built. Both the Councilor and the CDW managed to identify and secure stand no: 24309 also known as 22 - 24th street Homelite and sent it to the Local Municipality for approval. In March 2014, both the Municipality and COGHSTA (Cooperative Governance, Human Settlement and Traditional Affairs) Department approved the housing subsidy for people living with disabilities for Voster family. The construction of the house was started in February 2015 and completed in March 2015 and the family moved in the newly constructed RDP house immediately.

The CDW further facilitated that a child living with disability get assistance from the department of Social Development to identify relevant schools around Kimberley form placement.

Government Priorities Addressed In the Case Study

1. Adequate Human Settlement
2. Right to Human Dignity

Case Study: Portfolio of Evidence



RDP Housing Structure of the Voster Family

“Community Development Worker (CDW) Mr David April was approached by Ms. Sophia Voster for assistance regarding the application for an RDP house.”



Ms Voster and Her Children

Integration of Ga-Mankele Community into the Lepelle-Nkumpi local Municipality

Name of the CDW	Ms. Joyce Nkoabela
Province	Limpopo Province
Municipality	Lepelle-Nkumpi Local Municipality
Ward	Ward 29
Contact No.	063 877 7997
Case Study Title	Integration of Ga-Mankele Community into the Lepelle-Nkumpi local Municipality

Profile and Demographics

Ga-Mankele village is in ward 29 of Lepelle-Nkumpi Municipality. It is a landlocked pocket between Lepelle-Nkumpi and Greater Tubatse Local Municipalities. Ga-Mankele used to be part of ward 16 of Greater Tubatse prior to the 2011 Local Government Elections. The community is under the traditional leadership of the Kgoshi Setlamorago Thobejane and Mr. Solly Maphori is the serving local headman of The Ba Bina Tau Ba Mankele. A traditional settlement that is synonymous with the rest of the Lepelle-Nkumpi, in that 95 % of human settlement is under the traditional leadership, commonly referred to as “Di-Kgoshi”. Prior to its annexation as part of the Lepelle-Nkumpi, Ga-Mankele was an isolated hinterland settlement made of 74 Households with an estimated headcount of less than 250 members.

This settlement, unlike other pockets in vulnerable communities, Ga-Mankele was more aggravated in that mere basic service delivery such as clinics for primary health care, access to schools for basic education were not available in the community and could only be accessed in the nearby communities. Access to shops, South African Social Security Agency (SASSA) pay point services were available only at an estimated 65 kilometers away in Burgersfort town. This was because, there was no road, even a gravel road that directly linked Ga-Mankele with the rest of the nearby communities.

This hinterland was divided by a river, Olifants River (Mankele River) that separate Ga-Mankele with a nearby ghost mining town known as Penge. There was no bridge that connected Penge and Ga-Mankele vice-versa, a situation that is better left unexplained (than to open old wounds). It is reported that Residents of Ga-Mankele had to use the rickety cable car locally known as “Segwaigwai” to connect with the outside communities. Every community member, young and old, infants and the elderly had to rely on this Segwaigwai to cross over the roaring and turbulent Mankele River into Penge town during rainy seasons.

The operator/driver of Segwaigwai initially charged a mere R2 that had through the years escalated to R6 (including return) due to inflation and rise of costs of living in the late 2000s. So much to the already vulnerable poorer community members who by majority had no fixed income for sustainable livelihoods. Simply put, the people of Ga-Mankele were by far living below the poverty threshold and simultaneously dangling in the bottom of the food chain amongst other needs.

When interviewed by DPSA official, a local headman, Solly Maphuru recalled that “that Segwaigwai was even used to carry the sick and the dead across the river. Our situation was very painful; when it rained heavily, we would remain trapped at the village and there would be no schooling until the river was half-flowing,” he said. “Even after two residents fell from Segwaigwai and drowned in 1996 and 2008 respectively, villagers had to continue crossing the river with the makeshift cable car. The bodies of the two have not yet been found to this day”, he sobbed.

Service Delivery Intervention and Outcome

Prior to 2011, Ga-Mankele had no schools for basic education. There is currently no fully functional clinic in Ga-Mankele and residents rely on mobil-clinic that is operational once every two weeks. This means residents have to travel to the nearby Penge town to access primary health care and other services. There was no live electricity as a source of energy, this means that villagers had to rely on primitive and other organic modes to be able to do household chores such as cooking (through fire). Most houses are still to this day of mud structures.

Sanitation is also a major challenge in Ga-Mankele. The community does not have a proper sanitation. Households do not have modern pit latrine with ventilation. Residents are still using pit latrine build of mud. It is not an exaggeration that most residents often resort to relieving themselves in the bushes and embraced this pattern as an acceptable way of life for many years. Cellular network coverage is also a major challenge. Very few people in Ga-Mankele own a cellular phone and the few that own a gadget, often have to find a perfect spot and location in order to receive a phone call. Households of Ga-Mankele still do not have piped water in the yards.

The collective effort of the team from of Cooperative Governance, Human Settlement and Traditional Affairs, the Greater Tubatse and Lepelle-Nkumpi Local Municipalities, A CDW Supervisor in Lepelle-Nkumpi through a programme known as community massive liaison visited the Ga-Mankele community. For a long time a disservice was done to the residents of Ga-Mankele due to the uncertainty of the ward demarcation. The Mankele River that separated Ga-Mankele and Penge (Ga-Mamogolo) also posed a major challenge to break the barriers and shackles of service delivery in Ga-Mankele.

CDWs have braved the rickety-cable car (Segwaigwai) to conduct massive household profiling in order to assess the dire needs of people of Ga-Mankele. It was then discovered that Ga-Mankele is a virgin-territory of service delivery intervention as a matter of urgency. The intervention was

then elevated to the office of Premier via the Office of MEC for the COGHSTA department. A team of CDWs led by the supervisor, Joyce Nkoabela were tasked with assessments of each and every household.

The CDWs recommended to the Office of The Premier that the construction of the bridge must be the first form of intervention in order to link Ga-Mankele with the rest of society. CDWs also recommended that a team from the Limpopo Provincial Department of Health and Social Development conducts community profiling in order to fast track basic service delivery such as rolling out of mobil-clinics and access to child care grants as well as early child hood development centers. The Department of Education had to ensure a construction of a school (both Primary and Secondary phases).

The Office of The Premier organized a meeting with key stakeholders to declare a war room on Ga-Mankele village service delivery intervention. The office of The Premier secured a sponsor to donate a bridge as the first form of intervention in Ga-Mankele. A construction company known as a UMSO construction was secured by the Office of the Premier. A construction of the Bridge was completed by UMSO construction. This meant that the days of crossing Mankele River (Olifants River) via Segwaigwai cable car were over. This had brought joy to residents of Ga-Mankele.

The construction of a modern bridge was accompanied by a tarred road to replace the notorious and unsafe makeshift cable car which they used previously to cross the Olifants River. The department of Roads and Transport in Limpopo Provincial Government reportedly committed the R87 million managed under its subsidiary, The Limpopo Roads Agency for the construction of the 13 kilometer road. The bridge was officially opened by the then Premier, Hon.Cassel Mathale. In the opening remarks he said; "many lives which were lost during the crossing of the river through Segwaigwai did not perish in vain for today we are here to open a monument that will always remind us of the history of our struggle for development".

He went on to reflect that "due to the legacy of apartheid regime in forceful relocation of people, the process inevitably disconnects people from their history. The Segwaigwai was very important, not only to the people of Mankele, but to all the people of Limpopo and humanity as a whole, for it connected them with the loved ones and the rest of the society" he said.

The Department of Health in the province donated a mobil-clinic to offer primary health care services to patients. Although the mobil clinic operates once in two weeks. After the construction of the bridge, it became easier to travel between Ga-Mankele to Penge and the rest of surrounding areas. A construction of two schools were completed for the department of basic education, Mankele Primary School and Segashifa Secondary schools were built. Households, including rondavels were electrified as a part of fast tracking expansion of infrastructure development.

Ga-Mankele now has a Bridge, they are no longer using the rickety cable car called Segwaigwai to cross to the neighboring town of Penge in order to access services. There are two schools that have now been built, Mankele Primary School and Segashife Secondary School. Eskom has connected all households with electricity, including Rondavels as a primary source of energy. Children of Ga-Mankele had been referred to Home Affairs for birth certificates and Identity Registrations as well as assistance with other forms of Human and Social Development. The department of Health has brought a mobil clinic for ease access to primary health care services. All 74 households are now in a waiting list to receive RDP housing. GA-Mankele village is now an integrated community with access to basic service delivery from Government.

Overall, the lives of Ga-Mankele residents is no longer at risk, as they no longer have to cross the Mankele River using a rickety cable car called Segwaigwai.

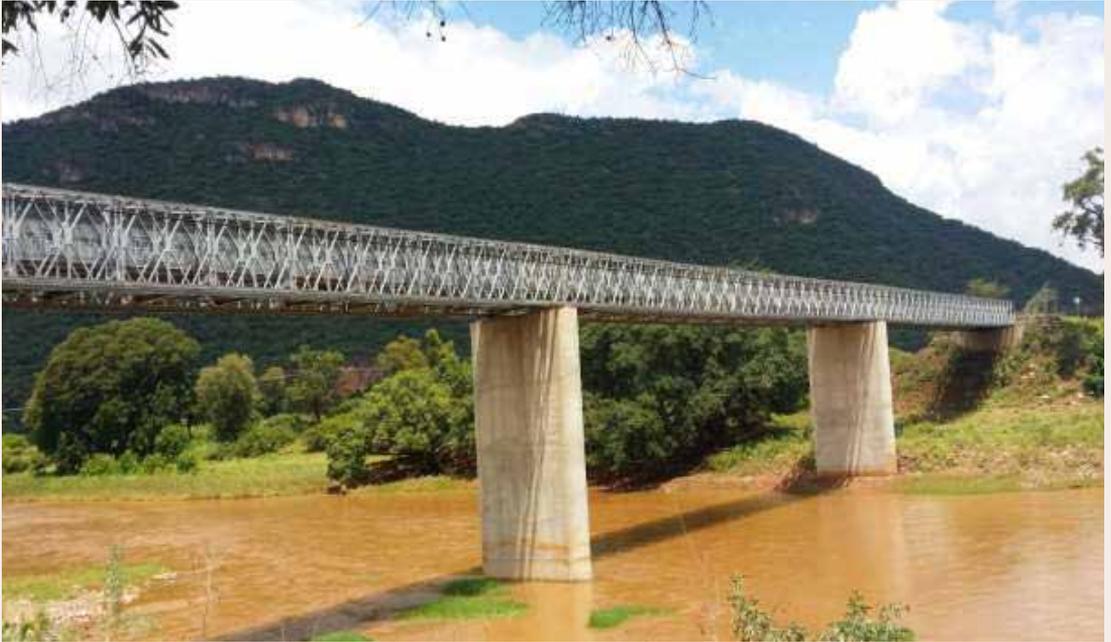
An initiative led by a CDW has resulted in a war room declared by the provincial Office of The Premier to improve living conditions of Ga-Mankele residents. This is a bottom up approach to integrated community based planning by the community with Government and key role stakeholders.

The coming together of stakeholders such as Eskom, Department of Education, Department of Health and Social Development and The Limpopo Road Agency to join hands and empower Ga-Mankele Community is a realistic grassroots innovation to improving the plight of service delivery challenges.

Government Priority

Sustainable Human Settlements
Social Security Protection
Human and Community development
Right to human dignity as enshrined in the Constitution

Case Study: Portfolio of Evidence



A bridge donated by UMSO construction as a result of Public/Private Partnership



A CDW crossing over the Mankele/Olifants River onto Ga-Mankele village



“many lives which were lost during the crossing of the river through Segwaigwai did not perish in vain for today we are here to open a monument that will always remind us of the history of our struggle for development”.

A CDW showcasing an example of how the rickey cable car (Segwaigwai) was used during rainy days



Officials listening to community members of Ga-Mankele giving testimonies of the Segwaigwai Case Study

Restoring Dignity to the Dwakaza Family Orphans

Name of the CDW	Ms. Zameka Rhani
Province	Eastern Cape Province
Municipality	Nyandeni Local Municipality
Ward	Ward 7 (Mareweni Village)
Contact No.	0724308981
Case Study Title	Restoring Dignity to the Dwakaza Family Orphans

Profile and Demographics

Ward 7 of Nyandeni local municipality comprises the Village of Mareweni, and part of Mpindweni village. Nyandeni municipality comprises two main towns, namely; Libode and Ngqeleni. The municipality has a largely rural/traditional character. The population according to Census 2011 is 290 390 people (StatsSA). The municipality's economy is largely dependent on agriculture. It is situated approximately 30km south of Mthatha and 50km north of Port St Johns.

Nyandeni is largely rural settlement. Majority of community members rely on Agricultural subsistence farming for sustainable livelihood. The Unemployment rate is estimated at almost 50 % (44, 8% to be exact). The triple challenges of poverty, unemployment and underdevelopment characterizes this (the then Transkei) part of the Eastern Cape. The estimated number of households in Nyandeni are 61 647 and of these households, 36 502 are classified as Agricultural households. In an average household size, there are an estimated 4, 6 people per headcount and almost 34 % of them are formal dwellings (StatsSA). This explains that the remainder are dwellings made of mud structure and shack dwellings. Almost 60 % (57, 6%) of Nyandeni community are female headed households.

Service Delivery Intervention and Outcome

A CDW, Ms Zameka Rhani while conducting her daily routine and community profiling, encountered a house made of mud that was destroyed by heavy rains. In that house, nine orphans were living in a mud structure. To add misery to this vulnerable household; the bread winner who also was a potential change agent was a child himself. A 16 year old boy. His name is Bhekithemba Dwakaza. Bhekithemba was the eldest of the nine orphans that were living in a single room mud house.

Heavy rain poured, and the mud house was destroyed. The orphans, all of them were left vulnerable and homeless. All Orphans did not have birth certificates and as a result they were also not eligible to receive any form of Social Security in a form of grant. The only relative who was their guardian lived in the same village of Mareweni, but not in the same dwelling with the orphans. Ms.

Zameka Rhani, a CDW responsible for ward 7, Mareweni Village assessed the state of damage caused by heavy rain to the Dwakaza orphans. The first programme of intervention was to refer orphans to the department of home affairs for birth certificates registration process.

Necessary assessments were made to apply for the birth certificates and orphans were successful in applying for the birth certificates. A CDW then referred the Orphans to the SASSA regional office in Mthatha for assessments on what kind of social security protection they may qualify. SASSA offered all orphans with the child care grants and the Social Relief of Distress (SRD) in forms of food parcels. This is indeed was a relief to the orphans as their quality of lives improved.

As a relentless and a generic public servant in nature and practice, a CDW was not satisfied with the state of the Dwakaza's welfare intervention. Zamaka Rhani elevated the matter to the Disaster management department of Nyandeni Local Municipality for possible intervention with a shelter of the Dwakaza orphans. A CDW did not only rely on Nyandeni local municipality alone, she had written about the plight of the Dwakaza Orphans on the Mthatha Fever local newspaper, which is the medium of source of community news to many community members of the Nyandeni. A CDW requested for any donations as a form of intervention to the orphans and help them to secure a place of safety.

The disaster management office of the municipality delivered the temporary shelter to the orphans as a form of temporary relief. The local congregation of the Emthini Church also visited the Dwakaza orphans and offered the orphans blankets, grocery, and clothes after reading about the disaster in the local newspaper. Weeks later, a Good Samaritan who is a local business man; the owner of Libode Hardware in Libode town visited the orphans and graced them with an amount of R2000. He also offered the orphans with groceries and toiletries. The hardware owner pledged a commitment to build the orphans a three bed room house with a water tank outside. A fully furnished house was built for the nine orphans within a month time by the hardware owner and Dwakaza family now has a place to call home, again.

Service delivery intervention is best achieved through an integrated partnership of Government (i.e.DHA, SASSA and Nyandeni Local Municipality), Local business people (Libode Hardware owner) and the civic society as a whole. It takes a community to build a just, safe and caring society. The case of Dwakaza Family Orphans.

Government Priorities Addressed through the Case Study

Sustainable Human Settlement

Social security protection

Right to human dignity as enshrined in the constitution

Case Study: Portfolio of Evidence



Bhekithemba Dwakaza with one of his siblings in the front of the houses offered to them.



“...Ms Zameka Rhani while conducting her daily routine and community profiling, encountered a house made of mud that was destroyed by heavy rains. In that house, nine orphans were living in a mud structure.”

Two of the Dwakaza Orphans cleaning their house (offered by Nyandeni Municipality disaster office)



Bhekithemba Dwakaza, his younger sibling and a CDW, Ms Zameka Rhani in Mareweni village .

Providing Shelter to Vuyani Gqorolo

Name of the CDW	Ms. Laukazi Bangani
Province	Eastern Cape Province
Municipality	Nyandeni Local Municipality
Ward	Ward 8 (Mdlankomo Village)
Contact No.	0737161998
Case Study Title	Providing Shelter to Vuyani Gqorolo

Profile and Demographics

Ward 8 in Nyandeni Local Municipality comprises the villages of Tyara, Mdlankomo and Mpindweni. Nyandeni Local Municipality comprises two main towns, namely; Libode and Ngqeleni. The municipality has a largely rural/traditional character. The population has an estimated total of 290 390 people (StatsSA). The municipality's economy is largely dependent on agriculture. It is situated approximately 30km south of Mthatha and 50km north of Port St Johns. Nyandeni is largely rural settlement. Majority of community members rely on agricultural subsistence farming for sustainable livelihood. The unemployment rate is estimated at almost 50 % (44, 8% to be exact). The triple challenges of poverty, unemployment and underdevelopment characterizes this part of this (the then Transkei) part of the Eastern Cape. The estimated number of households in Nyandeni are 61 647 and of these households, 36 502 are classified as agricultural households. In an average household size, there are an estimated 4, 6 people per headcount and almost 34 % of these households are classified as formal dwellings (StatsSA). This explains that the remainder percentage of household dwellings are made of mud structure and shack dwellings. Almost 60 % (57, 6% to be exact) of Nyandeni community are female-headed households.

Service Delivery Intervention and Outcome

A Community Development Worker (CDW), Ms Laukazi Bangani while conducting her daily routine community profiling, encountered a mud structure that was destroyed by heavy rain. A man, in his late 20s or early 30s of age was living in that mud house dwelling structure. His name is Vuyani Gqorolo. Vuyani, although in his mid-ages, is unemployed. He had been orphaned at an early age that he cannot remember. He was living alone in that mud structure. He had no income and survived on a day to day basis. Simply put, Vuyani Gqorolo was living from hand to mouth.

A CDW, enquired on the state of Vuyani Gqorolo's welfare and how he can be assisted. When conducting a case work with Vuyani, a CDW discovered that the first programme of intervention to restore Vuyani's dignity was to assist him apply for an Identity Document. Since Vuyani was

orphaned from an early age, A CDW went to the local Primary School where Vuyani started to enroll and sought his registered personal information. This is a requirement by the Department of Home Affairs in order to apply for an Identity Document. This meant that Vuyani Gqorolo was officially a registered South African Citizens who would qualify for government service delivery programmes (provided he met the criteria of assessment).

A CDW managed to successfully help Vuyani Gqorolo apply for his first ever Identity Document. A CDW contacted the local municipality's office of the Mayor in Libode to report about Vuyani's living condition. While Vuyani's case was being considered, a CDW liaised with officials from South African Social Security Agency (SASSA) to provide the Social Relief of Distress (SRD) in form of food parcels and other amenities as a temporary relief assistance. SASSA adopted Vuyani as their beneficiary of SRD whilst Vuyani was awaiting feedback from local government's intervention.

The office of the mayor promised to attend to Vuyani's living condition. When the CDW was conducting follow up visits, the situation was still the same. A turn-around period of a month lapsed without intervention from the Nyandeni's office of the Mayor. The CDW decided to elevate the matter of intervention by contacting a Member of Parliament (MP), Hon. Nokuzola Ndongeni who is a member of Libode town. The MP committed to liaise with the Nyandeni Municipality's Department of Planning and Development and other relevant stakeholders in the District and the Province. After a week, a CDW received a call from officials of the disaster management of the OR Tambo District Municipality seeking more information. A CDW arranged for a meeting with the Nyandeni Local Municipality officials, The OR Tambo District officials and they all visited Vuyani Gqorolo to assess the damage caused heavy rain. The disaster management team committed that they will help Vuyani to receive the RDP house by elevating the matter to the Provincial Department of Human Settlements. At the same time, they pledged that they will provide a temporary shelter. After a week, a temporary housing structure was assembled by the OR Tambo District Municipality and Human Settlement Department team of the Eastern Cape for Vuyani Gqorolo.

Vuyani had received his Identity Document for the first time. Vuyani had been offered a temporary shelter after the assessments by the OR Tambo district's disaster management and the provincial Department of Housing. A social Relief of Distress programme had adopted Vuyani as their beneficiary. Vuyani Gqorolo now has a shelter to live in. He also has an Identity Document that will assist him to look for employment as well as qualify for other government service delivery programmes.

Government Priorities Addressed In the Case Study

Sustainable Human Settlement

Restoring dignity to beneficiaries is a priority, e.g Identity Document

Case Study: Portfolio of Evidence



Vuyani Gqorolo with CDW and CDW Supervisor standing next to the destroyed mud structure he lived in



“Vuyani had received his Identity Document for the first time. Vuyani had been offered a temporary shelter after the assessments by the OR Tambo district’s disaster management and the provincial Department of Housing.”

Vuyani Gqorolo with his Identity Document and CDW that assisted him



Temporary Shelter offered to Vuyani Gqorolo whilst waiting for the RDP House

Quality Learning and Teaching Campaign: How the campaign improved the quality of Life of Tshepo Ratshefula.

Name of the CDW	Mr. Steven Mtheto
Province	Bokone Bophirima
Municipality	Ventersdorp Municipality
Ward	Ward 3
Contact No.	081 793 3988
Case Study Title	Quality Learning and Teaching Campaign: How the campaign improved the quality of Life of Tshepo Ratshefula.

Background:

Quality Learning and Teaching Campaign (QLTC) is a Department of Education programme and other key Government stakeholders. The QLTC calls on all individuals and organisations to assume responsibility for improving the quality of education. The campaign is premised on these elements:

- To inform citizens about the importance of education, their roles and responsibilities and obligations towards education;
- To mobilise communities to monitor and support schools, teachers and learners;
- To improve the quality of education for all children, especially the poor, and to demonstrate this improved quality via improved learner achievement.

The campaign further advocates that the achievement of quality education for all depends on the actions of Members of Parliament, the Basic Education Ministry, Provincial Members of Executive Councils, departmental officials, school principals, teachers, learners, parents, school governors and most importantly the members of the community. The programme seeks to achieve learning of children in schools taking into consideration a holistic approach to the learning conditions and the broader welfare and development of all learners and their environment.

A CDW, Steven Mtheto is responsible for ward 3 (Boikhutso Village) in Ventersdorp municipality. Like all CDWs in the Bokone Bophirima province, Steven Mtheto adopted a school (Phiri secondary school) in Boikhutso village.

Boikhutso is a village outside Ventersdorp town. It is one of the wards that are prioritized for war on poverty by the provincial war room outreach program, Setsokotsane.

Boikhutso is a village that is currently under the ownership of communal Property Association. There are only two schools in Boikhutso, Motaung primary school and Phiri secondary school. It is one of the six wards that makes the entire local municipality.

Most of the villages in Ventersdorp can be regarded as semi-formalized villages where development is based on settlement layout plans.

According to StatsSA's census (2011), The majority of the population in the municipality is black African (90%), with a handful of whites (6%) and coloured's (2, 71%). Furthermore, Ventersdorp reportedly faces serious challenges in that less than 18% of persons older than 15 years of age have a matric qualification or more.

Only 4% have some form of tertiary education. Unemployment is rife in Ventersdorp, a handful that are economically active are employed mostly in the farms. A situation that explains the character of Ventersdorp's socio economic condition. That it is a farming community. Social security protection grants from SASSA are a major source of living for many, as most adults and children are recipients of the grants.

A learner from Phiri secondary school was identified as a beneficiary of the QLTC programme by the CDW, Steven Mtheto. Tshepo Ratshefula was an 18 year old learner at Phiri secondary, a matriculant at the time of adoption into the QLTC programme. Tshepo is disabled, he does not have parents, and he had been orphaned at an early age, that he does not remember both his parents. His only parent is his uncle. An unemployed 71 year old man Absolom Ratshefula. Mr Absolom Ratshefula had been living with Tshepo, his nephew since his parents passed on in the nearby town of Doornkop.

Absolom Ratshefula is the only parent that the disabled Tshepo had known for as long he can remember. Absolom Ratshefula receives an old age pension grant from SASSA, his only income for survival. Absolom and Tshepo Ratshefula had been living in a shack dwelling in Boikhutso for the past 16 years since they were forcefully removed from Doornkop by land owners. Thanks to the Community Property Association that offered residents of Doornkop stands of land to build accommodation for themselves.

When the CDW identified Tshepo Ratshefula, his first assessments of priority needs were that Tshepo needed a wheelchair.

A CDW arranged an appointment with the Social Workers at the nearby Department of Health and Social Development's disability unit in Ventersdorp offices in order to make referral to Tshepo Ratshefula's case work.

The social worker at the disability unit referred Tshepo's case to a Physiotherapist in Potchefstroom for clinical assessments. A physiotherapist recommended that Tshepo be offered a wheelchair. The dept. of Social Development secured a wheelchair to donate to Tshepo.

In order to improve Tshepo's learning performance in school as a matriculant, the CDW who also serves as the member of the School governing body of Phiri secondary school made arrangements with the management of De-Wulge Hoer Skool in Potchefstroom for Tshepo to attend winter School camp during the mid-year break.

Whilst Tshepo was attending winter camp school in Potchefstroom, a CDW and the officials of Social Development Disability unit invited the relevant public service stakeholders to make the handing of a wheelchair a memorable experience. CDW invited the officials from the Office of Premier, the GCIS in North West and dept. of Education.

A wheelchair was delivered to Tshepo in De-Wulge Hoer Skool winter school camp. As an intervention by the Office of Premier on Tshepo's QLTC case, The Department of Office of Premier adopted Tshepo as the recipient of the Social Work Scholarship (due to start the following academic year 2015) this was provided he meets the requirements of entry at any South African University in order to enroll for the degree programme.

A CDW, Steven Mtheto identified Tshepo Ratshifula as the beneficiary of the Quality Education and Teaching Campaign programme in Phiri secondary school.

Given that Tshepo is disabled, a CDW identified a wheelchair as the first form of assistance desired for Tshepo's wellbeing. An appointment with the disability unit of the dept. of Social Development was arranged. Social Workers referred Tshepo to a Physiotherapist in Potchefstroom for occupational assessments and a recommendation was made that Tshepo needs a wheelchair. The Disability Unit donated a wheelchair to Tshepo as a way of improving his wellbeing.

During the handover of the wheelchair, a CDW invited the GCIS, Office of Premier and the Dept of Education as the key stakeholders to

Tshepo Ratshefula was offered a wheelchair by the disability unit of the Dept. of Social Development.

The office of Premier adopted Tshepo as a recipient of the Social Work Degree Scholarship for the 2015 academic intake (provided he achieves the entry requirements for entry any South African University).

Given the intervention to improve his learning environment through QLTC programme, Tshepo as a matriculant achieved a Bachelor pass for his matric results. He had been accepted at the University of North West (Mafikeng Campus) and is now a registered student enrolling for a Social Work degree.

The Quality Learning and Teaching Campaign programme had assisted Tshepo Ratshefula to realize his full potential. He is a potential change agent in his family and a community developer in the making. Something that fulfills his wellbeing, that when he finishes his studies at the University of North West, he wishes to go back to the community of Boikhutso and assist people who are vulnerable with a goal of improving their quality of lives. A condition he understands from an insider perspective.

This campaign further reaffirms that, whilst the structural ills of the society exert greater influence into the lives of people and their destination, despite a disadvantaged environment, a person's self-determination can change their lives to a positive outcome.

In his own words, Tshepo Ratshefula when asked how he feels as a Social Worker in Training, he said "right now I feel that I have achieved everything, my condition cannot determine my destiny, it is up to me become any thing I want to be".

The Quality Learning and Teaching Campaign places the beneficiaries of its programme in the centre of their own development, Tshepo Ratshefula's case is indeed a good story to showcase a developmental agenda of the community development workers programme. That people in communities are not only at the receiving end of government services, but places them at forefront of changing their own lives with enabled conditions.

Government Priority:

Quality Learning and Teaching as a Government education programme
Right to Human Dignity
Access to higher education



Tshepo Ratshefula in his wheelchair with government department officials



“Steven Mtheto identified Tshepo Ratshifula as the beneficiary of the Quality Education and Teaching Campaign programme in Phiri secondary school.”

CDW with Tshepo’s Uncle and a guardian, Mr Absolom Ratshefula in their home

Name of the Supervisor	Mr Thomas Modise
Contact No.	071 874 3588
E-mail Address	Modisethomas5@gmail.com
Project Contacts, if available	



DPSA official verifying case study with Tshepo's uncle, Mr Absolom Ratshefula

Grassroots Innovations

Department for Public Service and Administration
Private Bag X916
Pretoria 0001
Telephone: 012-336-1063/1183
Fax: 012-336-1816
www.dpsa.gov.za



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