

VICTIM EMPOWERMENT SERVICES

Victim Empowerment services are defined as those services rendered to victims of crime, domestic violence, gender violence, secondary victims of domestic violence and child abuse victims. The Department of Social Development plays a leading role in as far as delivery of these services is concerned

DEPARTMENT OF SOCIAL DEVELOPMENT

Services are delivered through partnerships with NGOs and CBOs. The department is responsible for the provision of psycho-social services to victims of crime and violence to help them cope with the negative consequences/ impact of victimization. Services include (but are not limited to provision of victim support):

Services rendered

- Trauma counseling provided by Social workers to traumatized victims.
- Social Workers provide reunification services to the victims placed in shelters
- Information giving through workshops, awareness campaigns and information sessions.
- Support and referral to other services
- Screening and referrals to the professional and appropriate services

THE COMMUNITY BASED VICTIM SUPPORT SERVICES

These are community victim support services rendered within the community and are accessible in terms of distance, language and working hours. Services rendered at these services should include the following:

- Crisis management
- Lay – Counseling
- Provide information on victim's rights and criminal justice procedures
- Assist and support victims in court
- To give information with regard to resources, procedures and available options
- Support and provide practical assistance e.g. transport, telephone
- Refer to the relevant resource
- Establishment and facilitation of support groups.
- Open files for every victim passing through the organization

THE SHELTERS FOR VICTIMS OF DOMESTIC VIOLENCE AND RAPE

- ❖ The shelter provide temporary accommodation for victims of domestic violence and rape
- ❖ The service is rendered and managed by NGO's/CBO's in partnership with the department of Social Development for support and guidance.

- ❖ The shelter further provides safety and protection.

12.1 Services at the shelter include;

- Information giving on the rights and expectation of the victims
- Information on procedures/roles of different stakeholders involved e.g. Court vs. SAPS
- Facilitation of the support groups
- Facilitation and coordination of campaigns and awareness programmes

Practical assistance

- a) Transport arrangements
- b) Contact family
- c) Lay Counseling
- d) Crisis intervention
- e) Calming the victim down
- f) Referral to relevant services (professionals)

THE VICTIM CRISIS SUPPORT CENTRE

These are services that are rendered under one roof, in a holistic multi disciplinary approach to the victim. The overall management and maintenance of the centre is the responsibility of the Department of Social Development as the leading Department

Services at the Crisis Centre

- These service can be regarded as a one stop service centre
- They are rendered by different professionals in partnership with volunteers from NGO's and CBO's
- They are different, relevant and specific services rendered under one roof/establishment
- The screening process and referral is the responsibility of the Department of Social Development.

Services:

- ❖ Group Sesions
- ❖ Counseling
- ❖ Legal Advice
- ❖ Domestic Violence Court
- ❖ Medical Treatment

Sexual Offences Services

- ❖ Medical Examination
- ❖ Post Exposure Prophylaxis
- ❖ Counselling
- ❖ Support Groups

Contact details

Me. Prudence Ramolehe: 051 409 0566
Social Development Provincial Office

Me. Grace Mosia: 051 409 0562

Mr. T Tlali 053 205 0229
Fax: 053 205 0276
Xhariep District

Mr. Maikgosho 051 403 2200
Fax: 051 432 4857
Motheo District

Me. MP Mphatsoe 057 916 8728
Fax: 057 916 8777
Lejweleputswa District

Me. T. Jongolo 056 212 3295
Fax: 056 212 3203
Fezile Dabi District

Me M. Mohaleroe 058 713 2945
Fax: 058 713 2995
Thabo-Mofutsanyane District