

# Disability Rights Awareness Month (#DRAM2017)

## Week 4: Rights and Recourse – Social Justice for All

National Government as well as all Nine Provinces have units designated to coordinate the implementation of the national disability rights agenda, inclusive of the new disability rights policy. These offices (traditionally known as Offices on the Status of Persons with Disabilities but currently going under lots of different names) are not complaints offices, but can often assist in connecting rights-holders (persons with disabilities and their families) to the relevant head office personnel in the different government departments.

## NATIONAL DISABILITY RIGHTS COORDINATING MECHANISM

Currently located in the Dept of Social Development

Deputy Director General: Mzolisi ka Toni ([MzolisiT@dsd.gov.za](mailto:MzolisiT@dsd.gov.za))

Chief Director Advocacy & Mainstreaming: Lidia Pretorius ([LidiaP@dsd.gov.za](mailto:LidiaP@dsd.gov.za))

Director Advocacy & Mainstreaming: Benny Palime ([BennyP@dsd.gov.za](mailto:BennyP@dsd.gov.za))

Director Governance and Compliance: Simmi Pillay ([SimmiP@dsd.gov.za](mailto:SimmiP@dsd.gov.za))

Director: Social Welfare Services to Persons with Disabilities: Manthipi Molamu ([ManthipiMR@dsd.gov.za](mailto:ManthipiMR@dsd.gov.za))

General Enquiries: [DisabilityRights@dsd.gov.za](mailto:DisabilityRights@dsd.gov.za)

## PROVINCIAL DISABILITY RIGHTS COORDINATORS/FOCAL PERSONS

### EC OSDP

Located in the Office of the Premier

Chief Director Special Programmes: Welekazi Sokutu ([Welekazi.Sokutu@otp.ecprov.gov.za](mailto:Welekazi.Sokutu@otp.ecprov.gov.za) )

Director: Sithembele Lunguza ([Sithembele.Lunguza@otp.ecprov.gov.za](mailto:Sithembele.Lunguza@otp.ecprov.gov.za) )

### FS OSDP

Located in the Office of the Premier

Director Transversal Groups: Carol Mokobe ([carol.mokobe@premier.fs.gov.za](mailto:carol.mokobe@premier.fs.gov.za) )

Deputy Director: Paul Prins ([paul.prins@fspremier.gov.za](mailto:paul.prins@fspremier.gov.za) )

### Gauteng Disability Rights Unit

Located in the Office of the Premier

Director: Zain Bulbulia ([Zain.Bulbulia@gauteng.gov.za](mailto:Zain.Bulbulia@gauteng.gov.za) )

Secretary: Tania Hokai ([Tania.Hokai@gauteng.gov.za](mailto:Tania.Hokai@gauteng.gov.za) )

### **KZN OSDP**

Located in the Office of the Premier

Director Human Rights: Prof Queeneth Mkabela ([Queeneth.Mkabela@kznpremier.gov.za](mailto:Queeneth.Mkabela@kznpremier.gov.za) )

Deputy Director Disability Rights: Rev Nombuso Maphalala ([nombuso.maphalala@kznpremier.gov.za](mailto:nombuso.maphalala@kznpremier.gov.za) )

Secretary: Mandy Van Rhyn ([mandy.vanrhyn@kznpremier.gov.za](mailto:mandy.vanrhyn@kznpremier.gov.za) )

### **Limpopo OSDP**

Located in the Office of the Premier

Director Special Programmes: Selaelo Makgato ([MakgatoS@premier.limpopo.gov.za](mailto:MakgatoS@premier.limpopo.gov.za) )

Deputy Director Disability Rights: Maluta Mulibana ([MulibanaM@premier.limpopo.gov.za](mailto:MulibanaM@premier.limpopo.gov.za) )

### **Mp OSDP**

Located in DSD

Deputy Director Disability Rights: Du Toit Nkambule ([dpnkambule@mpg.gov.za](mailto:dpnkambule@mpg.gov.za) )

### **NC OSDP**

Located in the Office of the Premier

Director Special Programmes: B Mantantana ([BMantantana@ncpg.gov.za](mailto:BMantantana@ncpg.gov.za) )

Deputy Director Disability Rights: Kenosi Meruti-Sebico ([KSebico@ncpg.gov.za](mailto:KSebico@ncpg.gov.za) )

### **NW OSDP**

Located in DSD

Director OSDP: Smuts Matshe ([smatshe@nwpg.gov.za](mailto:smatshe@nwpg.gov.za) )

Assistant Director: Thabo Kaweng ([kawengt@nwpg.gov.za](mailto:kawengt@nwpg.gov.za) )

### **WC**

Disability Desk located in DSD: Jeremy Opperman ([Jeremy.Opperman@westerncape.gov.za](mailto:Jeremy.Opperman@westerncape.gov.za) )

Coordination and Monitoring located in Office of the Premier Focal Point: Monica Makaula ([Monica.makaula@westerncape.gov.za](mailto:Monica.makaula@westerncape.gov.za) )

## **WELCOME TO OHSC**

Ensuring quality and safety in healthcare in South Africa.

The Office of Health Standards Compliance (OHSC) is an independent body established in terms of the National Health Amendment Act of 2013 to ensure that both public and private health establishments in South Africa comply with the required health standards.

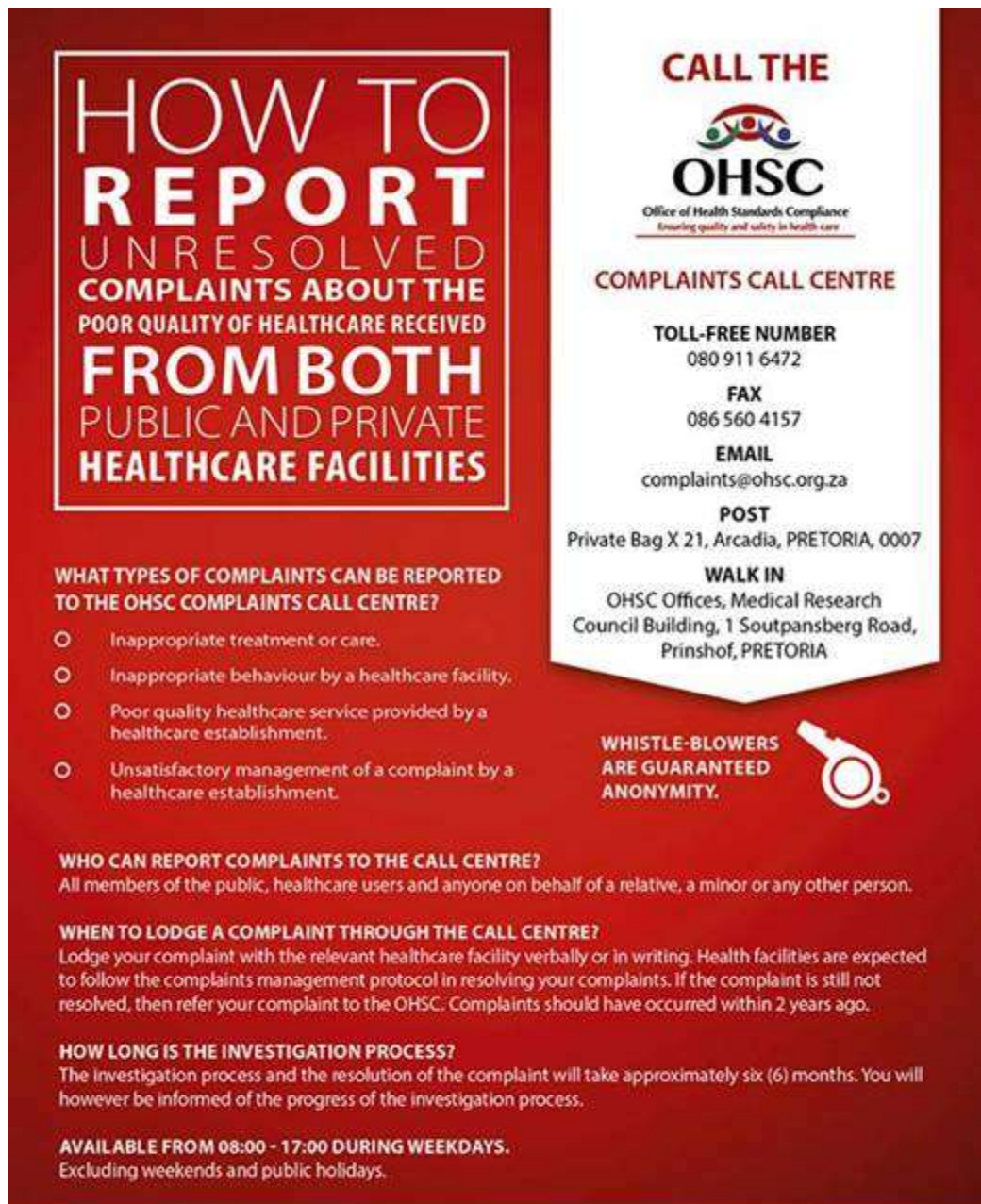
The OHSC has been created by the National Health Amendment Act of 2013 and, in terms of section 78 of the Act, the objects of

the Office are to protect and promote the health and safety of users of health services by:

Monitoring and enforcing compliance by health establishments with norms and standards prescribed by the Minister of Health in relation to the national health system.

Ensuring consideration, investigation and disposal of complaints relating to non-compliance with prescribed norms and standards for health establishments in a procedurally fair, economical and expeditious manner.

The term health establishment refers to both public and private healthcare services and facilities (see



**HOW TO REPORT UNRESOLVED COMPLAINTS ABOUT THE POOR QUALITY OF HEALTHCARE RECEIVED FROM BOTH PUBLIC AND PRIVATE HEALTHCARE FACILITIES**

**WHAT TYPES OF COMPLAINTS CAN BE REPORTED TO THE OHSC COMPLAINTS CALL CENTRE?**

- Inappropriate treatment or care.
- Inappropriate behaviour by a healthcare facility.
- Poor quality healthcare service provided by a healthcare establishment.
- Unsatisfactory management of a complaint by a healthcare establishment.

**WHO CAN REPORT COMPLAINTS TO THE CALL CENTRE?**  
All members of the public, healthcare users and anyone on behalf of a relative, a minor or any other person.

**WHEN TO LODGE A COMPLAINT THROUGH THE CALL CENTRE?**  
Lodge your complaint with the relevant healthcare facility verbally or in writing. Health facilities are expected to follow the complaints management protocol in resolving your complaints. If the complaint is still not resolved, then refer your complaint to the OHSC. Complaints should have occurred within 2 years ago.

**HOW LONG IS THE INVESTIGATION PROCESS?**  
The investigation process and the resolution of the complaint will take approximately six (6) months. You will however be informed of the progress of the investigation process.

**AVAILABLE FROM 08:00 - 17:00 DURING WEEKDAYS.**  
Excluding weekends and public holidays.

**CALL THE OHSC**  
Office of Health Standards Compliance  
Ensuring quality and safety in health care

**COMPLAINTS CALL CENTRE**

**TOLL-FREE NUMBER**  
080 911 6472

**FAX**  
086 560 4157

**EMAIL**  
complaints@ohsc.org.za

**POST**  
Private Bag X 21, Arcadia, PRETORIA, 0007

**WALK IN**  
OHSC Offices, Medical Research Council Building, 1 Soutpansberg Road, Prinsdorf, PRETORIA

**WHISTLE-BLOWERS ARE GUARANTEED ANONYMITY.**



This message brought to you by the Offices of the: **OHSC & OHO.**



formal definition below). It includes hospitals and primary healthcare clinics and extends to emergency medical services, hospices, private medical practices and institutions offering frail care.

The functions of the OHSC are set out in Section 29 of the Act which states that the Office must:

Advise the Minister of Health on determining norms and standards that are to be prescribed for the national health system and on the review of such norms and standards.

Inspect and certify health establishments as compliant or non-compliant with prescribed norms and standards or, where appropriate, withdraw such certification.

Investigate complaints relating to breaches of prescribed norms and standards.

Monitor indicators of risk to develop an early warning system related to serious breaches of norms and standards and report breaches to the Minister without delay.

Make recommendations for intervention by national, provincial or municipal health departments or by individual health establishments to ensure compliance with prescribed norms and standards.

Publish information relating to prescribed norms and standards through the media and, where appropriate, to specific communities

Recommend to the Minister quality assurance and management systems for the national health system.

The Act states that the Office may also:

Issue guidelines to help health establishments implement the prescribed norms and standards.

Request or collect any information on prescribed norms and standards from health establishments and health service users.

Liaise with and exchange information with other regulatory authorities on matters of common interest and specific complaints or investigations.

Negotiate co-operative agreements with any regulatory authority in order to co-ordinate and harmonise their work where their jurisdictions are closely related.

The Minister of Health has appointed Professor Malegapuru William Makgoba as the first Health Ombud since 1 June 2016.

The Office of Health Ombud is an independent body established in terms of the National Health Amendment Act of 2013 and is located within the OHSC and responsible to consider, investigate and dispose complaints from the public related to breaches of norms and standards of both public or private healthcare establishments. The Office also ensures that the healthcare users complaint is heard, investigated and redressed in a fair, economical and expeditious manner. The National Health Amendment Act of 2013 specifies that:

The Health Ombud must operate fairly and deal with complaints swiftly.

The Health Ombud must report his findings and recommendations to the person who laid the complaint and the health establishment concerned.

The Health Ombud must make a recommendation for action at the end of every investigation and the CEO of the OHSC must ensure that this recommendation is carried out.

The Act directs the Health Ombud to perform his functions "in good faith and without fear, favour, bias or prejudice".

The Act also provides the Health Ombud (and OHSC staff assisting the Ombud) with powers to facilitate thorough investigation. These include:

Obtaining affidavits or statements from relevant individuals.

Directing any person to appear before him or her and questioning this person.

Requiring any person to produce evidence or documentation.

## **PRESIDENTIAL HOTLINE**

The Presidential Hotline is a service for members of the public to raise their concerns about the service they are receiving from government departments and agencies.

The Presidential Hotline contributes to the National Development Plan, enabling the realization of a developmental, capable and ethical state that treats citizens in dignity. Weak systems of managing complaints, and inadequate resolutions, posed a risk to the building of trust between citizens and government.

The Presidential Hotline strives to be a model for responsive and accountable complaints systems. Within its first year of operation 75 873 valid complaints and enquiries were logged. After four year the number of complaints and enquiries received via the call centre as well as via emails and letters has reached 179 326.

Contact Details:

Call Centre: 17737.

Email: [President@presidency.gov.za](mailto:President@presidency.gov.za).

Fax: 086 681 0987.

Presidential Hotline - DPME

## **SOUTH AFRICAN HUMAN RIGHTS COMMISSION**

The South African Human Rights Commission is the national institution established to support constitutional democracy. It is committed to promote respect for, observance of and protection of human rights for everyone without fear or favour.

Since its establishment by Constitutional Mandate, the South African Human Rights Commission has dedicated itself to:

- Raising awareness of human rights issues;
- Monitoring and assessing the observance of human rights;
- Education and training on human rights;
- Addressing human rights violations and seeking effective redress.

The Commission fulfills the objectives stated above through the following core operational programmes:

- Legal Services Programme
- The Research and Documentation Programme
- Advocacy and Communications
- Parliamentary and International Affairs

**LODGE A COMPLAINT:** <https://www.sahrc.org.za/index.php/what-we-do/lodge-complaints> ; Email: [complaints@sahrc.org.za](mailto:complaints@sahrc.org.za)

**Chief Executive Officer**

**Adv Tseliso Thipanyane**

Contact: Ms Judy Hollenbach

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e-mail: [jhollenbach@sahrc.org.za](mailto:jhollenbach@sahrc.org.za)

**COMMISSIONER: DISABILITY RIGHTS**

Adv Bokankatla Malatji ([bmalatji@sahrc.org.za](mailto:bmalatji@sahrc.org.za))

**PROVINCIAL OFFICES**

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**Provincial Manager: Mr Buang Jones**

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**Limpopo**

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**North West**

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#### Free State

18 Kellner Street, Bloemfontein  
Tel: 051 447 1130 | Fax: 051 447 1128  
**Provincial Manager (Acting): Shirley Mlombo**  
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E-mail: [akhompeli@sahrc.org.za](mailto:akhompeli@sahrc.org.za)

#### Mpumalanga

4th Floor Carltext Building, 32 Bell Street, Nelspruit  
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#### Western Cape

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#### Just a reminder -

The National Disability Rights Machinery furthermore agreed that a specific focus for DRAM2017 be on **young persons with disabilities**.

#### Theme and Sub-Themes

The theme for the DRAM2017, consulted widely, is '**Strengthening Self-Representation: Young people building on the legacy of OR Tambo and Friday Mavuso towards sustainable and resilient society for all**'.

The following sub-themes will change the focus on weekly basis -

- Week One: Main Theme (Launch Week)

- Week Two: Building Resilient, Accessible and Sustainable Communities
- Week Three: Leave No-One Behind - The Right to Self-Representation
- Week Four: Rights and Recourse – Social Justice for All
- Week Five: Honouring our Stalwarts
- Week Six: Young People as Champions of an Inclusive 2030

We are requesting that our stakeholders share your thoughts, ideas, challenges with proposed solutions, events and other news with us during the month.

Please make use of any of the following platforms:

- Please follow on Twitter: @Disability\_SA; @The\_DSD; @SABCDisability
- On FB, follow on @SocialDevelopmentZA; @SABCDisability360
- Use the following hashtags to enable us to retweet your posts: #Disability

***'Strengthening Self-Representation: Young people building on the legacy of OR Tambo and Friday Mavuso towards sustainable and resilient society for all'***

Your DisabilityRights Team  
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 Twitter: @Disability\_SA  
 Facebook: [The DSD](#)  
 #DisabilityRightsSA

GBV Command Centre 24 hour call centre  
 0800 428 428 (0800 GBV GBV) (Toll-free)  
 \*120\*7867# (free)

Disability dedicated sms: send HELP to 31531

Deaf Access Skype Video Call facility: register HELP ME GBV on your skype contact list.



"We are not fighting against people, we are fighting against a system." Oliver Reginald Tambo, a true servant of the people.