VOLUNTEER SERVICESVictim Support

Please note that all telephone numbers given here are NOT for the police stations, hospitals, courts or schools themselves but rather for the volunteer coordinators. Police station numbers can be found under the section labelled Police Stations in this directory and courts can be found under the section labelled Justice System and the Courts.

CAPE METRO REGION South African Police Services

Athlone SAPS

Volunteer Coordinator

Srgt Ranville Meyer

Telephone #: 021 697 1220 Fax #: 021 696 9777

Volunteers

Captain Rooi Emerentia Nicholson Linda Meyer

Services

Volunteers were trained by NICRO to offer emotional support to survivors of violent crimes based at the station's fully equipped victim support room. Now independent of NICRO.

Atlantis SAPS

Volunteer Coordinator

Mrs Rajap

Telephone #: 082 504 5743 or : 082 572 2455

Volunteer Mrs Rajap

Services

A single volunteer deals only with rape and abuse cases. Other volunteers trained by NICRO no longer there. Fully furnished victim support room.

Belhar SAPS

Volunteer Coordinator

Mrs Serfontein

Services

Other volunteers trained by The Trauma Centre no longer there. The victim support room is a furnished

Telephone#: 021 952 6233 (w)

021 953 1554 (h)

Wendy house outside the station.

Volunteer

Mrs Serfontein

Bellville SAPS

Volunteer Coordinator

Marietjie or Renée

Telephone #: 072 259 7400

Volunteers

There are a number of volunteers and the coordinators contact them as cases come in.

Services

Volunteers coordinated by a local Christian Association have not been trained but offer emotional support to victims of violent crimes. The victim support room is a fully furnished Wendy house.

Bellville South SAPS

Volunteer Coordinator

Tiana Kuhn

Telephone #: 021 904 1633

Volunteers

Rotating volunteers on duty.

Services

Coordinated and trained by NICRO there are three volunteers based at the Kleinvlei Community Service Centre who come in on a rotating basis to offer support to victims at at the station's partially equipped victim support room.

Bishop Lavis SAPS

Volunteer Coordinator

Captain Marais

Telephone #: 021 934 1031 Fax #: 021 934 1024

Volunteer

Evelyn du Preez

Telephone #: 021 934 3691

Services

Volunteers trained to deal with victims of violent crimes and child abuse in particular by RAPCAN. Of the original 10 only one remains and there is a fully furnished Wendy that is used.

Bothasig SAPS

Coordinators

Insp Combrink

Muller

Insp Norman

Telephone #: 021 588 7084

Volunteers

None

Services

There are no community volunteers Insp but three officers rotate victim support duties between them but only during normal office hours. They have not received any specific training but have a fully equipped victim support room at the

station.

Brackenfell SAPS

Coordinator

Insp Erica Cooke

Telephone #: 021 981 3781

Volunteers

None

Services

There are no services at the station even though there is a victim support room. All victims are referred to social workers for counselling.

Caledon Square District Headquarters

Volunteer Coordinator

Captain van Dyk

Telephone #: 021 467 8000 After hours #: 021 467 8077

Volunteers

Currently in training

Services

Volunteers are currently being trained by Rape Crisis and will offer support to victims from a fully furnished victim support room.

The Child Protection Unit

Social Workers

Captain Trudie Els

Telephone #: 083 254 8657

or

Services

Professional counselling and support to victims of child abuse.

Captain Lizane Wilson

Telephone #: 082 730 8396

Page either of them on 021 376 3030

Claremont SAPS

Volunteer Coordinator

Captain Nell

Telephone #: 021 657 2281

Volunteers

There is a roster up at the station. They can only be contacted via the coordinator.

Services

Six volunteers trained by staff from Kenilworth Clinic offer support to victims of violent crimes in a fully furnished cabin outside the station.

Delft SAPS

Volunteer Coordinator

Gadija Francis

Telephone #: 083 695 7885 or : 021 956 2730

Volunteers

Jenny Lakay 021 954 1345 Mary Paulse Yolande Plaatjies Yusrah Davids Catherine Engelbrecht

Agnes Pingc

Services

Volunteers trained by The Trauma Centre offer support to victims of violent crimes from a fully furnished Wendy house. They work in shifts of three and use their own cell phones for emergency work.

Delene Saunders Julia Brown Patricia Mqele Gloria Joneilange

Diepriver SAPS

Volunteer Coordinator

Gloria Meihuizen

Telephone #: 021 710 7306

Volunteers

Contacted from the station

Services

Volunteers trained by NICRO offer support to victims of violent crimes from a fully furnished victim support room in the station.

Durbanville SAPS

Volunteer Coordinators

Insp Elba Ritter

Telephone #: 021 970 3809

Marietjie van Rooyen Social Worker on call

Telephone #: 072 259 7400

Volunteers

Volunteers are contacted via Insp Ritter.

Services

Volunteers have not received training but there is a social worker on call to offer counselling.

Eerste River SAPS

Volunteer Coordinator

Tiana Khun NICRO

Telephone #: 021 904 1633

Volunteers

A group coordinated by NICRO serve this station.

Services

Coordinated and trained by NICRO there is a group of 17 volunteers who work on a rotating basis to offer support to victims of violent crimes from a fully equipped and furnished victim support room in the station.

Elsies River SAPS

Coordinator

Insp Rood

Services

Not yet in place.

Telephone # :021 933 0300 : 021 933 0312

Volunteers

None

Fish Hoek SAPS

Volunteer Coordinator

Rosemary Philips

Telephone #: 084 746 3126

Volunteers

Rotating volunteers work at both the police station and at False Bay Hospital.

Services

Volunteers trained by Rape Crisis are well coordinated by a community member and offer support to victims of violent crimes at both the hospital and from a fully furnished victim support room at the police station.

Goodwood SAPS

No victim support room or victim support services at all at this time.

Grassy Park SAPS

Volunteer Coordinator

Insp Louw

Telephone #: 021 700 3928

Volunteer

Veronica Nicholas

Telephone # : 021 705 2030 or : 072 243 6936

Services

Trained volunteer offers support to victims of violent crimes from a fully furnished victim support room.

Gugulethu SAPS

They have a room but no services as yet.

Hout Bay SAPS

Volunteer Coordinator

Captain Naidoo

Services

Volunteers not trained as yet.

Telephone #: 021 790 1330

Kensington SAPS

Volunteer Coordinator

Insp Williams

Telephone #: 021 594 7025

Service

There is a furnished victim support room In the station but no services at this time.

Khayelitsha SAPS

Volunteer Coordinator

Gwen Mandindi NICRO

Telephone #: 021 361 3381

Volunteers

Bukeka Mnyani Omfundo Maciko Fundiswa Xapha Buyiswa mpampier

Services

Open from 9:00am – 4.30pm volunteers trained and coordinated by NICRO offer support to victims of violent crimes from a fully furnished victim support room in the Station.

Kirstenhof SAPS

Volunteer Coordinator

Sergeant Chandler

Telephone #: 021 701 2426

Volunteers

Fifteen volunteers are contacted when needed by the coordinator.

Services

Volunteers trained by various NGOs offer support to victims of violent crimes from a fully furnished victim support room in the police station.

Kleinvlei SAPS

Volunteer Coordinator

Tiana Khun NICRO

Telephone #: 021 904 1633

Volunteers

Mrs Pienaar 021 904 5197 Mrs Visagie Mrs Jaftha

Services

Coordinated and trained by NICRO there is a group of volunteers who work on a rotating basis to offer support to victims of violent crimes from a fully equipped and furnished victim support room in the station.

Kraaifontein SAPS

Volunteer Coordinator Captain Veronica Abrahams

Telephone #: 082 936 6967 or : 021 980 5531

Volunteers A roster is kept at the station of volunteers on duty

Services

Volunteers offer support to victim of violent crimes from a fully furnished victim support room in the police station.

Kuils River SAPS

Volunteer Coordinator

Candice Stellenberg

Telephone #: 021 903 6474 or : 072 143 4490

Volunteers

Lynette Kannemeyer Marlon Olivier Mrs L Stellenberg Mavis Sprout Ilse Wakefield

Services

Volunteers trained by NICRO offer support to victims of violent crimes from a fully furnished victim support room in the police station.

Langa SAPS

Contact Person Any female police officer On duty.

Telephone #: 021 694 0871

Services

There is a fully furnished victim support but no volunteers. Female police officers attend to the cases.

Lansdowne SAPS

Volunteer Coordinator

Insp Orette

Services

None at present but there are plans in place to start training.

Telephone #: 021 700 9000

Lingelethu SAPS

Use the victim support room at Khayelitsha SAPS.

Maitland SAPS

Contact Person

Superintendent Morland

Services

Police officers deal with all cases. Plans

are in place to train volunteers

Telephone #: 021 511 1544

Manenberg SAPS

Contact Person

Constable Solomons

Telephone #: 021 638 1101

Services

All victims needing forensic examination or medical treatment are sent directly to the Thuthuzela Care Centre at GF Jooste Hospital where they are supported by specially trained staff. Police then take the statement at the hospital. (See Hospitals)

Melkbosstrand SAPS

Volunteer Coordinator

Insp Brand

Telephone #: 021 553 2088

Services

A caravan is being used as a victim support room. It is fully equipped and comfortable and volunteers are supported by a social worker at the police station.

Volunteers

Whelme van Schalkwyk Margaret Dickson

Social Worker

Lynette Nel : 021 553 2745

Mfuleni SAPS

Volunteer Coordinator

Alfred Dastile

Telephone #: 021 909 2754

Services

Coordinator is on duty at the police station from 8.00am – 4.00pm after which he is on call. He offers support to all victims of violent crimes, is trained by NICRO and operates from a fully furnished Wendy house at the police station.

Milnerton SAPS

Contact Person

Insp Dell

Telephone #: 021 552 2856

Services

The Community Intervention Centre (CIC) is contacted when a victim reports to the police station. They are based at the Milnerton Mediclinic and the coordinator calls the volunteer on duty. (See Hospital and Community Health Centres.)

Mitchells Plain SAPS

Volunteer Coordinator

Gwendoline Pullen

Telephone #: 021 376 7344 (w)

: 021 392 7088 (h) : 083 336 1062

Services

Volunteers are trained by NICRO and offer support to victim of violent crimes from a fully furnished victim support room in the police station.

Volunteers

The coordinator contacts the volunteers as needed.

Mowbray SAPS

The police station has no volunteers in place as yet but have a working relationship with the Rondebosch SAPS victim support room.

Muizenberg SAPS

The police station has no volunteers in place as yet but have a working relationship with the Steenberg SAPS victim support room.

Nyanga SAPS

Volunteer Coordinator

Gwen Mandindi NICRO Nori Ngumbela Protocol

Telephone #: 021 386 3434

Services

NICRO covers the day time services and Protocol is there after hours until midnight offering support to victims of violent crimes from a partially furnished victim support room in the police station.

Ocean View SAPS

Volunteer Coordinator

Christopher Andrews

Telephone #: 021 783 5232 (h)

: 021 507 2644 (w) : 083 928 0980

Services

Volunteers trained by Love in Action and The Trauma Centre offer support to victims of violent crimes from a fully furnished victim support room in the police station.

Volunteers Nasieba Lesch Shaun Lesch Desmond Philander Magdalene Philander

Magdalene Philar Patricia Moatse Melda Levendal Ntsikilelo Mabula Winnie Tsotso Shanaaz Slarmie Noleen vn eerden Dael Erlank Juliana Grodes Elaine Madikane Carol Andrews Ilse Appelt Farida Williams Nalie Beukes

Parow SAPS

Volunteer Coordinator

Marietjie van Rooyen

Telephone #: 082 664 1502

Services

Volunteers were trained by a local psychologist at no cost and offer support to victims of violent crimes from a fully furnished room in the police station.

Volunteers

On rotating duty carrying the on-call cell phone 072 259 7400

Philippi SAPS

Police transport victims of violent crimes to the victim support room at Nyanga where they make use of the services offered there.

Pinelands SAPS

Volunteer Coordinator

Heather Hermann

Telephone #: 021 531 4971 (h)

: 083 969 8900

Services

There is only one volunteer at this police

station so they make use of the Rondebosch SAPS victim support room.

Ravensmead SAPS

Volunteer Coordinator

Pastor tom Klein

Telephone #: 021 931 445

: 083 640 4807

Services

Volunteers forma group called the Community Against Rape and Abuse (CARE) and were trained by RAPCAN. They support both child and adult victims of violent crimes from a fully furnished victim support room in the police station. Rape Crisis and NICRO were also

involved in their training.

Volunteers

Verona Erasmus
Desiree Jonkers
Caroline Erasmus
Monica Williams
Marie Johnson
Jolyn Kannemeyer
Ruth mentor
Elizabeth Viljoen
Kevin Jansen

Sharon Abrahams

Bridgit Marinus Avril Philips Eillen Klein Susan Milne

Loan van der Westhuizen

Hazel Carstens Avril Thomas Mercia Erens Cornelius Jonkers

Rondebosch SAPS

Volunteer Coordinator

Debbi Rozowsky

Telephone #: 021 797 9588

: 021 685 7345

Services

Volunteers form a group called Survivors of Crime and were trained by The Trauma Centre to offer support and debriefing to victims of violent crimes from well resourced victim support room in the police station from 9.00am – 10.00pm.

Volunteers

30 trained volunteers on call for the station.

Sea Point SAPS

Volunteer Coordinator

Heather Tager Volunteers are trained by NICRO

Services

to offer support to victims of violent crimes from a well resourced victim support room in the police station.

Telephone #: 021 400 5391 (w)

Volunteers

Heather Philips Petro-Ann Basson
Barry Crowhurts Maron Blomson
Bennie Basson Gavin Marsden

Simonstown SAPS

There is a victim support room but no services at present. They make use of Fish Hoek SAPS victim support services.

Steenberg SAPS

Volunteer Coordinators

Abigail Appel NICRO Volunteers trained and coordinated by

Telephone #: 021 397 6060 (w)
: 084 505 4704

NICRO offer support to victims of violent crimes from a well resourced victim support room in the police station.

Services

or Sheila Steyn

Telephone #: 021 701 4581 (h)

: 021 712 3189 (w) : 083 351 3062

Volunteers

P D Gordon Gesant Nazier
Rhoda Southgate Moriedah Dien
Michelle Adams Gloria Jacobs
Colin Hendriks

Strandfontein SAPS

Volunteer Coordinator

Judy Dutlow

Telephone #: 021 393 6532 (h)

: 021 783 4230 (w)

: 082 892 9833

Volunteers

Theresa Jones
Ingrid Petersen
Freda Gertse
Corinne Curtis
Christine Welcome

Services

Volunteers offer support to victims of violent crimes from a fully furnished victim support room in the police station.

Desiree Gordon Belinda Chengan Pam Fortune Celeste Lyneveldt

Table Bay Harbour SAPS

No volunteers at this time but they have a victim support room that is used as an interview room by police personnel.

Table View SAPS

Make use of the services available at Milnerton SAPS via the Community Intervention Centre.

Woodstock SAPS

There is no victim support room.

Wynberg SAPS

Volunteer Coordinator

Mrs Heuwel

Telephone #: 021 799 1362

: 083 587 7823

or Brian Lang

Telephone #: 021 762 2226

: 072 232 6550

Volunteers

Mrs Noordien Sheila Louw Leah Lang

Services

These five volunteers are trained and 12 are currently in training and they operate in two hour shifts 24 hours a day and then are on standby when not on duty and are contacted from a roster at the station. They offer support to victims from a fully furnished victim support room in the police station.

CAPE METRO REGION Hospitals and Community Health Centres

Delft Community Health Centre

Physical Address

Community Health Centre Main Road Voorbrug 7100

Contact Person

Sister Bezuidenhout

Telephone #: 021 954-2235

Volunteer Coordinator

Demaris Frits

Telephone #: 021 954-2237

: 083 3177169

Social Worker

Liz Jones

Telephone #: 021 954 2235

Services

This is a designated facility where 12 trained volunteers offer support to rape survivors coming on for examination and treatment immediately after a sexual assault.

False Bay Hospital

Physical Address

Seventeenth Avenue Fish Hoek 7975

Services

Volunteers from Fish Hoek SAPS victim support room offer support to rape survivors coming for examination and treatment immediately after a sexual assault.

Volunteer Coordinator

Rosemary Philips

Telephone #: 084 746 3126

Contact Person

Sister Budenhorst

Telephone #: 021 782 1121

Social Worker

Cordelia Barrow

Telephone # : (021) 782-1724

GF Jooste Hospital Thuthuzela Care Centre

Physical Address

Duinefontein Rd Manenberg 7764

Telephone #: (021) 690-1000

Cooordinator

Mandisa Ngonongono

Telephone #: (021) 690-1011

: (021) 691-6194

Services

A full time coordinator is employed to offer support to rape survivors and their families who come in for examination and treatment immediately after a sexual assault. A specially trained nursing sister is also on duty and this service is available during working hours and not after hours although medical personnel will still complete the forensic and medical treatment. Police will then take the complainant's statement at the hospital and transport home is arranged.

Groote Schuur Hospital Thuthuzela Centre

Physical Address

Main Rd Observatory 7937

Telephone #: (021) 404-9111

Contact Person

Sister Leonard

Telephone #: (021) 404-4450

Social Worker

Grace Zulkelwa

Telephone #: (021) 404-5411

Services

This fully equipped and staffed designated health facility provides forensic and medical care to survivors of rape after a sexual assault. Police will take the complainant's statement at the hospital and a full time social worker is on call on a 24 hour basis to offer counselling.

Kraaifontein Community Health Centre

Physical Address

203 Sixth Ave Kraaifontein 7570

Telephone #: 021 987-0080

Contact Person

Mrs Steyn

Services

Currently setting up a comfort room.

Lady Michaelis Community Health Centre

Physical Address

Burnham Rd Plumstead 7530

Contact Person

Dr. Trout

Telephone #: 021 797-8171

Services

Follow-up service for rape survivors needing ongoing treatment (E.g. AZT) after originally being examined and treated at Victoria Hospital immediately after the sexual assault. Survivors are referred to social workers at local Community Health Centres and NGOs for counselling.

Milnerton Mediclinic Community Intervention Centre (CIC)

Physical Addresse

Cnr of Racecourse Road and Koeberg Road Milnerton 7441

Telephone #: 021 551-5222

: 083 8213447

Contact Person

Glenda Mellon

Reagan Van Den Heever

Services

Trained volunteers support rape survivors coming for forensic and medical treatment immediately after a sexual assault.

Somerset Hospital

Physical Address

Beach Road Greenpoint 8001

Telephone #: 021 402-6911

Contact Person

Sister Basardien

Telephone #: 021 402-6216

: 021 402-6210 : 021 402-6281

Social Worker

Mr Van Der Merwe

Comfort Room

Telephone #: 021 402-6422

Services

This fully equipped and staffed designated health facility offers forensic examination and medical treatment to rape survivors immediately after a sexual assault but there is no support for survivors who are referred elsewhere for counselling.

Red Cross Children's Hospital

Physical Address

Klipfontein Rd Rondebosch 7700

Telephone #: 021 658 5111

Social Worker Andre Pieterse

Telephone #: 021 658 5196

Services

Forensic and clinical management of abused children is provided and survivors are referred to the Social Work Department for counselling. abused children.

Robbie Nurock Community Health Centre

Physical Address

89 Buitenkant Street Cape Town 8000

Telephone #: (021) 461-1124

Contact Person

Sister Wallis

Volunteer

Miriam Fokoti

Services

A follow-up centre for rape survivors who were originally examined at Somerset Hospital. A lay counsellor is available and offers all types of counselling.

Tygerberg Hospital

Physical Address

Francie Van Zyl Drive Parow Valley 7500

Telephone #: 021 938-4164

: 021 938 4911

Contact Person

Heleen Louw

Telephone #:021 938-4164

Services

This fully equipped and staffed designated health facility offers forensic examination and clinical treatment to rape survivors immediately after a sexual assault. Social workers are available for support and counselling.

Hottentots Holland Hospital

Physical Address

Lourens Ford Way Somerset West 7130

Services

Rape Crisis Helderberg runs a 24 hour service based at the hospital where they offer support and counselling to rape

Telephone #: 021 852 1334

Contact Person Rienette Evans

Telephone #: 021 852 5620

: 083 484 9404

Monica Fölscher

Telephone #: 082 358 9157

survivors from a fully furnished and equipped victim support room. PATCH, also known as the Helderberg Child Abuse Centre, offers emotional support to both child and parents during medical and police intervention and volunteers make their roster available at all local police

stations and hospitals.

Wesfleur Hospital

Physical Address

Wesfleur Circle Atlantis 7349

Telephone #: 021 571 8040

Contact Person

Dr Buys

Volunteer Staff

Sr Cynthis Clayton Sr Sarah Andreas

Mrs Maria Coughton

Services

The nursing staff have been trained and have organised themselves into a group of volunteers who will attend to all the support and counselling needs of all rape survivors who present to casualty. One volunteer is trained to counsel children. There is a fully furnished comfort room from which they operate and they are just waiting on a phone line.

Sr Frieda Adonis

Mrs Naomi Seide (Children)

CAPE METRO REGION Sexual Offences Courts

Wynberg Sexual Offences Court

Social Worker

Tughfa Hamdulay

Telephone #: 021 710 9867

Services

The social worker prepares witnesses for trial, runs a group with adult survivors and is involved in the training and coordination of intermediaries, some of whom are also court supporters.

Volunteer Coordinator

Rolene Miller Mosaic Telephone #: 021 761 7585

Nomazizi Mguda RAPCAN Telephone #: 021 448 9034

Services

Volunteers at the Mosaic support desk offer crisis intervention, counselling, information and assistance with filling in affidavits for interdicts from 9.00am – 4.30pm.

Services

RAPCAN have trained court supporters who offer emotional support to children going to court and their parents. The court supporters are there for the full day or for as long as the trial lasts and also work some Saturdays.

Court Supporters

Linda Dwango Gloria Nduna Belina Mgijima Irene Ndabeni Edith McQueen Ursualr Vataar (These court supporters are also trained intermediaries relaying questions and answers between child witnesses and the courts via microphone and closed circuit television.)

Bellville Sexual Offences Court

Volunteer Coordinator

Rolene Miller Mosaic Telephone #: 021 761 7585

Services

Volunteers at the Mosaic support desk at the court offer crisis intervention, counselling, information and assistance with filling in affidavits for interdicts from 9.00am – 4.30pm to anyone needing support.

Goodwood and Parow Sexual Offences Courts

Social Worker

Charmaine Browne Parow Telephone #: 021 940 7124

Services

This court does not have volunteers at Goodwood but uses intermediaries to offer support to witnesses. At Parow the social worker arranges for volunteers to be available.

Mitchells Plain Sexual Offences Court

Volunteer Coordinator

Jessica Payne NICRO Telephone #: 021 397 6060

Services

Witness waiting room at court is run by volunteers who were trained by NICRO to support victims.

Khayelitsha Sexual Offences Court

Volunteer Coordinator

Nomazizi Nguda RAPCAN Telephone #: 021 360 1472

: 082 936 1929

Services

Sessional workers, trained and coordinated RAPCAN offer support to child witnesses and their families.