



URhulumente  
weNtshona Koloni



# Ubundlobongela baseKhaya kunye noMthetho

Isikhokelo samaxhoba  
oBundlobongela basemakhaya

Ukunciphisa ubundlobongela nokuphucula ukhuseleko loluntu  
KUNGCONO XA SIKUNYE.

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# 1 UShwankathelo loBundlobongela baseKhaya

UMzantsi Afrika unezona ziganeko ziphakamileyo zobundlobongela basekhaya ehlabathini. Yonke imihla, amaxhoba ayabulawa, ahlaselwe ngokwasemzimbeni nangokwesondo, ukusongelwa nokuhlaziswa ngamaqabane abo, kumakhaya abo.

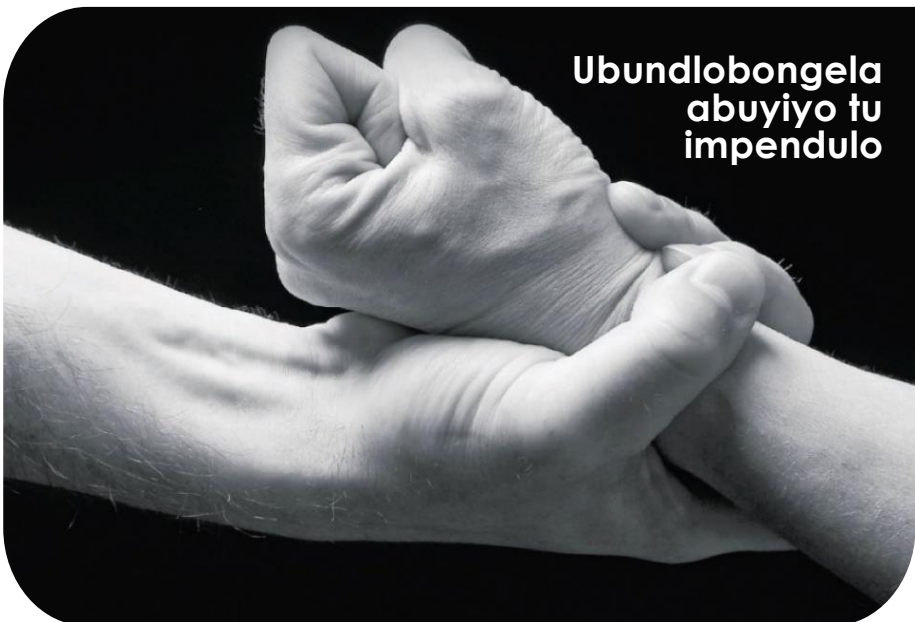
## Yintoni ubundlobongela basekhaya?

Ubundlobongela basekhaya kukuziphatha gwenxa kubo nabuphi na ubudlelwane basekhaya.

## Ngubani onokufaka ityala lobundlobongela basekhaya?

Nawuphi na umntu okubudlelwane basekhaya.

**ISebe loKhuseleko loLuntu. lifuna ukuthi,  
Hayi kuBundlobongela baseKhaya**



## 2 Yintoni ubudlelwane basekhaya?

Igama elithi ubudlelwane basekhaya; libhekisa kubudlelwane phakathi kommangali (ixhoba) kunye nommangalawa (umenzi wobubi) ngayo nayiphi na kwezi ndlela zilandelayo:

- batshatene, okanye babetshatene, kubandakanywa umtshato ngokomthetho nawuphi na, isiko okanye inkolo;
- (nokuba ngabesini esinye okanye besini esahlukileyo) bahlala okanye babehlala kunye kubudlelwane lwabantu abatshate kunye , nangona bengatshatenanga, okanye babengatshatenanga, okanye bengenako ukutshatana;;
- bangabazali bomntwana okanye bangabantu abanoxanduva lobuzali okanye abanamalungelo kuloo mntwana (nokuba okanye hayi ngexesha elinye);
- bangamalungu osapho ahlobene ngegazi , ukusondelelana ngomtshato ukukhulisa umntwana njengowakho;;
- baganene okanye bebeganene, ukuthandana, ubudlelwane besintu kubandakanya uthando lokwenene okanye olubonwa nje ngothando, ubudlelwane obusondeleyo, okanye obabelana ngesondo nokuba lixesha elingakanani na; okanye
- babelana okanye basabelana ngokuhlala endaweni enye.



**URhulumente weNtshona Koloni unoxanduva lokudala iindawo ezikhuselekileyo. Kodwa asinakukwenza oko sisodwa, sidinga bonke abemi ukuba babenolwazi ngobundlobongela basekhaya kwaye ngawaphi amanyathelo ekufuneka elandelwe.**

## Sincede sisindise ubomi noluntu

### 3 Ingaba ulixhoba lobundlobongela basekhaya?

**NgokoMthetho woBundlobongela baseKhaya inombolo ye-116 yowe-1998, ukuba ukubudlelwane basekhaya nomntu:**

- okwenzakalisa ngokwasemzimbeni;
- okunyanzelisa ngokwesondo okanye abe nobundlobongela ngakuwe;
- okwenzakalisa ngokwasemphefumleni okanye engqondweni;
- olawula imali yakho ngaphandle kwemvume yakho;
- okoyikisayo okanye okothusayo;
- okubandezelayo;
- okuchwechwelayo;
- owonakalisa impahla yakho okanye izinto zakho;
- ongena endlwini yakho ngaphandle kwemvume; okanye
- olawula ngobuzwilakhe ngokokude kuchaphazeleke impilo yakho nokuba sempilweni kwakho, unamalungelo alandelayo:

#### **Amalungelo amaxhoba obundlobongela basekhaya**

- Zeziphi iindlela anokukhetha kuzo ummangali? Ummangali unelungelo –
- lokwenza isicelo somyalelo wokhuseleko kwinkundla kamantyi ekufuphi; kwaye
- usenokuvula ityala lolwaphulo-mthetho kwisikhululo samapolisa.

#### **Amapolisa makajongane njani nesikhalazo sobundlobongela basekhaya?**

- ekufumaneni isikhalazo, ilungu leNkonzo yamaPolisa oMzantsi Afrika (iSAPS) kufuneka liqinisekise ukuba lifumana ingxelo eyaneleyo ngesiganeko eso;
- amapolisa kufuneka aphenandle kwisikhalazo ngaphandle kokulibaziseka okungafanelekanga;
- kufuneka akwazise ngamalungelo akho kunye nezisombululo ezikhoyo. Ekwenzeni oku, amapolisa kufuneka akunike isaziso samalungelo kwaye akucacisele ngolwimi olukhethwe nguwe;

- ukuba ufuna ukufaka ityala lolwaphulo-mthetho, igosa lesipolisa kufuneka livule idokethi kwaye lilibhalisele uphando;
- igosa lesipolisa kufuneka likuxelele ngendlela yokwenza isicelo somyalelo wokhuseleko;
- igosa lesipolisa kufuneka likuncede ufikelele kunyango olufanelekileyo kunye / okanye indawo efanelekileyo yokuhlala xa kuyimfuneko;
- ukuba kukho nayiphi na imipu okanye izixhobo eziyingozi ezisetyenzisiweyo, ezi zixhobo mazithathwe zigcinwe elugcinweni lwamapolisa. Ukuba kukho umpu ekhaya, ixhoba linokufumana umyalelo wenkundla wokususa umpu ukuba boyikisela ukuba ubomi babo busengozini;
- amapolisa angabamba nabani na ongawuthobeliyo umyalelo wokhuseleko, ngakumbi ukuba ubomi bomntu busengozini;
- xa umyalelo wokhuseleko ukhutshiwe, igosa lamapolisa kufuneka liwukhuphe ngaphandle kokulibaziseka okungafanelekanga, njengoko unokukukhusela kuphela emva kokuba iqabane lakho liwufumene;
- ungacela igosa lesipolisa ukuba lihambe nawe liyokulanda naziphi na izinto ezizezakho.

## Yintoni umyalelo wokhuseleko?

UMyalelo woKhuseleko ngumyalelo okhutshwa yinkundla oyalela umntu onobudlelwane basekhaya (ummangalelwa), ukuphelisa ukuxhatshazwa.

## Umyalelo unokuthintela ummangalelwa:

- ekufumaneni uncedo lomnye umntu ekwenzeni nasiphi na isenzo esinjalo;
- ekungeneni kwindawo ahlala kuyo ummangali kunye nommangalelwa okanye indawo ethile yokuhlala ekwabelwana ngayo okanye indawo yengqesho yamaxhoba okanye apho lihlala khona ixhoba;
- ukwenza nasiphi na isenzo njengoko kuchaziwe kumyalelo wokhuseleko kubandakanya nomyalelo wokubamba nayiphi na imipu okanye izixhobo eziyingozi kummangalelwa; okanye
- ngokugrogrisa ixhoba ngokwasezimalini ngokubamba uncedo lwemali lungafumaneki kwixhoba.

## Umfaki-sicelo nommangalelwa

- amaxhoba obundlobongela basekhaya kufuneka kuqala isiganeko eso asichaze kwisikhululo samapolisa sasekuhlaleni;
- ixhoba kwisicelo somyalelo wokhuseleko liba ngumfaki-sicelo;
- umtyholwa kwisicelo sobundlobongela basekhaya uba ngummangalelwa;
- umyalelo wokhuseleko wexeshana ungakhutshwa nangaliphi na ixesha lemini okanye ebusuku ukukhusela; okanye
- ukuba ixhoba alinaye ummeli wezomthetho, unobhala wenkundla unyanzelekile ngokomthetho ukuba axelele ixhoba ngoncedo olukhoyo ngoko Mthetho.

## Ngubani onokufaka isicelo somyalelo wokhuseleko?

- naliphi na ixhoba lobundlobongela basekhaya, abantwana kwaye, ukuba bancinci kakhulu, umzali okanye umgcini, okanye nawuphina umntu omele umntu onoxanduva lwabo, kodwa ngemvume yabo angafaka isicelo somyalelo wokhuseleko.



## 4 Ukhuseleko luQala NGAWWE!!

- uRhulumente weNtshona Koloni anganika uncedo nenkxaso kwiintsapho ezisweleyo;
- amaqabane kunye namalungu osapho kufuneka bakhathalelane;
- Ukuba wazi umntu okanye umntwana oxhatshazwayo ekuhlaleni kwakho, nceda uyixele;
- thetha phandle ngokuchasene nokuxhatshazwa;
- luxele ulwaphulo-mthetho ngokungazichazanga: **Tsalela inombolo yokuNqanda ulwaphulo-mthetho engu-08600 10111** okanye **Thumela umyalezo nge-SMS kwiNombolo yoLwaphulo Mthetho engu-32211** (R1/i-sms);
- ukufumana iinkcukacha ezithe vetshe yiya ku- [www.westerncape.gov.za](http://www.westerncape.gov.za) okanye **utsalele umnxeba u-0800 220 250**.

**Ubusazi na ukuba kukhona inombolo ehlala ivuliwe imini nobusuku ongatsalela kuyo ufumane uncedo malunga nobundlobongela obusekelezwe kwisini:**

- inombolo kwimeko kaxakeka: **0800 428 428**
- inombolo ye-USSD: **\*120\*7867#**
- Iskayiphi: **“Helpme GBV”**
- Uthumela umyalezo: **“Help” ku 31531**

**Masisebenzisane  
ngokubhekisele kwikamva  
elingabundlobongela**









## 5 Angenza ntoni ummangali (ixhoba) ukuba ilungu lesipolisa liyasilela kwimisebenzi yalo?

- ukuba igosa lesipolisa liyasilela ekufezekiseni oku kuzibophelela, ixhoba linakho ukuxela umba lowo kuMaSifishi kwisikhululo samapolisa esifanelekileyo;
- isikhalazo siya kuqatshelwa kwirejista yesikhalazo, sichaze igama lelungu elichaphazelekayo, umhla esifakwe ngawo isikhalazo, kunye neenkukacha zesikhalazo;
- ukuba ixhoba alifumani ukwaneliseka livulelekile ukuba liwudlulisele phambili umcimbi kunye nabaphathi abaphezulu besikhululo samapolisa;
- ixhoba linelungelo nanini na lokukhalaza ngokungasebenzi kakuhle kwamapolisa kuNozikhhalazo yamaPolisa weNtshona Koloni. (Jonga iinkukacha zonzibelelwano kwiphepha lokugqibela lale ncwadana)

## Angenza ntoni ummangali ukuba umntu akawuthobeli umyalelo wokhuselo?

- Ummangali angaqhagamshelana neSAPS (ngomnxeba, ukuba kukho imfuneko). Emva koko: ingxelo iya kuthathwa kuye;
- amapolisa aya kunikwa imvume yokubamba ummangali ayifumene kunye nomyalelo wokhuseleko (ukuba ummangali uyilahlile enye ingafumaneka ngesicelo enkundleni) kwaye;
- ukuba ixhoba lisengozini equphileyo ummangalelwa uyakubanjwa, kungenjalo uyakunikwa isaziso sokuba aveli enkundleni.

### ISIKHOKELO SENYATHELO NGENYATHELO EKUFUMANENI UMYALELO WOKHUSELEKO

INYATHELO 1		Xela isikhalazo kwisikhululo samapolisa asekuhlaleni
INYATHELO 2		Faka isicelo somyalelo wokhuseleko kwinkundla kamantyi
INYATHELO 3		Umantyi uqwalasela isicelo
INYATHELO 4		Umyalelo wokhuselo wethutyana unganikezelwa kwaye uthunyelwe kummangalelwa
INYATHELO 5		Inkqubo yenkundla okanye ukumanyelwa kobungqina ukufumanisa ukuba ingaba umyalelo wokukhusela wokugqibela kufuneka unikezelwe na
INYATHELO 6		Iziphumo zommangalelwa ukuba wophula imiqathango yomyalelo wokugqibela wokhuseleko

\*Ulwazi lufunyenwe kwiCandelo loNobhala boLuntu leNkonzo yamaPolisa oMzantsi Afrika

## 6 Ukuhlala kwimeko yokuxhatshazwa engazinzanga

Apho umntu ekwimeko engazinzanga kufuneka ahlale ekulungele ukuhamba ngokukhawuleza

### Kuya kufuneka asoloko ephethe uluhlu lweenombolo zefowuni zexesha likaxakeka kwaye abenakho ukufikelela:

- kwimali ethile kwindawo ekhuselekileyo ukwenzela ukuba ukwazi ukukhwela iteksi okanye ibhasi kwimeko kaxakeka;
- isikhaxa esisodwa sezitshixo zendlu okanye zemoto, ezibekelwa bucala;
- iimpahla ezaneleyo zakhe nabantwana bakhe zipakishwe esingxotyeni, kwaye zigcinwe kwindawo ekhuselekileyo (umzekelo, kwindlu yommelwane);
- amaxwebhu abalulekileyo anjengeZazisi, ikhadi loncedo lwezonyango, kunye namkhadi asebhankini okonga/Ietyala.

#### UBUSAZI NA?

Itshata yamaXhoba ithi:

Unalo ilungelo lokuphathwa ngobulungisa nangentlonipho;

Isidima sakho kunye nemfihlo, yakho;

Unalo ilungelo lokunikezela nokufumana ulwazi;

Unalo ilungelo lokhuseleko noncedo.

### Lenza ntoni iSebe lezoKhuseleko loLuntu?

ISebe lezoKhuseleko loLuntu (phakathi kolunye uxanduva) liqinisekisa ukuba amaPolisa oMzantsi Afrika (iSAPS) athobela uMthetho woBundlobongela baseKhaya inombolo ye-116 ye-1998, kwaye unikezela ngezisombululo zokuhanjiswa kweenkonzo eziphuculweyo.

## 7 Inkqubo yeNkxaso yamaXhoba (iVEP)

ISebe loPhuhliso lwezeNtlalo liseke iNkqubo yokuXhotyiswa kwamaXhoba (i-VEP) ukuxhasa abantu abahlukumezeke ngokwasemzimbeni, ngokwasengqondweni nangokweemvakalelo ngolwaphulo-mthetho okanye ubundlobongela (kubandakanya namaxhoba obundlobongela basekhaya). Inkxaso idluliselwa nakwiintsapho zabo.

### Okunikelwa liSebe:

Inkqubo yokuXhotyiswa kwamaXhoba kunye namaqabane ethu eNtshona Koloni Inikezela ngeenkonzelo ezahlukeneyo ezibandakanya:

- inkxaso ngokwasemphefumleni nangokubonakalayo;
- uncedo ekulawuleni umothuko;
- ukuqinisekisa ukuba abantu baqeqeshelwe ukubona iimpawu zoxinzelelo lwasemva kwengozi;
- ukuthunyelwa kwiinkonzo zobungcali;
- ngokubonelela amaxhoba ngeenkonzelo zikaxakeka;
- ukukhuthaza amalungelo noxanduva lwamaxhoba;
- ukuxhatshazwa okuqhubekayo kuyathintelwa; kunye
- inkonzo yokhuselo.

Ikhushi yindawo yokuhlala abo bachatshazelwe lulwaphulo-mthetho kunye nobundlobongela, banakho ukuhlala ithuba losuku olunye ukuya malunga neenyanga ezintathu kuxhomekeke kwiimfuno zabo.

### Ikhushi lunceda ukuhlangabezana neemfuno ezisisiseko ezinjenge:

- indawo ekhuselekileyo yokuhlala;
- ukhuseleko, ukutya nempahla;
- iinkonzo zenkxaso ngokweemvakalelo ezinje ngokuxilwa ngokwenzakala kunye neengcebiso zonyango;
- ulwazi malunga nokuphuhlisa izakhono, amalungelo amaxhoba noqeqesho;

- inkxaso ekulungiseleleni iinkqubo zenkundla;
- iinkqubo ezijolise kwizityholo zabaphuli-mthetho; kunye
- neenkqubo zokuthintela ubundlobongela obusekelwe kwisini..

Ikhushi lamaxhoba olwaphulo-mthetho nobundlobongela libonelela ngeenkonzob kubantwana abahamba nabazali babo/nabagcini abasemthethweni.

## Omele ukwenze xa usiba lixhoba lobundlobongela basekhaya

- yiya kwindawo ekhuselekileyo;
- xela esi siganeko kwabasemagunyeni abafanelekileyo;
- funa uncedo lwezonyango;
- cela uncedo kumntu othembekileyo okanye umnikezeli weenkonzob zentlalo-ntle.

## Ngubani onokuqhagamshelana naye?

ISebe loPhuhliso loLuntu lePhondo: 021 483 5045

**Inombolo yasimahla: 0800 220 250**

I-imeyile: [SD.CustomerCare@westerncape.gov.za](mailto:SD.CustomerCare@westerncape.gov.za)

**IZiko eliLawula uBundlobongela obuSekelwe kwiSini: 0800 428 428**

(ukululekwa ngomothuko kwi-Intanethi iiyure ezingama-24 iintsuku ezisi-7 zomothuko)

Amapolisa: 10111

Kwa-SASSA: 0800 60 10 11

*\*Olu lwazi lwanikezelwa ngu liSebe loPhuhliso loLuntu lwaseNtshona Koloni.*

**Ukunciphisa  
Ubundlobongela  
ngoKwakha  
iNtsebenziswano**

## 8 Lenza ntoni iSebe lezoKhuseleko loLuntu?

ISebe lezoKhuseleko loLuntu (phakathi kolunye uxanduva) liyaqinisekisa ukuba amaPolisa oMzantsi Afrika (iSAPS) ayahambelana noMthetho woBundlobongela baseKhaya inombolo ye-116 ye-1998, kwaye inikezela ngezisombululo zonikezelo lweenkonzo olungcono.

Ukuba wena, okanye umntu omaziyo, anonelisekanga yinkonzo ebonelelwe yi-SAPS emva kokuxela ubundlobongela basekhaya, thumela isikhalazo ngokusesikweni **kuNozikhalazo wamaPolisa eNtshona Koloni:**

- **Idilesi yendawo:** Umgangatho wesi-6 kwiSakhiwo iWaldorf, 80 St Georges Mall, eKapa, Mzantsi Afrika, 8001
- **I-ofisi:** 021 483 0669
- **Ifeksi:** 021 483 0660
- **I-imeyile:** [ombudsman@wcpo.gov.za](mailto:ombudsman@wcpo.gov.za)
- **Iwebhu:** [www.westerncapegovernment/Police-ombudsman](http://www.westerncapegovernment/Police-ombudsman)
- **Iiyure zomsebenzi:** NgoMvulo ukuya ngoLwesihlanu 07:00 ukuya 16:00 (ngaphandle kweentsuku zeholide)

Ukuba wena, okanye umntu omaziyo, uyawazi amatyala obundlobongela basekhaya athe **asuswa kuluhlu lwenkundla ngenxa yokungasebenzi kwe-SAPS, nceda uthumele** isikhalazo **kwiCandelo leNkundla eliJonga iNgcaciso:**

- **Idilesi yendawo:** 35 Wale Street, eKapa, Mzantsi Afrika, 8001
- **I-ofisi:** 021 483 3394
- **Ifeksi:** 021 483 6026
- **I-imeyile:** [Monitor.GBV@westerncape.gov.za](mailto:Monitor.GBV@westerncape.gov.za)
- **Iiyure zomsebenzi:** NgoMvulo ukuya ngoLwesihlanu 07:00 ukuya 16:00 (ngaphandle kweentsuku zeholide))

Phucula  
Ukhuseleko  
ngokusebenzisana  
neMibutho  
yoLuntu

ISebe loPhuhliso lwezeNtlo

ICandelo eliyiNtloko: liNkonzo zesiCwangciso noNxibelelwano

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