

BETTER TOGETHER.

ISSUE | March 2020

36

Our
five-year
plan



ALL HANDS
ON DECK



**Universal
Health Coverage**

Our position on the NHI Bill

Reading for meaning

A new language-led
strategy

**Human
Settlements app**

Building better access

Organ donation drive

Executives pledge support



2020 vision, in ink

We've been hearing a lot about "2020 vision" since the year kicked off, but let's bear in mind that 20/20 vision is defined as "normal" or "good" vision. Is this really what we aspire towards? Normal or good? For the Western Cape Government, [our vision](#) has been written and it is extraordinary (page 5).

The keyword throughout this issue is "access". We look at access to quality health care for all in relation to Universal Health Coverage and the National Health Insurance Bill (page 30). On the topic of access to health services, we explore Agriculture's new fit-for-purpose mobile biosafety lab on page 28.

We also explore access to services through technology. Human Settlements is set to launch their own housing information app (page 11) and Economic Development and Tourism has partnered up to boost the digital economy by assisting start-ups (page 18).



In this issue, we map out the PSP's five vision-inspired priorities according to lead departments and support departments. Find out where your department fits in on page 24.

While it is true that most of our departments cater to a highly emotive citizenry, we must remember that we have our own emotions to manage in order to offer an excellent service to others. As public servants, our role is unique. We are servants to the public, but we are also citizens. The best maxim to keep in mind when carrying out our duties is to "treat others as you would like to be treated". Turn to page 12 to learn more about how to serve compassionately when you don't feel up to the task. If your feelings are getting in the way of your actions, Nuraan Adams might be able to offer you the inspiration you need to push forward (page 16). Nuraan went from high school dropout to qualified professional in the public service and pageant semi-finalist.

If all you need is a listening ear or professional counsel, the WCG has welcomed Metropolitan Health on board as an employee wellness service provider. See page 15 for a list of the services on offer.

While we enjoy the April breakaway with trips to visit family and friends, let's keep road safety top of mind (page 39).

Happy reading,

Leah Moodaley
Editor

MAGAZINE TEAM

Managing Editor
Faiza Steyn

Editor
Leah Moodaley

Proofreaders
Aré van Schalkwyk,
Mishqa Rossier

Afrikaans translation
Aré van Schalkwyk

isiXhosa translation
Luvuyo Martins

Contributors
Mishqa Rossier, Maret Lesch,
Fatima Gallie, Lance Rushin,
Hayley Roodt, Muneera Allie,
Jackie Cameron, Karen Dudley,
Marc Cloete, Quivertree Publishers

Layout and design
Corporate Communication

Art Director
Annalie Boshoff

Designer
Hantie Engelbrecht

Artwork, illustrations and infographics
Annalie Boshoff,
Hantie Engelbrecht

Photography
Zanele Jam-Jam

Administration
Denise Williams,
Nokuzola Ngcizela

Communication and liaison
Portia Percival, Nokuzola Ngcizela

Interns
Thabiso Motaung, Robin Fester

Editorial Committee Harry
Malila (DG), André Joemat (SG),
Faiza Steyn (Head of Corporate
Communication), Sylvanus du
Plessis (Head of Creative),
Leah Moodaley (Editor)

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contact us

Telephone: 021 483 6017
Postal address: Better Together magazine, P.O. Box 659, Cape Town 8000
Email: Better.Together@westerncape.gov.za
All letters can be sent to the above email or postal address.



BETTER TOGETHER.

LETTERS



Q I would like to know what type of support services, if any, are offered to supervisors who manage employees with mental health challenges?

Anonymous

A Managers contribute toward the wellbeing of employees and their teams, and healthy employees contribute to the overall effectiveness of the WCG. Those who occupy a space in management play a vital role in identifying and referring employees who would benefit from our employee health and wellness programme.

Our strategic approach is therefore customised with managers in mind; taking into account organisational culture, diversity, objectives and existing challenges. Metropolitan Health understands that a manager's role is a demanding one. We endeavour to ensure that line managers are partnered with the appropriate expert when they require support in their managerial roles. Support is offered to managers or supervisors to strengthen their managerial role in order to engage employees and to improve team dynamics. Information and tools are provided in order for managers to show care and support, for employees to manage their mental health issues, and to ensure that employees are referred to a professional when the need is identified. We provide suitable interventions to capacitate managers to proactively detect employees who are in crisis and in need of professional counselling services.

Kind regards
Metropolitan Health Corporate

+

Do you have a question?

Please send us any questions you might have about processes, programmes and projects within the Western Cape Government. We will ask the appropriate department or directorate to answer you and you might see your answer in the next issue. You can also send a letter to acknowledge, recognise or compliment service delivery or an exceptional colleague.

↑

Mental health issues can easily spill over into the workplace, impacting productivity levels and employee engagement.

INSIDE INFO



Open Government First Thursdays

Upcoming themes:

- + **April, 2nd**: Innovation in safety technology highlighting the Premier's recently launched Safety Plan with exhibitors in the safety and technology space
- + **May, 7th**: Department of Cultural Affairs and Sport showcase all the local talents and programmes managed under the department
- + **June, 4th**: Youth Month led by the Department of Economic Development and Tourism

Open Government First Thursdays is your opportunity to connect with



Provincial Ministers and WCG top management in an environment that encourages transparency and participation. It is also a chance to explore innovation and entrepreneurship at its best. Don't miss out!

COMPETITION TIME

2 Look polished and professional at meetings with this beautiful black leather notebook and silver pen!



All you need to do is complete all three puzzles on page 40.

Instructions: If you are reading the printed magazine:

- + Fill your answers in on the page.
- + Scan the page in to your computer and email it to Better.Together@westerncape.gov.za.
- + Be sure to include your full name, contact details, and department.
- + The Better Together magazine

team will be in touch to arrange the handover of your prize. If you are reading the magazine online, simply print page 40 and follow the instructions above.

Please note: only entries received before 8 May 2020 will be eligible for the lucky draw.



2020 - Honouring the Year of the Nurse and the Midwife

Like many of us have vowed to do across our public service sectors, Nurse and Senior Lecturer: Western Cape College of Nursing, Petro van Heerden dedicated her life to generously serving residents of the Western Cape. While some choose to do this through feats of engineering, social work, or policing, Petro has done it through caring, healing, and the transferral of knowledge and skills. Having retired on 28 February after 41 years of service, she has successfully trained hundreds of clinical nurse practitioners across various districts in the subject of primary health care - 480 to be exact - imparting the skillset and insight required to achieve true person-centered health care in an immensely pressured environment.

She highlights the value of caring in that nurses must remember to care for themselves in the same way that they care for others. "You are one small link in a long chain, but a very important link in the bigger spectrum of health service delivery. Always remember to look after yourself."

Petro van Heerden is thanked for her generous contribution to health care in the Western Cape.

For more on our nurses' contribution to our health care sector and advice on overcoming stress and compassion fatigue, see page 12.



message from the DG

The March 2020 issue of the *Better Together* magazine comes at a crucial time for the Western Cape Government. Just over a month ago, our Provincial Strategic Plan (PSP) was adopted by Cabinet at its Bosberaad on 12 February. The Premier, in his State of the Province Address, announced the WCG's strategic priorities and planned interventions at the Rocklands Civic Centre on 20 February.

The Premier also announced the WCG vision: "A safe Western Cape where everyone prospers". Building safe and cohesive communities has become the number one priority for the province. In the previous issue, you will have read about the Premier's initiative to put more "boots on the ground" aimed at assisting our crime-fighting efforts. A number of other violence-prevention initiatives are also planned.

The PSP's five Vision-Inspired Priorities (VIPs) are:

- + VIP 1 - Safe and cohesive communities
- + VIP 2 - Growth and jobs
- + VIP 3 - Empowering people
- + VIP 4 - Mobility and spatial transformation
- + VIP 5 - Innovation and culture

I am leading the implementation of VIP 5, supported by Mr Andre Joemat, Superintendent-General of the Corporate Services Centre, and have the overall responsibility for the achievement of a citizen-centric culture in the WCG. In this capacity, I will be communicating with you in future so that we can move towards an externally-focused organisational culture in the WCG that encourages innovation in service delivery to our citizens - which you will read about in this magazine.

The first of April also sees the commencement of Departmental Strategic Plans and Annual Performance Plans, and the implementation of budgets. As I am sure you are all aware, we have suffered severe cuts this year (and in previous years), which require us to be smarter and more innovative in order to deliver better services with fewer resources.

The lessons from the previous term are that collaboration, flexibility, adaptability, learning, innovation, culture change, integration of service delivery and citizen-centricity are critical skills and attributes going forward. I would urge you all to read the 2019-2024 PSP, or the PSP summary

outlined on page five, which includes the main initiatives to be undertaken during this five-year term. Each of these initiatives are underpinned by you and your service to the citizens of the Western Cape.

The PSP challenges us all to change the way we do things; to be more citizen-centric and more innovative in carrying out our duties. Limited resources compel us to work together across the spheres of government and with communities to find creative solutions to the issues that we find in society.

Now that we have a clear vision, we have a clear opportunity, which we must all grasp in the interest of our people.

Wishing you a wonderful and productive 2020!

Director-General of the Western Cape Government
Mr Harry Malila



A new year has brought with it a new Provincial Strategic Plan and a clear vision underpinned by five Vision-Inspired Priorities. Familiarise yourself with these priorities on page five.

our vision, in ink

OUR COURSE IS SET AND THE PROVINCIAL STRATEGIC PLAN (PSP) IS OUR GUIDE TO A SAFER PROVINCE IN WHICH OUR PEOPLE PROSPER.



Premier Alan Winde presented the 2020 SOPA at Rocklands Civic Centre in Mitchells Plain.

As public servants, the **PSP** is not only our map to a brighter future for the province, but also our daily reminder of why we wake up each morning and get ready for work. It's our "what", our "why", and our "how". It gives us purpose.

There are five priorities that we will focus on for the next five years: 1) build safe and cohesive communities; 2) boost the economy and job creation; 3) empower our people; 4) promote mobility and spatial transformation; and 5) drive innovation within a culture of a truly competent state.

You will find these vision-inspired priorities on the back cover of your magazine. Feel free to put the page up in your office as a reminder of our direction.

1. SAFE AND COHESIVE COMMUNITIES

When people feel unsafe, it affects every area of their life. It prevents them from enjoying public spaces and travelling to work, and discourages businesses from growing and creating jobs. All provincial departments, including yours, will contribute to a safer province by working with law enforcement and working to address the root causes of violent crime, such as child abuse and unemployment.

Four ways that we will measure our success:

- + the murder rate per 100 000 population in the Western Cape;
- + the number of contact crimes reported per 100 000 population in the Western Cape;

- + the percentage of the Western Cape population who feel safe; and
- + the percentage of tourists who feel safe.

2. GROWTH AND JOBS

We want to make the Western Cape a place where businesses grow and create jobs. This means we must invest in excellent infrastructure, skilled workers, and companies that can compete with the best in the world. With this in place, more and more people in the province will have jobs.

Two ways that we will measure our success:

- + the GDP growth rate in the province (how much the economy is growing); and
- + the rate of employment growth (how many jobs we are adding).



3. EMPOWERING PEOPLE

We are working toward a Western Cape where families are strong and healthy; where our youth have the skills, knowledge, and personal character to succeed in the 21st century world of technology and computers; and where all our people have access to excellent services.

Six ways that we will measure our success:

- + the number of deaths of children under one year of age;
- + the number of learners staying in school between grades 10 and 12;
- + the adult years of life lost (fewer deaths from "lifestyle" and infectious diseases);
- + the number of youth not in employment, education or training (NEET)(15 to 24 years);
- + the percentage of learners reading for meaning by age 10; and
- + stunting, as measured by height by age 5.

Educating our youth for the 21st century economy



4. MOBILITY AND SPATIAL TRANSFORMATION

We will build new and inclusive communities, improve the places where people live, and make it safer and more affordable to travel from one place to another.

Three ways that we will measure our success:

- + the average time of travel to and from work and industrial centres;
- + the average amount of income spent on transport; and
- + the quality of basic services (e.g. water, refuse removal, sanitation, electricity, public facilities, etc.) in targeted areas/settlements.

5. INNOVATION AND CULTURE

We are responsive and focused on improving lives. We will consistently find ways to improve the services we deliver. We will try new things, and change what we are doing if we are not meeting the needs of those we serve.

Two ways that we will measure our success:

- + citizen feedback surveys; and
- + a Service Delivery Index that measures the impact of service delivery.



TOP: Finding alternative solutions to the energy crisis
ABOVE: Ensuring inclusivity and accessibility in service delivery



Our five priorities plug into four themes that should reflect in everything we do.

GENDER

Poverty, inequality, and unemployment have a bigger impact on women, especially young African women, than on men. Women are more likely to be unemployed or paid less than men. Women are taking care of their families, and they are not paid for this. This makes it harder for them to work in full-time jobs and, usually, the jobs they do find do not pay very much. What is very worrying is the violence inflicted on women by men - 370 women were murdered in 2019 and 7 043 sexual offences were reported (and we know that most rapes are not reported). Both men and women need to challenge the idea that men have the right to control women. Wherever women are equal to men, everyone prospers.

YOUTH

Many of our young people are unemployed and they generally come from poor families, have not completed high school, and live in challenging environments. High youth unemployment has negative results. The longer a young person is unemployed, the less likely they are to find a job. Youth don't have the necessary resources required to look for jobs - like money and access to a computer or data. Many young people drop out of school because they see that matriculants often don't find jobs anyway. This leads to risky behaviours like alcohol and drug abuse and getting in trouble with the law. We need to provide our young people with the skills and self-confidence to get jobs.

CLIMATE CHANGE

The world is getting warmer and the level of the ocean is slowly rising. In the Western Cape, we can expect more disasters like



Creating inclusive living spaces close to economic opportunities

droughts, floods, and fires. This will affect every aspect of our life. The recent drought in the province reduced our exports and cost many their jobs. We are going to find it hard to export our products because the rest of the world is going to ask us if we are producing our goods in ways that slow down climate change. If we respond to these challenges quickly, we can change them into opportunities. All our departments are required to take the necessary steps to limit their impact and prepare for changes in our climate.

FOOD SECURITY

As a result of poverty and malnourishment, stunted growth in the province has increased by 20% since the early 1990s, and 70% of our women and 44% of our men are overweight (as are many of their children). Our children are not reaching their full potential and our health care costs have increased. Going forward, we will implement the national Integrated Food Security Strategy and we will drive projects that help people to grow their own food.

As a provincial government, we are committed to tackling these challenges, but we cannot do it without each employee's continued commitment to serving the residents of the Western Cape.

Every organisation, institution, community, household, and individual in our province needs to work together so that we all have access to the opportunities we deserve.



Find the PSP summary document on our official website. For a more detailed look at the full-length PSP 2019-2024 document, visit: <https://www.westerncape.gov.za/general-publication/western-cape-provincial-strategic-plan-2019-2024>



read. funda. lees.

THE WESTERN CAPE EDUCATION DEPARTMENT HAS LAUNCHED A READING STRATEGY, WHICH HAS A HIGH-LEVEL, "WHOLE-OF-SOCIETY" APPROACH TO IMPROVING LITERACY LEVELS. THIS STRATEGY IS A PROVINCIAL FLAGSHIP INITIATIVE DRIVEN BY OFFICIALS, TEACHERS, PARENTS AND LEARNERS.

The objective of the Reading Strategy is to enhance readers' language competency in the areas of comprehension, interpretation and critical engagement by the age of 10, and assist readers to decode and encode text and visuals for meaning.

Karen Dudley, Director: Curriculum (General Education and Training), explains that the strategy is based on research. "I'd like to reference statistics,

because while one might have an opinion, research and data tell another story," she says. "The Western Cape has been very privileged to have systemic testing in grades three, six, and nine. This testing of languages and mathematics has set our province a good benchmark to see where our literacy levels are." Karen explains that besides systemic testing results, the WCED also used the Progress in International Reading Literacy Study (PIRLS)

as a basis for the strategy, which is a test done with Grade 4 learners. Karen shares that while the Western Cape is currently ranked highest in South Africa, there is still more to be done to improve our current benchmark, and that this can be achieved through the Reading Strategy. "Quality education is what we envisage for this province - all learning starts with language proficiency and if we can get the language proficiency correct through reading, it will pave the way for everything else."

SIX PILLARS OF THE READING STRATEGY

The new Reading Strategy has six main pillars.

- + teacher development;
- + learning and teaching support material;

- + learner support;
- + research;
- + advocacy; and
- + parental involvement.

Karen explains: "These pillars are informally referred to as 'heart, head and hand'".

The strategy includes reading norms per term, per grade, which will guide teachers with regard to the correct time for support interventions when learners are unable to achieve the benchmarks set out in the reading norms.

"As an education department, it is important that we remain on the cutting edge of everything happening around us in terms of new developments and new pedagogy. Through the various approaches and methods applied over the years, the aim has remained the same: getting children to read for meaning and filling that gap for children by the age of 10. Beyond 10, it can be quite a challenge, as shown by research," says Karen.

She stresses that reading is the backbone of all learning and that without proficient reading skills, we are doing an injustice to our youth. "At the end of the day, how do you do geography? How do you do science, if you cannot read? It is our professional and civic duty to ensure that teachers know how to teach reading and that

we focus on how to implement reading for meaning in our schools."

WHAT MAKES THIS READING STRATEGY DIFFERENT?

"The emphasis on this being a Whole-of-Society approach is what has made this reading strategy very different. It hasn't been a top-down approach, but rather an approach involving and consulting a number of people, including officials, teachers, parents, learners, NGOs and stakeholders who have all committed to its success."

Karen explains that with past reading interventions, the focus would be placed on one or two of the official languages (English and Afrikaans), but that this strategy focuses on adding isiXhosa as a language of learning, which for most South African children will be highly impactful. "Previously, we have based our approach on English, but this set of phonetics is not available in the child's mother tongue, instead, it's a different set of phonetics entirely. When you look at the neuroscience behind reading, and the research of how children learn, the way I place my teeth, or tongue, my auditory reception, my visual reception is all different to the way I hear it and the way I see it (as a non-English-speaking

child). This strategy will break this English model and allow our learners to read more naturally."

Karen explains that different teaching methods will be used for different languages. For example, English will be taught using a synthetic blended approach where learning is taught over phonetics first, whereas isiXhosa and other African-reading languages will use Funda Wande - which uses rhymes and visual associations. An Afrikaans model for Jolly Phonics* is currently being developed.

"For the first time in this province's history of education, we are taking a different approach. The neuroscience model and research behind it says it all. The mission here is to promote a vibrant reading culture that is not only the responsibility of the Department, teachers and NGOs, but also school managers, parents, caregivers, librarians, publishers, corporate and other members of society, who all have a role to play in promoting a habit of reading."

Karen emphasises that our new strategy is nothing without our teachers. "Our teachers are our biggest asset and have already begun training on how to implement this strategy in their classrooms. We have trained

Children can learn 4 000 to 12 000 new words per year through reading.



The new reading strategy focuses on languages of learning. It is based on getting the foundation right.



600 teachers for the African reading languages and this year we will be training another 600. We have also created an online learning portal for teachers. For schools who are currently performing at a high level of literacy through different methodologies, the Department is not going to interfere with this, but it would be beneficial for all teachers to take a unified approach." ●



Die Wes-Kaapse Departement van Onderwys het hul nuwe Leesstrategie Graad R-12 bekend gestel, wat 'n hoëvlak-, "hele samelewing"-benadering tot die verbetering van geletterdheidsvlakke het. Hierdie strategie is 'n provinsiale vlagskip-inisiatief wat deur staatsamptenaars, onderwysers, ouers en leerders aangedryf word. Die doel is om lesers se taalbevoegdheid met die fokus op begrip, interpretasie en kritiese betrokkenheid teen die ouderdom van 10 te verhoog, en lesers te help om teks en beeldmateriaal te ontleed en te verstaan.. Alle leer begin met taalvaardigheid en as ons dit deur middel van lees kan verbeter, sal dit die weg baan vir die kwaliteitonderrig wat in die vooruitsig gestel word. Hierdie strategie fokus op die toevoeging van isiXhosa as 'n taal van onderrig saam met Engels en Afrikaans, wat 'n groot impak op baie Suid-Afrikaanse kinders gaan hê. Verskillende onderrigmetodes word vir verskillende tale gebruik. Byvoorbeeld, Engelse onderrig het 'n sintetiese, gekombineerde benadering waar die taal eerste en dan fonetiek aangeleer word, terwyl isiXhosa en ander Afrikatale Funda Wandeleermateriaal met rympies en visuele assosiasies gebruik. 'n Afrikaanse model vir Jolly Phonics word tans ontwikkel. Die missie is om 'n lewendige leeskultuur te bevorder en dit is nie net die verantwoordelikheid van die Departement, onderwysers en NRO's nie, maar ook van skoolhoofde, ouers, versorgers, bibliotekaris, uitgewers en die korporatiewe en breër samelewing.



ISebe leMfundo leNtshona Koloni liphehlelele iQhinga lokuFunda likaGreyidi-12 elingafani nelangaphambili, nelikwinqanaba eliphezulu, nelisebenzisa indlela yokusebenza equka "uluntu lonke" lokuphucula amanqanaba olwazi lokufunda nokubhala. Eli qhinga lokusebenza lilinyathelo lophawu lwephonondo eliqhutywa ngamagosa, ngootitshala, ngabazali nangabafundi. Injongo yoku kukuphucula izakhono zabafundi bolwimi kwimimandla yokuqonda, ukutolika kunye nokuzibandakanya ngokwengqiqo xa bekwiminyaka eli-10, kunye nokunceda abafundi ukuba bawuqonde kwaye bawuhlanganise umbhalo kunye nabakubonayo ukuze kunike intsingiselo. Konke ukufunda kuqala ngobuchule bolwimi kwaye ukuba singabuphucula ngokufunda, oko kuyakuvula indlela yemfundo esemgangathweni enqwenelekayo. Eli qhinga lokusebenza lijolise ekongezeni isiXhosa njengolwimi lokufunda kunye nesiNgesi nesiBhulu, esiya kuba nefuthe elikhulu kubantwana abaninzi baseMzantsi Afrika. Iindlela ezahlukeneyo zokufundisa ziya kusetyenziswa kwiilwimi ezahlukeneyo. Umzekelo, isiNgesi siya kufundiswa kusetyenzisa indlela ephuculiweyo yokufundisa apho kugxilwa khona ekufundeni ulwimi kuqala emva koko kufundiswe izandi zolwimi, ngelixa isiXhosa nezinye iilwimi zokufunda zaseAfrika zisebenzisa izixhobo zokufunda iFunda Wande, zisebenzisa isingqisho nemiboniso ehambelana noko. Ngoku kuphuhlisa imodeli yesiBhulu iJolly Phonics. Injongo yoku kukukhuthaza inkcubeko yokufunda ngodlamko, kwaye oku akuloxanduva lweSebe kuphela, ootitshala kunye nee-NGO, kodwa lolweenqununu zezikolo, abazali, abagcini babantwana, iilayibrari, abapapashi, amaqumrh' emisebenzi kunye noluntu ngokubanzi.

RECAP 2019 Teaching Award winners

The Provincial Teaching Awards is the Department's way of acknowledging the extraordinary efforts made by teachers, often in very difficult conditions.

Our provincial winners:

- ✦ **Excellence in Primary School Teaching:** Ms Eugenia Paulo-Goagoses; Masiphatisane Primary School, Ongegund, Vredenburg | West Coast
- ✦ **Excellence in Secondary School Teaching:** Mr Ian le Roux; Emil Wede Secondary School, Genadendal | Overberg
- ✦ **Excellence in Grade R Teaching (National winner):** Ms Michelle Swart; Hermanus Pre-Primary School, Hermanus | Overberg
- ✦ **Excellence in Special Needs Teaching:** Ms Hazel Human; Olympia School of Skills, Dellville, Pacaltsdorp, George | Eden and Central Karoo
- ✦ **Excellence in teaching Natural Sciences (GET):** Ms Danielle van Eck; Protea Heights Academy, Brackenfell | Metro North and East
- ✦ **Excellence in teaching Mathematics (GET):** Ms Faldila Gassiep; Fairview Primary School, Grassy Park | Metro South and Central
- ✦ **Excellence in Technology-Enhanced, Teaching and Learning Award:** Ms Riefqah Sasman; Heideveld High School, Heideveld | Metro South and Central
- ✦ **Excellence in Primary School Leadership (National winner):** Ms Landeka Diamond; Westlake Primary School, Westlake | Metro South and Central
- ✦ **Excellence in Secondary School Leadership (National winner):** Mr Wendy Horn; Protea Heights Academy, Brackenfell | Metro North and East
- ✦ **Lifetime Achievement Award:** Ms Edna Loxton; Hillcrest Secondary School, Mossel Bay | Eden and Central Karoo
- ✦ **2019 Leadership Excellence Award in After School Programming:** Mr Andrew Groenewald; Principal | New Orleans Sekondêre Skool



FROM BRICK AND MORTAR TO WIREFRAMES AND PROTOTYPES, THE DEPARTMENT OF HUMAN SETTLEMENTS HAS BUILT ITS FIRST MOBILE APP TO IMPROVE ACCESS TO GOVERNMENT HOUSING INFORMATION.

building better access



The Department of Human Settlements' mobile app is one step closer to an app-friendly and truly accessible provincial public service.

With technology darting deeper into the core of our daily lives, governments must place one foot into the digital space of service delivery, whilst ensuring that the other foot upholds the status quo of traditional services. As part of its first phase of development, the Department's mobile housing app allows citizens to register and update their details on the housing demand database at their own convenience, rather than travelling to their local municipality. Launching in April, the app will set the tone for a government that is consistently progressive, innovative and more importantly, responsive to the needs of its residents. Future phases of the app's development include a digital library for all existing communication material – making information about the housing database, subsidies and programmes, the rental housing tribunal, and housing opportunities easily accessible to citizens both on- and offline.

A COLLABORATIVE APPROACH

With the aim to use technology to improve government and citizen interaction, the Department called on youth (aged 16 to 35) to co-create the app with the Western Cape Government. The HomeWise Competition, launched early last year, challenged youth to design the User Experience and User Interface (UX/UI) of an information app, which would then be developed for the Department of Human Settlements under the guidance of the Department of the Premier's CRM team, and as part of the Western Cape Government's overall digital strategy. The features of the

application in terms of look and feel are therefore a direct product of internal government expertise and public participation. Anesu Malisa (25) was named the winner of the HomeWise Competition, along with finalists Annabela Bekker (24) and Cynthia Augustine (20).

Nathan Adriaanse, Director: Communication and Stakeholder Management clarifies that once launched, the app will be widely accessible via all smartphones through Android and iOS stores. "Looking at our target group, we've developed the same content for pamphlets and other traditional communication channels, making the information widely accessible via various platforms." The roll-out of training to local municipalities to promote the early adoption of the app has started, with two municipalities already equipped to assist citizens.

Nathan explains that housing information packs are generally developed per income bracket across all platforms. "It is much easier for the public to orientate around their household income as opposed to the type of subsidies on offer". The app also aims to debunk the perception that built structures are the only service provided to citizens by the Department of Human Settlements; which also provides serviced sites and a range of subsidies tailored to household income brackets. For example, households with a combined income of between R3 501 and R22 000 qualify for the Finance Linked Individual Subsidy Programme. Households with a combined income of 3 500 or less before deductions qualify for the Enhanced People's Housing Process Subsidy Programme.

Nathan explains that winner Anesu's careful use of visual components made his UX/UI design very appealing. "People don't want to read heavy content when trying to navigate an app. If you don't catch someone's

attention and keep them engaged, you lose them." The winning design made use of visual cues to guide users through the application from user registration, to their income bracket, and useful information regarding the housing opportunities available to them.

Nathan explains that the current housing database in the Western Cape comprises roughly over 550 000 people, and that migrating this record to an interactive digital application will not only allow citizens to update information easily, but also allow the Department to find people with ease. "Citizens on the housing database don't always have permanent addresses or contact numbers, but with the application on their mobile phones, it would be easier for them to update these details." Currently, citizens who have registered must visit their local municipalities to update details and access housing information. Now, they will be able to do so at their convenience, anywhere and anytime.

Through its communications with citizens, the Department has hopes to improve service delivery going forward. "We want to ensure a better-informed citizenry in terms of access to the various government housing options available. There are many opportunities that people can tap into," shares Nathan.

Nathan emphasises the need to push boundaries within government. "We need to find ways to keep things fresh, to innovate, and help people to understand government better. We need to do everything we can to make information easier to digest and opportunities easier to access." ●





KEEPING COMPASSION

OFFICIALLY ENDORSED BY THE WORLD HEALTH ORGANIZATION, THE YEAR 2020 ACKNOWLEDGES THE VITAL ROLE THAT NURSES PLAY IN THE PROVISION OF PATIENT-CENTERED HEALTH CARE. THREE AWARD-WINNING WESTERN CAPE NURSES SHARE THEIR PUBLIC SERVICE TRIUMPHS AND TRIALS, AND THEIR DAILY MOTIVATION TO SERVE RESIDENTS WITH COMPASSION AND CARE.

They specialise in different fields of nursing, but Sister Catherine Love, Sister Fiona McCurdie and Staff Nurse Thembisa Yekani share the view that nursing is a job (over and above being a calling) and that there is plenty of work to be done.

Nurses are often the first and only point of care in their communities. They devote their lives to meeting the health care needs of others, administering lifesaving immunisations, bringing new life into the world, and looking after disabled, older, and vulnerable members of society. Nurses, like all those who have pledged to serve the public, have a responsibility to do so compassionately.

DEVELOPING A CULTURE TO SERVE

Having worked at Alexandra Hospital for the past 39 years, Sister Love knows exactly what it takes to be a good public servant. The secret is in her name: you need to love what you do. And she does. With parents in the public service, Sister Love developed a culture of serving early in life. As one of the first coloured nurses employed at the hospital in 1981, today she

manages forensic services and the psychosocial rehabilitation ward.

Sister Love shares that as a nurse, she has the opportunity to be a part of the growth and recovery of others. "You see the patient, but we experience the patient." Being able to insert yourself into your work and allow yourself to enjoy helping others will in turn help you to develop a culture of serving. "Whatever you do, do it from your heart."

Sister Love became a nurse purely out of practicality, but because she allowed herself to commit to her work and to those whom she served, she is now a nurse out of love.

FINDING YOUR PLACE

According to Sister McCurdie, one of the greatest qualities of a career in nursing is the option to work in a variety of environments, in a variety of roles. As a seasoned nurse with 38 years of first-hand experience, she points out that new nurses often take a while to find their place in the profession and that with this uncertainty comes a loss of passion or will to serve. "The nursing spectrum is limitless; you can find your place – there are so many opportunities, you just need to be open to them," she explains. The trick is to not be discouraged or quit. You have the compassion to do the job; we all do. It might just be misplaced. "People often refer to nursing as a 'calling', and yes it is, but it is also a job. The



Inserting yourself into your work and allowing yourself to enjoy helping others will in turn help you to develop a culture of serving.

LEFT TO RIGHT:
Thembisa Yekani,
Fiona McCurdie, and
Catherine Love

most rewarding part of nursing is being in a position to give people what they need," says Sister McCurdie. In her case, what people need may be a new heart or a lung. Nurse Yekani recalls working at Child Welfare before starting her nursing career at Michael Mapongwana Community Clinic. She realised that she had the compassion needed to provide a public service, but that she was in the wrong environment to truly express it.

KNOCKING THE PUBLIC SERVICE STIGMA

The day that Nurse Yekani received her nursing certificate, she made the promise to serve her community with dignity and respect. "Every time I help a client; those words echo in my mind." While Nurse Yekani is aware of the stress that comes with the job, she is equally aware of the stigma associated with public servants. "I do not want to be the reason that certain patients stop coming to our facility because of my attitude and work ethic. I'm a servant of this community. I put them before my life."

Nurse Yekani shares that planning and communication are two vital aspects of fulfilling any public service role. When assisting people, you need to be organised. You need to

2019 NURSING SERVICE EXCELLENCE AND CECILIA MAKIWANE AWARDS WINNERS FROM THE WESTERN CAPE

- + **Moira Kinnes, Groote Schuur Hospital, Award: General Nursing**
- + **Lusanda Nduneni, Tygerberg Hospital, Award: Midwifery**
- + **Fiona McCurdie, Groote Schuur Hospital, Award: Speciality Nursing**
- + **Thembisa Yekani, Michael Mapongwana Community Clinic, Award: Community nursing**
- + **Anso Truter, Western Cape College of Nursing Metro West, Award: Formal Nursing Education**
- + **Theresa Wulff, Groote Schuur Hospital, Award: Informal Nursing Education**
- + **Catherine Love, Alexandra Hospital, Award: Psychiatric Nursing Leadership and Management**

The truth about compassion fatigue

Are you:

- + **Feeling burdened by the suffering of others?**
- + **Blaming others for their suffering?**
- + **Isolating yourself?**
- + **Losing pleasure in work?**
- + **Experiencing difficulty concentrating at work?**
- + **Suffering from insomnia?**
- + **Bottling up your emotions?**
- + **Receiving complaints about your work ethic or attitude?**

If you have answered "yes" to more than four of the questions above, consider calling the Employee Health and Wellness line for independent, confidential advice. See page 15 for details.

Tips to overcome compassion fatigue

- + **Before changing your career, try changing your attitude. Changing the way you approach a situation may change the way you feel about it.**
- + **Find a mentor and cultivate positive relationships in your field. Having people to look up to and learn from will increase your confidence and motivation.**
- + **Always remember the pledge or promise you made to yourself when you began your journey. You will never know how far you have come if you forget where you started.**
- + **Be patient, your season will come. Whenever you feel restless in your career, remember that patience is a skill you can only benefit from mastering.**
- + **Set emotional boundaries. Be compassionate without becoming overly involved in the lives of patients/clients.**
- + **Develop coping mechanisms that work for you. Get regular fresh air and take deep breaths; talk to colleagues about good things in life; laugh and laugh some more.**

plan ahead and be able to explain processes just as well as you follow processes. "I plan my day with my clients and tell them that I explain things the way I do because I don't want complaints, I want compliments."

Nurse Van Heerden (page 3), also skilled in the field of community nursing and primary health care shares that stress and compassion fatigue are major risk factors in the primary health care sector, because community clinics are often the first point of contact for residents in the face of staff shortages and increased community violence. "This can cause frustration, fatigue and cumulative burn out, impacting our ability to cope. What keeps us going is our responsibility to those we serve," she says.

LIFE SUPPORT

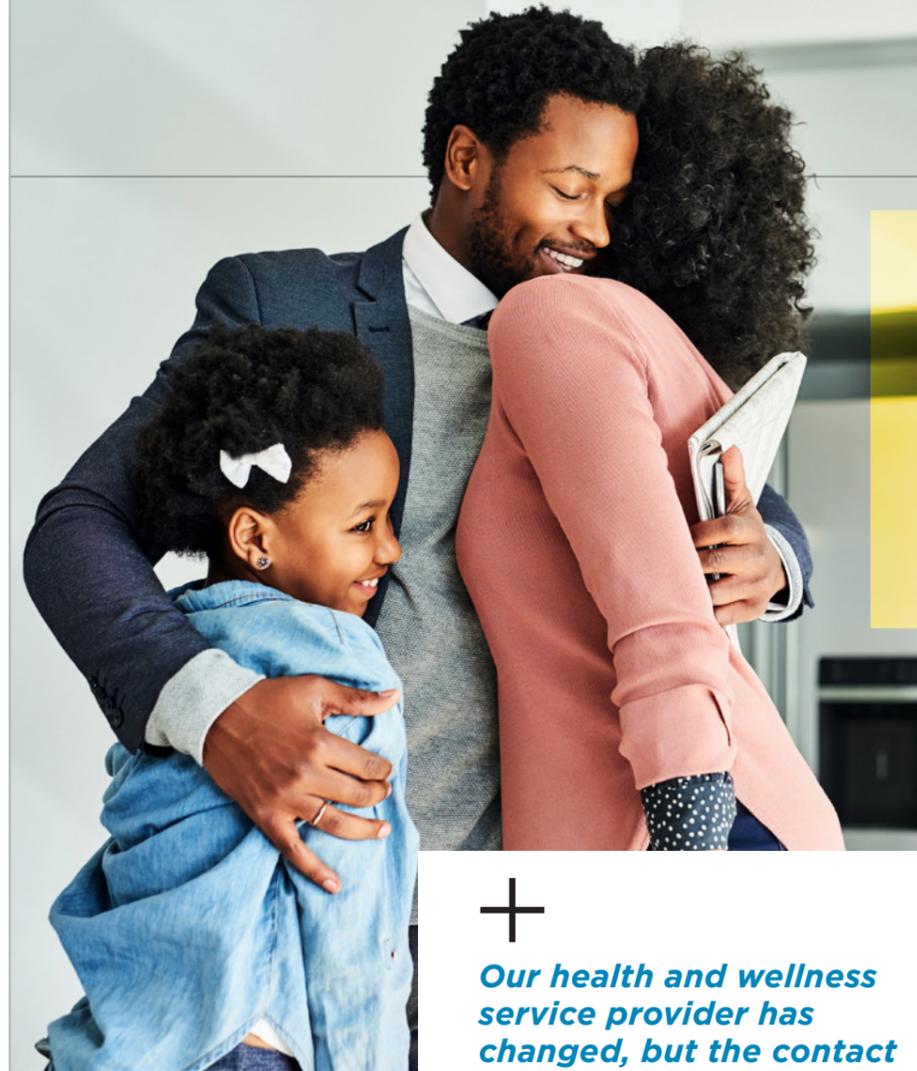
"The reality is that we do lose our compassion sometimes, most times toward one another," admits Sister McCurdie. As Groote Schuur Hospital's transplant coordinator, Sister McCurdie has had a lot of experience working under pressure. She emphasises the importance of having a solid support structure in place at work. "With the right support, management, and feedback systems, you are able to start each day without the burden of yesterday's baggage. You're able to treat tomorrow's patient with the same level of compassion as yesterday's patient."

FIGHTING COMPASSION FATIGUE

Compassion fatigue is defined as emotional distress or tiredness as a result of dealing with the demands of caring for or helping others. Simply put, someone who suffers from compassion fatigue is too worn down or emotionally drained to be sympathetic toward others. Compassion fatigue used to be a common problem among health care professionals, but is now felt by workers in most other professions inside and outside of the public sector. Compassion fatigue often presents itself as rudeness or indifference to the needs of clients.

When it comes to working as a public servant, passion and compassion are closely linked. If you are tired of what you do, who you do it for will not matter as much as it should. If you nurture a passion for what you do, compassion will come easily.

When you feel like your passion and compassion is dwindling, remember the wise words of Sister Love: "Just try, at least..."



Our health and wellness service provider has changed, but the contact numbers are still the same.

Services by Metropolitan Health across all WCG Departments include:

- + Tailored work/life support
- + Trauma counselling
- + Substance abuse management
- + Family counselling
- + Managerial support
- + Relationship counselling
- + Financial advice
- + Legal advice
- + Mental health support
- + Health and wellness support

ON 1 FEBRUARY 2020, METROPOLITAN HEALTH CORPORATE TOOK ON THE ROLE OF WCG EMPLOYEE HEALTH AND WELLNESS PARTNER.

welcome Metropolitan Health!



+ **CSC departments**
0800 611 155
wcgsc@mhg.co.za

+ **WCG (Health)**
0800 611 093
wcggh@mhg.co.za

+ **WCG (Education)**
0800 111 011
wced@mhg.co.za

Services can be accessed by employees and their dependents telephonically, digitally and face-to-face 24 hours a day, 7 days a week, including public holidays. Employees can contact the EHWP through their dedicated toll-free line, SMS (please call me) and email. A multi-disciplinary team is available to offer employees multilingual and confidential work/life support, trauma counselling, substance abuse management, family counselling, relationship counselling, financial and legal advice, and mental health and wellness support. Professionally skilled staff also support managers with issues relating to employee engagement.

Depending on the needs of the employees, our professional staff will advise on suitable treatment plans and workplace reintegration support.

IT'S NEVER TOO LATE

TO FOLLOW THE PATH YOU WERE MEANT TO TAKE.

Once Nuraan Adams stepped out of her comfort zone, she overcame her fears and achieved her dreams.



Born in the valley town of Worcester as the eldest of three siblings, Nuraan Adams could never have known what life had in store for her. "I was a quiet child; very shy," she explains. "My mother often worked long hours to support us, which is why most of my childhood memories involve my grandmother (the love of my life)."

At the age of 12, just before she started high school, Nuraan's grandmother passed away in her arms. To Nuraan, it was a pain like no other. "I wish she could have seen me in my uniform. I wish I could talk to her about my fears," she thought to herself. Little did Nuraan know that the heartache had just begun.

For four years, Nuraan was bullied and tormented by a group of her peers. "Spitting, swearing, name-calling, groundless accusations, writing my name on toilet walls, sticking bubble gum in my hair, pushing me, hitting me, throwing my books in the

sand - you name it, I endured it! I begged God to take me to be with my grandmother." In 1988, Nuraan failed Grade 11 and decided to drop out of high school. She could not take the rejection and depression any longer.

Now a laughing stock to her bullies, and a disappointment to her mother, she took the opportunity to move to Cape Town to look after her cousin's baby. A year later, Nuraan looked at herself in the mirror and thought: Is this me? Is this it? With these questions in mind, Nuraan moved back to Worcester and reconnected with an old friend, who soon became the new love of her life, and her husband. She became a mother to daughters of her own and saw herself in them, but still felt empty and invisible. Pushed to find her purpose, Nuraan applied for a job as a receptionist despite not having a matric certificate. She got it! She got the job! Day by day her life started changing. She started to smile more. Seven years later, with a push from her husband and the will to be better, Nuraan got her matric certificate through ABET night school at the age of 35. "I did it! I passed with an exemption!" she exclaims.

During a casual conversation with her husband a few years later, Nuraan asked why there were so many children living on the street: "What are they sniffing and



I realised that for a long time, I, along with 75% of the population, struggle with something called glossophobia. It is a fear of speaking in public."



Nuraan's husband asked why she couldn't be the social worker she was looking for.

where are their parents? More importantly, where are the social workers?" Nuraan's husband asked why she couldn't be the social worker she was looking for. The seed was planted, and Nuraan applied to university. Nuraan was not accepted, and for the first time in her life she decided to ask "Why not?" "I couldn't take no for an answer. I was called in for an interview to explain my situation. In 2009, I started my first year of university with my daughter, and both of us graduated in 2012," says Nuraan.

She became a social worker for the Department of Social Development and has never looked back. "I never knew I had a voice, but now I do. I realised that for a long time, I, along with 75% of the population, struggle with something called glossophobia. It is a fear of speaking in public." Nuraan overcame that fear not only because her work forced her to, but because she had a deep desire to.

In 2019, a friend urged Nuraan to enter Mrs South Africa. "Until then, I had no idea such a thing even existed," she shares. My daughter helped me fill in the application form and send it through a day before the closing date. To my surprise, they invited me to an interview in Johannesburg. I made it! I was a Mrs South Africa semi-finalist!" Nuraan saw this as an opportunity to inspire others who struggle with the same fears she had finally overcome. "Sharing your voice can encourage others to do the same," she says. "It is never too late to challenge your fears, find your voice, and change your life."

Sometimes the motivation you need is right beside you, working through those closest to you, pushing you to succeed. Like Nuraan, all we need to do is listen and be willing to put in the work. ●



Working as a social worker and group facilitator, speaking to people is an important part of Nuraan's daily life.



demystifying early-stage start-up investment

THE DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM DIGITAL ECONOMY TEAM HAS PARTNERED WITH FRASER CONSULTING AND THE LOUDHAILER TO LAUNCH A START-UP INVESTOR COURSE AT NO COST TO THOSE WHO ARE EAGER TO LEARN MORE ABOUT EARLY-STAGE INVESTING.

To encourage more South Africans to invest in early-stage tech start-up businesses, the Department of Economic Development and Tourism (DEDAT) launched the "Introduction to Early-stage Investing" online course in February 2020. The best part is that all course content is available free of charge on DEDAT's official e-learning platform.

Typically, early-stage investments are used to fund the first three stages of a company's development: seed funding to help the entrepreneur start the business; start-up funding to

develop products and marketing; and early-growth funding to boost manufacturing and sales. Entrepreneurs often find it challenging to secure funds for these three areas of development.

According to the Digital Economy team's Marc Cloete, "One of the biggest gaps in the technology ecosystem is a lack of funding for early stage companies. This is partly because the early stages of a start-up are risky - requiring capital to fund its growth without the revenue or market share to justify investment from outside sources. Therefore, investors are hesitant to hand their hard-earned money over on the basis of a good idea or potential future rewards, especially when failure rates of new businesses are so high". This programme aims to support entrepreneurs within the tech sector by helping potential investors discover early-stage investment opportunities and providing them with the necessary tools and information to make these investments.

Director and Founder at Fraser Consulting, Alexandra Fraser, says, "With the rapid growth of the tech sector and increase in successful, South African start-ups, we've seen interest from potential investors to learn more about the early-stage investment space. Experienced entrepreneurs, business people and professionals can add significant value to a start-up besides just capital, and contribute to its growth and success. In addition, with the creation of different funding and investment platforms, angel groups and 12J funds, it's now possible to invest in a start-up for as little as R1 000, up to several million, if you have the risk appetite."

Caitlin Nash, Managing Director of The Loudhailer adds: "The initial response to this course has been overwhelming - proving that there is not only a need in this area of investment but also high demand. Bringing high impact projects such as this to market creates the bridge needed to close the gap and stimulate inward investment."

The course comprises seven video modules, giving viewers insights into the early-stage investment landscape, along with the investment options available

to them. "Globally, technology companies have experienced phenomenal growth and returns over the past few years, and as the digital economy continues to disrupt traditional business models and drive innovation, there is no better time to educate our Western Cape citizens about early stage investing than now," says Marc.

Course participants can explore topics such as sourcing, assessing, and making an investment; and learn about the various regulatory issues affecting investors in South Africa. The course is a primer for those interested in the innovative start-up space; adventurous investors looking to make high-risk, high-reward investments; and experienced entrepreneurs who would like to share their expertise. It is also valuable viewing for start-ups and business owners to help them understand how various early-stage investment vehicles work and what they can



The course comprises seven video modules, giving viewers insights into the early-stage investment landscape, along with the investment options available to them.

expect from potential investors. The modules are complemented by interviews with 20 industry experts from across the start-up and investment ecosystem, including venture capital firms, impact investing funds and start-up accelerators.

Provincial Minister of Finance and Economic Opportunities, David Maynier, believes that encouraging early-stage funders will help grow the number of start-ups in the province who will in turn contribute to growing the economy and creating jobs, especially for young people in the Western Cape. "I encourage any potential start-up investors to take part in the course, make the most of this opportunity and consider investing in the Western Cape's vibrant digital economy." ●



 While the WCG cultivates a favorable environment for economic growth, investors are able to plant the seeds for entrepreneurial and tech sector development.



Safety is the province's #1 priority and all Departments and Ministries have a role to play in creating a safer province.

KNOW WHERE YOUR DEPARTMENT FITS INTO THE PLAN

Each vision-inspired priority is driven by a lead Ministry and lead government Department.



mapping our Vision-Inspired Priorities

Lead Ministries and lead Departments are assisted by support Ministries and support Departments.

community matters

POSITIONED AS THE MIDDLEMEN BETWEEN THEIR COMMUNITIES AND THE SOUTH AFRICAN POLICE SERVICE, COMMUNITY POLICE FORUM MEMBERS DO INVALUABLE WORK, ASSISTING GOVERNMENT AND RESIDENTS IN MATTERS OF CRIME, DOMESTIC ABUSE, AND OVERALL SERVICE DELIVERY.

A Community Police Forum (CPF) is made up of representatives from institutions such as schools, ratepayers associations, local businesses, and religious institutions working in partnership with the police. The purpose of a CPF is to assist in creating and maintaining a safe and secure environment for those living in their area.

A CPF develops yearly community safety plans, which identify priorities and needs for the area. These priorities and needs are set by the community, through the CPF, and form part of the local police station's operational plan. A CPF may also plan and implement its own safety projects, and can apply to the provincial government for funding.

James Pedro CAPE WINELANDS CLUSTER CPF MEMBER

An unassuming man with a larger-than-life personality, James has a relaxed and friendly demeanour when we meet him at the Paarl East Police Station where he carries out his CPF duties. James is the deputy of the Franschhoek and Stellenbosch Cluster and is a perfect example of how community members and the South African Police Force (SAPS) can work hand-in-hand to reduce the scourge of crime. James accompanies SAPS officers into the community when they do investigations and has become a treasured mouthpiece for the community he serves.

What is a normal day for James? "Every morning I come into the office and check if there are any complaints from the community. I then have my daily one-on-one meeting with the Station Commander, Colonel Mabhuti Stephans," explains James.

"My daily duties include mediation, for example, if there was a complaint that the police went into the community without a warrant of arrest, I act as the middleman and liaise between the police and the community so they can come to an agreement. If there is a complaint about a policeman, I first address it internally before I take things further. I am also a member of a neighbourhood WhatsApp group and the residents send messages when they need me to come to their houses or meet with me, which includes weekends." James's close relationship with Station Commander Stephans plays an integral role in the overall success of the CPF in the Cape Winelands Cluster.

James explains that in his cluster, domestic violence and substance abuse are primary reasons for call-outs. He explains that it is particularly tricky when police are involved in domestic violence cases, but says the police ensure that their duty is done and offer trauma counselling for the victims, which is done in the safety of the police station.

To James, serving the community has always been close to his heart and over the years, he



James Pedro has been a Community Police Forum member for six years.



Zelda Beukes has since retired from her role as Chairperson but will always be committed to safeguarding the community.

has been an integral member of several neighbourhood watch groups and school governing bodies. He emphasises that being a CPF member is truly a labour of love. "It is my sixth year as a CPF member and I think the CPF is doing a lot in fighting crime. We go out to the people and speak to them to mobilise and take ownership of preventing the crime plaguing our communities. And, when the community complains we as CPF members listen and assist them."



"We go out to the people and speak to them to mobilise and take ownership of preventing the crime plaguing our communities."

Zelda Beukes DAGAMASKOP (NOW KNOWN AS EDEN) CLUSTER CPF MEMBER

A boisterous and heart-warming personality with a true care for all she does, Zelda Beukes is extremely hands-on when it comes to her CPF role. Responsible for the Eden Cluster, the 61-year-old Mossel Bay resident has strong ties to her community, having served

as a counsellor since 2005 and Chairperson of the Eden CPF for five years.

"If I take a walk through the area, everyone knows that I am an active CPF member and the middleman between them and the police. For me, the CPF is very, very important. There must be a person from the community who can speak to the police on their behalf so they can feel heard."

Zelda explains the positive impact the CPF has made in the Eden Cluster in terms of strengthening the relationship between SAPS and the community. "They [the community] used to say 'that police' but now since the CPF has done so much work in the area, the community now says 'our police'. The rhetoric has changed."

One CPF member is assigned to each of the 11 stations in the area. Zelda explains that if anything occurs in the Eden area, people from the community come directly to her and ask her to assist or accompany them to the police station to act as the intermediary.

"My house has become another police station," she jokes. She also adds that the

good relationship between the CPF and the SAPS in the Eden cluster helps to tackle crime in the area and keep everyone safe. "My relationship at a station level is very good. We work well together."

Zelda has been an active member of her community since 1994 and has enjoyed the past five years with the Eden cluster. She adds that, along with the police, the CPF is in the process of establishing a committee to assist with trauma and suicide-prevention initiatives which will be based at the police stations to assist those in need.

"The CPFs add value to the fight against crime, and people must realise that CPF members are on both sides - the police's side and the community's side. Working alongside the police, we can continue to talk to the community and families and calm situations down; that is ultimately our role as a CPF. I can't do police work or arrest people, but I can assist the police by talking to the community before the police take action."

The true potential of community police forums can only be accessed through positive collaboration and mutual respect. ●

KNOW MEANS KNOW!



Following the #Metoo movement, the outcry against sexual harassment and sexual violence has been amplified, more so within professional spaces.

REPORTING INAPPROPRIATE SEXUAL ADVANCES MADE BY A COLLEAGUE CAN FEEL INTIMIDATING, BUT THE WCG HAS PUT SUPPORTIVE MECHANISMS IN PLACE TO ASSIST YOU. KNOW WHAT THESE MECHANISMS ARE AND HOW TO ACCESS THEM.

A recent survey conducted among 1 000 urban South Africans found that 30% of South Africa's women and 18% of its men have been victims of unwanted sexual advances in the workplace¹. About 39% of men and 22% of women kept quiet about their abuse. A third of men feared that no one would believe them, while women feared that management would do little about it. Some even feared retaliation.

¹ Columinate Insights Consulting, 2018

Sexual harassment is unwelcome attention of a sexual nature that violates your rights and makes you feel uncomfortable. According to [The Code of Good Practice on Handling Sexual Harassment in the Workplace 2015](#), the conduct must affect the dignity of the person or create a negative or hostile environment.

Sexual harassment may include - but is not limited to - offering benefits for sexual favours, unwanted sexual advances or gestures, threats or retaliation to saying "no", sexual or flirtatious messages or emails, lustful stares at body parts, and inappropriate verbal and physical conduct.

Examples of inappropriate verbal conduct:

- + Rude jokes, profanity
- + Sexual comments
- + Whistling, barking, grunting or growling
- + Passive rumours of sexual acts or sexual involvement

Examples of inappropriate physical conduct:

- + Winking, leering
- + Licking or biting lips
- + Cornering or blocking in corridors
- + Clothing adjustments
- + Backrubs
- + Communicating suggestive images or cartoons
- + Indecent physical exposure

REPORTING SEXUAL HARASSMENT AT WORK

The WCG has a zero-tolerance policy in cases of sexual harassment. Reporting an offence is simple - contact your department's Sexual Harassment Officer. Your report will be followed by an investigation and psycho-social support if necessary. Once the investigation is concluded, a report will be prepared to describe the allegations and recommendations, if any, for the department to act on or take note of.

Department of Agriculture

- + Ms R Wentzel
021 808 5119
rashidahw@elsenburg.com

Department of Community Safety

- + Adv Z Khan
021 483 3394
Zaiboonisa.Khan@westerncape.gov.za

Department of Cultural Affairs and Sport

- + Ms N Mohamed-Luddy
021 483 2278
Najwa.Mohamed-Luddy@westerncape.gov.za
- + Dr H Vollgraaff
021 505 1534
Helene.Vollgraaff@westerncape.gov.za

- + Ms B von Schutz
044 691 1067
Bridgitte.vonSchutz@westerncape.gov.za

- + Mr L Magqazolo
021 483 0404
Lulekile.Magqazolo@westerncape.gov.za

Department of Economic Development and Tourism

- + Ms M Jacobs
021 483 9748
Mymona.Jacobs@westerncape.gov.za

Department of Environmental Affairs and Development Planning

- + Ms K Shippey
021 483 2741
Karen.Shippey@westerncape.gov.za

Department of Health

- + Mr C Jacobs
021 483 8653
Cedric.Jacobs@westerncape.gov.za
- + Ms M Magolie
021 483 8909
Marguerite.Magolie@westerncape.gov.za



April is Sexual Assault Awareness Month. Sexual harassment can lead to sexual assault and other forms of sexual violence if not handled appropriately. If you or someone you know is experiencing harassment by a colleague or manager, please report it immediately.

Department of Human Settlements

- + Mr J Robberts
021 483 4385
Robbie.Robberts@westerncape.gov.za
- + Ms T Jabaar
021 483 9484
Toheera.Jabaar@westerncape.gov.za

Department of Local Government

- + Ms J Pandaram
021 937 6306
Jacqueline.Pandaram@westerncape.gov.za
- + Mr C Mitchell
021 937 6387
Craig.Mitchell@westerncape.gov.za

Department of the Premier

- + Ms F Gallie
021 466 9704
Fatima.Gallie@westerncape.gov.za

Department of Social Development

- + Ms M Johnson
021 483 3781
Marion.Johnson@westerncape.gov.za

Department of Transport and Public Works

- + Ms E Geyer
021 483 0041
Elouize.Geyer@westerncape.gov.za

Western Cape Education Department

- + Mr S Faker
021 467 2849
Salie.Faker@westerncape.gov.za
- + Ms R Peterson
021 467 2856
Rushda.Peterson@westerncape.gov.za

Provincial Treasury

- + Ms W Sadan
021 483 3167
Wafihqa.Sadan@westerncape.gov.za
- + Ms V Coetsee
021 483 5715
Varina.Coetsee@westerncape.gov.za

The cattle kraal is fully automated and learners are able to receive readings about the cow under study including its date of birth and vaccination record.



De Rust Futura Academy is the first no-fee school of its kind, offering top-quality education and agricultural subjects to children from 58 different farms in the surrounding areas. School Principal, Mr Wandred Theunis, explains that the majority of learners at the school come

from a farming environment, and by offering agricultural studies, the school hopes to change their perception of farming as a professional career.

A school with humble beginnings, the Academy was initially opened as a primary school. Following the appointment of Mr Theunis in 2007, the decision was taken to extend the school curriculum to Grade R and matric – a vision that was shared amongst teachers, learners, the community and various partners.

“In 2009, we wrote our first National Senior Certificate exam. And since then, we have consistently obtained an average matric pass rate of 90%. We decided to incorporate agricultural subjects in 2010 and applied for this with the Western Cape Education Department,” explains Mr Theunis.

Agriculture is one of the main focus areas of the

WCED as it continues to encourage STEAMAC (science, technology, economics, art, maths, agriculture and computer coding).

“Since then, we have been offering Agricultural Science and Agricultural Management Practice, and two years later, we also brought in Agricultural Technology. Agricultural Management Practice teaches the kids about operational management, marketing, production, budgeting and all the critical skills needed to run a farm effectively. Agricultural Technology is a more practical subject where they learn how to do different kinds of welding, electrical work, plumbing, building, and how to design different security systems and irrigation systems.”

Mr Theunis shares that these subjects expose learners to the skills required to maintain a farm while also opening many doors for them in various other fields. The subjects develop learners’



HARVESTING THE FUTURE

IN JANUARY 2020, DE RUST FUTURA ACADEMY, WITH THE WESTERN CAPE EDUCATION DEPARTMENT (WCED) UNVEILED THE FIRST AGRICULTURAL SCHOOL IN THE PROVINCE. THE SCHOOL’S OFFERING, INCLUDING STATE-OF-THE-ART CATTLE KRAALS, WILL EQUIP LEARNERS WITH THE NECESSARY SKILLS TO CREATE ECONOMIC OPPORTUNITIES THROUGH FARMING.



Currently, the Academy’s cattle kraal occupies 50 hectares of land in the Grabouw area.



self-sufficiency and ignite an entrepreneurial streak which will hold them in good stead for the future; assisting their contribution to the South African economy.

CATTLE KRAALS AND PRODUCE

The WCED erected the kraals on 50 hectares of land donated to the school by Dr Paul Cluver, of Paul Cluver Wines. Dr Cluver also donated bulls and cows to occupy the kraal. The land can hold 50 animals as each cow/bull needs one hectare.

“In Agricultural Management Practice, the learners need to do a section on animal studies, and that is where we decided that we’re going to specialise in the breeding of stud cattle and open the kraals. We also teach the kids about the production of vegetables in green tunnels, as well as on open fields, and all our produce is taken to the Epping market to sell.” Mr Theunis proudly proclaimed that De Rust Futura Academy is the first school in the country to offer the three agricultural subjects. From grades 10 to 12, 95% of the kids, both boys and girls, have taken up these agricultural subjects.

A “normal school day” sees learners completing their compulsory subjects and after this, the learners who have chosen to do agricultural subjects then go to their designated classrooms. In these agricultural subject slots, specifically Agricultural Management Practice, two hours per week are set aside for practical learning according

to the National Curriculum. During these practical lessons, learners are transported to the facility [kraal] to work with the cattle, in the welding workshop, and in the green tunnels and open fields.

“Our teachers are fully skilled and equipped in teaching agricultural subjects. The WCED has arranged a lot of training in the agricultural field and we partake in a South African Agricultural Teachers Conference that is held in a different province annually. This conference is very beneficial as our teachers get to experience new methods, ideas and designs. So there’s a lot of opportunity created by the education department.” Mr Theunis expanded on how public-private partnerships have also assisted the school as they enquire the skills and experience of their various partners who own and run the surrounding farms to give the learners practical lessons and speak to them about the realities of managing a farm.

Regarding the cattle kraal itself, he explains that the animal handling facility is fully automated and, within minutes of the cow/bull standing on the scale, you receive readings on all the information about the cow including its date of birth, vaccination record, and growth rate, etc. This is all uploaded to a cloud and farmers who are also breeding stock, all over the world, have access to this information.

“The automation of the cattle kraal is also beneficial for the learners because they learn more about technology

and are able start writing programmes. This year, we also added Computer Applications Technology to support this. Nowadays, Computer Applications Technology and Agriculture go hand-in-hand as the whole agriculture sector is now automated.”

“For example, in our green tunnels we produce English cucumbers and tomatoes, and our feeding system and irrigation system are automated. So the kids also learn maths because they take the temperature each morning and have to work out the pH levels and then work out the average temperature for the week.”

According to Mr Theunis, about 20% of their learners furthering their studies have already enrolled at Elsenburg and other universities to pursue careers in Agriculture.



Agricultural Management Practice teaches the kids about operational management, marketing, production, budgeting and all the critical skills needed to run a farm effectively.

There is also talk of De Rust Futura incorporating hospitality studies by 2020 with the plan to build their own restaurant. The menu? De Rust Futura produce of course!

No matter what the future holds, De Rust Futura Academy is paving the way for learners to brighten their futures and widen their world-scape, one day at a time. ●



Since its opening, De Rust Futura Academy has expanded from a primary school to include Grade R and high school.

AGRICULTURE'S NEW MOBILE LABORATORY IS A FIRST OF ITS KIND FOR SOUTH AFRICAN GOVERNMENT, AND A TRUE EXAMPLE OF RESOURCEFULNESS AND INNOVATION IN THE PUBLIC SECTOR.



LAB LEVELLING UP



Biosafety levels are classified according to the pathogens each lab works with. A biosafety level-3 laboratory's access is restricted and controlled at all times.

Much like stepping into a scene of your favourite sci-fi movie, stepping into the Department of Agriculture's newly refurbished biosafety lab is a glimpse into the future - which clearly is now. With the world and its technology rapidly expanding and developing, the WCG is committed to providing services that are valuable, relevant and accessible to all.

As the first of its kind, the Western Cape's level-3 laboratory is fully equipped with state-of-the-art tools including an autoclave, a cryostorage facility, and internet connectivity. More interestingly, the lab is completely mobile, meaning that it can potentially service sites when and where required across our province. The lab's mobility ensures accessibility of services as well as a reduced turn-around time for test results for commercial and small-scale farmers as well as others who may require the service. Previously utilised by the Department of Health as a mobile clinic, the lab was

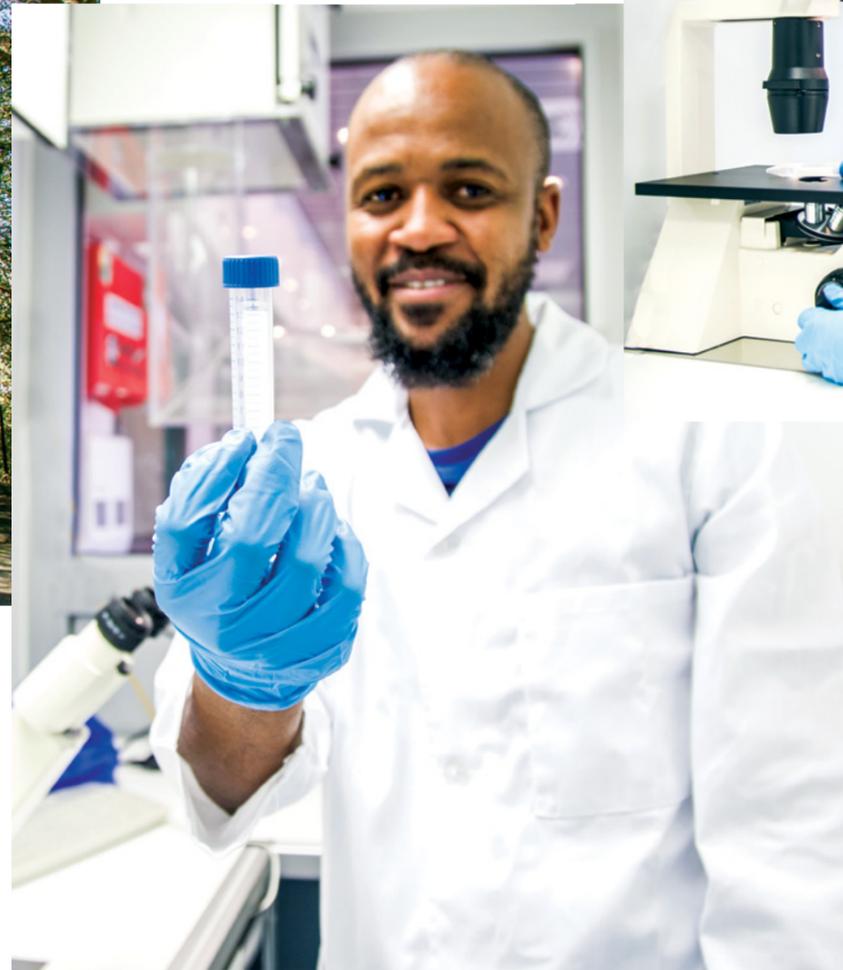


transferred to the Department of Agriculture in 2014 and refurbished in 2019 to address the need for live virus testing, including Avian flu and Brucellosis.

The lab is classified as a 'level 3' according to the four biosafety levels of pathogen testing and research, with '3' involving work on microbes that are either indigenous or exotic, and can cause serious or potentially lethal disease through inhalation or consumption. A laboratory that deals with potentially deadly infectious agents like Ebola would be designated as a level 4 - the highest and most stringent level.

Francois Dreyer, Technical Manager at the Provincial Veterinary Laboratory in Stellenbosch, explains that this biosafety lab is used to test for zoonotic diseases, which are diseases that can be transferred from animals to humans. In light of the much publicised Coronavirus, the lab is expected to play a crucial role in the mitigation of animal

Veterinary Technician, Kgomotso Sekwele, examines a test tube under one of the facility's microscopes.



acts as a pathogen library in case the need arises to prepare test reagents for certain pathogens. Another interesting feature of the lab is its water-saving design. The autoclave is connected to an on-board water recycling system that reduces the amount of water needed to dispose of pathogenic waste.

Over and above human safety, veterinary testing and certification is also key to growing our animal export market and local economy, as a large percentage of all South African agricultural exports are transported via the Western Cape. "We need to prove that our animals are free of certain diseases. Even when pets are exported, certain testing is required as part of the certification process for domestic animals to leave the country," says Francois. He explains that regular surveillance testing must take place in order for products to be deemed safe for human consumption. It is important to know that the Department of Agriculture's veterinary testing duty generally ends at the animal abattoirs. Once foods are processed, the Department of Health has a duty to conduct further safety testing to ensure that products are safe for consumption prior to packaging.

Francois shares that the new lab is a valuable transversal resource, and that if the need arises within another department, it can be used. ●



Veterinary testing and certification are vital to human safety and our local economy.

to human virus transmission. "There is also a need to conduct rabies testing in the Western Cape which we previously sub-contracted to laboratories in other provinces," explains Francois. "Having this facility allows us to process results in a matter of hours."

The lab is separated into two sections - an office space and a test centre. The test centre is closed off by a chamber that uses negative pressure to secure the air inside and outside of the lab. "You want to keep what's inside a level-3 lab, inside the lab," says Francois. Apart from the cryostorage facility and on-board autoclave used to sterilise the equipment, the lab is fitted with biosafety cabinets, incubators, microscopes, and a 1 000-litre generator. The mobile lab's cryostorage facility

THE ONE HEALTH APPROACH
The Western Cape follows a One Health Approach that recognises the complex relationship between humans, animals, and the environment, and how the three impact one another. By ensuring animal health, we can, in turn, safeguard human health.

OUR CONSTITUTION TEACHES US THAT ACCESS TO HEALTH CARE IS A HUMAN RIGHT. THIS MEANS THAT REGARDLESS OF HOW MUCH WE EARN OR WHERE WE LIVE, WE ARE ALL ENTITLED TO HEALTH CARE. THIS IS THE BASIS OF UNIVERSAL HEALTH COVERAGE, BUT HOW DOES IT RELATE TO THE NATIONAL HEALTH INSURANCE BILL?

UNIVERSAL HEALTH COVERAGE AT A GLANCE



Universal Health Coverage (UHC) is achieved when all people who need health services have access to quality care without unnecessary financial difficulty. "Health services" in this case refer to promotion, prevention, treatment, rehabilitation, and palliation. Currently, provincial budget cuts and deficiencies in our health system result in a lack of the quality care required to achieve UHC.

UHC is aligned to the National Development Plan and United Nations Sustainable Development Goals, and it strengthens primary health care and community services, improves quality and patient safety, and ensures that poor and marginalised populations receive quality health care.

HOW DOES NATIONAL HEALTH INSURANCE (NHI) RELATE TO UHC?

Although the terms UHC and NHI have been used interchangeably and are linked concepts in the NHI Bill, UHC is different from NHI.

NHI is a financing mechanism (an insurance system much like a medical aid) where the government uses a fund to offer benefits to cover all/part of the health service costs of its citizens and long-term residents. Citizens pay money into the fund and the government uses the fund to buy health care on behalf of the country. The NHI Bill therefore proposes a change to our current health financing system.

To achieve UHC, a comprehensive and effective funding mechanism is needed, and the NHI will attempt to provide this. UHC was on the Western Cape Government's agenda before the NHI Bill was passed in August 2019, and is not new to the Provincial Department of Health.

 At least half of the world's people do not have access to essential health services. UHC aims to change this.



What is the driving force behind UHC? The answer is: our country's biggest socio-economic issue, inequality.

Currently, the Department is stepping into the stewardship role for UHC for the Western Cape, optimising the limited funds and conditional grants that it receives from Provincial Treasury and the National Department of Health.

KEY ELEMENTS OF UHC

- + Fair access to health services based on need and not the ability to pay
- + Quality health services
- + Affordable health care that does not result in financial difficulty or distress

KEY ELEMENTS OF THE NHI BILL

- + Public funds will be pooled together to create the NHI Fund. Health funds will be removed from the provincial department and incorporated in the NHI Fund, and the private sector will be left untouched.
- + The Fund will be controlled by a Board appointed by the national Minister of Health. The Minister appoints the chairperson of the Board, as well as the CEO of the Fund. The National Minister will have extensive powers and all decisions will be centralised.
- + The Fund CEO will be the administrative head, responsible for all decisions and finances, and will answer to the Board.
- + The Fund will be a single purchaser and single payer of health care services, including medicines for the entire country. There is currently no information on the package of benefits the NHI will cover.
- + Citizens will enter the system at the primary health care level (clinics) and follow referral pathways.



24 countries have successfully implemented UHC using various funding mechanisms.

+ Treatment will only be funded if deemed necessary, cost-effective, and if included in the NHI list of services/medicines.

NHI AND PROVINCIAL HEALTH CARE

With the NHI budget, the province will potentially lose 38% of its budget from equitable share. While the NHI Fund will largely control the health care system in terms of central hospitals reporting directly to the national Department of Health and the direct contracting of health service providers, the provincial Department of Health will still be responsible for emergency medical and forensic pathology services, environmental and pollution services, and medical and health services during provincial disasters. It will also have to maintain provincial health facilities.

UHC requires strong leadership, governance, a well-established structure and

system to function. We have developed a clear framework for our UHC strategy, and have engaged with the private sector and had community engagements. As the WCG, our priority is to strengthen the entire health system for the benefit of citizens by addressing its current deficiencies. We aim to demonstrate models of stewardship, purchasing and provision as a capable provincial steward for health. Internationally, there are many ways to achieve UHC. NHI is one of the financing mechanisms. With extensive budget shortfalls in public health across the country, and an unaffordable private sector, change is required. From a provincial perspective, the National Health Insurance Bill in its current form does not offer solutions to the weaknesses in the health system. ●

It is not about whether health services exist, it is about whether they are accessible and affordable.



SOURCE: WCG Department of Health





A province in which our people are empowered by good health.

is our health going up in smoke?

All smoking is bad for your health.

+ Cigarettes



+ Hookah



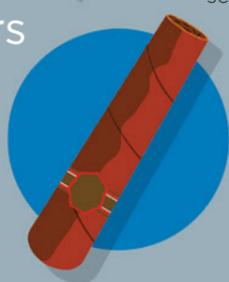
Hookahs are water pipes that are used to smoke specially made tobacco that comes in different flavours. Although many users think it's less harmful, hookah smoking has many of the same health risks as cigarette smoking. The amount of smoke inhaled during a typical hookah session is about 90 litres, compared with 500 to 600 ml inhaled when smoking a cigarette.

+ e-Cigarettes



Electronic cigarettes (e-cigarettes) are defined as devices that vaporise and deliver a chemical mixture typically composed of nicotine, propylene glycol and other chemicals to the lungs of the user. The product is mostly sold by the tobacco industry and their safety has not been scientifically demonstrated.

+ Cigars



Worldwide, about 4.5 trillion cigarettes are littered each year.

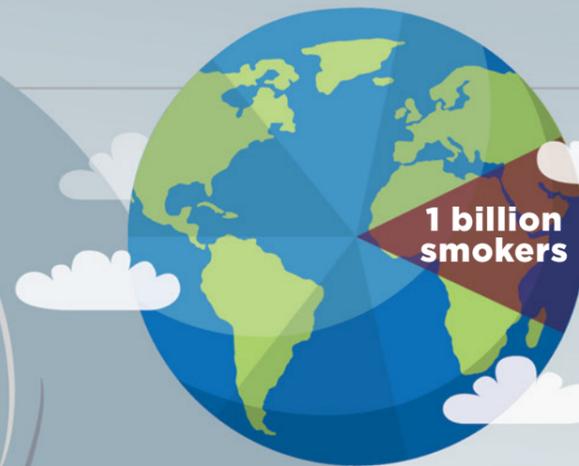


Did you know?

- + Exposure to nicotine is shown to negatively impact brain development in young adults.
- + The chemical components of tobacco smoke can trigger latent infections of TB.
- + Smoking triples the risk of having a heart attack and doubles the risk of having a stroke.
- + Carbon dioxide, methane and other noxious chemicals are present in second-hand smoke, which causes air pollution. Globally, smoking emits nearly 2.6 billion kilograms of carbon dioxide and 5.2 billion kilograms of methane into the atmosphere each year.
- + Cigarette butts are increasingly becoming one of the biggest concerns with regard to littering. The toxic chemicals in the butts seep into soils and waterways, causing soil and water pollution.



If you are a smoker and would like to quit, call the **National Council Against Smoking (NCAS) Quit Line: 011 720 3145** or email: quit@iafrica.com. You can also download the NCAS Quit Guideline in [English](#), [Afrikaans](#), or [Zulu](#).



For every smoker, three non-smokers are killed globally every year by second-hand smoking.



The big picture

- + There are around one billion smokers in the world, according to the World Health Organization (WHO). This is about a seventh of the world's population.
- + On average, the life expectancy of a smoker is 10 years less than a non-smoker.
- + Around 600 000 non-smokers are killed globally every year after long-term exposure to second-hand smoke.

Work it out

- + Smoking affects your lung capacity. You are able to exercise better when your lung capacity is good and your lungs work well. The tar in cigarette smoke coats your lungs and makes the air sacs less elastic.
- + Smoking increases your resting heart rate. Your resting heart rate is how many beats per minute your heart produces when you are not active. When you smoke, this number is increased because of the extra work your heart has to do to keep your body going.
- + The nicotine and carbon monoxide from smoking may make your blood "sticky" and your arteries may become narrow. Narrow arteries reduce the flow of blood to your heart, muscles, and other body organs, making exercise harder.

According to the WHO, this is what happens when you stop smoking:

- + Within 20 minutes, your heart rate and blood pressure start to drop.
- + After just 12 hours, the carbon monoxide level in your blood drops to normal.
- + Between two and 12 weeks after kicking the habit, your circulation improves and your lung function increases.
- + One to nine months after quitting, coughing and shortness of breath start to decrease.
 - + After one year, your risk of coronary heart disease is about half that of a smoker.
 - + After 10 years, your risk of lung cancer falls to about half that of a smoker and your risk of cancer of the mouth, throat, oesophagus, bladder, cervix and pancreas decreases.
 - + After 15 years, your risk of coronary heart disease is half that of a non-smoker.

Quick facts

- + Tobacco is the leading cause of preventable death in the world.
- + Smoking and tobacco use cause more than 5 million deaths per year worldwide. Current trends show that this will increase to more than eight million deaths annually by 2030.
- + Tobacco increases the risk of developing cancers other than that of the lung, including the bladder, larynx, liver and stomach.
- + For every person who dies from a smoking-related disease, 20 more people suffer from a smoking-related illness.
 - + Smoking increases the risk of men developing lung cancer by 25 times. The risk is even higher for female smokers.
- + Smoking one pack of cigarettes a day costs you ± R12 000 annually.
- + In addition to cancer, smoking can increase your risk of coronary heart disease and stroke anywhere from 200% to 400%.





WITH THE ONLINE WORLD BECOMING MORE REAL AND RELEVANT EACH PASSING DAY, ALL SECTORS OF SOCIETY - INCLUDING GOVERNMENT - ARE ENCOURAGED TO GET INTO THE SWING OF THINGS WITH THE "INTERNET OF THINGS".



getting into "the internet of things"

The "Internet of things", or "IoT" is a concept that refers to connecting devices to the internet, and to one another. It is the convergence of two worlds - our physical world, and the data world.

clock turned your coffee machine on the same time it woke you up in the morning?

The IoT has revolutionised the way the world works by improving productivity across industry sectors; saving time and costs for businesses and households; creating opportunities within the automation sector; and making rich data more accessible. However, this also comes with its disadvantages. The IoT makes people more dependent on the internet, and the data world, to complete their daily tasks. Can you think of lasting one week without your smartphone? Who is going to be your alarm clock? camera? calculator? notebook? calendar? address book? newspaper? source of entertainment? Smartphones have swiftly evolved into the single most important gadget in our lives thanks to this multimedia, multi-device IoT functionality.

Within government, we need to look at the IoT from a broader perspective in terms of how it can benefit society at large. For example, the IoT can be applied to the improvement of public infrastructure and transportation networks -

the development of "smart" cities to help conserve energy, monitor traffic congestion, reduce waste, and optimise the way we work and live.

Still, the IoT means very little without access to it; which is why the roll-out of province-wide broadband and Wi-Fi hotspots have been a priority for the Western Cape Government over the past five years. Government finds itself in a challenging position. On the one hand, striving toward innovative solutions and harnessing new technologies; and on the other, remaining committed to a public service that is accessible to all despite economic and digital divides.

A current example of IoT in government is the Department of Agriculture's Digi-Pen. The Digi-Pen writes like a normal pen by capturing information on digitised paper. The digitised paper looks like a normal A4 paper with a dotted pattern imposed on it called a "noto dot pattern". The data is transmitted to the form via the pen using Bluetooth capability. The data is then sent to the Department's server automatically using a GPRS cellphone signal. The data is encrypted for confidentiality and the pen also deletes every record after transmission. Photographs can be taken with data submissions using the Digi-Pen's infrared camera.

As the internet roots itself deeper and deeper into our daily activities, our government remains committed to providing accessible service delivery options to the residents of the Western Cape. ●

If you are involved in a WCG project related to the Internet of Things, email Better.Together@westerncape.gov.za to feature in the next issue of the Better Together magazine.



Within government, we need to look at the IoT from a broader perspective in terms of how it can benefit society at large.

IoT is a growing network of things and people. The network is made up of relationships between people-people, people-things, things-things.

IoT devices can include anything from a cellphone, to a wrist watch, an alarm system, and even household appliances like washing machines and refrigerators. The smart watch is a common example of a popular IoT device. Wearers are able to answer phone calls and reply to text messages, check their heart rate, control their music playlists, and take pictures - all from the comfort of their wrist watch.

Imagine if your printer knew when its ink was running low and automatically ordered refills? Imagine if your alarm

Did you know?

Kevin Ashton, an academic researcher at Cambridge University, first came up with the name for IoT in the 1990s while working on linking objects throughout the World Wide Web via radio frequency identification tabs. Since then, the rapid growth of wireless communications has paved the way for the IoT revolution.



are you a registered organ donor?

LET'S GET TO 1 MILLION!

Right now, hundreds of families are anxiously waiting for a life-saving transplant for a loved one. Some have been waiting for years. Together, we can reduce this wait by growing the number of registered organ donors in our province from 300 000 to 1 million.

On 14 February, Premier Winde and the Executive team partnered with the Organ Donor Foundation to host an event in support of changing lives. The event aimed to encourage employees,

colleagues, clients, and citizens to sign a pledge to register as organ donors. Organ donor registration takes a few minutes of your time, does not require medical testing, and can save up to seven lives.

Any person in good health cleared of chronic diseases can be an organ donor. Having a medical condition does not exclude you from registering as an organ donor as the decision of which organs can be transplanted will be determined once you have died. You can choose which

organs you are willing to donate, and the utmost care is taken by doctors during the harvesting process to ensure that the process does not change the way your body looks.

Solid organs such as the heart, liver, lungs, kidneys, and pancreas can only be donated once the donor is declared brain dead and is on a ventilator. Tissue such as bone, skin, corneas, and heart valves can be donated if the donor is on a ventilator or after they have passed. ●

To register as an organ donor, visit: www.odf.org.za/organ-donor-registration

To find out more about organ donation, visit the frequently asked questions (FAQs) page on the Organ Donation Foundation website.



Director-General Harry Malila pledging to register as an organ donor as his wife Gwen, the Premier and his wife Tracy look on



There are approximately 4 300 South Africans waiting for a life-saving organ or cornea transplant, but only 0,2 percent of our population are registered organ donors.



YOUR FEASTER MENU

TRIED AND TESTED EASY-TO-FOLLOW RECIPES
FOR YOUR LOVED ONES
TO ENJOY!

No Knead Hot Cross Buns

Recipe by food and lifestyle blogger,
berrysweetlife.com



*Hot cross buns
are sweet spiced
buns filled with
raisins, sultanas,
currants or
candied citrus.*

FOR THE BUNS

- + 3 tsp dry yeast
- + ¼ cup warm water
- + 1 cup milk
- + ¼ cup butter
- + 2 eggs lightly beaten
- + 5 cups white bread flour
- + 1 tsp salt
- + 3 tsp ground cinnamon
- + 1 tsp ground nutmeg
- + 2 tsp mixed spice
- + 1 tsp ground ginger
- + 2 ½ tbsp caster sugar
- + 1 cup sultanas or raisins

FOR THE CROSSES

- + 2 heaped tbsp plain flour
- + 6 tbsp water

FOR THE GLAZE

- + 1 tbsp honey

INSTRUCTIONS

1. Grease a baking tray with butter.
2. Place very warm water in a measuring cup and sprinkle over the yeast, stirring until the yeast dissolves. Set aside.
3. Heat milk in the microwave until hot (not boiling), then add the butter and stir until butter melts. Let it cool a little and then add the eggs and stir in.
4. Sieve the flour into a large bowl, mix in the salt, cinnamon, nutmeg, mixed spice, ginger, sugar and sultanas or raisins.

5. Make a well in the centre and pour in the yeast mixture and the butter mixture. Mix in with a metal fork until a soft dough forms. It pulls away from the sides of the bowl and is still a little sticky, but you can form it into a rough ball with your hands. If it's too sticky add a little more flour until you are happy with the consistency, being careful not to make it too dry.
6. Place in a greased mixing bowl with a damp cloth over the top and leave to rise until it doubles in size - about 30 mins. This can differ depending on your room temperature - if it is cold where you are, place the dough in the microwave with a cup of boiling water next to the bowl to help it along.
7. On a lightly-floured surface divide the dough into 15 equal pieces.
8. Preheat oven to 200°C.
9. Roll the dough pieces into balls with your hands and evenly space out on the baking tray. Cover again with a damp cloth and let the buns rise until they double in size - about 40 mins.
10. Mix together the plain flour and water for the crosses until you have a thick paste. Gently pat down the buns with your hands. Using a spoon or a piping bag filled with the paste, carefully draw a cross onto each bun.
11. Bake for about 15 minutes or until rolls are golden brown. Brush with honey and transfer onto a wire rack to cool.



Last Minute Pickled Fish

Recipe by Isobel Smith, contributor to *District Six Huis Kombuis: A Food and Memory Cookbook*, Quivertree Publications
Photograph by Jac de Villiers



INGREDIENTS

- + 2kg yellowtail fish, cut into even pieces
- + Sunflower oil
- + 6 onions
- + 5 cloves
- + 6 garlic cloves
- + 1 cup vinegar
- + 1 tablespoon brown sugar
- + 4 tablespoons Cartwright's curry powder (medium)
- + 2 teaspoons turmeric
- + salt to taste
- + 6 bay leaves

INSTRUCTIONS

1. Wash fish and pat dry.
2. Season fish and fry in sunflower oil until golden brown. Place on paper towel to drain oil.
3. Cut onions into rings and fry in a little oil.
4. Add remaining ingredients (except bay leaves) into pot.
5. Once mixture boils, remove from heat and pour it over the fish.
6. Add bay leaves, cover the dish, and leave to stand for a few days. (Overnight works too.)



Don't fry your onions for too long - an extra bit of crunch makes for a delicious pickled fish dish!



Dark Rum and Raisin Truffles

Recipe by Jackie Cameron from Jackie Cameron School of Food & Wine, seen in *SA Country Life* feature.

INGREDIENTS

- + 125 ml raisins
- + 62,5 ml rum
- + 80 ml cream
- + 250 g dark chocolate, chopped
- + cocoa powder for dusting

INSTRUCTIONS

1. Place the raisins in the rum to soak. Heat the cream in a small saucepan. As soon as the cream comes to the boil, remove it from the heat.
2. Place your chopped chocolate in a bain marie and pour over the hot cream. Turn

off the heat and allow the chocolate to melt into the cream. Once melted, add your soaked raisins.

3. Pour the mixture into a separate container and allow to chill in the fridge overnight, if possible. Once set, roll the mixture into truffle balls using a melon baller or teaspoon.
4. Dust truffles with cocoa powder and serve.

Variation: For spiced truffles, replace the rum and raisins with 80ml candied peel, 15ml cinnamon powder, 5ml mixed spice and 2.5 ml ginger powder. ●



This super easy truffle recipe makes roughly 50 portions and is great for a quick dessert or pre-lunch snack.



Follow the legal speed limit. Time is only valuable if you're alive.



survive the drive

DRIVERS, PASSENGERS, AND PEDESTRIANS ARE URGED TO TAKE RESPONSIBILITY FOR THEIR SAFETY AND THE SAFETY OF OTHERS ON OUR ROADS.

Beating the fatal five

1 Driver fatigue or distraction

- + Keep a safe following distance. This will give you enough time to react in the case of an emergency.
- + Always check your blind spot before changing lanes, even when driving on a road that seems deserted.
- + Stay alert and keep an eye on what's happening around you.
- + Do not text and drive.

2 Speeding

- + Follow the legal speed limit. Time is only valuable if you're alive.

3 Intoxication (drugs or alcohol)

- + Do not consume alcohol or use drugs before driving a vehicle.
- + Before undertaking a journey, consult your doctor to find out if your medication can cause side effects like drowsiness.

4 Failure to wear a seatbelt

- + Always make sure that you and your passengers are buckled up correctly.

5 Failure to maintain vehicle fitness

- + Before hitting the long road, make sure that your tyres, lights, fluid levels, brakes, shocks, wipers, seatbelts, and hooter are in order for the trip. Also, make sure that you have a valid car license on your windscreen. ●

#BeTheChange



Striving towards a province in which people can live with dignity and feel safe.

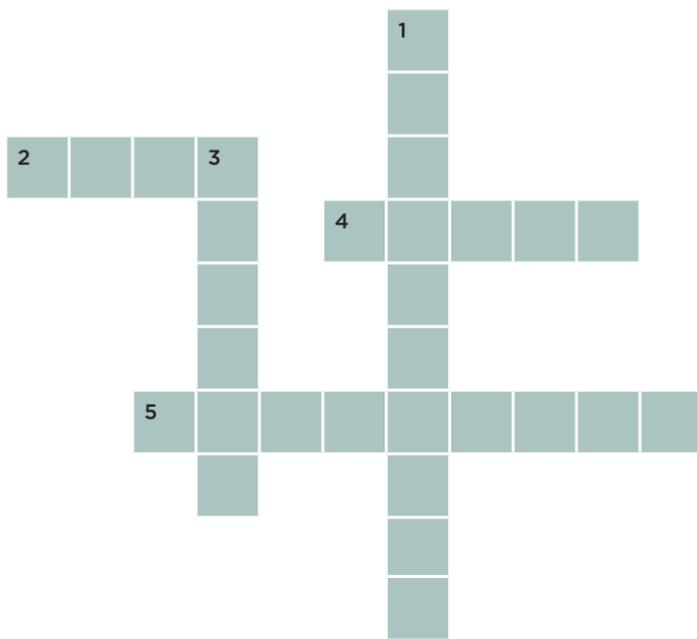


COMPLETE ALL THREE PUZZLES, AND A BEAUTIFUL BLACK LEATHER NOTEBOOK AND SILVER PEN COULD BE YOURS.

Competition instructions are provided on page 3. Please note: only entries received before 8 May 2020 will be eligible for the lucky draw.



Congratulations to our Issue 35 winner of a branded pen and 8GB flash drive:
Terri-Ann Crawford from Transport and Public Works



Test your magazine comprehension

ACROSS

- 2 What we need to create to boost the economy
- 4 One of the four PSP themes
- 5 What does the 's' in PSP stand for?

DOWN

- 1 'a province in which we embrace new ideas'
- 3 The WCG's top priority

Sudoku

HOW TO PLAY

A sudoku game involves a grid of 81 squares. The grid is divided into nine clearly outlined boxes, each containing nine squares. The rules of the game are simple: each row, column, and box must contain the numbers 1 to 9 within its squares. Each number can only appear once in a row, column or box.

	9				7		4	
6			3		9		5	
2		4		5			1	
	5	7		2				
			4		5			
				6		9	8	
	8			7		4		1
	1		8		4			2
7		5					6	

b e u c i l r e c a e i l y
u c i w n t y m o n o c e a
d e t t a u e r n a n a i a
g l n l a i c n i v o r p t
e i l u f e c r u o s e r s
t t c a l n e n u u a m o r
n r t a f i n a n c i a l i
e a n n o a p p f n u i n o
e v i t a v o n n i t c i v
l s t t n n e a e n o i g i
m a n d a t e i a n e t e c
l t r l r a e y i a a v n i
e e m n e w o c o c c l e y
r c i g e t a r t s a n p c

Wordsearch

Circle/highlight the words listed below in the grid above.
resourceful provincial mandate
economy year financial
plan budget innovative
new strategic



“Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.”

Joel Barker

THE VALUES



Caring

To care for those we serve and work with.



Competence

The ability and capacity to do the job we were employed to do.



Accountability

We take responsibility.



Integrity

To be honest and do the right thing.



Innovation

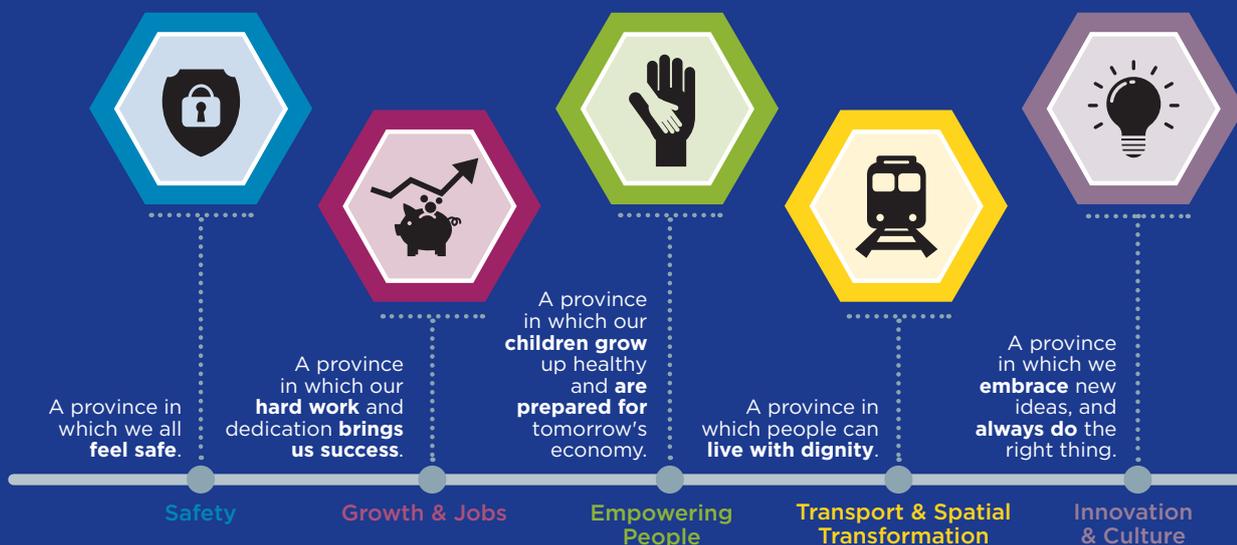
To be open to new ideas and develop creative solutions to problems in a resourceful way.



Responsiveness

To serve the needs of our citizens and employees.

THE VISION-INSPIRED PRIORITIES



Better Together

The Western Cape Government has a duty to provide opportunities. Citizens have the responsibility to make use of them.