

**FOURTH DRAFT**  
**INTEGRATED VICTIM EMPOWERMENT POLICY**



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## 1. PREAMBLE

Despite the best efforts of the South African Government and civil society, crime and violence remain problematic, impacting all South Africans directly or indirectly, with detrimental effects to victims, their families and communities. Victimisation negatively impacts the physical, emotional, social and economic well being of our society. Comprehensive services to reduce the negative impact of victimisation therefore need to be provided to all victims of crime.

South Africa's Victim Empowerment is based upon the concept of restorative justice. This concept advocates a victim-centred approach to criminal justice. Internationally, the trend over the past decade has been to promote a victim-centred approach to criminal justice (United Nations Manual 1997: 3 & Reeves 1994: 1-3). Whereas in the past the focus may have been on the progress of the perpetrator through the system, the current focus is on serving the needs of the victim. Wherever this has been put into practice internationally it has inevitably resulted in a reduction of victimisation, while simultaneously improving service standards in the system.

*“It has been argued that the victim has moved from being a forgotten actor to a key player in the criminal justice system” (Zedner 1997).*

A victim-centred approach, with strong emphasis on service delivery to victims promotes the reduction of secondary victimisation and improved co-operation with the criminal justice process. Socially desirable behaviour is reinforced and offenders and potential offenders are deterred.

The development of the Integrated Victim Empowerment Policy (IVEP) is directly related to this concept. It acknowledges the importance of victims and all stakeholders, both public and private in the delivery of services to victims. The policy document serves as a point of reference for all stakeholders regarding the establishment, development, delivery and nature of Victim Empowerment benefits and services. It serves as a framework to facilitate the establishment of partnerships for integrated, effective and efficient service delivery to victims.

The IVEP uses the definition of victim as contained in South Africa's Service Charter for Victims of Crime, 2004. Victim is defined as a person who has suffered harm, including physical or mental injury; emotional suffering; economic loss or substantial impairment of his or her fundamental rights, through acts or omissions that are in violation of our criminal law. Victim includes, where appropriate, the immediate family or dependents of a direct victim. A person may be considered a victim regardless of whether the perpetrator is

- identified
- apprehended
- prosecuted or convicted, and
- regardless of the familial relationship between the perpetrator and the victim.

The IVEP uses the term to include all victims of crime irrespective of race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth.

### 3. BACKGROUND

## 2. INTRODUCTION

Since 1994, South Africa has created an enabling policy and legislative framework that affirms the rights of victims of crime. Internationally, South Africa has ratified a number of United Nations and African Conventions that affirm the rights of victims of crime.

Internationally the needs and rights of victims were recognised and addressed through, amongst others, the adoption on 29 November 1985, by the General Assembly of United Nations of the Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power and South Africa is a signatory of this convention. The Declaration is based on the philosophy that victims should be adequately recognized and treated with respect for their dignity. Victims are entitled to access to the mechanisms of justice and prompt redress for the harm and loss suffered. They are also entitled to receive adequate specialized assistance in dealing with emotional trauma and other problems caused by the impact of victimisation.

Other international instruments include; the United Nations Convention on the Elimination of all forms of Violence against Women (CEDAW), the Convention on the Rights of Children and the SADC Declaration on Gender and Development Addendum on Prevention and Eradication of Violence against women and children, 1997.

The Bill of Rights, as contained in chapter 2 of the Constitution, 1996 (Act No. 108 of 1996) entrenches the right of every person to equality and to freedom and security. It

applies to all people in the country and requires respect for the rights of all people. It imposes a duty on the government to take appropriate steps to ensure that the human rights of persons are respected. In doing so, the Constitution guarantees the rights contained in the Bill of Rights.

The Constitution lays the foundation for other legislation and policy that affirms victims rights. Some of the policies include the National Policy Guidelines for Handling of Victims / Survivors of Sexual Offences, 1997 and the Batho Pele principles. Examples of affirming legislation include the Criminal Law Act 75 of 1995, the Domestic Violence Act 116 of 1998 and the Witness Protection Act 112 of 1998.

Since the establishment of the Victim Empowerment Programme, the country has responded to both the UN Declaration and the Bill of Rights, by establishing the Minimum Standards for services to victims of crime which were launched in 2002. These were part of the processes that informed the development of a Service Charter for the Victims of Crime, which was approved by Parliament in 2004. Both documents serve as a means of protecting and promoting the rights of victims in compliance with international obligations under the international and regional human rights instruments.

### **3. PHILOSOPHY**

The philosophical grounding, on which the Integrated Victim Empowerment Policy is based, holds that individuals, families, and communities have the right to privacy, safety and human dignity. Victimization is a violation of human rights. Victim Empowerment aims to restore the damage caused by victimisation.

The disempowered victim has a diversity of needs and in order to enable him/her to recover from the exposure to crime, such needs must be met through a multidisciplinary approach. Victim Empowerment intervenes in the cycle of violence and/or crime and therefore has the potential to prevent crime and to enhance the effectiveness of the Criminal Justice System (CJS).

### **4. GUIDING PRINCIPLES UNDERPINNING VICTIM EMPOWERMENT SERVICES**

The guiding principles for the Integrated Victim Empowerment Policy (IVEP) are embodied in values that determine the nature and good quality services for victims,

respecting the rights of the victims and applying the principles of both “Ubuntu”<sup>1</sup> and “Batho Pele”<sup>2</sup>. Ubuntu refers to the interdependence of community members, especially in regard to recognising, respecting and upholding individual rights and responsibilities to promote healthy development, responsible citizenship and ensure a safe and supportive environment. Batho Pele refers to the culture of putting people first, with clients the priority in service delivery.

#### **4.1 EMPOWERMENT**

Victims are to be provided with an enabling environment, opportunities to use and build their own support networks and to act on their own choices and sense of responsibility. The resourcefulness of each child, youth, family, women and older person should be promoted by providing opportunities to use and build capacity and support networks of choices and according to sense of responsibility.

The IVEP adopts an empowerment model that is responsive to the needs of all victims of crime. As a basis, empowerment is defined as having control, having a say and being listened to and being recognized and respected as an individual (moving from victim to survivor). A victim who participates as a witness in criminal proceedings, should be empowered by prosecutor to understand legal proceedings. Social workers who offer counseling to victims, should allow victims to decide nature of the counseling. All service providers should ensure that victims should be able to make informed decisions.

#### **4.2 HUMAN DIGNITY**

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<sup>1</sup> Defined by Tutu (1999), as “a person is a person because of other people”, intended to be not only a philosophy, but also a way of life. Tutu, Desmond. 1999. *No Future without Forgiveness*. New York: Doubleday

<sup>2</sup> Batho Pele is Sesotho meaning People First. It is the name of the governments programme for transforming its public service delivery from an inefficient bureaucracy with a focus on rules to a culture of customer care, in which the needs of all the citizens of South Africa are truly served irrespective of their race, gender or creed - <http://www.bathopele.co.za/bathopel.html> (Accessed 02 August 2004)

Victims are to be respected as unique human beings, afforded privacy and have their decisions respected without judgement in relation to the circumstances of victimisation.

### **4.3 HUMAN RIGHTS**

When a crime is committed, the basic Human Rights of the victim, as set out in the Constitution, are violated (Constitution of the Republic of South Africa 1996: 3, 7, 8).

The Service Charter for Victims of Crime (hereafter referred to as the Victims Charter) provides seven rights for all victims. These include:

- The right to be treated with fairness and with respect for your dignity and privacy
- The right to offer information
- The right to receive information
- The right to protection
- The right to assistance
- The right to compensation
- The right to restitution

### **4.4 PARTICIPATION, SELF DETERMINATION**

Victims are to be given the opportunity to participate in activities and processes that are aimed at their empowerment. In addition, victims should be actively involved in all or any of the stages of the intervention process, according to individual need or desire.

#### **4.5 ACCOUNTABILITY, EFFECTIVENESS AND EFFICIENCY**

Service providers who intervene with victims and perpetrators of crime and violence should be responsible for the delivery of appropriate, efficient and quality services.

#### **4.6 RESTORATIVE JUSTICE**

The approach to services within Victim Empowerment should focus on restorative justice. The perpetrator should be held accountable for his/her actions and where possible should make amends to the victim. This approach is based on the understanding of crime as an act against the victim, family and the community. It advocates for more active involvement in the justice process by victims and community. It is also aimed at holding offenders directly accountable to the people whose rights are violated and at restoring the loss and harm suffered by the victim. It provides an opportunity for mediation, dialogue, negotiation and problem solving which could lead to healing, a greater sense of safety and enhanced offender reintegration into the community. Restorative theory is based on the premise that what truly empowers a victim is the acknowledgment by the offender of the harm that has been done and the recognition of the victim's needs.

Restorative Justice aims to change the focus of the CJS to the needs of victims and to healing communities rather than simply punishing individual offenders. Restorative Justice asks: who has been harmed; how they have been harmed; and how the offender, community, and criminal justice system can help repair the harm. *“This focus helps the major stakeholders in the event - the victim, offender, and community - focus on moving forward, using the event as a sort of “fuel” from which to re-engage and empower victims and community members towards building stronger connections. Restorative Justice is not any particular program, but a framework for viewing crime and its aftermath”* (Lerman 1999).

## **4.7 MULTI- DISCIPLINARY APPROACH**

Victim Empowerment Services will be rendered in a coordinated and integrated manner by the various relevant role players from different sectors.

## **5. CONCEPTUALISING VICTIMISATION**

In South Africa, we have a history of exclusion, oppression and violence that perpetuate cycles of crime, interpersonal violence and victimisation. Factors such as the massive gap between the rich and the poor in our society combine with high levels of alcohol and other substance abuse, unemployment and the legacy of apartheid to result in unacceptably high levels of crime and violence, and vulnerability to crime.

The high incidence of crime and the violent nature of crimes which include murder, rape, car hijacking, armed robbery, common robbery, and serious and common assaults, contribute to a heightened fear of crime<sup>3</sup>. Victimisation results in a wide range of symptoms, relatively minor discomfort or loss to severe psychological, emotional and physical trauma or economic loss. Intervention for victims can significantly reduce the negative effects of victimisation and empower victims to move on from victimisation, with reduced vulnerability to repeat victimisation and restored as closely as possible to a pre-victimised state.

## **6. VICTIMISATION IN SOUTH AFRICA**

Crime is a complex social problem with complex social and legal consequences. The First National South African Victimisation Survey (1997/1998) showed that only 50% of all crimes were reported to the South African Police Services (SAPS) and less than 1% of victims of crime received professional help. The South African government adopted the

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<sup>3</sup> The concept 'fear of crime' has been used to refer to perceived threats to personal safety rather than threats to property or more generalized perception of risk (Maxfield 1984:3).

National Crime Prevention Strategy (NCPS) in 1996, with a victim-centred approach to crime prevention. Thereafter victims of crime and violence were placed on the national agenda with the establishment of the Victim Empowerment Programme.

The evolution of crime prevention approaches in the last few years has given birth to the Justice Crime Prevention Strategy (JCPS). The JCPS was approved in 1999 as an improvement on and with a view to broadening the focus of the NCPS to also cover issues beyond the Criminal Justice System. The main objective of the JCPS is to focus government efforts and resources jointly in addressing the incidents of crime, public disorder, inefficiencies in the justice system and all those aspects of society that have the most negative effects on development.

Interpol data and crime statistics indicate that South Africa suffers unacceptably high levels of crime and violence. Levels of interpersonal violence are high, with consistently high levels recorded in the categories of robbery, attempted murder and violent or aggravated robbery, including hijacking and rape (SA Survey 1999/2000: 50). Crime combating and crime prevention strategies have resulted in a stabilisation of many crimes but levels of victimisation remain a problem.

The police recorded 2,200,000 priority crimes in the year 2005-2006. Of these over 680 000 were so called contact crimes (includes murder, attempted murder, hijacking rape), which are the kinds of crime that are shown to cause most fear and most harm both physical and emotional. More than 50 000 were rape, with 23 000 rapes of girls below the age of 18. More than 800 000 were contact and property related crimes (includes theft out of motor vehicles, house breaking, burglary in residences and business).

According to Masuku (2002) murder and attempted murder cases are the key indicator of trends in respect of violent crimes. Murder is generally well reported compared to other interpersonal crimes. The number of reported murders has been declining since 1994/95. The *World Competitiveness Report*, reports on rape rates as a measure of crime in all countries, this is also a reflection of the overall levels of violence in a country not at war.

*“It is generally established that the incidence of violence directed at women in particular tends to be reflective of the overall level of violence expressed in any society. South African society is an extremely violent one, and it is not surprising that in this context violence against women is prevalent” (Vogelman & Lewis 2000).*

According to the Institute for Security Studies 2005 and 2006, 54, 926 rapes, 119 726 robberies with aggravating circumstances (of which 12 825 were car-hijacking) and 226 942 assaults with intent to inflict grievous bodily harm were reported to the South African Police Services.

South Africa has the highest per capita rate of reported rape in the world despite the fact that many cases of rape are not reported. According to Rape Crisis Cape Town, only 50% of their clients have reported rape to the police. Marital rapes are also not reported by most of the victims. This is just the “tip of the iceberg”, if attempted rape is taken into consideration the picture changes considerably, researchers from the MRC estimate that the problem of rape is nine times higher than that reported to the police since attempted rape is less likely to be reported (CSIR & MRC Study 2001).

The Domestic Violence Act, Act 116 of 1998 was developed to address the chronic problems of common and serious interpersonal violence, in particular domestic violence and the abuse of children.

Data collected by the South African National Council for Child and Family Welfare on child abuse (2001/2002) indicates that child abuse is increasing. The government has made a serious commitment to protect children by developing guidelines on the protection and treatment of children and has consequently adopted the Child Care Amendment Act, no 96 of 1996 as well as the Children’s Act 2006.

Male on male violence is extensive – the Holtmann (2001) research confirms that young men are most likely to be both the offenders and victims of violence. This should not surprise us as young men are most likely to engage in risky behaviour and to associate with each other and thus risk victimisation. Young men in fact demonstrate the relationship between vulnerability and alcohol (many crimes are committed in or near Shebeens) and vulnerability and the availability of guns (CSIR, Du Plessis & Holtmann 2004)<sup>4</sup>.

The impact of victimisation is not felt equally by all victims of crime. There are a number of environmental factors that cause a variance in impact. The more obvious of these are age and poverty. For instance, when an old person is mugged and robbed of a possession, the physical injury is likely to take longer to heal than when a younger person is mugged in the same way. Similarly, a very young child is less likely than a young adult to know how to ask for help or to resist a sexual attack and may take much longer to recover (Holtmann 2001).

President Mbeki highlighted the relationship between crime and poverty in his State of the Nation address (Mbeki, 1999) in June 1999. Oppression by crime is often linked to oppression by poverty, with the poor disproportionately victimised, particularly by violent crimes. Victims of crime who are poor have by definition the fewest resources with which to withstand victimisation – and often have insufficient access to the CJS. The impact of victimisation is made even worse by the inadequacy of services and access to services on offer to many poor communities, particularly in rural areas (Holtmann 2001).

## **7. PRIORITY AREAS**

In a society such as South Africa, where there is widespread crime and violence. There is a tendency to regard some crimes as being less likely to result in damage or harm than

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<sup>4</sup> Chapter on Victimisation Reduction - unpublished

others. It is vital that we do not exclude victims of certain crimes on the grounds of what amounts to a hierarchy of victimisation. Victims of crime must be served according to need and on an equitable basis and not according to an objective grading of the seriousness or not of the incident. It is important that we avoid a too narrow categorization of victims. *“Different categories of victims also require different services. The poor, those living in rural communities, the elderly and the very young may for instance require special assistance in accessing and being served by the CJS. Victims of different crimes have different needs – victims of sexual assault or rape will have different needs from victims of other violent crimes, while fraud or commercial crime will have a very different set of needs. Victims of domestic violence have particular needs”* (Holtmann 2004).<sup>5</sup>

The priority areas are as follows:

- **Violence Against Women**

The vulnerable status of women is widely acknowledged and international Conventions have been drafted to improve the protection of this group. Conventions include the Convention on the “Elimination of All Forms of Discrimination against Women” (1979). The SA government has ratified these Conventions, by ratifying them; government took upon it the responsibility to protect women.

Research tends to refer to it as gender based violence because it evolves in part from the patriarchy that defines our society. While the government has taken significant steps to improve the response of the state to violence against women, women in South Africa who have been the targets of sexual or other assault continue to face a system that is often hostile to their efforts to seek redress. The argument that investment in prevention should at least balance the spending on law enforcement and response to violence is not new. The NCPS (1996) spelled out very clearly that early intervention and prevention

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<sup>5</sup> Dealing with women as victims and victims as women - unpublished

programmes are essential to a safe society. Yet to date investment in prevention is minimal.

- **Child Abuse**

The vulnerable status of children is also commonly recognized and international Conventions have been drafted to improve the protection of this group. Conventions include the “Convention on the Rights of the Child” (1989). Child abuse is a very sad and real part of victimisation in this country. Children are abused by supposed caregivers, by family members and strangers.

- **Domestic Violence**

Statistics show that women and children are most likely to be the victims of domestic violence, while men are victimised considerably less. Considerable study of domestic violence demonstrates that interpersonal crimes are not about the behaviour of the victim, but about the behaviour of the offender. Domestic violence includes physical, sexual, psychological and economic abuse.

- **Sexual Assault**

Surveys indicate that rape is one of the most feared crimes in South Africa. In 1998, there were 49280 reported rapes and 4851 reported sexual assaults. Sexual violence and particularly rape is also a problem that is reflected in our non-victimised population through fear of crime and restriction of life-styles, not just the direct victim suffers the consequences.

- **Abuse of Older Persons**

Although other forms of violence within the family have received increasing attention over recent years, including the physical and sexual abuse and neglect of children and domestic violence, abuse of older persons remains relatively hidden. Research shows that abuse and neglect of the elderly occurs worldwide and there is growing concern about the increasing number and severity of cases reported by the media and other sources.

- **Abuse of People with Disabilities**

People with disabilities and particularly women appear to be at the same risk for emotional, physical, and sexual abuse as women without physical disabilities. However, researchers believe they are more likely to experience a longer duration of abuse than women who do not have disabilities.

## **8. DEVELOPMENT OF THE VICTIM EMPOWERMENT PROGRAMME FROM THE NATIONAL CRIME PREVENTION STRATEGY (NCPS)**

In South Africa, unacceptably high levels of crime and violence threaten the significant gains of transformation. The government response includes a range of policy initiatives, with the NCPS providing an overall framework for criminal justice policy and crime prevention.

The NCPS is one of the six pillars of the National Growth and Development Strategy of the Reconstruction and Development Programme (RDP). Cabinet approved the NCPS in 1996. The objective of the NCPS was to sustainably reduce levels of crime in South African society.

In recognizing the inadequate support given to victims of crime historically, the NCPS acknowledged the need to promote and implement a victim-centred approach to crime prevention. This was done through the introduction of the Victim Empowerment Programme as an integral part of the NCPS. Broadly this programme aimed to make integrated criminal justice victim-friendly and to minimize the negative effects of crime and violence on the victims of crime. The failure of effective victim empowerment in the CJS may stimulate ‘private justice’ such as vigilantism<sup>6</sup> and thereby creating a lack of

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<sup>6</sup> *“For criminological purposes, vigilante groups are the same as the criminal. Both are victims of the same social forces, the same "structural flaw," and vigilantes are the victim of a flawed society in the same way a criminal can be considered a victim of society. The difference, of course, is that the criminal is an enemy of society while the vigilante acts as*

public confidence in the CJS. International experience has shown that good management of direct and/or indirect victims and/or witnesses is instrumental in assisting routine police investigations. Feedback to victims regarding the progress of investigations and prosecutions must become part of case management and need to be regarded as a key performance indicator for effective police investigations.

One of the key outputs of the Victim Empowerment Programme within the NCPS was to develop a comprehensive model that brings together integrated service delivery for victims of crime and violence that is in line with the national standards. This approach was based on the premise that crime is a social issue and requires multi-agency interventions. The service delivery model was to be based on interdepartmental and inter-sectoral collaboration. The main role players as described in the NCPS/VEP documents are Welfare (Social Development) as the lead agency, SAPS, courts and prosecutors of the Justice Department, Correctional Service, Health and Education departments. NGOs (Non-governmental Organisations), Community Based Organisations (CBOs) and other structures at local government level to provide support to these sectors in their endeavours to prevent and reduce crime and violence.

This model aims to move towards maximizing available resources while minimizing duplication of efforts. It sustains state-managed delivery of caring, supportive and accessible services.

A restorative justice system seeks to encourage full participation, particularly to young offenders and where treatment is aimed at enabling the minor offenders to avoid a life of crime. Crime victimisation may breed popular contempt for human rights, and its negative impact gives rise to widespread insecurity.

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*a friend of society. The notion that VIGILANTES ARE VICTIMS of society seems to be a dominant thrust in criminological thought on the subject” (Brown 1975).*

Many South Africans observe the Bill of Rights as providing greater protection to criminals. It was thus recommended that government adopts a crime prevention approach that places the rights and needs of victims at the centre of the strategy.

## **9. VICTIM EMPOWERMENT PROGRAMME (OVERVIEW)**

The Victim Empowerment Programme is one of the key programmes under Pillar One of the NCPS. It is multi-faceted and inter-sectoral, comprising the core National Prevention Strategy Departments, namely: Department of Justice, South African Police Services (SAPS), Department of Correctional Services, and Department of Social Development. Other Departments, not formally part of the NCPS, but crucial to the implementation of the programme such as Department of Education and Department of Health are also involved. In addition related provincial departments are included. The programme is based on a partnership between national, provincial and local government departments and civil society organisations, volunteers, business, religious sector, institutions of higher learning and research institutions. The programme focuses on promoting a victim centred-approach to crime prevention.

To ensure that services are integrated and coordinated between government departments (at various levels) and civil society, the Victim Empowerment Programme comprises of various structures. These structures include: an integrated inter-sectoral Victim Empowerment Management Team, consisting of representatives from the national departments of Health, Correctional Services, Justice, Education, South African Police Service (SAPS) with Social Development as the lead and coordinating department. This team is responsible for determining the strategic direction with regard to the management of the Victim Empowerment Programme and to ensure that all issues pertaining to victims in all the respective departments are addressed.

At the inception of the Victim Empowerment Policy in 1998, a Reference Team was established. This structure included members of the Management Team, as well as representatives from national NGOs, relevant networks, academics and researchers. This

team acted in an advisory capacity to the management team, particularly in relation to services that are required for the victims of crime and violence.

Provincial Victim Empowerment Forums were also established. These forums are responsible for coordinating the process in the provinces and liaison with the national structures.

## **10. POLICY STATEMENT**

The Integrated Victim Empowerment Policy forms part of the strategic efforts of Government to prevent crime and to create a peaceful crime free South Africa. The policy seeks to provide a framework to guide and inform the provision of integrated and multi-disciplinary services aimed at addressing the needs of victims of crime and violence. It also seeks to co-ordinate all activities and efforts by various Government Departments and civil society, to empower victims.

## **11. PROBLEM STATEMENT AND POLICY NEED**

The Government does not have a policy that informs, guides, regulates and co-ordinates the services rendered to victims of crime and violence and promotes a common understanding and participation of all relevant State Departments and civil society in Victim Empowerment initiatives.

## **12. GOAL OF POLICY**

The aim of this policy is to inform, guide and facilitate the provision of services to victims of crime and violence in order to address their needs efficiently and effectively.

## **13. POLICY OBJECTIVES**

The Victim Empowerment Policy aims to achieve the following objectives:

- To give strategic direction to the provisioning of services to victims of crime and violence.
- To identify the roles and responsibilities of various role players.
- To create a common understanding of victim empowerment amongst various State Departments, victims, perpetrators, NGOs and CBOs and individual members of the community.

#### **14. POLICY MANDATE AND LEGISLATION**

The Victim Empowerment Policy is supported by the following statutory framework and should always be read and implemented in relation to the relevant sections of the following policies, legislations and international human rights instruments:

- *The Constitution of the Republic of South Africa, 1996*
- *The Domestic Violence Act, Act 116 of 1998*
- *The Sexual Offences Act, Act 23 of 1957*
- *The Child Care Act, Act 74 of 1983*
- The Promotion of Administrative Justice Act No 3 of 2000 (AJA)
- The Promotion of Access to Information Act No 2 of 2000 (PAIA)
- The Promotion of Equality and Prevention of Unfair discrimination Act No 4 of 2000 (PEPUDA)
- The Criminal Procedure Act No 75 of 1995
- The Criminal Procedure Act No 51 of 1977
- The Criminal Procedure Amendment Act No 75 of 1995
- The Criminal Procedure Second Amendment Act No 85 of 1997
- Criminal Law Amendment Act No 105 of 1997
- The Witness Protection Act No 112 of 1998
- Sexual Offences Act ... of 2007
- *Child Justice Bill*
- *Child Care Bill*
- *Older Persons Bill*
- *Witness Protection and Services Act, Act 112 of 1998*
- *Criminal Law Amendment Act, Act 105 of 1997*
- *Legal Aid Amendment Act, Act 20 of 1996*
- *Prevention of Organised Crime Act, Act 121 of 1998*
- *Maintenance Act, Act 99 of 1998*

- *The United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power, 1985*
- *Hague Convention on the Child Aspects of International Child Abduction Act, Act 72 of 1996*
- *Convention on the Elimination of All Forms of Discrimination against Women and Beijing Platform of Action*
- *SA Victims' Charter of Rights 2004 and Minimum Service Standards for Victims of Crime, 2004*
- *The National Crime Prevention Strategy (1996)*

## **15. CORE INTERVENTION STRATEGIES**

These strategies apply to all sectors involved in the empowerment of victims:

- Capacitating Management Structures
- Creating Awareness/ Providing information
- Building Skills
- Education and Training of Personnel and consumers of the services
- Establishing services and Programme
- Research, Monitoring and Evaluation

**Add new section on VEP services**

**16. GENERAL INTERVENTION SETTINGS, LEVEL OF SERVICE DELIVERY AND TARGET GROUP**

<b>SETTING</b>	<b>LEVEL OF SERVICE DELIVERY</b>	<b>TARGET GROUP</b>
1. Home	1. National Departments	1. Children
2. Schools	2. Provincial Departments	2. Women
3. Hospitals and Clinics	3. Local Government	3. Youth
4. Police Service Stations	4. Civil Society Organisations	4. Older Persons
5. Courts of Law		5. Families
6. Crisis Centres		6. People with Disabilities
7. One Stop Centres		7. Alcohol and Substance Abusers
8. Jails		8. Workers in the workplace
9. Shelters		9. Communities
10. Places of Safety		10. Perpetrators
11. The Workplace		11. Men

The Victim Empowerment Policy aims to support and empower all individuals, families and communities who have been victimised by criminal actions.

**17. THE ROLES AND RESPONSIBILITIES OF STAKEHOLDERS**

**17.1 GOVERNMENT DEPARTMENTS**

The partnership between various government departments and civil society on service delivery to victims of crime holds a key to the success of the integrated Victim Empowerment Programme. Each department or entity is expected to develop its own strategies to address the needs of victims. Such strategies should be coordinated within the department or entity and between relevant departments to ensure a holistic approach to service delivery of and no duplication of services and service delivery thus ensuring optimal use of the limited resources.

Strategic Approach:

- Programmes and Services (Guidelines and Protocols)
- Governance and Management (Interdepartmental Forums)
- Training and Human Resources Development
- Financial Resources (Budget)
- Marketing and Awareness
- Partnership (Public/Private Partnership, Public/ Public Partnership, Public/NGO Partnership)
- Advocacy
- Research, Monitoring and Evaluation

**CLARIFY THE ROLES AND RESPONSIBILITIES OF RANGE OF ROLE PLAYERS IN A MULTI- DISCIPLINARY, MULTI-SECTORAL APPROACH TO VICTIM EMPOWERMENT.**

The needs of victims vary considerably according to who they are and the nature of the crime. Victims of crime require services from a range of service providers:

- *“A victim of a violent crime may for instance present at a hospital or clinic, require treatment for physical trauma from health care workers and require that they gather physical evidence for a subsequent trial.*
- *The victim may have suffered emotional trauma and require counselling.*
- *The victim may be referred to the police who will take a statement from the victim regarding the incident and will investigate the case, sometimes with the help of the victim.*
- *If an arrest is made, the police may ask the victim to identify the offender.*
- *If the case is prosecuted, the prosecutor may ask the victim to give evidence in the case.*
- *If the offender is convicted, the victim will need to be informed of his release so as to be protected from potential repeat victimisation or revenge”.*

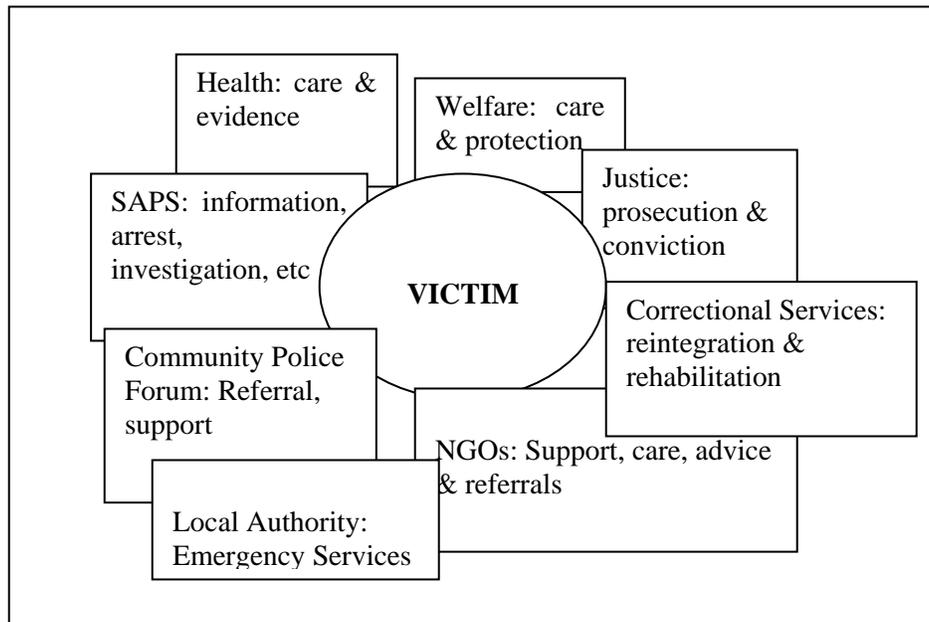
(Holtmann 2001 & 2004<sup>7</sup>).

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<sup>7</sup> Dealing with women as victims and victims as women - unpublished

Service providers are broadly speaking located in:

- The South African Police Service (at the scene of the crime, in the Customer Service Centre, members of Detective Services, specialist units)
- The Local Authority (emergency services)
- The Department of Justice (prosecutors, magistrates, translators)
- The Department of Welfare (social workers, probation officers),
- The Department of Health (health care workers, forensic specialists),
- The Department of Correctional Services (wardens, probation and parole officers) and
- In NGOs and CBOs (including the Community Police Forum) who provide voluntary support services.



### **17.1.1 HEALTH**

The Department of Health endeavours to/commits itself to providing a professional and accessible service to victims/survivors of crime and violence who approach hospitals, clinics, primary health care centers or crisis centers for assistance. Services provided include, but are not limited to:

- Information
- Emergency and ongoing medical-, medico-legal services, anti- retroviral drugs, contraceptives and mental health, psychological services (if available) and referral to other relevant service providers.

### **17.1.2 SOUTH AFRICAN POLICE SERVICE (SAPS)**

The SAPS endeavours to /commits itself to providing a professional and accessible service to victims/survivors of crime and violence during the reporting and investigation of crime/ who approach members of the SAPS police stations for assistance.

Services to be provided include, the:

- Professional and sensitive treatment of victims/survivors and witnesses during statement taking and investigation of crime,
- Informing victims of their rights, taking statements in private, referral to victim support services, notification of case number
- Feedback regarding status of their case (including outcome of bail hearings) and notification of closing of case/ referral of case to court, protections from intimidation by offender.

### **17.1.3 SOCIAL SERVICES (DUAL ROLE)**

- **Co-ordination and/or facilitation**

The Department for Social Development is responsible for coordinating the roles across the relevant departments. Need to confirm clear mandate Strategic Leadership & facilitation role, Should facilitate integration, partnerships, communication & ensure

accountability across departments (monitoring & evaluation). Reporting and accountability structures

- **Service Delivery**

Services delivered through partnership with partnership with NGOs and CBOs. The department is responsible for the provision of psycho-social services to victims of crime and violence to help them cope with the negative consequences/ impact of victimisation.

Services include (but are not limited to provision of victim support):

- Trauma counselling (define to clarify difference),
- Mediation/restoration programmes,
- Pre trial assessments,
- Para-legal services,
- Shelters
- Information and
- Support and referral to other services

#### **17.1.4 JUSTICE AND THE NATIONAL PROSECUTING AUTHORITY (NPA)**

The department is responsible for the professional treatment of victims of crime and violence, and witnesses to facilitate optimal participation on the Criminal Justice process.

Services include (but are not limited to):

- Consultation with victim before court,
- Court support,
- Court preparation evidence in private (in camera/intermediary/one way glass facilities,
- Separate waiting facilities, and
- Victim impact statements.

### **17.1.5 EDUCATION (Primary, Secondary and Tertiary level)**

Prevent the victimisation of children in the school environment. In the event of victimisation the departments facilitates immediate access to other relevant support structures (such as the SAPS and Social Development) act against perpetrators, protect child against further victimisation /intimidation and refer.

### **17.1.6 CORRECTIONAL SERVICES**

Correctional Services is responsible for:

- Ensuring victim's participation in the parole board hearings,
- Notify victims of release of offenders,
- Effective rehabilitation of offenders (with the focus on taking responsibility for crime and empathy for victim),
- Reduction of victimisation of inmates in the prison and support systems to reduce impact when it happens,
- Effective re-integration of offenders into society (to reduce recidivism),
- Diversion of youth offenders and less serious offences (community sentencing or family group conferencing) – in partnerships with relevant diversion NGOs.

### **17.2 CIVIL SOCIETY**

Civil Society Organisations form a strong component of the Victim Empowerment Programme. In partnership with Government Civil Society play a major role in advocating for victims' rights and providing services to victims. Other Civil Society Organisations are involved in increasing and expanding the frontiers of knowledge in the field of victim empowerment, especially in the area of crime prevention, trauma and post-traumatic stress disorder. Representatives from the Institutions of Higher Learning provide professional and scientific programme support.

The increased leverage of Civil Society Organisations within the Victim Empowerment Programme and their acknowledged role as partners and defenders of vulnerable groups gives them a special vantage point that can be built upon. It is through this partnership, that many Civil Society Organisations have aggressively directed their energies on victim-focused projects.

## **18. BUDGET FOR THE IMPLEMENTATION OF THE VICTIM EMPOWERMENT POLICY**

The process of costing the policy should be participatory, transparent and an integration of all relevant department's budget processes. Each Government Department in conjunction with relevant civil society organisations should work on its three-year policy implementation plan to guide the costing of the policy.

## **19. MONITORING AND EVALUATION (M&E)**

### **Monitoring**

According to the UNDP (2002), monitoring is a continuing function that aims primarily to provide managers and key stakeholders with regular feedback and early indications of progress or lack thereof in the achievement of intended results.

Monitoring tracks the actual performance or situation against what was planned or expected according to pre-determined standards. It also involves collecting and analysing data on implementation processes, strategies and results, and recommending corrective measures.

Outcome monitoring is a process of collecting and analysing data to measure the performance of a programme, project, partnership or policy reform process. A defined set of indicators is constructed to track regularly the key aspects of performance. Performance reflects effectiveness in converting inputs to outputs.

## **Evaluation<sup>8</sup>**

This time bound exercise attempts to assess systematically and objectively the relevance, performance and success of ongoing and completed programmes and projects. Evaluation can also address outcomes or other issues. Evaluation is undertaken selectively to answer specific questions to guide decision-makers and/or programme managers, and to provide information on whether underlying theories and assumptions used in programme development, were valid, i.e. what works and what does not work and why. Evaluation commonly aims to determine relevance, efficiency, effectiveness, impact and sustainability. It is a vehicle for extracting general lessons from experiences and determining the need for modifications to the strategic results framework. Evaluation should provide information that is credible and useful, enabling the incorporation of lessons learned into the decision-making process.

### **19.1 INTEGRATED SERVICE MONITORING STRATEGY AT NATIONAL, PROVINCIAL AND LOCAL LEVEL**

There is a need to consolidate the monitoring of service provision to victims, including evaluation of the co-ordination and integration of services from different departments and entities. In certain circumstances it will be necessary to develop, implement and monitor the service level protocols.

The second form of monitoring pertains to projects that support victim friendly practices. The feasibility of mainstreaming these practices into the daily activities of service providers should be monitored. This should take place concomitantly with departmental systems that manage the supervision of services.

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<sup>8</sup> UNDP 2002

## **19.2 MECHANISMS**

The existing mechanisms for coordinating monitoring could be utilized, such as the Victim Empowerment Management Team that is led by the Department of Social Development, Provincial Victim Empowerment Forums, and Local Victim Empowerment Forums.

The function of these structures should include the following:

- Co-ordination of service provision within localities.
- Managing volunteer services (recruitment and support).
- Establishment and co-ordination of one stop services.
- Monitoring of the quality of services and its improvement.
- Co-ordination of service provision, problem solving interventions and project management.
- Evaluation and review of service provision with the aim to continuously improve service provision.
- Guidelines and boundaries for services providers at the implementation level.

## **19.3 EVALUATION**

Interventions should be evaluated in terms of its:

- Impact on improving service delivery systems and practices.
- Continuous problem solving and effectiveness of interventions.
- Sustainability of practices and mainstreaming thereof.

## 20. GLOSSARY

**Client:** Refers to the complainant in the case of the SA Police Service, the patient in terms of the health worker, the witness in terms of the justice official, the client in terms of the social workers etc.

**Community Based Organisation:** A voluntary non-profit making organisation which may be rather informal in structure and operations and primarily run by volunteers within a specific community.

**Compensation:** Refers to money paid<sup>9</sup> mainly to victims of violent crimes by the state. Victim compensation does not require the apprehension and conviction of the offender (United Nations Commission on Crime Prevention and Criminal Justice 1996). OR Refers to the procedures instituted by the state to compensate victims of crime from public funds (Schurink et al 1992).

**Crisis Centre (also known as trauma<sup>10</sup>-, violence referral- or community care centres):** A one stop multi-disciplinary center primarily addressing the trauma related to a specific crisis with which a person has been confronted. Crisis centers mostly specialize in short term crisis interventions. One stop centre (possible 24 hours) facility usually locates at local hospitals, clinic or a house in the community, where victims receive medico- legal/ forensic-medical-, counselling-, legal advice and police investigative services.

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<sup>9</sup> A payment that makes up for a loss that has been suffered

<sup>10</sup> It differs from a crisis centre in that, while it could also aim to address the immediate crisis situation a person is confronted with, it furthermore provides services to address the longer term after-effects and also other experiences of trauma, whether related to the specific crisis or not.

**Cycle of Violence:** The concept of our society as trapped in a cycle of violence is widely acknowledged. There are two distinct cycles of violence: the first is an immediate cycle where the victim commits a violent offence in response to being the victim of violence. The second is a longer-term cycle that involves more than one generation in violence, where children who are exposed to violence grow up to perpetuate violence.

*“Research has shown that the cycle of abuse can be perpetuated from one generation to the next in a single family. Child victims of abuse can grow up to become abusers themselves, further perpetuating the cycle of abuse in their own families”* (Fraser-Moleketi 1998: 7).

**Domestic Violence:** Domestic violence refers to all conduct that causes harm or threatens imminent harm to the safety, well-being or health of the person who is in a domestic relationship with the abuser. It includes physical abuse, sexual abuse, repeated threats to cause emotional pain and the repeated exhibition of obsessive possessiveness or jealousy, which may constitute a serious invasion of the individual’s privacy, liberty, integrity or security.

**Non Governmental Organisation (NGO):** A self governing organization which is legally registered. A self-governing organization which is independent from government and operates in the public interest. Organizations formed by people outside of government. NGO’s monitor the proceedings of human rights bodies such as the Commission on Human Rights and are the “watchdogs” of the human rights that fall within their mandate. Some are large and international (e.g., the Red Cross, Amnesty International, and the Girl Scouts); others may be small and local (e.g., an organization to promote women’s rights in one refugee camp). NGO’s play a major role in influencing the UN policy, and many of them have official consultative status at the UN.

**Offender:** “an individual who has broken the law.”

**Primary Victimization:** Involves an individual victim who is directly harmed in a face to face offence, who is threatened or who has property stolen or damaged.

**Rights based:** The protection of human rights is at the heart of VEP. The Constitution of South Africa (1996) provides *Inter alia*, that everyone is equal before the law and has the right to equal protection and benefit of the law. Chapter 2, of the Constitution, the Bill of Rights is the cornerstone of democracy in South Africa. It enshrines the rights of all people in the country and affirms the democratic values of human dignity, equality and freedom.

It is of the utmost importance that the internationally accepted basic victim's rights as agreed upon by the United Nations (UN) and found in the South African Victim's charter be entrenched. Every victim has the right to:

- Be treated with respect and dignity
- Offer information
- Receive information
- Legal advice
- Protection
- Restitution
- Compensation

**Safe Houses:** Are mostly privately owned homes within communities, providing temporary emergency accommodation, one to five nights.

**Secondary prevention:** Is concerned with the early identification of crime and violence, and with measures to 'nip it in the bud' so as to prevent its growth and spread (McKendrick & Hoffmann 1990).

**Secondary Victimization:** Refers to the victimisation that occurs, not as a direct result of the criminal act, but through the response of institutions, the community at large and individuals, to the victim, whether by blaming the victim, ignoring his/her role in the criminal justice process and/or through insensitive treatment. Secondary victimisation describes the way in which the members of the Criminal Justice System, fringe

professions like the Department of Health and Welfare, and the community at large, may actually victimise victims again by blaming them, being insensitive to their needs and ignoring the victim's role in the criminal justice process. The way the community / criminal justice, health and welfare systems may re-victimise the victim/survivor.

*"**Secondary victimisation** is caused by the combined effects of legal illiteracy, ... lack of representation in a trial, their misunderstanding of the impact of certain information or impressions on the court, gender biases on the part of presiding officers, ... fear of the unknown, her lack of control over the process, her subjection to harsh and sometimes humiliating cross examination, and having her assailant acquitted due to insufficient evidence being put before the court" (Fedler et al 2000: 127).*

**Shelter:** is residential facility providing short-term intervention in a crisis situation (two weeks up to approximately six months as the need dictates). This intervention includes meeting basic needs (protection, food, clothing) as well as support, counselling and skills development (inter alia, victim rights and capacity building) Service delivery is undertaken at an early intervention level.

**Trauma Counselling (Trauma and Counselling):**

**Trauma:** "a major health issue, most frequently identified in association n with violence and the law" (Prothrow-Stith, 1991). The immediate or long-term effects of a crisis a person has been confronted with which restricts her/his options. **OR** A distressing, fearful, life-threatening event

**Counselling:** is a one-to-one helping relationship that focuses upon a person's growth and adjustment and problem solving and decision making needs. It is a client-centred process that demands confidentiality.

**Repeat Victimization:** Refers to the same person or group of people that are at a later stage again victimized. The victimisation can be the same nature or different from the initial/ previous victimisation.

**Restorative Justice:** Aims to identify needs and obligations following an offence which it assumes violates people and relationships, in order to rectify matters. It encourages dialogue and mutual agreement, provides central roles to both victims and offenders within the justice process, and measures its success according to the extent to which responsibilities are assumed, needs are met, and healing (of individuals and relationships) is encouraged (Zehr 1990).

A process whereby the victim and the offender are treated in an appropriate manner and justice is seen and felt to be done (as opposed to retributive justice). It encourages dialogue and mutual agreement, provides central roles to both victims and offenders within the justice process and measures its success according to the extent to which responsibilities are assumed, needs met, and healing (of individuals and relationships) encouraged.

**Victim:** Any person who individually or collectively suffered harm, including physical or emotional injury, emotional suffering, economic loss or substantial impairment of their rights through acts or omission that are violations of national criminal laws or internationally recognized norms relating to human rights (United Nations 1985).

The term ‘victim’ is not confined to direct victimisation:

*“The term ‘victim’ also includes, where appropriate the immediate family or dependants of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimisation” (United Nations 1985)*

In practice, bystanders, witnesses, family members, service providers and even communities are regarded as victims in certain circumstances (Hobdell 1998: workshop, 23<sup>rd</sup> November).

According to the Minimum Standards for Service Delivery in Victim Empowerment (Victims of Crime and Violence: p7), a **victim** is “A person who, individually or collectively suffered harm, including physical or mental injury, emotional suffering,

*economic loss or substantial impairment of their rights, through acts or omissions that are violations of national criminal laws or of internationally recognised norms relating to human rights”.*

A person may be considered a victim regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted and regardless of the familial relationship between the perpetrator and the victim. The term ‘*victim*’ also includes where appropriate, the immediate family or dependents of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimisation (United Nations Commission on Crime Prevention and Criminal Justice, 1996).

Thus the categories of victims include:

- **Direct victim:** Someone who has suffered harm (physical, mental, emotional, financial or impairment of their human rights) because of acts or omissions that are in violation of criminal laws (United Nations 1992:211).
- **Indirect victim:** Includes where appropriate the immediate family or the dependents of the direct victim and persons who have suffered harm in intervening to assist victims in distress or to prevent victimisation (United Nations 1992:211).
- **Potential victim:** Those who run the risk to be victimised, that is to say all citizens of a country. *“All South Africans are vulnerable because we live in such violent times”* (Van Niekerk 2003).

### **What are your rights as a victim of crime?**

*“13. When a crime is committed, your basic human rights, as set out in the Constitution, are violated. You can expect that the role-players in the criminal justice system will ensure that the rights and standards of services which are outlined in this Charter and which specifically relate to you as a victim of crime, will be protected once applied. Officers and employees of the Department of Justice and Constitutional Development and other government departments and*

*agencies in South Africa engaged in the detection, investigation, or prosecution of crime and the provision of services, will to the best of their abilities see to it that victims of crime are accorded the rights and standards of services described in this Charter.*

*14. The provisions contained herein are applicable to all, without prejudice of any kind, on the grounds of race, colour, sex, age, language, religion, nationality, political or other opinion, cultural beliefs or practices, property, birth or family status, ethnic or social origin, and disability.*

*15. In your contact with the criminal justice system the following rights will be upheld:*

*a. The right to be treated with fairness and with respect for your dignity and privacy. You are entitled to access the mechanisms of justice and to seek expeditious redress as provided for in legislation and through procedures outlined in this Charter.*

*b. The right to offer information.*

*c. The right to receive information.*

*d. The right to protection.*

*e. The right to assistance.*

*f. The right to compensation.*

*g. The right to restitution.”*

**Victim Assistance:** Is a relatively new but rapidly expanding field, which seeks to aid the victims and survivors of crime or tragedy with emotional support, practical aid and advocacy. The aim of victim assistance are two fold: to reduce the psychological shock and trauma a survivor of crime or tragedy can suffer by lending emotional and practical support immediately at the scene or shortly thereafter, and to help the survivor after the initial crisis with emotional support and counselling, advocacy, referral to local social agencies and information on matters such as the status of the investigation, the status of the accused, the court system and the right of victims with in it.

**Victims' Charter** “Charter” is based on basic principles regarding victims’ rights, which are internationally acknowledged. Ultimately, the draft is as far as possible based on addressing the needs and experiences of South African victims/survivors of crime.

**Victims of Crime:**

These are “persons who, individually or collectively, have suffered harm, including physical or mental injury, emotional suffering, and economic loss of substantial impairment of their rights, through acts of omissions that are violations of national criminal laws or of internationally recognised norms relating to human rights” (UN Declaration of Basic principles of Justice for Victims of Crime and Abuse 2000).

**Victim Empowerment and Support**<sup>11</sup>: Victim empowerment and support refers to a philosophy of care and assistance, and to a specific approach by service providers (independent of which state department or sector they represent) to delivering the service providers are not (necessarily) expected to perform additional tasks, but rather that they firstly really do what they claim to be doing, and then secondly, do it with the client’s needs (i.e. With ‘client service’) in mind.

Victim Empowerment<sup>12</sup> is an approach to facilitating access to a range of services for all people in South Africa who have individually or collectively suffered harm, trauma and/or material deprivation through violence, crime, natural disaster, human accident and/or through socio-economic conditions - towards restoring and building a healthy, peaceful and economically viable society. It is the process of promoting the resourcefulness of all victims of crime and violence (including perpetrators) by providing opportunities to access services available to them, as well as to use and build their own capacity and support networks and to act on their own choices and sense of responsibilities.<sup>13</sup>

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<sup>11</sup> Empowering victims to be survivors

<sup>12</sup> Intersectoral collaboration with common objectives of the Victim Support approach but is not facility based.

<sup>13</sup> <http://www.santsep.co.za/Content/FAQs.html> - Accessed on the 02 August 2004

Victim support is the empathic, person- centred assistance rendered by an organization or individual following an incident of victimisation. Although victim support entails more than emotional support and counselling, the term is often in this manner.

**Define and differentiate between Victim Empowerment (VE) and Victim Support (VS):**

**Victim Empowerment** is the process whereby the victim is restored to a state as close as possible to that existing prior to the offence. This is done by a variety of means intended to empower the victim to deal with the consequences of the event to leave it behind and suffer no further loss or damage.

*“The aim of VE is to provide a supportive and co-ordinated service to victims of crime and abuse of power that is accessible, timeous and thorough, thus contributing to a sense of empowerment and to an environment conducive to peaceful communities” (Stavrou 1998: 25-27).*

**Victim Support** is an important part of this process. It offers emotional and practical support, a shoulder to cry on, identification of symptoms of post-traumatic stress, trauma management and referral to professional services where necessary.

*“The victim’s psycho-social and physical response to what occurred is a normal response to an abnormal situation”.* VS Services fall into four categories:

- *Counselling, emergency and social services*
- *Services that address problems in the Justice process*
- *Services that act on behalf of the victim in terms of rights and concerns during court procedures*
- *Prevention programmes to address repeat victimisation (Stavrou 1998: 27-28 and 129).*

**Victim friendly facility (Victim support room):** Private, furnished room at police stations used for statement taking of traumatised and vulnerable victims. It also provides a facility for victim support volunteers from the community to provide assistance/support to victims of crime and violence referred by the local SAPS for assistance. These services include practical support emotional support, and information re process of criminal investigation.

**Victimisation:** A process whereby a person suffers harm through the violation of national criminal laws or internationally recognized norms relating to human rights.

*“The act or process of victimisation or the state of being victimized” (Grove & Merriam 1968)*

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## **21.1 NATIONAL CONSULTATIVE PROCESS**

The process of developing the Victim Empowerment Policy guidelines began by conducting one-day consultative provincial workshop in co-ordination with Provincial Coordinators in all provinces.

The main objectives of the workshop were to conduct a situational analysis on relevant provincial specific issues for the Victim Empowerment Policy. The participants comprised of government employees who are actively involved in Victim Empowerment issues, representatives from non-governmental organisations, academic institutions and volunteers.

<b>PROVINCE</b>	<b>DATE</b>
<b>NATIONAL</b>	<b>08 July 2004</b>
<b>NATIONAL</b>	<b>03 July 2003</b>
<b>GAUTENG</b>	<b>11 February 2003</b>
<b>EASTERN CAPE</b>	<b>03 March 2003</b>
<b>ORANGE FREE STATE</b>	<b>05 March 2003</b>
<b>NORTH WEST</b>	<b>13 March 2003</b>
<b>WESTERN CAPE</b>	<b>19 March 2003</b>
<b>KWAZULU NATAL</b>	<b>31 March 2003</b>
<b>NORTHERN CAPE</b>	<b>04 April 2003</b>
<b>MPUMALANGA</b>	<b>16 April 2003</b>
<b>LIMPOPO</b>	<b>30 April 2003</b>