



SERVICE CHARTER FOR VICTIMS OF CRIME

INTER – SECTORAL TRAINING WORKSHOP

25 – 26 JUNE 2007

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Background of the workshop

- **The Service Charter for Victims of Crime (Victims Charter), was approved by Cabinet in December 2004.**
 - After its approval, several departments participated in Train-the-Trainer workshops in 2005 that were conducted by the Department of Justice & Constitutional Development. Over four thousand service providers were trained.
 - Current challenges faced in continuing training include sustainability and monitoring
- **The Inter-Departmental Committee on the Victims Charter (IDC) established a Training Sub-Committee in August 2006**
- **The Training Sub-Committee is responsible for collating information from various government departments on ‘Training’ for implementation of the Victims Charter**
- **In an attempt to collate information, the Training Sub-Committee, together with various stakeholders, at a meeting on *25 April 2007*, agreed to convene a Inter-Sectoral Training Workshop**



Aim of workshop

- The overall **aim** of the workshop is to explore ways in which **training** can enhance implementation of the Victims Charter and Minimum Standards
- Objectives of the workshop are to:
 - Determine what training on the Victims Charter is taking place or planned for 2007-8 by government departments and some civil society organizations
 - Share Best practices on integrated training and on the Victims Charter training
 - Discuss proposals on different training interventions
 - Develop a draft plan for inter-sectoral training – content and methodology



Aim of workshop

- **Outcome of the workshop will be compiled into a report and all presentations will be made available after the workshop**
- **Workshop is hosted by the Department of Justice & Constitutional Development but is hoped that all departments will share in taking the outcomes of the workshop forward**
- **Limitation of the workshop**
 - **Assumption that all participants understand the Victims Charter and Minimum Standards**
 - **Acknowledge that the workshop is not representative of all stakeholders from different sectors**
 - **Workshop may not present a complete scenario of training**



Conceptual Framework

Concepts: *Inter-Sectoral* and *Training*

- *The concept ‘inter-sectoral’ is often referred to as ‘multi disciplinary’ ‘cross training’ or inter-agency.*
- *Inter-sectoral refers to both government and civil society organizations working with victims.*
- *Inter-sectoral could be defined as intersection between government departments, civil society organizations and victims, in an attempt to continuously build and maintain cooperative relations.*



Conceptual Framework

- **Training :**
 - **Systematic process of developing knowledge skills and attitude for current or future work**
 - **Organized attempt to assist learning through instruction, observation or practise**
 - **Interactive learning process enabling individuals and communities to develop skills, knowledge and attitudes and to share lessons learnt so as to improve service delivery**
 - **‘Training is knowledge enhancement about the Victims Charter and Minimum Standards in order for training participants to gain an understanding of their roles and responsibilities within the criminal justice system, together with an understanding of other role-players roles and responsibilities.’ IDC 2006**



Workshop Programme

Landscape:

- *Government Departments and NGO on Training*
- *Accreditation of training*
- *Role of SAMDI*
- *Best Practise on Victims Charter Training*

Moving Forward

- *Training interventions*
- *Training course: content and methodology*
- *Victim Tracking Complaints Mechanism*



National representatives on the IDC

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