



Best Practices: Experience of Training on the Service Charter for Victims of Crime

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Promotion of the Rights of Vulnerable Groups
COURT SERVICES



About the Victim Support Sub-directorate

- **COURT SERVICES** - *goal is to develop and implement measures to support and assist the courts and to ensure accessibility and effectiveness*
- **CHIEF DIRECTORATE PROMOTION OF THE RIGHTS OF VULNERABLE GROUPS** – *goal is to facilitate the development and implementation of policies, programmes, guidelines, standards in order to support and assist the courts and the Regions in the effective implementation of programmes aimed at promoting the rights of vulnerable groups accessing courts*
- **VICTIM SUPPORT SUB-DIRECTORATE** - *goal it to facilitate the development and implementation of policies, programmes, guidelines, standards on **victim support services**, which includes facilitating the implementation of the Service Charter and monitoring and evaluation*



Challenges of the Victim Support Sub-Directorate

- **The challenges facing the Victim Support Sub-directorate in delivering on its mandate is the slow roll out of training in the Regions resulting in the Sub-Directorate having to be involved in the actual conducting of the training instead of monitoring and evaluating and thereafter developing measures where gaps / problems have been identified**



About the Provincial training

- **Methodology**

- ❖ Briefing sessions as opposed to training sessions (ideally)
- ❖ Groups of 20 – 30
- ❖ Participation from cleaner to administrative staff up to court managers
- ❖ Provincial co-ordination of logistics (venue, material, attendees)
- ❖ Format of training: Divide into 4 areas
 - Introduction
 - Taking the participants through the Service Charter and Minimum Standards
 - Implications of the Service Charter on their work
 - Discussion on challenges they feel will affect the implementation of the Services Charter in court



Best Practices

- **Identification by each Region of the Clusters and courts falling under the Region; number of staff in each court and overall no. per cluster; implementation plan to roll out training/ briefing sessions so as to reach your set target by 2007/2008**
- **REGIONAL TRAINERS**



Best practice cont

- **Briefing session vs
Training session**



- **Utilization of a Consultant to fast track roll out of training**



Best Practice cont.

- **Intergration of the Service Charter into everyday activities**



Best Practice cont.

- **Preparation of a brief report after each training / briefing session for identification of **challenges** – report to be given to Regional Head and national office**



Best Practice cont.

- **PROVIDING STAFF WITH TOOLS TO ENABLE IMPLEMENTATION OF THE SERVICE CHARTER:**
 - The challenges that have been identified by court staff during the briefing / training session have to be taken seriously and addressed by the Regions
 - Cannot make the Right to offer information, right to assistance a reality if have no tools to assist with the giving of information and referral
- REFERRAL RESOURCE DIRECTORY**
- Cannot make the right to be treated with fairness and respect for the dignity and privacy a reality if in some court witnesses of DV not interviewed in private
 - Cannot make the rights a reality if court staff are themselves not supported in the stressful work that they do – DEBRIEFING
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Best practice cont.

- **Area and court managers attended the training on the Service Charter**



Best Practice Cont

Intersectorial training for front line service delivery staff



INITIATIVES BY THE VICTIM SUPPORT SUB DIRECTORATE

- **REFERRAL RESOURCE DIRECTORY**
 - 10 000 copies of the National Directory for Victim of Violence
 - discussions with Social Development on posting the Directory on the website
 - popularization of the Directory
- **INTERGRATION OF THE SERVICE CHARTER INTO JUSTICE COLLEGE TRAINING COURSES & E - LEARNING**
- **SIGN LANGAUGE DVD and Audio cassettes (other languages)**
- **TRAIN THE TRAINER (??)**
- **RESTORATIVE JUSTICE POLICY**
- **VICTIM TRACKING AND COMPLAINTS MANAGEMENT SYSTEM**



THANK YOU