



## TRAINING SUB-COMMITTEE OF THE INTER-DEPARTMENTAL COMMITTEE ON THE VICTIMS CHARTER

### DRAFT PROPOSAL FOR INTER-SECTORAL TRAINING WORKSHOP

#### 1. *Background*

The Inter-Departmental Committee on the Victims Charter (IDC VC) is currently focused on developing five year implementation plans. All departments who have submitted draft implementation plans have identified 'training' as an activity for effective implementation. However, none of the departments have identified the need for inter-sectoral training. This could be due to the fact that the current structure of the implementation plans does not allow for inter-sectoral activities.

As part of the work on developing implementation plans, a macro-scope of the Victims Charter implementation and monitoring project, was conducted in August 2006. The scoping exercise identified several issues that needed to be addressed by the IDC. Training was one of the issues and a sub-committee was established. The sub-committee consists of the Department of Health, the South African Police Services and the Department of Justice and Constitutional Development. The training sub-committee developed a questionnaire to be used in gathering information on training for the implementation plan. The questionnaire was fairly detailed and departments did not submit information.

The sub-committee, at its first meeting for 2007, explored different ways of obtaining information on training from all departments. The sub-committee identified the need for an Inter-sectoral Trainers Workshop to take place.

As part of the work on drafting implementation plans, the IDC VC has developed a consultation strategy. The first phase of the strategy is provincial consultation with stakeholders. Provincial presentations have been made to Provincial Development Committee or JCPS Clusters. In addition, presentations have been made to provincial NGO Victim Empowerment Structures (in Gauteng and Northern Cape). A key recommendation made from provincial presentation is the request for inter-sectoral training. This recommendation was supported by reports given by different departments on why challenges continue to persist within the criminal justice system. At a provincial development committee meeting a member reflected,

*'We work in silos and don't talk to each other [departments]. Often good service from one department is undermined by another department giving bad service. When witnesses don't go to court*

*because the police did not inform them about progress of the investigation, the witness will lose hope in the entire criminal justice system.'*

Departments expressed the need to work together to ensure that victims experience a criminal justice system that is efficient and responsive to their needs. Training was requested as a means to facilitate working together.

Non-governmental organizations requested training on the Victims Charter and the implementation plans. The training is to be linked to monitoring and evaluation systems that can be used for the Victims Charter. This proposal does not, at this stage, make provision for this request.

## *2. Inter-Sectoral Trainers workshop*

### *a) Aim and Objectives*

The overall aim of the proposed Inter – sectoral training workshop is to explore ways in which training can be used to make the criminal justice system more responsive to the needs of victims, by providing coordinated and integrated services.

Objectives of the proposed workshop:

- Determine what training on the Victims Charter, departments are engaged in or have planned for 2007 – 8
- Discuss proposals on Inter-sectoral training
- Share Best practices on integrated training
- Develop plan for inter-sectoral training roll-out

### *b) Workshop participants*

It is proposed that all department trainers, at national and provincial level, attend the training. It is further proposed that each department send a delegation of four trainers; with one representative from national and three representatives from provinces.

### *c) Duration and proposed dates*

It is proposed that the workshop be held for two days. The proposed dates are 25 – 26 June 2007.

### *d) Content and Programme*

All departments are to make presentation on

- What training is offered to all service providers?
- What is the training plan / schedule for 2007/ 8?
- What challenges are faced with training?
- How is the training monitored?
- What training is planned for the Victims Charter?

All departments will be requested to bring copies of training material which can be shared with other departments.

Departments, who have been responsible for integrated training, to share best practices – for example:

- Department of Justice and Constitutional Development – Victims Charter
- NPA – Domestic Violence

In addition, stakeholders that have facilitated inter-sectoral training, for example Law, Race and Gender Unit, with Justice College – Social context (Violence against women)

**25 JUNE 2007, Monday**

<b>Programme Director: Supt Gladys Mangwani, SAPS</b>		
Time		Facilitator / Presenter
8:30 - 9:00	Registration	
9:00 - 9:15	<b>Welcome and Introductions</b>	Naomi Webster, Justice
9:15 - 11:00	<b>Department Presentations</b> Justice: NPA: SAPS: Health: Correctional Services: Social Development:	<i>Mr Haggai Makatu Advocate B. Lawrence Director E Adlam Mr Joel R. Mokonoto Dr Zoditi Tshotsho</i>
11:00 - 11:15	TEA	
11:15 - 11:45	Civil Society and perspectives on training	<i>Ms Sindiswa Ngcongco, NISAA</i>
11:45 - 12:00	Questions and Discussions	
12:00 - 12: 30	Presentation: Update on Victim Empowerment Accreditation process	<i>Ms Josie Singaram: SAQA</i>
12:30 - 13:00	Presentation: Government’s response to Training – experience of SAMDI	<i>Mr Aaron Nhlonipho: SAMDI</i>
13:00 - 14:00	LUNCH	
<b>Programme Director: Joel Mokonoto, Dept of Health</b>		
14:00 - 14:45	Best Practises: Experiences of Training on the Victims Charter	<i>Ms Lulama Nongogo, Dept of Justice &amp; Constitutional Development</i>
	Using the Victims Charter as Foundation	<i>Ms Karen Tewson, NPS</i>

	course	
14:45 – 15:30	Questions and Discussion	
15:30 - 15:45	TEA	
15:45 - 16:30	Summary and Issues for consideration	Naomi Webster, Dept of Justice

**26 June 2007, Tuesday**

<b>Programme Director: Dr Z Tshotsho, Dept of Social Development</b>		
Time		Facilitator/ Presenter
8:30 - 9:00	Overview of Day 1	<i>Naomi Webster, Dept of Justice</i>
9:00 - 11:00	Small Working Groups: <ul style="list-style-type: none"> <li>• Exploring Content and Methodology</li> <li>• Exploring alternative methods of training</li> </ul>	
11:00 - 11:15	TEA	
11:15 -11:45	Report backs	
11:45 - 12:45	Discussion and Way forward	
12:45 - 13:00	Closing Remarks	Naomi Webster
13:00 – 14:00	LUNCH	
14:00 – 15:30	<b>Special Session:</b> Victim Tracking Complaints management system	<i>Ms Lulama Nongogo, Dept of Justice &amp; Constitutional Development</i>

**SMALL WORKING GROUP SESSION**

Facilitators:

Group	Facilitator
1	Advocate Bonolo Madiba, Department of Justice

2	Joel Mokonoto, Department of Health
3	Joan Groenewald, Department of Social Development
4	Supt Gladys Mangwani, SAPS

**Duration: 2 hours**

**Objectives of Session are to:**

- Explore content and methodology
- Explore alternative training interventions
- Other issues of relevance to the group

**Outcome of Session:**

- Draft content and methodology for inter-sectoral training on the Victims Charter
- Draft proposal on different training interventions
- Suggestions on how to take process forward

**Guiding Questions:**

1. What types of training interventions should take place? Example Train-the-trainer, Annual conferences, provincial seminars, etc
2. What should content of a training course cover?
3. How and when should training take place?
4. What role, if any, should SETA and SAMDI play?
5. How should the outcome of the workshop be taken forward?
  - a. At national
  - b. At provincial
6. How should we sustain training?
7. How should we monitor training?