



Victims Chapter 10

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MESSAGE OF SUPPORT

Victims



Mr Thami Mseleku

Director-General

Message of Support

The Service Charter for Victims of Crime was approved by Cabinet in 2004 as part of the government commitment to deal with crime by ensuring that victims are given the best treatment in our health facilities. This is part of the government's comprehensive Victim Empowerment Programme.

The National Implementation Plan for the Service Charter for Victims of Crime is a symbol that brings hope to many victims of crime. As victims of crime, women, children, the elderly and the disabled are particularly vulnerable, given their position in society. The charter addresses the needs of all victims of crime in our country.

The government has committed itself by using a multidisciplinary integrated approach to comprehensively deal with crime. The Department of Health is one of the government departments that have adopted an integrated approach to offer services to the victims of crime.

The *Batho-Pele* principle guides how the department should provide services to victims of crime. The patients' rights guide patients to their rights to health care service delivery. The department, as a member of the interdepartmental committee, developed a five-year implementation plan for the service charter.

The plan set a clear framework for engagement with victims of crime, civil society, organisations and other stakeholders. The department further commits itself to ensuring that designated facilities for clinical forensic medicine are established and that they have resources to allow easy access to comprehensive health service delivery for victims of crime.



NATIONAL IMPLEMENTATION PLAN SERVICE CHARTER FOR VICTIMS OF CRIME



COMMITMENT TO THE PREAMBLE OF THE VICTIMS' CHARTER

2007/2008					
Strategic objective:					
<ul style="list-style-type: none"> To promote the equal enjoyment of all the rights and freedom guaranteed in the Constitution To ensure equitable criminal justice through recognising, protecting and balancing the rights of both victims and accused persons To set service standards for victims of crime, and ensure that victims remain central to the Criminal Justice System to ensure that secondary victimisation is eliminated To provide for the consolidation of the present legal framework in South Africa relating to the rights of and services provided to victims of crime 					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
Provide professional and accessible services, including EMS for victims/survivors of crime and violence.	<ul style="list-style-type: none"> Identifying or establishing dedicated units for services for victims of crime Each provincial dept of health to appoint a provincial coordinator/manager for CFM 	<ul style="list-style-type: none"> Dedicated service for CFM Comprehensive service to include clinical forensic medicine, emergency services, prevention programme and general health service 	April 2007 April 2007		Provincial Department of Health (PDOH)
Rights					
1. The right to be treated with fairness and respect for dignity and privacy	<ul style="list-style-type: none"> 24-hours roster in each facility Identifying dedicated referral units for support services for victims of crime and violence Developing the Policy on Clinical Forensic Medicine 	<ul style="list-style-type: none"> Referral units identified Policies, guidelines and regulations developed Policy developed 	April 2007 April 2007		National Department of Health (NDOH) NDOH
2. The right to receive assistance	<ul style="list-style-type: none"> Implementing the strategy on the prevention of injuries, violence and non-natural deaths Implementing all existing related guidelines: <ul style="list-style-type: none"> Prevention and management of elder abuse Revise sexual assault guidelines Providing health services as required and agreed with provinces in dedicated centres for victims of crime and violence, e.g. required forensic assessment, taking of evidential samples, professional investigation, counselling, antiretroviral drugs as required and any other referrals if needed Developing referral paths responsible departments for special centres for victims of crime and violence 	<ul style="list-style-type: none"> Strategy implemented Guidelines implemented Guidelines revised Comprehensive service to include clinical forensic services, emergency services, prevention programme and general health service Referral paths developed 	1st draft done 1st draft done October 2007 October 2007 November 2007 November 2007 Ongoing End of March 2007	R60 000 R3 000 000 p/a +2 cases per day.	NDOH NDOH PDOH NDOH PDOH



2007/2008					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
	<ul style="list-style-type: none"> Orientation of hospital CEOs and CFOs of provinces to be responsible for structured CFM services Letter to national CFO to orient provincial CFOs on CFM services Providing colposcopes and good cameras to all identified/designated units over three-year period Providing blood alcohol kits (drunken driving in all units) 	<ul style="list-style-type: none"> Hospital CEO /CFOs orientated Letter written to national CFO Colposcopes and cameras supplied Blood alcohol kits in all units 	<p>October 2007</p> <p>September 2007</p> <p>2007/2008</p> <p>2008</p>	<p>R104 000 per colposcope and cameras for number of dedicated units</p>	<p>NDOH</p> <p>NDOH</p> <p>PDOH</p> <p>NDOH</p>
<p>Capacitate staff in dedicated units</p> <p>Rights</p> <p>1.The right to offer information</p> <p>2.The right to receive information</p>	<ul style="list-style-type: none"> CFM included in general medical and forensic nurse training Staff trained on the requirements of the service charter, including EMS personnel, nurses, personnel, doctors CFM courses developed and implemented and sampling methodology Orientation of community service doctors in all provinces Update orientation programme where applicable <ul style="list-style-type: none"> EMS personnel Doctors, Nurses and GP's on CFM in dedicated units Reinforcing Batho Pele principles and Patients Charter Developing health promotion materials to include patients' rights and seven rights for survivors of crime and violence 	<ul style="list-style-type: none"> Improved service to victims of crime Trained and capacitated staff CFM courses developed and implemented Health promotion 	<p>Done and ongoing</p> <p>September 2007</p> <p>Done and ongoing</p> <p>Done and ongoing</p> <p>January 2008 October 2007 November 2007</p>	<p>R30 000 R30 000 R50 000</p>	<p>NDOH</p> <p>NDOH</p> <p>NDOH</p> <p>NDOH</p> <p>PDOH PDOH NDOH</p>
Standardised records on physical abuse	<ul style="list-style-type: none"> Standardised forms reproduced Distributing forms to all provinces 	Standardised forms (J88)	<p>April 2007</p> <p>April 2007</p>	<p>R50 000</p>	<p>NDOH</p> <p>NDOH</p>
Make victims of crime and violence aware of the existing complaint system	<ul style="list-style-type: none"> Developing information leaflet for victims of crime and violence on the complaint system Health care providers to inform victims of rights to request prosecution 	Information leaflet produced	<p>January 2007</p> <p>Ongoing</p>	<p>R30 000</p>	<p>NDOH</p> <p>NDOH</p>

NATIONAL IMPLEMENTATION PLAN
SERVICE CHARTER FOR
VICTIMS OF CRIME



2007/2008					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
Develop a communication strategy	<ul style="list-style-type: none"> • Communication strategy, including: <ul style="list-style-type: none"> - Patients' Charter - Service Charter for Victims of Crime - <i>Batho Pele</i> principle • Health rights and responsibilities 	Communication strategy implemented	April 2007	R50 000	NDOH
Establish intersectoral provincial CFM forum/task team	Facilitating the establishment of the CFM forum	CFM forum established	December 2007		PDOH
Establish a Departmental task team for implementation of the Victims' Charter	Facilitating the establishment of the task team	Departmental task team established	December 2007		NDOH
Accredit the course for CFM	Facilitating accreditation process for CFM course	CFM course accredited (College of Medicine)	Done first graduate May 2007	R4 000 per student per exam	NDOH
Develop a monitoring and evaluation tool	Development of the monitoring and evaluation tool to be finalised	Monitoring and evaluation tool developed	December 2007		NDOH



Victims

2008/2009					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
<p>Provide professional and accessible services, including EMS for victims/survivors of crime and violence.</p> <p>Rights</p> <p>1. The right to offer information</p> <p>2. The right to receive information</p> <p>3. The right to protection</p>	<ul style="list-style-type: none"> Publishing and implementing the CFM policy and guidelines Implementing policies, guidelines and regulations Implementing Manual of Clinical Forensic Medicine Developing norms and standards for victim and user-friendly units Providing health services as required and agreed with provinces in dedicated centres for victims of crime Prevention of injuries, violence and non-natural deaths strategy - Comprehensive strategy implemented Rendering a comprehensive service that includes clinical forensic medical services, emergency services, a prevention programme and general health service Monitor service centres 	<ul style="list-style-type: none"> CFM policy published and implemented Policies implemented Manual implemented Norms and standards developed Comprehensive strategy implemented 60% of dedicated services are victim-friendly Service centres monitored 	<p>March 2008</p> <p>April 2009</p> <p>Final draft April 2008</p> <p>April 2008</p> <p>Ongoing</p> <p>March 2008</p> <p>March 2008</p> <p>July 2009</p>	<p>R3 000 000 p/a +2 cases per day</p>	<p>NDOH</p> <p>NDOH</p> <p>NDOH</p> <p>NDOH</p> <p>PDOH</p> <p>NDOH</p> <p>All relevant departments NDOH</p> <p>NDOH</p>
Open files for all victims of crime and violence	<ul style="list-style-type: none"> Orientation of all doctors, admission clerks and nurses to open files for all victims of crime and violence Auditing implementation of the strategy 	<ul style="list-style-type: none"> All victims have files Annual audit conducted 	<p>Ongoing</p> <p>Annually</p>		<p>PDOH</p> <p>NDOH</p>
Give special attention to service for disabled and elderly victims	<ul style="list-style-type: none"> Provision of user-friendly facilities for the disabled and elderly in all service centres Initiating awareness campaigns on the charter, targeting disabled and the elderly victims 	<ul style="list-style-type: none"> Awareness programme for aged and disabled provided Awareness campaign on the charter initiated 	<p>April 2008</p> <p>April 2008</p>		<p>NDOH</p> <p>NDOH</p>
Make victims of crime aware of the existing complaint system	Distribution to all hospitals, clinics, special centres and ambulances	Information leaflet produced and distributed	Ongoing	R30 000	NDOH PDOH

NATIONAL IMPLEMENTATION PLAN SERVICE CHARTER FOR VICTIMS OF CRIME



2008/2009					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
Capacitate staff in dedicated units	• CFM included in general medical training	• Improved service to victims of crime and violence	Ongoing		NDOH
	• Training and capacitating staff, including EMS personnel, doctors on the requirements of the service charter	• Trained and capacitated staff	Ongoing		NDOH
	• CFM courses implemented	• CFM course implemented	Ongoing		NDOH
	• Orientation of community service (CS) doctors, EMS personnel in all provinces - Update orientation programme	• Orientation for CS doctors, EMS personnel on CFM conducted	Ongoing		PDOH
	• In-service training on CFM for EMS personnel doctors, nurses and GPs on CFM in dedicated units - Developing in-service curriculum and planning training of district and other relevant managers on importance of effective and efficient. CFM	• In-service training conducted	Ongoing		PDOH
	• Developing monitoring and evaluation tool to evaluate the implementation plan	• Curriculum developed	April 2007		NDOH
Make victims of crime aware of the existing complaint system	Distribution to all hospitals, clinics, special centres, ambulances	Information leaflet produced and distributed	Ongoing		PDOH
Develop a monitoring and evaluation tool for CFM	Implementation of monitoring tool to be finalised	Monitoring and evaluation tool	September 2008		NDOH



2009/2010					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
Provide professional and accessible services, including EMS for victims/survivors of crime and violence	• Publishing and implementing policies and guidelines	• Policies and guidelines implemented	March 2009	R50 000	NDOH
	• Providing health services as required and agreed with provinces in dedicated special centres for victims of crime and violence	• Comprehensive service to include clinical forensic services, emergency services, prevention programme and general health service	Ongoing, finalise process		NDOH
	• Providing colposcopes and good cameras to all designated units	• Colposcopes and cameras provided	Ongoing	R104 000 per colposcope	PDOH
	• Prevention of injuries, violence and non-natural deaths strategy - Comprehensive strategy	• 60% of dedicated services are victim-friendly	July 2009		PDOH
	• Monitoring service	• Service delivery monitor			NDOH
	• Implementation of health promotion materials	• Health promotion			NDOH PDOH
Capacitate identified/dedicated units	• CFM included in general medical training	• Improved service to victims of crime.	Ongoing		NDOH
	• Training and capacitating staff on the requirements of the service charter	• Trained and capacitated staff	Ongoing		NDOH
	• Updating orientation programme	• Orientation programme updated	Ongoing		PDOH
	• Orientation of community service doctors in all provinces including EMS personnel,	• Orientation conducted	Ongoing		PDOH
	• Doctors' orientation regarding CFM				
• In-service training for EMS personnel, doctors nurses and GPs on CFM in dedicated units	• In-service training conducted	Ongoing		PDOH	

NATIONAL IMPLEMENTATION PLAN SERVICE CHARTER FOR VICTIMS OF CRIME



2009/2010					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
Open files for all victims of violence	<ul style="list-style-type: none"> Orientation of all doctors, admission clerks and nurses to open files for all victims of crime and violence Audit on implementation 	<ul style="list-style-type: none"> Files for all victims Annual audit conducted 	Ongoing		PDOH
			Annually		NDOH
Make victims of crime aware of the existing complaint system	Distribute to all hospitals, clinics, special centres, ambulances as required	Information leaflet produced	Ongoing		PDOH
Implement the monitoring and evaluation tool for CFM	<ul style="list-style-type: none"> Training on implementation of monitoring tool Audits 	<ul style="list-style-type: none"> Monitoring and evaluation tool Training audit conducted 	March 2010		NDOH
			Annually		NDOH
Conduct research on interventions for sustaining the implementation of the charter	Conducting research using statistics monitoring and evaluation report and other relevant sources in conjunction with relevant institution	Research report on further measures/ intervention needed for effective implementation of charter	April 2009	R20 000	NDOH

2010/2011					
Action	Deliverables	Milestones	Target date	Budget	Lead/support unit
Provide professional and accessible services, including EMS for victims/survivors of crime and violence	<ul style="list-style-type: none"> Providing health services as required and agreed with provinces in special centres for victims of crime Monitoring and revising implantation of health promotion materials. 	<ul style="list-style-type: none"> Comprehensive service to include clinical forensic services, emergency services, prevention programme and general health service Health promotion 	Ongoing	R3 000 000 p/a +2 cases per day	PDOH
			Ongoing		PDOH



2010/2011					
Action	Deliverables	Milestones	Target date	Budget	Lead/support unit
Capacitate staff of dedicated units	<ul style="list-style-type: none"> Improved service to victims of crime and violence Training and capacitating staff on the requirements of the service charter Revise CFM courses Orientation of community service doctors in all provinces, EMS personnel on CFM 	<ul style="list-style-type: none"> CFM included in general medical training of doctors in all provinces Staff capacitated CFM courses revised Orientation on CFM conducted 	Ongoing		NDOH
			May 2010		NDOH
			Ongoing		NDOH
Capacitate staff of dedicated units	<ul style="list-style-type: none"> In-service training for EMS personnel, doctors nurses and GPs on CFM in dedicated units 	<ul style="list-style-type: none"> In-service training conducted 	Ongoing		PDOH
Open files for all victims of crime and violence	Orientation of all doctors, admission clerks and nurses to open files for all victims of crime and violence	Files for all victims	Ongoing		PDOH
Standardise records on physical abuse	Distributing forms to all provinces	Standardised forms	August 2009		NDOH
Make victims of crime aware of the existing complaint system	<ul style="list-style-type: none"> Distributing to all hospitals, clinics, special centres, ambulances Evaluating knowledge levels of complaint system 	<ul style="list-style-type: none"> Information leaflet Knowledge in complaint system evaluated 	Ongoing		NDOH
			September 2009		PDOH
Develop a monitoring and evaluation tool for CFM	Monitoring and evaluation tool	Conduct audits	Annually		NDOH
Implement research findings	<ul style="list-style-type: none"> Engaging in programmes and project to implement the research findings 	Transformed service on centres for victims	April 2010		NDOH

NATIONAL IMPLEMENTATION PLAN
SERVICE CHARTER FOR
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2011/2012					
Action	Deliverables	Milestones	Target dates	Budget	Lead/support unit
Provide professional and accessible services, including EMS for victims/survivors of crime and violence	<ul style="list-style-type: none"> Providing health services as required and agreed with provinces in special centres for victims of crime 	<ul style="list-style-type: none"> Comprehensive service to include clinical forensic services, emergency services, prevention programme and general health service 	Ongoing	R3 000 000 p/a @ +2 cases per day	PDOH
	<ul style="list-style-type: none"> Monitoring implementation of health promotion materials to include seven rights of victims of crime 	<ul style="list-style-type: none"> Health promotion materials implemented 	Ongoing		PDOH
Capacitate staff in dedicated units	<ul style="list-style-type: none"> Improved service to victims of crime and violence Train and capacitate staff on the requirements of the service charter CFM courses revised and implemented Orientation of community service doctors, including EMS personnel, doctors Orientation in CFM in all provinces Update orientation programme In-service training for EMS personnel, doctors, nurses and GPs using the sexual assault kit 	<ul style="list-style-type: none"> CFM included in general medical training 	Ongoing		NDOH
		<ul style="list-style-type: none"> Trained and capacitated staff 	Ongoing		NDOH
		<ul style="list-style-type: none"> CFM courses implemented 	May 2011		NDOH
		<ul style="list-style-type: none"> Orientation for doctors, EMS personnel, conducted 	Ongoing		PDOH
		<ul style="list-style-type: none"> Orientation programme updated 	July 2011		PDOH
Open files for all victims of violence	Orientation of all doctors, admission clerks and nurses to open files for all victims of crime	Files for all victims	Ongoing		PDOH
Standardise records on physical abuse	Standardised forms reproduced, and distributed and implemented if required	Standardised forms after revision	Ongoing		NDOH
Make victims of crime aware of the existing complaint system	Distributing information leaflet for victims of crime on the complaint system	Information leaflet produced	Ongoing		NDOH
Develop a monitoring and evaluation tool for CFM	<ul style="list-style-type: none"> Distributing to all hospitals, clinics, special centres and ambulances where necessary Conducting audits 	<ul style="list-style-type: none"> Monitoring and evaluation tool 	Ongoing		PDOH
		<ul style="list-style-type: none"> Audits on Monitoring and Evaluation conducted 	Annually		NDOH

