

THUTHUZELA

CARE CENTRE

Turning Victims into Survivors

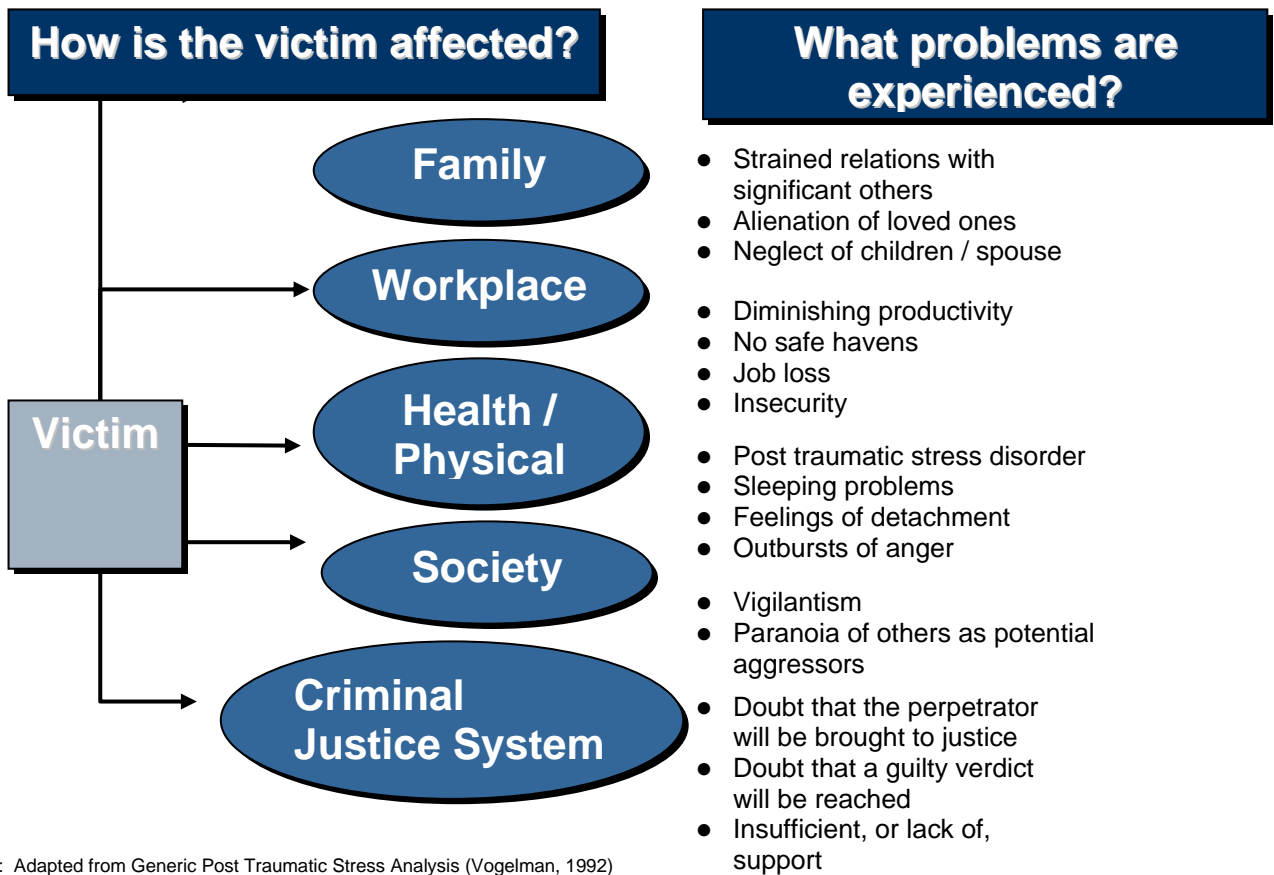


The Thuthuzela Care Centre (TCC) integrated approach to rape care management is one of respect, comfort, restoring dignity and ensuring justice for the girls, boys, women and men who are victims of sexual violence.

Thuthuzela Care Centres are one-stop facilities that have been introduced as a critical part of South Africa’s anti-rape strategy, aiming to reduce secondary victimisation, improve conviction rates and reduce the cycle time for finalisation of cases.

The **Thuthuzela** project is led by the NPA’s **Sexual Offences and Community Affairs Unit (SOCA)**, in partnership with various departments and donors as a response to the urgent need for an integrated strategy for prevention, response and support for rape victims. Since its establishment, the **SOCA Unit** has been working to develop best practices and policies that seek to eradicate victimisation of women and children, while improving prosecution, particularly in the areas of sexual offences, maintenance, child justice and domestic violence.

The context: Rape is complex and has a wide impact in society ...



Note: Adapted from Generic Post Traumatic Stress Analysis (Vogelman, 1992)

Thuthuzela Care Centre operations: How does the TCC work?

- Step 1:** You can report a rape case directly to a TCC (based at community clinics or hospitals) or to a police station
- Step 2:** TCC staff will assist to get you immediate medical attention at the Centre
- Step 3:** TCC staff will arrange counselling services at the Centre
- Step 4:** TCC staff will assist you to open a police case (if you want to do so immediately or even at a later stage)
- Step 5:** TCC staff will arrange for on-going counselling and court preparation (if the case goes on trial)

Thuthuzela Care Centres operate best in public hospitals close to communities where the incidence of rape is particularly high. They are also linked to sexual offences courts, which are staffed by skilled prosecutors, social workers, magistrates, NGOs and police, and located in close proximity to the centres.

The s are facilitated by a top level inter-departmental management team comprised of the departments of Justice, Health, Education, Treasury, Correctional Services, Police, Social Development and designated civil society organisations.

Thuthuzela's integrated approach to rape care is one of respect, comfort, restoring dignity and ensuring justice for children, women and men who are victims of sexual violence. When reporting, the rape victim is removed from crowds and intimidating environments, such as at the police station, to a more victim-friendly environment before being transported by police or an ambulance to the **Thuthuzela Care Centre** at the hospital. Enroute, the victim receives comfort and crisis counseling from a trained ambulance volunteer or police officer.



Once at the **Thuthuzela Care Centre**, the victim is ushered to a quiet, private space, welcomed by the site-coordinator. A doctor is immediately summoned to conduct a medical examination. The victim is then given Information on the procedures to be performed. The victim (patient) signs a consent form for medical examination and blood specimens. If the medical examination happens within 72 hours of the rape, DNA and PEP is conducted, after which the victim is offered the opportunity to take a bath or shower and to change into clean clothes.

After that, the investigating officer on call at the centre takes the victim's statement. Thereafter, the victim receives appropriate medication and is given a follow-up date for further medical treatment, before being transported home.

"This process ensures that service providers are available to a rape survivor in one location, rather than her being shuttled around throughout the criminal justice system", says Advocate Thoko Majokweni, Head of the SOCA unit.



BLUEPRINT Thuthuzela Care Centres

Specially trained staff, access to variety of professional services...
Prosecutor, Police, Doctor, Social Worker, Case Managers on one site



The caring process

Walk-in care



Accessible facilities

Emotional and physical support
Clean accessible facilities

Shower, bathroom
Clean clothes
Comforting doctor, rape kit
Statement taken after bathing

Caring for the young victims of rape

Doctors at Thuthuzela Care Centres have reported seeing increased numbers of child victims. Sadly, some of them are as young as three months. Accordingly, the need for specially trained child-friendly nurses or care-givers to receive and comfort children before they are taken for examination is critical.



Thuthuzela Care Centre, child friendly environments

Various donors have also contributed to making the model child-friendly, through offering technical expertise for the installation and availability of special equipment and furniture. These include two way-mirrors, posters, CCTV, drawings, and anatomically correct dolls comprising five family members, to help prepare children to appear in court, should that become necessary.



Impact of the Thuthuzela Care Centres

The Thuthuzela model has already improved the process of reporting and prosecuting rape and other sexual offences, and reducing secondary trauma to survivors as the entire process takes place in a dignified and friendly environment.

According to Advocate Majokweni, “At the heart of the success of the Thuthuzela approach is the professional medical and legal interface and a high degree of cooperation between victim and service providers from reporting through investigation and prosecution of the crime, leading up to conviction of the offender. This has led to an increase in conviction rates. Higher levels of awareness have resulted in an increased numbers of cases reported at police stations and taken immediately to a Thuthuzela Care Centre”.

Services offered at the Thuthuzela Care Centres (TCCs)

- Welcome and comfort from a site co-coordinator or nurse.
- An explanation of how the medical examination will be conducted and what clothing might be taken for evidence.
- A consent form to sign that allows the doctor to conduct the medical examination.
- A nurse in the examination room.
- After the medical examination, there are bath or shower facilities for victim use.
- An investigation officer will interview the survivor and take his/her statement.
- A social worker or nurse will offer counseling.
- A nurse arranges for follow-up visits, treatment and medication for Sexually Transmitted Infections (STIs), HIV and AIDS.
- A referral letter or appointment will be made for long-term counseling.
- The victim (survivor) is offered transportation home by an ambulance or the investigating officer.
- Arrangements for the survivor to go to a place of safety, if necessary.
- Consultations with a specialist prosecutor before the case go to court.
- Court preparation by a victim assistant officer.
- An explanation of the outcome and update of the trial process by a case manager.



LIST OF TCCS END FY 2024/2025 (30 March 2025)

EASTERN CAPE
TCC Site
<p>Matatiele TCC Taylor Bequest Hospital 1 Main Street, Matatiele 4730</p>
<p>Bizana TCC St Patrick's Hospital Hope St, Bizana, 4800</p>
<p>Butterworth TCC Butterworth Hospital Cnr Scanlen &, Geach St, Butterworth, 4960</p>
<p>Mthatha Sinawe TCC Mthatha General Hospital 68 Blakeway Rd, Umtata Central, Mthatha 5100</p>
<p>Gqeberha Dora Nginza TCC Dora Nginza Hospital Spondo St, Salt Pan, Gqeberha 6059</p>
<p>Lusikisiki TCC St Elizabeth Hospital Lusikisiki 1 R61, Main Street, Lusikisiki 4820</p>
<p>Mdantsane TCC Cecilia Makiwane Hospital 4 Billie Road, Mdantsane 5219</p>
<p>Cradock TCC Cradock Hospital 30 Hospitaal street, Cradock 5880</p>
<p>Libode TCC St Barnabas Hospital Nyandeni Region R 61 on way to Port St. Johns (10km Past Libode), Libode 5160</p>
<p>Qonce TCC Grey Hospital 54 Kings Road, Qonce, 5601</p>
<p>Komani TCC Frontier Hospital Corner Kingsway & Livingstone Rd, Queenstown 5319</p>

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FREE STATE
TCC Site
Sasolburg TCC Metsimaholo District Hospital 8 Langen hoven Street Sasolburg 1948
Bethlehem TCC Phekolong Hospital 2117 Riemland Road Bohlokong Bethlehem 9701
Welkom TCC Bongani Regional Hospital Mothusi Road, Thabong Welkom 9463
Bloemfontein Tshepong TCC National District Hospital Roth Avenue, Willows Bloemfontein 9301
Phuthaditjhaba TCC Elizabeth Ross Hospital 597 Motibang, Mangaung Village Phuthaditjhaba 9869



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GAUTENG
TCC Site
<p>Vosloorus Sinakekelwe TCC Thelle Mogoerane Regional Hospital 12390 Ext 14 Nguza Street, Vosloorus 1486</p>
<p>Soweto Nthabiseng TCC Chris Hani Bara Hospital Old Potchefstroom Road Diepkloof 1864</p>
<p>Laudium TCC Laudium Community Health Centre Corner Bengal & 25th Avenue Laudium 0037</p>
<p>Lenasia South TCC Lenasia South Hospital 03 Cosmos Street, Lenasia 1821</p>
<p>Kopanong TCC Kopanong Hospital No. 2 Casino Road Duncanville Vereeniging 1939</p>
<p>Mamelodi TCC Mamelodi Day Hospital Casualty Department 9472 Crisis Centre Serapeng Street & Tsamaya Road Mamelodi East 0122</p>
<p>Tembisa Masakhane TCC Tembisa Hospital, Cnr Flint Mazibuko & Reverend RTJ Ntamane Drive, Tembisa 1632</p>

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KWAZULU-NATAL
TCC Site
<p>Chatsworth TCC RK Khan Hospital R.K Khan Circle, Westcliffe 4092</p>
<p>Ngwelezane TCC Ngwelezane Hospital Cnr Thanduyise & Ngwelezana Road, Empangeni 3880</p>
<p>Umlazi TCC Prince Mshiyeni Memorial Hospital Ward C4 Off Mangosuthu Highway Umlazi 4061</p>
<p>Ntuzuma TCC Dr Pixley Ka Isaka Seme Memorial Hospital 310 Bhejane Street KwaMashu 4360</p>
<p>Edendale TCC Edendale Hospital Moses Mabhida Rd Plessislaer, Edendale Pietermaritzburg 3201</p>
<p>Port Shepstone TCC Port Shepstone Regional Hospital Bazley St, Port Shepstone 4240</p>
<p>Stanger TCC Stanger Regional Hospital Corner King Shaka St & Patterson Rd, Stanger 4450</p>
<p>Jozini TCC Othobothini Community Healthcare Centre Msiyane Area, Main Street, Jozini 3969</p>
<p>Madadeni TCC Madadeni Hospital Section 6 Madadeni 2951</p>

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LIMPOPO
TCC Site
<p>Dilokong TCC Dilokong Hospital Corner R37 & Modikwa Platinum Road, Driekop 1129</p>
<p>Seshego TCC Seshego Hospital Corner Bookelo & Mandela Street Zone 1, Seshego 0742</p>
<p>Mokopane TCC Mokopane Hospital Dudu Madisha View Mokopane, 0600</p>
<p>Musina TCC Musina Hospital White Road Street, Musina 0900</p>
<p>Giyani TCC Nkhensani Hospital Giyani Parliament & Giyani factory Unit Next to Giyani TVET Ground Section, Giyani 0826</p>
<p>Tshilidzini TCC Tshilidzini Hospital R 524 Punda Maria Road, Tshisaulu 0945</p>
<p>Groblersdal TCC Groblersdal Hospital 18 Voortreker Street Groblersdal, Limpopo 0470</p>
<p>Mankweng TCC Mankweng Hospital Houtbosdorp Road Sovenga 0727</p>

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MPUMALANGA
TCC Site
Evander TCC Evander Hospital Corner Bolgna Street & Lausanne Road Evander 2280
Emalahleni Witbank TCC Witbank Provincial Hospital Mandela Avenue, Witbank 1035
Kabokweni ThembaTCC Themba Hospital Kabokweni Main Road, Kabokweni 1245
Tonga TCC Tonga Hospital Tonga View, Kwalugedlane Mangweni Road, Tonga 1341
Ermelo TCC Ermelo Hospital: 1 Joubert St, Ermelo 2350
Nelspruit Rob Ferreira TCC Rob Ferreira Hospital cnr of Piet Retief Street and Madiba drive Nelspruit 1200

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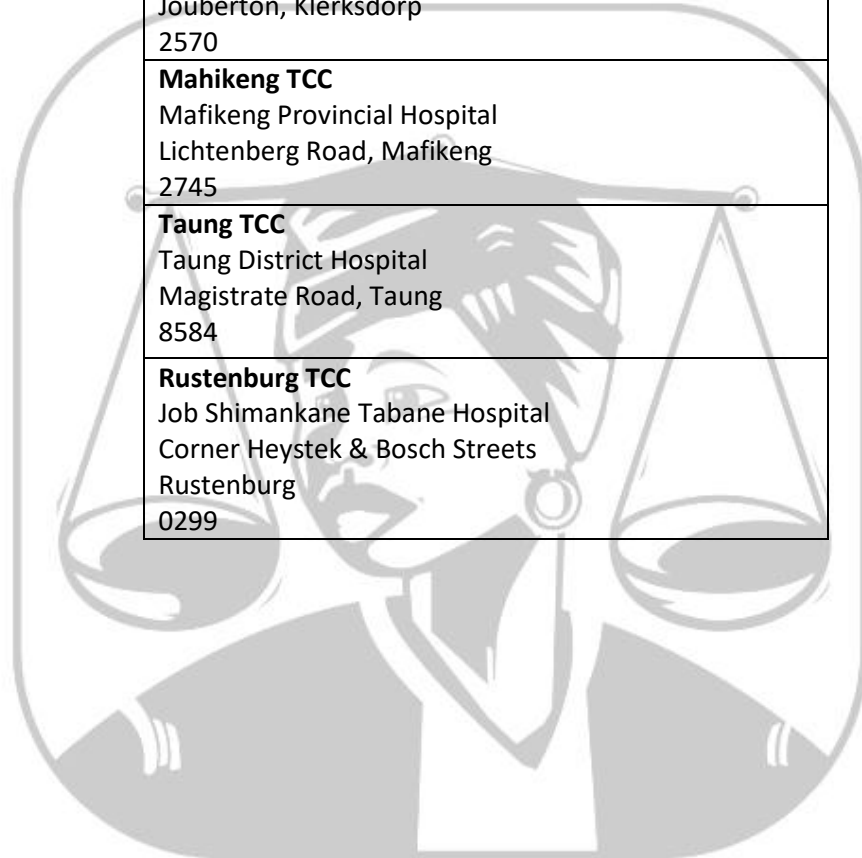
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NORTHERN CAPE
TCC Site
Upington TCC Dr Harry Surtie Hospital 26 Corner Upington Drive and Turner Street Upington 8801
Galeshewe TCC Galeshewe Day Hospital Tyson Road Kimberly 8301
Kuruman TCC Kuruman Hospital N14 Main Road Kuruman 8460
De Aar TCC Central Karoo Hospital Causality Department Van Der Merwe Street De Aar 7000
Springbok TCC Dr Van Niekerk Hospital HIV/AIDS Counselling Unit Hospital Road Springbok 8240

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NORTH WEST
TCC Site
Potchefstroom TCC Potchefstroom Hospital Corner Chris Hani & Kruis Streets Private Bag x938, Potchefstroom 2531
Klerksdorp TCC Tshepong Hospital Benji-Oliphant Road Jouberton, Klerksdorp 2570
Mahikeng TCC Mafikeng Provincial Hospital Lichtenberg Road, Mafikeng 2745
Taung TCC Taung District Hospital Magistrate Road, Taung 8584
Rustenburg TCC Job Shimankane Tabane Hospital Corner Heystek & Bosch Streets Rustenburg 0299



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WESTERN CAPE
TCC Site
Karl Bremer Bellville TCC Karl Bremer Hospital, M5 Building, Corner Mike Pienaar and Frans Conradie Boulevard, Bellville 7530
Atlantis TCC Wesfleur Hospital Wesfleur Circle Atlantis, Cape Town 7349
George TCC George Provincial Hospital Corner of Davidson and Langenhoven Road, Heatherlands, George 6530
Heideveld TCC Heideveld Emergency Centre Heideveld Road, Heideveld 7764
Khayelitsha TCC Khayelitsha District Hospital Corner Walter Sisulu & Steve Biko, Khayelitsha 7784
Mitchells Plain TCC Mitchells Plain Hospital 8 A Z Berman Drive, Lentegeur, 7785
Victoria Hospital Wynberg TCC Victoria Hospital Clinic Forensic Unit 1 Alphen Rd, Wynberg 7800
Paarl TCC Paarl Hospital Hospital Street, Paarl 7646
Stellenbosch TCC Corner Helshoogte & Protea Roads Idas Valley, Stellenbosch 7600
Worcester TCC Worcester Hospital Murray Street, Worcester 6849

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I have been raped ... what do I do?

- Do NOT wash or change clothes – Clothes can provide important evidence of the rape.
 - Report the rape to someone you trust, the police or the TCC, as soon as possible.
 - If there is no TCC, go immediately to the nearest clinic/ hospital for medical assistance.

EMERGENCY CONTACTS

- Lifeline 0800 555 555
- Childline 0800 123 321
- SAPS Emergency 10111
- AIDS Helpline 0800 012 322
- Stop Gender Violence 0800 150 150

For further information on Thuthuzela Care Centres, contact the NPA at Tel (012) 845 6000

NPA Website: www.npa.gov.za



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