

ISSUE 28 | MARCH 2018

# BETTER

# TOGETHER.

m a g a z i n e

## RED TAPE REDUCTION

Success stories

**THE "F" WORD**  
Move on after failure

**SPORT STAR**  
Our own Paralympian!





## Editor's Note

Dear Colleagues

Like many of my friends and possibly many of you, I've been feeling a little despondent. The water crisis, high food prices, long commutes in traffic every day, and the daily rush of trying to get everything done, were all impacting the way I perceived my quality of life.

Then I met James Chatwind. His amazing sense of adventure, positive attitude and passion to live life to the fullest inspired me to be more active, see the positive in all situations, and do everything to the best of my ability. Read his motivational story on page 14.

As an organisation, we are contributing to young people's lives through the Premier's Advancement of Youth (PAY) Project. We asked three PAY interns to tell us how they've experienced their internship and what it meant in terms of building their future careers. Read more on page 17.

Another inspirational story is how our Red Tape Reduction Unit's work has made a significant impact on many businesses in the Western Cape. We visited two of these businesses to see how the Red Tape Reduction Unit's interventions impacted business and economic growth, and job creation. You will find these success stories on page 8.

Perhaps it is time that we also look at how we can help others and pay our blessings forward. The Lentegour Market Garden initiative is using gardening as an alternative form of therapy to treat patients (page 30), and on page 24 the founder of Pimp My Book tells us how he is using his skills to make a more affordable education possible for others.

It is also perfectly fine not to be successful at everything you try. In our article on navigating negativity on page 36, we talk about how you can move on after failure.

Let's live our lives in such a way that we make a positive impact and inspire others.

Kind regards  
**Maret Lesch**

## MAGAZINE TEAM

**Head of Corporate Communication:** Faiza Steyn

**Editor:** Maret Lesch

**Proofreaders:** Leah Moodaley, Aré van Schalkwyk

**Afrikaans translation:** Aré van Schalkwyk

**isiXhosa translation:** Luvuyo Martins

**Contributors:** Leah Moodaley, Aré van Schalkwyk, Joe-Mark Arnold, Martie Carstens, Stacy McLean, Adrie Jurgensen, Ean Steenkamp-Cairns, Brett Garner, Yolandé van Aswegen, Organisational Behaviour, Fiona Wilson, People Management Practices, James-Brent Styan

**Layout and design:** Corporate Communication

**Art director:** Sylvanus du Plessis

**Artwork, illustrations and infographics:** Sylvanus du Plessis, Hantie Engelbrecht

**Photographer:** Zanele Jam-Jam

**Interns:** Micaela Williams, Aphelele Kwaaiman

**Administration:** Nokuzola Ngcizela, Denise Williams

**Communication and liaison:** Portia Percival, Nokuzola Ngcizela

**Editorial Committee:** Advocate Brent Gerber (DG), André Joemat (SG), Faiza Steyn (Head of Corporate Communication), Sylvanus du Plessis (Head of Creative), Maret Lesch (Editor)

## Contact us

**Telephone:** 021 483 6017

**Postal address:** Better Together Magazine, P.O. Box 659, Cape Town 8000

**Email:** Better.Together@westerncape.gov.za

All letters can be sent to the above email or postal address.

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# CONTENTS

## KNOW BETTER

2 Inside Info

4 Q&A

## FEEL BETTER

5 Inspiration

Environmental Inspector best in SA

14 Our own Paralympian

Living life to the fullest

24 Pimp My Book

From dormitory room to national retailer

30 Lentegour Market Garden

A new perspective on therapy

## WORK BETTER

8 Red Tape Reduction Unit  
Celebrating success stories

17 PAY interns  
Building a career

20 Barrett Culture Survey  
Our results

22 Performance Management  
New system from April 2018

28 Sustainable farming  
Working towards food security

40 Broadband Game Changer  
Improving service delivery through connectivity

## BE BETTER

26 Reading for meaning  
Tips to help your child

34 Headache  
Is it migraine, tension or sinus?

36 Wellness  
Overcoming failure

38 Personal finance  
Clean up your insurance



24



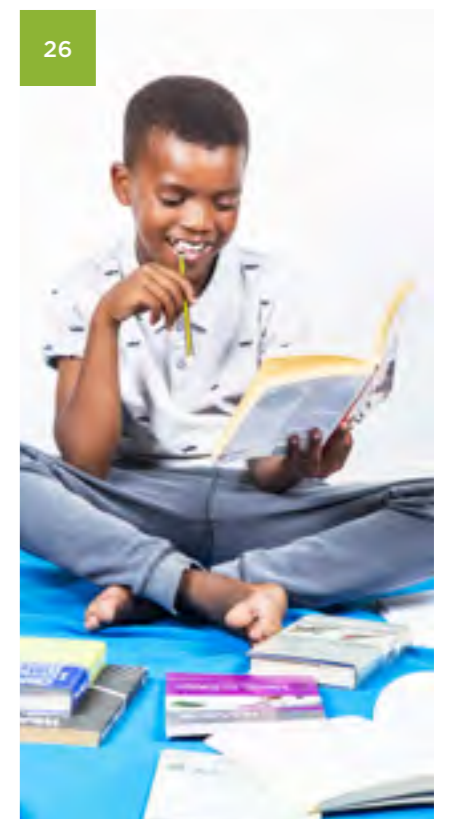
8



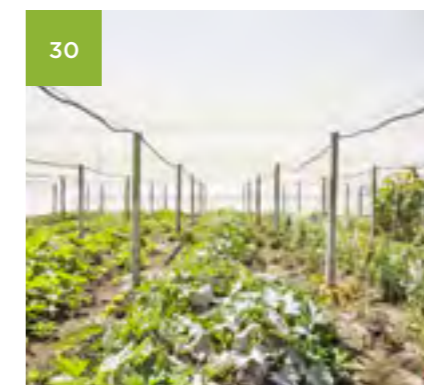
14



28



26



30

# INSIDE INFO

## Heartbreakers

Q&A with James-Brent Styan, author of a new biography on Dr Christiaan Barnard.



Minister Anroux Marais gave Carlynn Harris (7), from Northway Primary in Ravensmead, a pair of shoes as part of the Samaritan's Feet project.

### SAMARITAN'S FEET

Research shows that 74% to 90% of children in vulnerable areas do not have a pair of school shoes. According to the World Health Organization, more than 270 million preschool children and 600 million school learners die every year from diseases spread through polluted soil.

On 26 January 2018, Minister Anroux Marais, in collaboration with the Samaritan's Feet Organisation and Tygerberg 104 FM, washed the feet of 290 children at Northway Primary in Ravensmead and provided each one with a new pair of shoes. Minister Marais has been part of three distributions thus far.

"The distributions are not simply focused on presenting our learners with a new pair of shoes, but lifelong lessons about care and compassion are also incorporated in the programme of the day. Making these distributions more significant is that children are reminded that they are special and should be cared for as volunteers – inclusive of parents, teachers and Samaritans – take the time to sit down with them, engage on their circumstances, wash their feet, and give them a brand new pair of shoes they can then call their own," says Minister Marais.

### AUDIT EXCELLENCE AWARDS

The Auditor-General of South Africa has officially confirmed that the Western Cape is the country's top province in the 2016/17 provincial and municipal audit outcomes.

In a ceremony held on 19 February, the Auditor-General, Mr Thembekile Kimi Makwetu, together with Premier Helen Zille, recognised the outcome of the clean audits of 44 out of 55 Western Cape provincial departments, municipalities and public entities. This is a remarkable pass rate of 80%.

"What the outcome of a clean audit suggests is that the correct processes were followed and transparency was observed," said Mr Makwetu.

In congratulating all recipients of awards, Premier Zille highlighted that the role of a capable state to inspire public confidence is often underacknowledged. "Effective democracies are underpinned by three principles, namely, a capable state, the rule of law, and accountability."

The combined Western Cape 2016/17 audit outcomes are as follows:

- 100% Western Cape Public Entities received clean audits.
- 85% of Western Cape Provincial Government votes received clean audits. The Departments of Health and Human Settlements received unqualified audit outcomes, while the Department of Agriculture's audit\* is still outstanding.
- 71% of Western Cape municipalities, including the municipal entity, received clean audits.

*\*Information correct at the time of going to print.*

### What moved you to write this book?

I was curious and started reading up on Christiaan Barnard to satisfy my own inherent curiosity about the world. The story was so interesting, with so many different exciting aspects, that I approached my publisher, who said they would be interested in publishing the book, especially since it was a big anniversary event for Christiaan Barnard in December 2017 when it was the 50<sup>th</sup> anniversary of the first heart transplant.

My aim was to entertain people with what I feel is a rip-roaring, exciting read about a legendary South African who did incredible things. Most of us know about Barnard because of the heart transplant, but did you know Chris Barnard also transplanted a head successfully? That story and a photograph is in the book too.

### How does the book fit in with your role in local government?

For me, writing about random and different things is a way of broadening my horizons and learning new things, and that is always a useful tool in any job. Doing a project like this part time is challenging though, but very satisfying.

Interestingly, Barnard was also a government employee working in the public sector at Groote Schuur Hospital. At the time of the first heart transplant in 1967, he had five degrees and had just performed a miracle operation and yet he was earning R500 per month!

### Have you authored any other books and do you plan to write more?

This was my second book. In 2015, I published my first book called *Blackout – the Eskom crisis*. It was a bestseller following shortly on the load-shedding episodes that struck South Africa so harshly at the time. I certainly intend to keep writing. Our country has so many wonderful and interesting stories. I hope to dig them up for years to come.

– By Aré van Schalkwyk



Please send us any **questions** you might have about processes, procedures, programmes and projects within the Western Cape Government. We will ask the appropriate department or directorate to answer you and you might see your answer in the next issue. You can also send a **letter** to acknowledge, recognise or compliment service delivery or an exceptional colleague.

# Q&A



## QUESTION:

*Dear Better Together magazine*

*I'm an avid runner and have been participating in races for more than 20 years.*

*I would like to ask the Western Cape Government to consider having its own running/athletics club that staff members can join. I've always had to join a private club but would much rather proudly represent the Western Cape Government when I participate in a race.*

*Other large organisations, such as Old Mutual and Nedbank, all have their own running clubs.*

*Of course I'm not asking that we use tax payers' money for this. We can nominate or ask a small group of volunteers to act as a representative body or committee that manages the WCG running club. Staff members who want to join can pay an annual membership fee and also buy branded gear to wear when we participate.*

*I'm sure that we have all the knowledge and skills necessary to register and manage an athletics/running club, especially in the Department of Cultural Affairs and Sport.*

*We are a huge organisation with many staff members who regularly participate in races. I'm sure most of them would like to represent our organisation. Not only will it boost staff morale, it will also bring home the message that the WCG promotes a healthy lifestyle and regular exercise.*

*I look forward to joining our own running club soon!*

*Regards,*

*School Principal, Somerset West*

## ANSWER:

*Dear School Principal*

*Thank you for your suggestion and for promoting running and a healthy lifestyle.*

*The Department of Cultural Affairs and Sport is committed to ensuring that all Western Cape Government employees have access to opportunities for improved wellness.*

*Through initiatives, such as the WOW (Western Cape on Wellness) programme, we encourage WCG employees to keep active and stay healthy. We also offer WCG staff members membership to the provincial gym.*

*The annual Better Together Games also gives staff members based in the regions outside of the Metro the opportunity to compete in sport.*

*The proposal for a WCG running club has been sent to The Administration Sport Union (ASU) under the leadership of Mr Mark Kapman for their consideration. ASU runs sport leagues in football, netball and darts. ASU is run by provincial government employees and a running club may be best placed there.*

*We would like to continue to support WCG staff on their wellness journey in any way possible.*

*Regards,*

*Dr Lyndon Bouah  
Chief Director: Sport and Recreation  
Department of Cultural Affairs and Sport*

# Inspector Green

Forget about CSI, our own EMI was acknowledged as the best in South Africa – twice!

By Maret Lesch

As a young boy growing up in the rural town of Grabouw, Jason Liebenberg dreamt of becoming a lawyer or a pharmacist. He decided to follow in his father's footsteps and become a lawyer – a career choice he is not only passionate about, but one that has led him to be awarded as South Africa's top Environmental Management Inspector (EMI) Criminal Investigator two times in a row.

When he finished his law degree in 2010, Jason decided to specialise in criminal law because it would give him the opportunity to help vulnerable people. "I completed my articles at Legal Aid South Africa, which is state owned as well as one of the biggest law firms in South Africa. I represented the poor and vulnerable; people who did not have access to legal representation. I had the opportunity to complete my articles at a medium-sized law firm, but I chose Legal Aid because I knew they would allow me to do actual court work and I wanted to gain as much experience and exposure as possible," he explains.

Within the first two months at Legal Aid, Jason learnt as much as possible. "I got lectures from retired judges on how to do bail applications and case management. After that, I got my own court and managed my own court roll. It was a great learning experience and moulded me into the lawyer I am today."





Jason soon proved himself and went on to represent several high-profile cases in the Overberg area. After his last case, he received offers from several law firms in the area, but decided he wanted to pursue a different career path. "As part of my work at Legal Aid, I also had to represent rapists and murderers. I then decided to explore a different career path and became a legal advisor for a big marketing company in Green Point."

*"I represented the poor and vulnerable; people who did not have access to legal representation."*

However, Jason soon realised that his passion never changed and that working for government would give him the opportunity to help people in need. "I applied for this job five years ago and was successful. To be honest, I knew little about environmental law

at the time. But I knew a lot about criminal law and that I would be able to apply it in this position. Being an Environmental Criminal Investigator gives me an opportunity to give effect to the environmental rights enshrined in the Constitution, which is a right everyone deserves," explains Jason.

The Criminal Investigations Unit within the Environmental Law Enforcement Directorate, Department of Environmental Affairs and Development Planning is relatively new. Although it was only formalised two years ago, Jason has been working as an EMI for the past five years.

After learning as much as he could during his first few weeks on the job, Jason went on to continue his tertiary studies in environmental law, auditing and management. He was awarded a fellowship by the Netherlands Government to study at the United Nations Educational Scientific Organisation at The Hague, where he completed a postgraduate certification in environmental law.

Jason's work entails investigating environmental offences based on complaints that are referred to his unit. "We are reactive and not proactive. We have different sources of complaints, such as other organs of state, the public, and the national hotline. We get involved in serious cases, such as the dumping of hazardous waste or any water-related

offences. I'm designated as an environmental inspector, which gives me the power to arrest offenders, and apply for search warrants to go onto a property and conduct my investigation. Currently, I am the only criminal investigator in the Western Cape. I also collaborate with my colleagues in the administrative law enforcement unit. Their function is to concentrate on preventing or minimising the source of pollution and degradation, and to ensure that the offender rehabilitates the environment, which is a corrective action. My work is punitive in nature. Together, we are a great combination."

Jason has a pair of handcuffs, but he tries not to use it. "Although I have the power to make an arrest, the offenders we deal with are usually summoned to court. I complete the investigation and then refer to the prosecution or local magistrate's office. I try to investigate in such a thorough way that it does not go to trial and we can enter a plea sentence agreement," he explains.

Jason says that their investigations are highly specialised and challenging and must be scientifically proven. "We usually use a land surveyor and work closely with the Department of Rural Development and Land Reform. We also collaborate with botanists and other specialists to prove our cases and gather evidence. Other aids include satellite imagery, expert statements, photographs, affidavits, samples, and forensic tests."

Jason believes that everyone deserves dignity and respect. "I have a soft personality but I can be firm when necessary. I believe in treating all offenders with dignity and respect, and in this way, I have always achieved voluntary compliance and cooperation. I give the same compassion and commitment to all my cases to ensure that our natural resources are protected."

As testament to his thorough work ethic, Jason was recognised as the Best EMI Criminal Investigator in South Africa in 2015, and 2017. This award is presented every second year at the Annual Environmental Compliance and Enforcement Lekgotla by an independent panel of lawyers and environmentalists. "I did not expect the award when I first won it in 2015, because I was fairly new to the field. The work I have done in the year and a half that I was here, was significant enough for them to recognise me as one of the best. According to my director, it was the first time that an official from our department has won an award from

our national department. The second time was definitely unexpected. I believe it really put me on the map."

Jason is also passionate about living out our organisational values in his work and personal life, especially through caring, responsiveness and responsibility. "I believe that for the eight hours you are at work every day, you must be dedicated and do everything to the best of your ability. Ask if you are struggling. We can rely on one another and work together. I also believe you are never too old to further your studies. There are no guarantees in life... today it goes your way, tomorrow it's against you. There will always be change. You can lose your worldly possessions, your dignity, job, and home, but there are things which will always remain with you that nobody can take away. Those are your beliefs, experiences, and education. That is why I'm so passionate about improving myself and furthering my education. I believe in working hard and doing your utmost best in everything."

Jason hopes that he is a positive role model to children growing up in rural towns. "I would like to lead by example and show young people that you can have a future and get an education. I know circumstances are often very difficult, but you can do better. If you try, you can succeed."

## 5 FACTS ABOUT JASON

1. He is married and has a five-year-old son.
2. Family structure and support is very important to him.
3. He avoids the "wild side of life" and prefers to stay home watching series or a movie.
4. He likes jogging. Jason used to be a runner and still holds the record for the 3 000 metres at his high school.
5. He always tries to improve his skills through self-initiative, training, and reading.

# CUT THE TAPE

## PHOENIX MARINE

The Red Tape Reduction Unit was established to make it easier for businesses to do business in the Western Cape, which will help our economy to grow and create more jobs. Its core function is to find solutions to the red tape and bureaucracy that can slow businesses down or even prevent them from operating and growing.

By Maret Lesch

If Phoenix Marine delivered their client's R15 million boat even a few hours later than they did, they would have had to close their doors. Instead, with the assistance of the Red Tape Reduction Unit, they delivered the boat on time, won two prestigious awards, sold two boats, signed new contracts for 2018, and expanded their workforce.

Clinton Johns, owner of Atlantis-based Phoenix Marine who builds luxury sailing yachts and catamarans, explains that their boats fall in the top-25 price bracket. "We build boats for the luxury market. The boats have everything you can imagine, all the bells and whistles. From desalinators, washing machines, driers, diving equipment storage units, and solar panels to generators. They are deep sea cruisers. Effectively, we sell the dream of sailing around the world."

Phoenix Marine received an order to build a luxury sailing yacht worth R15 million for a client and to ensure its delivery to the annual Baltimore Boat Show. "Essentially, because the boat is so large and we are in Atlantis, it is quite a distance to travel to the docks where a crane will lift the boat onto the ship that is transporting it to its destination. All these boats go right on top of the ship, sometimes on top of all the containers. We had to book a space for the boat way in advance."



Left: Clinton Johns, owner of Phoenix Marine, who builds luxury sailing yachts.

Clinton explains that they had difficulty obtaining the necessary permit to transport the boat from Atlantis to the harbour. "There was a problem with getting a permit for abnormal loads. When we applied for it, they said we can't do it. We escalated it and nothing happened. The boat had to be in the harbour by the Sunday. If it missed the ship, we would have needed to wait a month and a half for another ship and we would have missed getting it to the Annapolis Boat Show."

Desperate, Clinton decided to contact the Red Tape Reduction Unit. "I read about the Unit in the papers. I made one phone call and it was escalated. We met up with Raybin Windvogel and he was extremely helpful. He started contacting people and arranged for us to get the permit. They managed to intervene across the boundaries."

Clinton says that the Red Tape Reduction Unit's intervention played a large role in the company's growth. "From that particular intervention, we managed to win two awards, one for the Best Boats: Systems from *Sail* magazine and the other was from *Cruising World* magazine for Best Boat of the Year. Within three days, we actually sold two boats. This was massive, considering that each boat costs R15 million. Because of that, we received other orders and are now fully booked for production for 2018. We are now intending to push up production to four boats to water in 2018."

He adds that without the Red Tape Reduction Unit's intervention, Phoenix Marine would have had to close its doors. "If it had not been for that intervention, we would literally have had to close down. It was extremely critical to get that boat to the boat show to show it to the world and to win those two awards. Only a first-time boat qualified for the award. It was also imperative that we were at the show to be seen. Annapolis is 50 km from Washington DC, which is known as the centre for marine activity. The Annapolis Boat Show has a prestige factor."

Phoenix Marine employs more than 60 people, of which over 70% are from Atlantis. Clinton believes that with the new contracts, they will be in the position to employ even more people.

Being an engineer, Clinton has spent his entire career working with his hands. One of his dreams for Phoenix Marine is to be able to break through young people's resistance to work with their hands and teach them the beautiful craft of designing and building boats. "As one gets older, you realise that it is very important to try to pass on your skills and teach young people our trade. There seems to be a large resistance in young people to working with your hands and they often want instant success or move into IT or other industries. To me it is very unfortunate as one achieves a lot of self-worth from producing something visual with your own labour. To work in a trade is not only working with your hands, but also using the logical and creative side of your brain. Tradesmen will be some of the highest paid people moving to the next decade."

# FRANSCHHOEK WINE TRAM

The Red Tape Reduction Unit's intervention in the Franschhoek Wine Tram's success story not only impacted their future of doing business and expanding, but ensured economic growth and job creation for the entire Franschhoek Valley, including more than 20 wine farms.

Brett Garner, Franschhoek Wine Tram's General Manager, explains that the Red Tape Reduction Unit has assisted them twice over the past five years. "The involvement of the Red Tape Reduction Unit is actually multifaceted in our business. When we started the Wine Tram in 2012, it was quite a novel idea to have a tram on a railway track. As we also have a hop-on hop-off bus service to get our guests to and from the tram and the various wine estates, the Department of Transport characterised us as a charter service. As such we were under pressure to clear hurdles that we simply could not. For example, as a hop-on hop-off service we could not generate a passenger manifest or guest list, but we were required to do so."

This placed the Wine Tram at odds with local officials. "To add to this we were also expected to take our buses all the way from Franschhoek to have them inspected in Cape Town. This would mean closing our business for a day every month, which did not make economic sense. The owners contacted the Red Tape Reduction Unit and they helped to get the Department of Transport on the same page as us and amend our accreditation. We were also able to have our inspections done on site," explains Brett. The business quickly expanded and today the Franschhoek Wine Tram visits 22 wine estates and has ten road vehicles and three railway trams.

The next step was to expand the number of areas visited by the tram, a move that would necessitate crossing two major roads. "Our proposed expansion included a route from Simondium Station to the Dwars River via Groot Drakenstein Station, crossing the Helshoogte Road and Klapmuts Road. The last time a train came along this stretch of the line was around 2005, so it had been a number of years without railway traffic. There was no railway signage on the roads anymore.



"Our approach at level crossings is unusual in a South African context. Our vehicles don't go straight over the intersections the way a train does. Instead, our trams stop and flagmen with flags are deployed to wave the traffic to a standstill. We then cross safely. We thus needed the signage to be done very specifically to satisfy the needs of the Rail and Safety Regulator," says Brett.

Unfortunately, the Department of Transport was swamped with work and could not prioritise putting the signage up. Based on their previous intervention and success, the Franschhoek Wine Tram decided to ask the Red Tape Reduction Unit to intervene again. "After months of delays, the launch day was imminent and we could not cross the roads without the signage in place. Within a week of our call to the Unit, everyone was on the same page. In fact, the signage was in place a day before we needed it. Whenever we were on site, someone from the Western Cape Government was there, getting the job done. Seeing how all the Western Cape Government departments worked together to make it happen really impressed our company."

Brett believes that if the Red Tape Reduction Unit had not intervened a second time, it would have had a negative impact on job creation and tourist numbers. "We are an international tourism drawcard and a delay to our launch would have created a bad public perception of us. We have also worked very hard to have an unbelievably good safety record and without the appropriate road signage it would not have been safe to cross the roads. Our expansion has allowed us to consider developing further stretches of our line, which we are keen to do."

The Franschhoek Wine Tram service has expanded from taking a maximum of 40 people per day when the service was first launched in 2012, to taking up to 540 people per day after the most recent expansion. "We now have 55 employees with the vast majority from Franschhoek and we offer a stable job environment," says Brett.

"The impact of the Franschhoek Wine Tram on job creation and local investment is magnified when you consider that each of the wine farms we visit has made changes and built infrastructure or brought in additional human capital to ensure a better offering to our hop-on hop-off guests. Something we should not undervalue, and where the Red Tape Reduction Unit has greatly assisted us, is the international drawcard the wine tram has become. There is no other rail-based attraction like this in the world," explains Brett.



# RedTape

## Reduction Unit

Often, the amount of red tape and bureaucracy faced by businesses when dealing with government can restrict economic development and growth. Thus, creating an enabling environment for business is fundamental to supporting a competitive economy.

Research shows that red tape costs South Africans R79 billion per year. This is equivalent to 6,5% of GDP or 16,5% of the total wage bill in 2003 (Small Business Project (SBP) 2005).

### Red tape is defined as:

- non-essential procedures, forms, licences, and regulations that add to the cost of dealing with government; or
- anything obsolete, redundant, wasteful or confusing that diminishes the competitiveness of the province, which stands in the way of economic growth and job creation or wastes taxpayers' time and money.

### Red tape interferes with:

- the ability of businesses to compete in a global market place as a result of unnecessary costs and/or delays;
- the rate of establishment of new businesses; and
- the sustainability and/or growth of existing enterprises.

The Red Tape Reduction Unit was established in 2011 in the Department of Economic Development and Tourism. Its main objective is to remove bureaucratic blockages to make it easier and more cost-effective to do business in the Western Cape. The Unit follows a two-pronged approach in tackling bottlenecks in the business environment:

- reactive through its response to cases lodged with its Business Helpline; and
- proactive, which seeks to identify legislation and processes that represent barriers to business or efficiency in government, and designing interventions that cut across an entire industry sector or several processes.

The outcome of the interventions must impact on the cost of doing business in terms of reducing either time, cost or complexity.

The Unit's Business Helpline provides an easily accessible platform to access valuable information for starting and operating businesses and navigating red tape obstacles. It has dealt with almost 8 000 cases since its inception in 2011, and maintains a resolution rate in excess of its 85% target.

The WCG made Regulatory Impact Assessments (RIAs) standard practice for new policy and legislation, and Cabinet approved it as a mandatory requirement for all significant legislation and policies. We are the first and only province to elevate RIA to this level.

The Red Tape Reduction Unit has partnered with sister departments to improve business-facing processes through business process improvement (BPI) projects, such as the Department of Transport and Public Works (tourism signage and abnormal load permit applications) and Agriculture (export related processes, permit applications and auditing). Several BPI project possibilities with national departments are being explored as well.

The potential for making it easier, cheaper and faster to do business in the province is huge, considering the many approvals, licences and authorisations that businesses may require to operate.

A

Die Rompslompverminderingseenheid is in 2011 in die Departement van Ekonomiese Ontwikkeling en Toerisme gestig. Die hoofdoel is om burokratiese hindernisse uit die weg te ruim om dit makliker en meer koste-effektief te maak om in die Wes-Kaap sake te doen.

### Rompslomp belemmer die volgende:

- die vermoë van besighede om as gevolg van onnodige koste en/of verdragings in 'n globale markplek mee te ding;
- die tempo waarteen nuwe besighede gevestig word; en
- die volhoubaarheid en/of groei van bestaande ondernemings.

Die Rompslompverminderingseenheid volg 'n tweeledige benadering om knelpunte in die sakeomgewing aan te pak:

- dit is reaktief deur middel van sy reaksie op gevalle wat by sy Sakehulplyn ingedien word; en
- dit is proaktief deurdat dit daarop gemik is om wetgewing en prosesse te identifiseer wat hindernisse vir sakebedrywighede of doeltreffendheid in die regering verteenwoordig, en die ingrypings ontwerp wat 'n hele bedryfsektor of verskeie prosesse beïnvloed.

Die uitkoms van die Eenheid se ingrypings moet 'n impak hê op die koste om sake te doen deur tyd, koste of kompleksiteit te verminder.

X

ICandelo lokuNciphisa iMiqathango ebonakala iThintela ukwenziwa kwezinto ngendlela efanelekileyo (Red Tape Reduction Unit) lasungulwa ngo-2011 kwiSebe loPhuhliso lwezoQoqosho noKhenketho. Eyona njongo yalo iphambili kukususa imiqathango eyimiqobo ekwenziweni kwemisebenzi, ukuze kubelula kwaye kungabikho zindleko ekwenziweni kwemisebenzi eNtshona Koloni.

### IMiqathango eThintela ukwenziwa kwezinto ingenelela:

- ekukwazini kwamashishini ekukhuphisaneni namanye amashishini kwihlabathi ngokubanzi ngenxa yeendleko ezingenamsebenzi kunye/ okanye ulibaziseko olungenamsebenzi;
- kwizinga lokusungula amashishini amatsha; kunye
- nasekugcineni kunye/ okanye ekukhuleni kwamashishini asele ekhona.

ICandelo lokuNciphisa iMiqathango ebonakala iThintela ukwenziwa kwezinto ngendlela efanelekileyo lilandela indlela entlandlumbini ekuqubisaneni nale miqathango kushishino:

- ngokuthi lisabele kwaye lilandelele ngokukhawuleza izikhalazo ezifakwe kuMnxeba walo woNcedo (Business Helpline); kwaye
- lisabele ngokuthi lolathe imithetho neenkqubo ezisemthethweni ezingumqobo kushishino okanye kubuchule kurhulumente, kwaye lisungule iindlela zobuchule bokungenelela ekunciphiseni le miqobo kushishino okanye kwiinkqubo eziliqela.

Iziphumo zokungenelela kweli Candelo zimele zibenefuthe kwiindleko zokwenza ishishini ngokunciphisa ixesha, iindleko okanye ubukhulu.



# No limits

James Chatwind is an adventurer who lives life to the fullest. He believes in always doing his best and has used his technical knowledge to establish the assistive device service desk to support other disabled staff members.

By Maret Lesch

## MACULAR DEGENERATION

According to the American Macular Degeneration Foundation, it is the leading cause of vision loss affecting more than 10 million Americans – more than cataracts and glaucoma combined.

At present, macular degeneration is considered an incurable eye disease. It is caused by the deterioration of the central portion of the retina, the inside back layer of the eye that records the images we see and sends them via the optic nerve from the eye to the brain. The retina's central portion, known as the macula, is responsible for focusing central vision in the eye, and it controls our ability to read, drive a car, recognise faces or colours, and see objects in fine detail.

The macula is the central and most sensitive area of the eye. When it is working properly, the macula collects highly-detailed images at the centre of the field of vision and sends them up the optic nerve to the brain, which interprets them as sight. When the cells of the macula deteriorate, images are not received correctly. In early stages, macular degeneration does not affect vision. Later, if the disease progresses, people experience wavy or blurred vision, and, if the condition continues to worsen, central vision may be completely lost.

People with very advanced macular degeneration are considered legally blind. Even so, because the rest of the retina is still working, they retain their peripheral vision, which is not as clear as central vision.



“I’m not the supporter on the pavilion. I’m the guy in the midst of the action.” These words describe James Chatwind’s life philosophy and attitude perfectly. Not only is he an international athlete, Paralympian, and adventurer, he’s also the innovative mind behind the new WCG Assistive Device Service Desk.

James is a network technologist and member of the SCOM (System Centre Operations Manager) team in the Department of the Premier. Raised in Bloemfontein, his parents first discovered that there was something wrong with his eyes at the age of 11 when he struggled to read on the board at school. After many tests, he was diagnosed with macular degeneration, a hereditary eye disease, and was 13 when he joined the Pioneer School for learners with visual barriers in Worcester. “Attending the Pioneer School was a blessing in disguise as it helped me to complete my schooling. At the time, there wasn’t much support for people with visual impairments in mainstream schools and technology wasn’t what it is today,” explains James.

During his years at the Pioneer School, James was introduced to computer programming and other network and support fields in information technology. “I liked it and decided to make it my career.”

He was also very young when he discovered his passion for competitive sport and adventure. “I remember we had school athletics and I wanted to run with my eldest brother and his friends. I was seven and they were 12 at the time. I did not win, but I realised that I can take on the bigger boys. I also played rugby and was in standard six when I played for the under-19 team. I suffered a few knocks from the older guys along the way, but I was never afraid of competing against older or bigger guys.”

James adds that he does not mind losing against someone, as competition and sports are never about winning for him. “Winning is always a bonus. All I’ve ever wanted is to compete and to give my utmost best.”

James went on to compete internationally, mostly in javelin, and has represented South Africa at three world championships as well as at the Paralympics in Sydney in 2000. “I was blessed as I got to see the world through sport. My last competition was in 2008 when I was 36. I realised it was time to retire when I looked at the younger guys and they seemed to compete effortlessly. I still won, but could feel it the next day!”

Of course, retiring from javelin only meant taking up a few new challenges for James. “In 2010, I decided to do the Iron Man. I had very little time

to prepare and it was very tough. The Iron Man consists of three items – swimming 3,8 km, then cycling 180 km, and finally running 42,2 km. The morning of the competition I had serious doubts but realised I will disappoint myself and those who came to support me if I did not at least try. So I decided to give the swimming a try and I made it. Next I completed the cycling. When I was halfway through running the marathon, I realised that I actually had a chance to finish the race. I was so slow that my father sent the medics to check up on me!”

In 2012, James entered the Iron Man again. This time he had seven months to prepare and he did extremely well. He also ran a personal best in the marathon. He would now like to enter the annual Iron Man World Championship in Hawaii and is considering running the Comrades Marathon.

Another adventure he can tick off his bucket list is hiking the Fish River Canyon. “It was a privilege to walk it with my father and I would like to do it again.”

Like many of us, he also has his down days when he does not feel like getting up in the morning to exercise. “Especially during my competitive days, I would ask myself what my competitor is doing that very moment. I knew they were up and getting ready to practice. It always motivates me to get up and get going.”

James now has about 5% vision and says his vision has deteriorated with time. However, it will not stop him from living an active life and travelling. “When you are disabled or can’t see well, it doesn’t mean that you shouldn’t be adventurous. I feel you must live and have fun. We all have to die, even those of us who just sit on the couch. Rather live your life to the fullest and enjoy every moment.”

Taking his own advice to heart, James also used to be a motorcyclist. Unfortunately, he had an accident five years ago in which he fractured both his hips and had to undergo several operations. True to his adventurous spirit, he worked hard to make a full recovery and return to his active, adventurous lifestyle. “I love adventure and always try to do something outside. I once entered a mountain bike race, but soon realised that it is not the best idea for someone who can’t see well! I also enjoy hiking and used to belong to a hiking club. We hiked up almost all of the mountains in South Africa,” says James.

His wife, friends and family are his support network and he enjoys spending time with them. He also loves travelling and through his sport he has been to Australia, America, Holland, Ukraine, England, Germany, France, Belgium, and Scotland. “I stayed in America for five years. Of all these countries, South Africa remains my favourite. We have a beautiful country. I love the West Coast and taking spontaneous trips in the Boland, but my favourite remains the road from Gordon’s Bay to Rooi-El. It is breathtakingly beautiful. I also enjoy cycling that route.”

Whether it is cycling or simply walking, James says

that anyone can live a more active lifestyle. “Enter a competition doing something you like, for example walking or cycling. I believe in working towards something. If you enter a competition, you have to start practising for it, as you made a commitment to yourself. It will help to keep you motivated. On days you feel less motivated, you have to work extra hard to boost your motivation.”

At work, James has made it a priority to make the work environment more accessible to disabled staff members. He works towards finding solutions with regard to assistive devices to help our organisation accommodate disabled staff members. He also encourages staff members to ask questions and educate themselves about disabilities in the workplace. “If your question is genuine, you won’t offend anyone. If you want to understand a disabled staff member’s situation better, feel free to ask them questions. However, avoid asking questions in front of an audience and making inappropriate jokes. Remember, anything can happen and you might find yourself in a similar situation. When you’ve asked questions and showed a genuine interest, you will at least know where to find help and support. We should all ask questions when we don’t understand, and move away from a world where we are offended by everything.”

### ASSISTIVE DEVICE SERVICE DESK

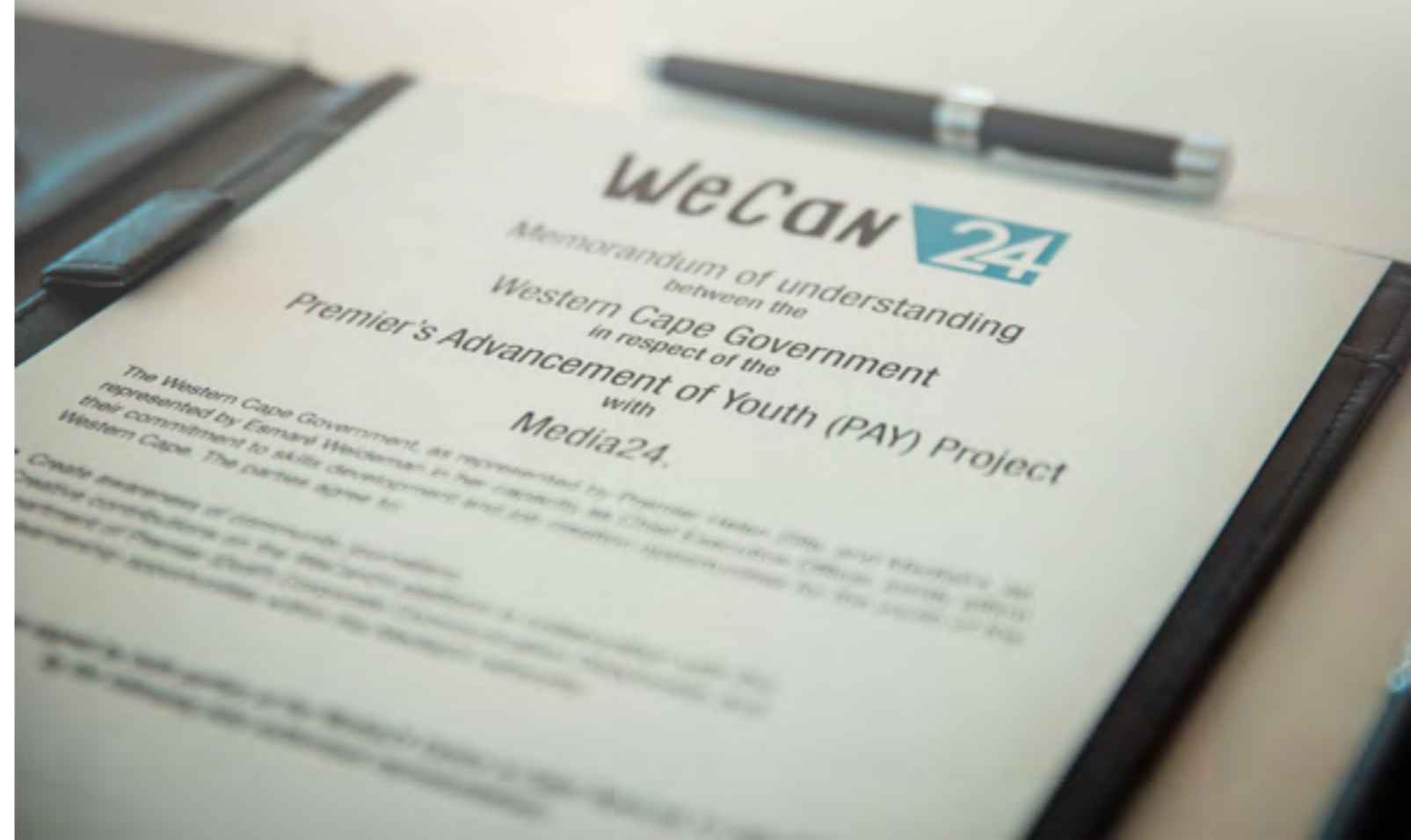
James suggested the launch of a central assistive device service desk for some years before it was finally approved in August 2017. “The purpose is to centralise all of the devices for disabled staff members, including obtaining licences and keeping it up to date. We ensure all disabled staff members receive the assistive devices they need to do their work and that we have the licences in place. It also plays a major role in assisting new staff members to start work as soon as possible and not to have to wait for almost six months before the appropriate equipment is available,” explains James.

“We also support disabled staff members with the specialised software they use. It makes it easier and faster to get the right equipment and find solutions to accommodate everyone.”

For more information on the Assistive Device Service Desk, contact James at [James.Chatwind@westerncape.gov.za](mailto:James.Chatwind@westerncape.gov.za).

# It PAYS to learn

Every year, we have a new intake of PAY interns across the Western Cape Government’s 13 departments. The aim of the Premier’s Advancement of Youth Project is to provide matriculants with work experience and training.



The PAY Project exists to help financially constrained young people gain work experience in the public sector, provide them with contactable references for their CVs, and equip them with skills that will make them more marketable and employable.

For 2017/18, the PAY Project partnered with Media24's WeCan24 platform to assist and prepare some of the PAY interns with an exit strategy and to provide community journalism training. Not only did they receive additional training in writing and communication skills, they were also provided with job shadowing opportunities.

Hannelie van Straten-Kreuser, Director: People Empowerment, explains that the interns receive financial support through a stipend, and that the WCG aims to equip the interns for the future by providing them with the following:

- understanding of professional conduct in the workplace;
- work and learning experience of the WCG and being in a better position to compete for vacant entry-level positions;
- ability to recognise their individual strengths and assets;
- awareness of their career options and understanding the connection between learning and the world of work;
- awareness of the various public sector careers and career paths;
- motivation to pursue further education and/or training; and
- exposure to opportunities to apply for funding to pursue further and higher education.

Three interns tell us about their experiences of the PAY Project over the past year.

### Elmonté Klein, Department of the Premier

"It's been a great journey so far to be part of the PAY Project 2017/18. It was even better when I was introduced to the PAY and Media24 partnership, which gave me the opportunity to improve my writing skills.

The PAY experience was awesome and I was encouraged and supported to learn and achieve success. It was also an amazing personal journey. When I first heard about the PAY Project, I knew it was the best opportunity to help me realise my dreams.

I started on 1 April 2017 in Laingsburg, where I began my career in Information Technology at the Thusong Service Centre at the Cape Access e-Centre. I have a mentor at work who guides me through my PAY experience and teaches me all the skills I need to be successful in my career. I am the IT intern in my department. Working with 26 other people has taught me how to work well in a team.

I also have a development manager who ensures that I get the necessary work experience and opportunities. Because of the PAY Project and the work experience I've gained, I now know that I want a career in IT and I'm going to pursue it. I will always be thankful for the opportunity I received. It was also great to be part of the PAY journalist team and the partnership with WeCan24. It gave me the opportunity to learn more about myself and develop my writing skills. I can now write an entire article and come up with creative concepts.

My PAY Project experience was excellent and exciting. It was the best journey that I've ever had. I would advise all learners to apply for the PAY Project."

### Mfundo Ndugane, Human Settlements

"I started the PAY Project on 1 April 2017. It has helped me gain experience in office work, communicating with clients, and good telephone etiquette. I've also learnt how to express myself better and communicate clearly.

I've also learnt that team work is important, as well as the small things such as greeting everyone when you get to the office in the morning.

The work experience that I can now add to my resume includes telephone etiquette, writing letters to the state attorney, doing transfers of properties, handing over of title deeds, assisting citizens at the help desk, and doing administrative tasks.

I also had the opportunity to further my education through the PAY Project. I've obtained certificates in Digital Journalism, Introduction to Office and Management, Keyboard and Word Processing Workbook Fundamentals, Web Skills, Windows 7 Basic and PowerPoint, and

the Premier's Advancement of Youth Work Readiness Programme.

I believe the year of work experience in government will also place me in good stead in the future. Because of the PAY Project, I now have qualifications and work experience which I can use to market myself and find employment when I exit the PAY programme.

I also enjoyed working on my writing and communication skills through the journalism mentorship programme and the WeCan24 platform."

### Zakeelah Jansen, Local Government

"I entered a world, which I knew existed but didn't feel part of. For 11 months and counting it was like driving a car - if you don't accelerate, you won't move; if you accelerate and don't steer, you'll inevitably collide. That's how it felt and feels when you're an intern and PAY journalist. My experience contributed to my career and future by influencing the most important part of me ... my perception of life.

It wasn't about who I've met, the places I've been, or the work I did. It was about growth; I was willing to learn and be taught.

My future and career, is exactly that ... mine. Looking back at the person I was and the person I came to be, there is a vast difference. I think differently now. I've figured out what it means to be an individual; to be your own person with your own dreams and desires. Life isn't about having the biggest house, the most money and the perfect partner. It's about being content, happy and discovering your passion.

I don't know what's going to happen in the future or what I am going to be, but I know what I want out of life. And for me, that's what counts the most - the rest is just a beautiful, unknown, adventurous experience.

I owe everything to Amanda Paulse and Donovan Swanson, my mentors at Local Government. Their patience, advice and guidance are the core foundation on which I build my new perception. Thanks to my PAY experience, I can now work on making my career dreams a reality."

## MOSSEL BAY MAYORAL ADVANCEMENT OF YOUTH PROGRAMME

A first-of-its-kind initiative, 11 Mossel Bay matriculants, who applied for the PAY Project, were accommodated in a programme called the Mayoral Advancement of Youth Programme as working students. The Executive Mayor and senior management of Mossel Bay Municipality decided to adopt the concept of the PAY project and adapt it to a working municipal-level programme. The Department of the Premier assisted in formalising the Mayoral Programme for the Mossel Bay Municipality.

The 11 students were placed in different directorates and departments within the Municipality, based on their indicated career choices and interests. These placements include: Ward Committees, Communication/Media office, LED/SMME, Public Participation, Youth/e-Centre, Early Childhood Development, Town Planning, and Fire and Rescue Services.

Each student was assigned a mentor at their respective workstations, whose responsibilities include on-the-job-training, exposing the students to the municipal and local government working environment, supervising the time and attendance of their student, and assisting with life and career guidance, as well as study and bursary applications. The students all work five days per week.

Training received by the students includes conflict management, diversity management, work ethics, basic computer training such as Microsoft Word, PowerPoint and Outlook, office management, project management, the opportunity to obtain their learners' licence, and driving lessons.

Six of the 11 students have applied and have been accepted to study at either a university or college. The remaining five students will remain in service of Mossel Bay Municipality and complete the intended training until 30 June 2018.

Richasadeen Kaspy, one of the MAY Programme students, says it was a wonderful opportunity. "I am very grateful for the opportunity to be part of this project. It was amazing. It built my confidence and gave me more information on my career options. The various training opportunities also helped me prepare me for my chosen career. This was much more than a gap year."

*Information supplied by Yolandé van Aswegen*



# Culture Conversation

By participating in last year's Barrett Values Survey, we expressed how we perceive our organisational culture. The results have been released and show that our organisational culture has indeed shifted and improved.

Information supplied by Organisational Behaviour

Organisational values and culture are interlinked with driving organisational performance. We are all value-driven individuals, but our collective behaviour at work becomes our culture. Managers set the tone for our culture and they unconsciously model certain values that employees often mirror. It is therefore important that we measure and determine these values so that we can make an informed decision about the values and behaviours needed in the organisation.

For more information, visit MyGov at: <https://mygov.westerncape.gov.za/about-wcg/culture-values>

## Current and desired culture

From the Barrett Values Survey results, we can describe the WCG's current culture as having evolved from being very system- and process focused to being more focused on renewal and personal connections. Renewal means that we are innovative, adaptive to change, and continuously learning. Enhanced personal connections indicate that we value a shared vision and that we aspire to create a culture built on trust. We have fostered a culture of accountability, teamwork, and mutual care. Although we are still facing some challenges with confusion, a lack of employee recognition and fairness, we view our desired culture as one with increased levels of accountability, where trust is fostered through openness and transparency, and where we feel more respected and appreciated.

Our desired culture is determined by looking at the top ten values selected by employees across the 13 departments to create a high-performing culture for their department. All of the responses are collated and ten desired culture values for the province are determined.

## Employee recognition, fairness and transparency

The Barrett Survey results indicate that employees feel the Western Cape Government needs to work on the values of employee recognition, fairness and transparency. These values depend on our respective work contexts and are sometimes not perceived as strongly as other values, such as accountability.

It is important that managers engage with their teams in crucial conversation to understand what these values mean to them and why they feel they are not lived out. Once these themes are fed back to senior management teams in the respective departments, the issue will be better understood in context to address the challenges head on. Perceptions of how these "missing" values impact organisational culture can only be determined by us as employees. If these conversations do not happen internally, employees will most likely raise similar concerns in the next survey.

## Shifting culture focus

Going forward, employees have also highlighted that we should focus on trust and information sharing. To improve this, we will all need to work together.

To improve information sharing, it may be necessary to reinforce our communication capabilities by being transparent and open – for example, providing access to up-to-date information, and promoting clarity and mutual understanding, which might benefit staff in many aspects of their work.

Trust is a more difficult value to achieve because it requires team cooperation and accountability; information and open communication; interpersonal maturity; and a willingness to be vulnerable and tolerate risks. Personal trust is something each person must explore and demonstrate.

## Transversal Organisational Culture Strategy

One of the suggestions for implementing change, is to implement a Transversal Organisational Culture Strategy. It is a five-year plan aimed at measuring the impact and change of our current culture towards the desired organisational culture. The strategy would

provide a structured plan of various interventions, tools and provincial initiatives that will shift the WCG towards its desired culture. In order to achieve this, the implementation of the strategy should be driven by our provincial leadership, and each department's culture journey should contribute towards achieving the strategic outcomes. It is for this reason that the departmental culture journeys must be monitored and reported on regularly.

## International comparison

An international comparison of the WCG Barrett Values Survey results against other governments around the world was carried out. It was concluded that the WCG shares similar values, such as teamwork, confusion, controlling, and accountability, with 20 other countries. These countries include the United States, United Kingdom, France, Singapore, and Australia.

As a province, we have much lower entropy (19% compared to 32% internationally) and far more positive value matches – six, as compared to two internationally. This means that we are consistently improving on our organisational culture, and doing quite well, compared to other governments around the world.

## Achieving our desired culture

- 1 To achieve our desired culture, every department needs to share the Barrett Values Survey 2017 results internally to all employees.
- 2 Managers should also have culture conversations about what employees meant by ongoing issues, such as red tape and confusion. Also, find out from your teams about the unfulfilled requests on how trust, information sharing, employee recognition, fairness, and transparency can be achieved in the desired organisational culture and ask employees their opinions on what needs to change to curtail these issues.
- 3 It is also important to become proactive around culture change. Each head of department and their senior management team are encouraged to develop a Culture Change Journey, which can be implemented and monitored. This will assist in measuring the impact of selected interventions.

## What is entropy?

Cultural entropy is a measure of the amount of energy in an organisation consumed by unproductive work, in other words, doing work that does not add value. Examples are values showing up such as red tape, internal competition, and blame.

Since the last survey in 2015, the cultural entropy of the WCG has decreased by 4%, indicating that the WCG has begun to address some of the issues hindering the current culture. This is a positive finding as a decrease in entropy shows that more positive values are being lived out, making it easier for employees to work together. It takes effort from an organisation to decrease its entropy through interventions, practices and conversations in order to shift the culture by as little as 1%. Based on this, the WCG entropy shift is significant.

# WCG culture at a glance

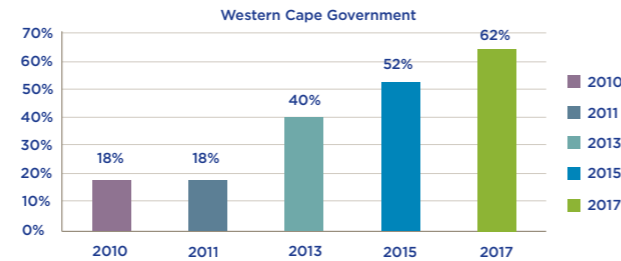
## Demographics



WCG employees participated in Barrett Values Survey 2017

12558

10% increase in participation



## Entropy 2017

## 2010 - 2017

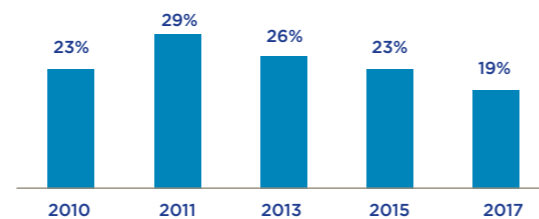


Cultural Entropy dropped from

23% to 19%

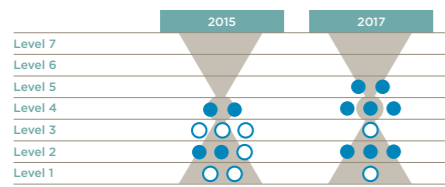
11%-20% - Culture needs monitoring

Entropy scores - Western Cape Government

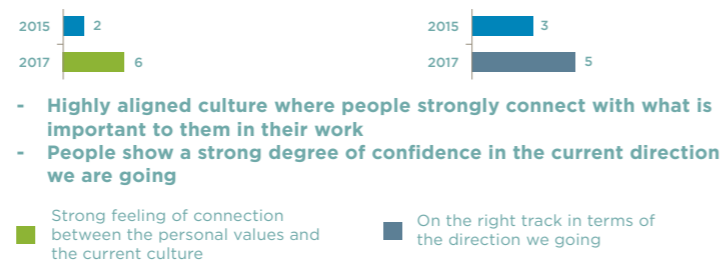


## Current culture values

## Values matches



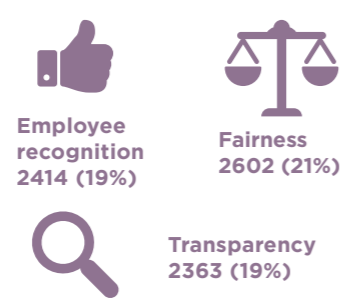
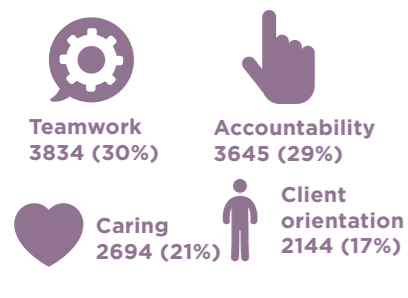
Potentially limited values no longer expressed in CC is cost reduction.



## Strengths

## Unfulfilled requests

## Fullfilled requests



## On-going issues

## Suggestions for implementing change

## New focus



- Have a values conversation (refer to values conversation toolkit)
- Look at how our strategic goals align to our organisational culture
- Implement the transversal organisational culture strategy

- Trust
- Information sharing

# Ready, Steady, PERMIS

From April 2018, a new performance management system will be implemented. We've answered all your questions.

### Q: Must I use PERMIS 4 for my final performance review for the 2017/18 cycle?

A: No, use PERMIS 3 (the current system). Performance reviews for the 2017/2018 performance cycle must be concluded on PERMIS 3 by 31 May 2018. The new system will be effective from the new performance cycle of 2018/2019.

### Q: Why are we implementing PERMIS 4?

A: We received national directives to make changes to the performance management system. To incorporate these changes, our performance management system, called PERMIS 3, had to change considerably.

### Q: Who must use PERMIS 4 for uploading of performance agreements (PAs)?

A: All staff members on salary levels 1 to 12, as well as directors and chief directors.

### Q: Are there any changes to the Key Result Areas (KRAs)?

A: Yes, each KRA will be weighted as a percentage according to the level of importance and impact it has in your job. Each KRA can't weigh less than 10% or more than 30%, which means you will ideally have no less than four and no more than six KRAs. In total, your KRAs must weigh 100%.

### Q: Must employees on salary levels 1 to 12 incorporate Generic Assessment Factors (GAFs) in their PAs?

A: Yes, the GAFs will not be weighted or assessed independently, but as part of your KRAs. There are 15 GAFs in total, and you can identify, discuss and agree on the ones that are most

relevant to each of your KRAs. GAFs are the competency requirements, such as knowledge, skills and attributes, that you need to fully deliver on each KRA.

The development needs identified in the GAFs shall be used to inform your Personal Development Plan (PDP).

### Q: Will we continue to use the five-point rating scale?

A: No, we are switching to a four-point rating scale. Only whole numbers (no decimals, e.g. 3.5) will be used for rating your performance.

### The four-point rating will work as follows:

- not effective, scoring less or equal to 66%
- partially effective, scoring 67% - 99%
- fully effective, scoring 100% - 119%
- highly effective, scoring 120% - 133%

### Q: What can I do if I disagree with my scores or PA?

A: You can initiate a dispute resolution process. The first step will be to try to resolve it internally within your unit or component. If it cannot be resolved, it will be escalated in terms of regulation 72(4) of the PSR and an official will be appointed as a mediator to consider the dispute within one month after the expiry of the due date for signing the performance agreement or finalising the performance review.

### Q: Will I still have two performance reviews?

A: Yes, but your mid-year review will not have an impact on your annual assessment score. Conducting a

mid-year performance review and an annual performance assessment are compulsory and must be in writing. The mid-year (September 2018) score will only reflect progress. The annual assessment (to be finalised on 31 May 2019) will reflect your performance for the entire performance cycle (April to March).

### Q: Will I need a new (PA)?

A: Yes, you must draw up a new PA because the range of the KRA weights are now different, and GAFs must be considered.

If it is not concluded and signed off by 31 May of each new financial year, you will not qualify for performance rewards, including pay progression. New staff members have to sign a performance agreement within three calendar months of their date of appointment.

### Q: How will my performance be determined if I was absent for a long period?

A: If you were absent with permission or on precautionary suspension for a continuous period of three months or longer, you will be regarded as having performed satisfactorily (scoring a three) for that period of absence. Periods of prolonged absence with permission include all types of approved leave.

### Q: Will we receive training and assistance to switch over to PERMIS 4?

A: Yes, training sessions are being rolled out to all departments.

### For more information, please call:

Call centre: 021 483 6799  
 Charlene Miles: 021 483 4167  
 Amierr Petersen: 021 483 0911



# Booked for success

Pimp My Book has grown from a small business in a dormitory room to a chain of student retail stores. It is now the fourth largest academic bookstore chain in South Africa.

By Maret Lesch

When Mpodumo Doubada, a scholarship student at the University of Cape Town, experienced first-hand the “pain of struggling to afford textbooks”, he decided to find a solution to make education more affordable and accessible.

“Pimp My Book was born in 2006 while I was a student at the University of Cape Town. After experiencing how expensive new textbooks were in my first year, I decided to come up with an easy way of buying and selling affordable used textbooks,” says Mpodumo.

Born and raised in Limpopo, Mpodumo was studying towards a Bachelor of Commerce Accounting degree at the time and decided to use the knowledge he gained to make a difference in his immediate environment.

“We started out in my residence dormitory room. I collected my friends’ books and offered to sell them on their behalf. Within two weeks my entire room was full of textbooks and students coming in and out looking for cheaper textbooks. We then moved to tables on campus for almost two years and in my final year we eventually got a small physical store.”

True to his entrepreneurial spirit, Mpodumo did not let setbacks deter him from his vision to empower other students through education. “Shortly after moving to the new store, we were kicked off campus by one of the bigger national stores. We then traded on the streets outside campus and this is where we came across Unisa students. We later opened a store at Unisa in Parow. Today we have stores in Cape Town, Stellenbosch, Bloemfontein, and Pretoria. We also have an online store based at our head office in Mowbray. We are the largest provider of used textbooks and the fourth largest academic bookstore chain in the country. We also employ 20 people full-time and another 20 people part-time during peak months.”

Mpodumo believes their passion to help students and promote affordable education is what makes their business model unique. “We love what we do and we work very hard. We are a young and energetic team and we work like a family. We always try our best to serve students. Our mission is to make education a little more affordable and accessible.”

Based on Pimp My Book’s mission to make education more affordable, Mpodumo decided to add a bursary division to his business model. “We realised that it is also important to help those who help students. Our bursary division does precisely that. We help organisations manage their book allowance funds by ensuring that these funds are only spent on the necessary books, that the students receive the books on time, and that the organisation saves through bulk discounts on new books or the provision of used textbooks. We also buy back textbooks that students on the bursary no longer need and return these funds to the organisation so that they can fund more students.”

Mpodumo is passionate about entrepreneurship. “I believe that we can use entrepreneurship to solve some of society’s major challenges, such as education. I’ve seen how education has empowered me in business and life in general. I believe all young people deserve the same.”

In his free time, he enjoys running. “I also love studying and I am currently studying towards a bachelor’s degree in philosophy, politics and economics.”

He completed his Master of Business (MBA) degree at UCT in 2015 and is also a scholar at the Bertha Centre for Social Innovation at the UCT Graduate School of Business. He hopes to use his knowledge and experience to expand the Pimp My Book chain. “We just opened a new store in Pretoria and will continue to open more stores across the county. We will likely target Johannesburg and the Eastern Cape next.”

Pimp My Book was the first runner-up in the Best Social Enterprise category of the 2017 Premier’s Entrepreneurship Recognition Awards (PERA). Although Pimp My Book has received several national accolades and awards, Mpodumo views the PERA as special. “It was great to be recognised in our home province. It is a privilege to be recognised as an entrepreneur in this province, especially knowing how innovative the Western Cape is.”

# The value of reading

21 February was International Mother Language Day, which promotes awareness of language, cultural diversity and literacy.

By teaching your children to love reading, you are not only helping them learn more about the world and other cultures, but also giving them the foundation for a bright future.

By Maret Lesch



According to the 2016 Progress in International Reading Literacy Study (PIRLS), almost eight out of ten Grade 4 learners (ten-year-olds) struggle to read for meaning. South Africa scored the lowest out of 50 countries, including high-, medium- and low-income countries.

Although not everyone agrees that this report's findings are a true reflection of the literacy levels in South Africa, the reality is that in our busy lives, we probably don't read to our children as often as we should. Western Cape Minister of Finance, Dr Ivan Meyer, is passionate about literacy and believes that reading is vital to our children's future. "Reading is one of the most powerful tools to empower children. It unlocks the deep knowledge assets of kids at an early age. It is connecting the eyes, brain, heart and emotion."

Minister Meyer says it is up to parents to teach our children to love reading. "Parents must promote a culture of reading with their kids. Bring books home that reflect your children's interests. Also, visit the local library with your children and sit with your kids in the children's section of the library. Connect with your child through reading and see their eyes sparkling. That is the magical moment."

Nal'ibali (isiXhosa for "here's the story") is a national reading-for-enjoyment campaign to spark children's potential through storytelling and reading. It promotes reading and writing in mother tongue languages and believes that a well-established culture of reading can improve literacy skills and future academic success in South Africa.

## Home language

The language you hear and learn first at home, is called your home language or mother tongue. This is usually the language you understand better and prefer to communicate in.

According to Nal'ibali, by the time a child is five years old, their brain has learnt how to think and communicate in their home language. They need to hear the language regularly so that they know it well enough to learn increasingly difficult concepts and skills. Being read to in your own language is an essential and powerful part of learning language and developing literacy. When you read regularly to children in their home language(s), you give them a strong language foundation that makes all learning easier.

Because understanding is at the heart of reading, children need to hear and read stories in their mother tongue. They can then concentrate completely on the flow of the story instead of struggling to understand a language they don't know well enough.

## The right age

The younger your child is when you start reading to them, the better. Even when babies don't understand a lot of words, sharing books with pictures, rhymes and stories helps teach them vocabulary and language, which will help them learn to talk.

When you read to your child from an early age, they learn to love and enjoy reading. It is never too late to start reading to your children, even if they can already read to themselves. Share books with them that are too complicated for them to read on their own and explain the words they don't understand.

## Tips to get children to read

Telling and reading stories play an important role in expanding our children's world and creative ability. Nal'ibali says you can encourage your children to read by:

1. Reading to them in their mother tongue.
2. Reading what they love and are interested in.
3. Reading printed books. Young children learn a great deal through their senses. It is therefore very important for them to have the experience of touching and holding printed books and turning their pages.
4. Letting them read on their own, and also reading slightly more advanced books together. Make time to talk about the books you have read.
5. Older readers and teens can read on their cellphones. Being mobile means that they can read at any time – at home, or on the way to and from school. The FunDza mobi-site has a growing mobi-library catering mainly for teens (<http://fundza.mobi/>).

## Reading activities

By taking part in activities or asking them questions when you read to your children, you help them develop their imagination and solve problems. Nal'ibali suggests these activities:

- Sing a song or say a rhyme linked to the story or one of the characters.
- Ask your children if anything in the story has happened to them.
- Stop while you are reading to ask questions, such as "What will happen next?" This helps to develop their predictive skills, which are important for reading.
- Ask children to take part in the story by making sound effects, like knocking on a door or pretending they are doing what the character is doing.
- Let them draw a picture about the story you have read.
- Ask them to improvise and think of different twists and turns or endings for the story.
- Act out the story to encourage imaginative, creative, and strategic thinking.
- Teach them empathy by asking them what they would have done or said in the character's situation.



# Farming for the future

With a drier climate and reduced rainfall, conservation farming is a solution to better food security.

By Maret Lesch

From the current drought and the three years preceding 2018, it is evident that climate change is a reality and something we need to take into consideration when it comes to farming and ensuring food security.

Doctor Johann Strauss is a scientist, specialising in sustainable cropping systems for the Research and Technology Development Services for the Western Cape Department of Agriculture. A large part of his job involves responding to the need to adapt our cropping systems and way of farming to not only better conserve our soil, but also to find a more sustainable way of farming, and crops that can withstand a drier climate.

He explains that conservation farming will play an increasingly significant role in the future. "Although conservation farming will not necessarily ensure greater yield, it will allow us to continue our production in a drier climate."

Johann adds that it is crucial that we consider switching to conservation farming to ensure future food security. "I believe we will struggle to guarantee food security if we don't think differently about our production methods. South Africa as a whole should take new production methods into consideration."

Simply put, conservation farming involves disturbing the soil as little as possible, leaving plant matter on top of the soil to retain moisture, and using as little pesticides and fertiliser as possible to produce crops. Johann believes that this way of farming is more sustainable than traditional tilling. "It enables us to better protect our natural resources, such as soil and water, and conservation farming improves our production efficiency. We use less fossil fuels and sequester more carbon dioxide from the air and bind it in the soil through the build-up of organic

matter and carbon. The build-up of organic matter also means that we can retain more moisture. For every 1%-point increase in organic matter, the soil can store about 140 000 to 170 000 litres more water in the top 100 mm per hectare."

As our rainfall decreases and we face a drier climate, it is crucial that we find better ways to retain moisture in the soil. Johann's research proves that by leaving plant matter on the ground after harvesting, improved moisture retention is achieved. "The plant residue protects the soil. It keeps it cooler in summer and warmer in winter, protects the soil surface against rain impact, increases the soil's water infiltration ability, and prevents water evaporation between crop rows so that moisture can be used optimally," explains Johann.

It is also important to maintain soil structure so that we don't lose top soil and water because of wind and water erosion. Johann explains that the soil structure is harmed and disrupted when the soil is ploughed. They are using a no-till planting method so that the soil is not broken up as it would have been by traditional planters.

Johann also practices crop rotation, which improves biodiversity by alternating crops like canola, wheat and legume pastures. This practice is also a good way for some of the crops to put essential nutrients back into the soil, resulting in greater yields and healthier crops. "With crop rotation, disease cycles are broken and we also have less weeds between crop rows," he adds.

Johann and his team use drones for crop monitoring, which enable them to see if the crops are thriving and to identify problem patches. They hope that they will soon be able to use drone technology to minimise the impact of chemical use in our systems by only controlling the problem areas, thus resulting in a lower environmental impact.

Does conservation farming really work? Johann's results indicate that this might be the way to farm in the future. "The yield data shows that where only wheat is cultivated, the average yield is 2,5 tonnes per hectare. Where crop rotation is practised, the yield is 2,7 to 3,7 tonnes per hectare, but these figures will vary from area to area," explains Johann.

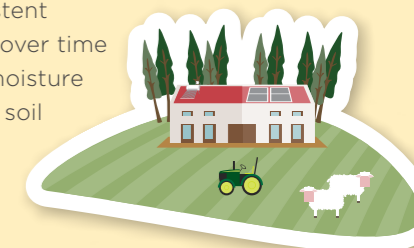
Many farmers are realising the merits of conservation farming and are changing their production methods to ensure food security and increased crop yield. Johann believes that the change-over will take some time, as it not only requires a mind shift, but can also be more expensive than traditional farming in the beginning. "The initial switch can be more

expensive, but the switch quickly pays for itself when you take the saving on diesel and wear and tear of other implements into account. You don't have to buy new machinery but can adapt your existing machinery and replace gear when necessary," he explains.

Johann is passionate about agriculture and finding a way to farm so that we not only ensure food security, but also leave future generations with nutrient-rich soil to farm on. "I want to see that our grandchildren's children can still produce food; and without a mind shift regarding our farming methods, that will not happen. Especially when we realise that we lose about three tonnes per hectare of top soil for every ton of maize we cultivate annually due to water erosion. This is without taking wind erosion into account. Conservation farming can turn this around and ensure sustainability."

## BENEFITS OF CONSERVATION FARMING

- Reduced diesel consumption
- Improved soil health
- More consistent production over time
- Increased moisture retention in soil
- Uses less fertiliser over time



To be innovative does not only mean to be inventive. It also means thinking about how we can do things differently, like Johan. According to our organisational values, we see innovation as:

- being open to new ideas and developing creative solutions to problems in a resourceful way;
- implementing new ideas, creating dynamic service options and improving existing services; and
- enabling a learning environment to discover new ways of service delivery.



# Natural remedy

Built just over 26 years ago, the Lentegeur Psychiatric Hospital continues to push the boundaries of conventional medicine and challenge the stigma of mental illness and disability.

By Leah Moodaley

The treatment of mental illness has shown significant progress over the last two decades. From carefully prescribed medications to wide-ranging types of therapies, mental illness is now, for the most part, a manageable health condition. Lentegeur Psychiatric Hospital offers an alternative form of therapy to its patients called green therapy – an accompaniment to its more conventional methods of rehabilitation. As one of the largest psychiatric hospitals in the southern hemisphere, the hospital staff and clients embrace this holistic approach to therapy. Treating a mental illness with a dose of nature may appear doubtful, but green therapy is proven to relieve stress, anxiety, and depression.

The Lentegeur Market Garden is the brainchild of occupational therapy technician Elsa Michaels. The idea was born 20 years ago, and has steadily grown into the reality it is today. With the support of psychiatrist and senior lecturer Dr John Parker and The Spring Foundation, the Market Garden is envisioned to be fully self-sufficient by 2020. As part of the occupational therapy programme, the garden is managed and cared for by the Spring Foundation staff and Lentegeur Hospital clients, and has been facilitated by The Spring Foundation since 2012. The occupational therapy unit, a component of Lentegeur Hospital, facilitates vocational training and skills development as a part of the patient rehabilitation process.

The initiative encourages psychosocial rehabilitation by actively involving patients in the voluntary growing, harvesting and marketing of flowers and fresh produce. Previously sponsored by the Office of the Premier, in addition to other sponsors, Janssen Pharmaceutica and the Rupert Foundation, the garden boasts 1.2 hectares of organic vegetables and plant life. Vegetables include cauliflower, green beans, peas, beetroot, carrots, onions, tomatoes, cabbage, potatoes, and even aubergines. Everything produced in the garden is sold through organic markets or directly to staff members and the public. All of the profits are ploughed back into the management of the garden, which is inclusive of a staff stipend for the clients. Patients are thus offered an opportunity to earn their own money and begin planning for life after Lentegeur.

The initiative is the first of its kind in the Western Cape, and was conceived from the need to offer clients peace of mind and a regular occupational activity. It is very important to understand the difference between mental illness and intellectual disability, but also to realise that the two often overlap, especially in psychiatric institutions. When asked about the purpose and outcomes of the initiative, Elsa confidently lists its four cornerstones: meaningfulness, purpose, goal-orientation, and consistency. She explains the importance of life purpose and its connection to mental health. As human beings, we need a sense of purpose to plough our energy into. "Work is such an important part of our being, and our self-esteem," says Elsa. This is how the garden adds meaning to the lives of clients. Gardening encourages a sense of purpose and goal orientation through planning and the opportunity to earn a small income.

Furthermore, Elsa explains that the act of doing something consistently and repetitively can improve motor function. "Cognitively, patients learn about planning and sequencing, physical skills, emotional investment, and responsibility; and gardening also stimulates curiosity, and if sustainable, it supports healthy eating, exercise, elevation of mood, and social engagement." Therapy begins the moment clients step outside and interact with one another in a natural environment. "Community gardening reduces isolation and increases social interaction," says Elsa.



Psychiatrist, Dr John Parker, and occupational therapy technician, Elsa Michaels, showcasing the beautiful organic produce from the Lentegeur Market Garden



### Sowing seeds, stopping stigma

The Lentegeur Psychiatric Hospital is built on the pillars of learning, teaching and healing. One of its core aims is to break the stigma attached to mental health conditions by encouraging communities and patients to enjoy nature together. The Spring Foundation, the NGO that facilitates The Market Garden also designs inspirational t-shirts (above) that carry powerful messages about "normality" as defined by society. Vegetables can be bought directly from the garden, between 12:00 and 16:00 on Thursdays, and between 12:00 and 14:00 on Fridays. This too is being developed into an opportunity for clients to receive vocational training in retail skills.

“ We are trying to break the invisible chains of institutionalisation. ”

Gardening does not discriminate against age, gender, health, ability, or education. "When we are in the garden, we don't have a doctor-patient relationship, we have a human-to-human relationship," says Elsa. Studies have shown that connecting with nature can improve your health and increase your happiness by up to 30%. Delayed gratification is also a very important aspect of green therapy. Clients learn to invest time and energy into something before seeing an instant return on that investment. For clients who are predisposed to addiction, delayed gratification

trains the brain to accept something other than immediate satisfaction.

Modern approaches to rehabilitation are multi-pronged. Lentegeur Hospital is an example of this as clients receive medication as well as art, music and green therapy to overcome their mental health concerns. Dr Parker explains that human beings need more than drugs to rehabilitate. "We are more than just chemicals, we have feelings and social relationships." When it comes to our health and wellbeing, recovery should be a holistic process rather than a quick fix. This process should address medicinal, social, emotional, and intellectual needs. Dr Parker recalls a time when one of his patients walked up to him from the garden beaming with pride, and said, "Dokter, ek is 'n boer." Before long, the Market Garden team realised that most of the clientele come from rural backgrounds, where farming skills are highly valued and that the activity not only aids in their rehabilitation through psychosocial therapy, but also in serving as a welcoming reminder of home.

<https://thespringfoundation.org/project/themarketgarden/>

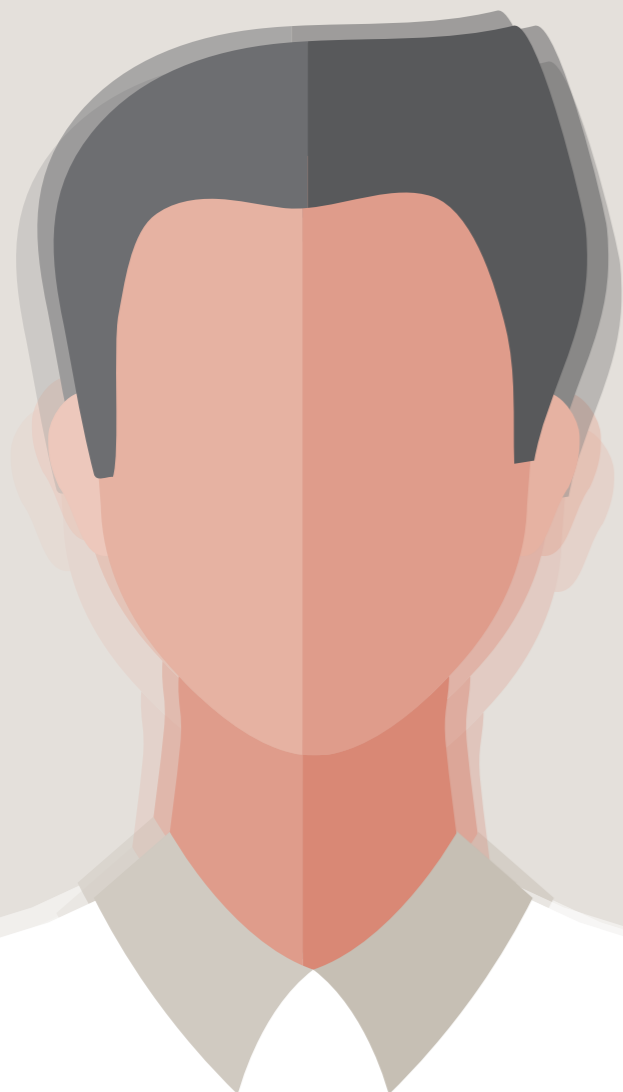
Although recent statistics on the state of South Africa's mental health are unavailable, a survey conducted as part of the South African Health and Stress Study found that 16,5% of our adult population suffered from a mental disorder in the 12 months it covered. Mental illnesses and disorders are common in a society plagued by socio-economic pressures. Elsa adds that being diagnosed with a mental health condition is one moment in a person's life that can be resolved with the correct treatment.

The sustainability of the Market Garden model has been widely commended, with international delegates and tourists visiting the site in recent months to learn about the benefits involved. Currently, the site is 80% developed. Future plans include a greenhouse, an agro-processing plant, and a small restaurant to serve organic produce from the garden. "The aim is to maintain the sustainability of the project; the more markets we appeal to, the better," says Dr Parker. Elsa describes the current state of the garden as "the tip of the iceberg" of what is to come.

Over and above patient treatment based on empowerment, recreation and growth, the initiative serves a secondary purpose. As Elsa explains, "we are trying to break the invisible chains of institutionalisation." Both Dr Parker and Elsa agree that there is a widespread stigma attached to psychiatric hospitals, and that this stigma continues after they have completed their treatment. "We want our people to leave here capable and empowered. We want their communities to accept them as people who are skilled, free from the stigma of being the *Lentegeur patient*," explains Dr Parker. Lentegeur is about sending people home with opportunities, not shame. "Every person who buys produce from the garden is starting to think of Lentegeur differently. It's no longer a *malhuis*. It's that place they get lovely veggies from."

Previously, mental health institutions were thought of as places where people were quarantined and disconnected from society. Dr Parker believes that reconnection to society is what is truly needed, and this is the opportunity Lentegeur offers its patients.

# HEADACHE



Headaches are the most common pain-causing condition treated by health practitioners. Headaches can be caused by sinus, tension and migraines.

## DID YOU KNOW?

- You can get a rebound headache from drinking too many painkillers too often
- Brain freeze is real - the blood vessels spasm from the intense cold
- Adult women get headaches four times more often than men
- Children can also get headaches - before puberty it is more common in boys
- Headache is the most common reason why people take over-the-counter medication
- The tiny openings to the sinuses are called ostia

## SEEK EMERGENCY MEDICAL HELP IF:

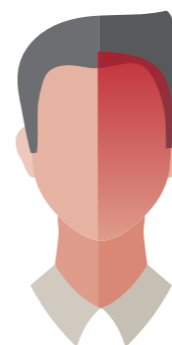
- Headache is abrupt and severe
- You also have a fever, stiff neck, seizures, double vision, weakness, confusion, numbness or speaking difficulty
- Headache after a head injury, especially if it worsens

## SINUS



- Sinuses are air-filled spaces inside the forehead, cheekbones, and behind the nose
- When inflamed or blocked, mucus can't drain properly
- The build-up of pressure causes a deep and constant pain in the face, around the eyes, across the nose and the forehead
- Pain worsens when the head is moved suddenly
- Other symptoms include thick nasal mucus, bad-tasting post-nasal drip, facial swelling, neck pain, pressure in the ears, a congested nose, and sometimes fever
- Common triggers are colds, allergies, cigarette smoke, and hay fever
- Dust, animal hair, dust mites, pollen, dry air, fumes, perfume, and insecticides can cause hay fever
- If caused by nasal congestion, use an oral decongestant
- If caused by allergies, try a nasal steroid spray
- When to go to the doctor:
  - Severe headache not relieved by aspirin, ibuprofen or a decongestant
  - Increased facial swelling
  - Changes in vision
  - Persistent facial pain after two to four days of home treatment
  - If you have a fever
- Home remedies:
  - Drink extra water to thin mucus and improve drainage
  - Add a little eucalyptus oil to a cup of very hot water and inhale the steam
  - Gently squirt a solution of salt, water and bicarbonate of soda into your nose, one nostril at a time, with your head bent forward. Sniff it through and spit it out. Blow your nose gently. Repeat three times per day

## MIGRAINE



- Women are three times more likely than men to have a migraine
- Severe throbbing pain or pulsing sensation, usually on only one side of the head
- Other symptoms usually include nausea, vomiting, and extreme sensitivity to light and sound
- Attacks can cause significant pain for hours to days and can be so severe that the pain is disabling
- Warning symptoms, such as light flashes, blind spots, or tingling on one side of face or body, can occur before or with the headache
- It progresses through four stages - pro-drome, aura, headache, and post-drome. Not everyone experiences all four stages
- Triggers include hormonal changes, food (aged cheese, chocolate, salty and processed foods), additives (aspartame, MSG), wine, caffeine, stress, sensory stimuli, changes in sleep pattern, physical activity (exercise, sex), change in weather or barometric pressure, and certain types of medication
- Take pain medication as soon as you experience signs or symptoms
- Rest or sleep in a dark room
- Frequent sufferers can ask their doctor for preventative treatment

## TENSION



- Most common form of headache
- Dull, aching pain
- Often caused by neck and shoulder muscles going into spasm
- Anyone can get it
- Stress is a common trigger
- Episodic tension headaches can last from 30 minutes to a week
- Chronic tension headaches occur 15 or more days a month for at least three months and can last for hours
- Feels like a tight band around head, forehead or on the sides and back of the head
- Tenderness of scalp, neck and shoulder muscles
- See a doctor if it disrupts your life or you need to take pain medication more than twice a week
- Treatment includes over-the-counter pain medication, such as aspirin or ibuprofen, and stress relief techniques
- Don't skip meals, exercise regularly, drink enough water, and avoid alcohol and smoking

# The **F** word

It is normal to feel discouraged when you don't achieve your goals or suffer setbacks. Our Employee Health and Wellness service provider guides us to deal with failure.

By Leah Moodaley

“*Failure is what you make of it; you have the choice of letting failure rule you or school you.*”

Michael Jordan was cut from his high school basketball team. Oprah was fired from her first job. Walt Disney's first boss told him he lacked imagination. Disney's take on failure? "I think it's important to have a good hard failure when you're young, because it makes you aware of what can happen to you. Because of it I've never had any fear in my whole life when we've been near collapse and all of that. I've never been afraid."

Often defined as a "lack of success", failure is an experience that can lead to discouragement, anxiety, and even depression. With a fresh perspective, it can also lead to personal growth and new opportunities. Whether you're not achieving your targets at work or simply making too many mistakes, failure can sneak up on the best of us.

If you've heard the phrase "expectation breeds disappointment", the feeling of failure will become easier to understand. Once you've set a goal for yourself, you've immediately set an expectation. You become fixated on a result that you've created in your mind. At times, these expectations may be high or unreasonable, and it's okay to feel disappointed if the result is different from what you had imagined. But it's also okay to forgive yourself. Think of it as a second chance to do something. Only this time, you know the playing field better than you did before.

eCare's Marie Wong says that the first step is to steer clear of self-criticism. "Take a deep breath and accept that failure is part of the process." The stigma surrounding failure has more to do with other people than it has to do with you. Worrying about what people will say about your failure is a common fear, which drives some of us to be perfectionists. The problem with that is that we become our own worst critic when, in fact, we should be our biggest fan.

Next, take a critical look at the circumstances, the inputs and outputs surrounding the failure and work out where

you have gone wrong. Everyone's definition of failure is different. For some, failure is a positive outcome. It means that you've aimed high enough to fall short. For others, failure is completely taboo, meaning that you've aimed low and still missed. Obstacles are guaranteed; a smooth, straight path to achieving something great is highly unlikely. Patience and a bit of humour can go a long way in making the journey worthwhile. Most importantly, according to Marie, remember to always think positive thoughts.

The experience of failure makes you more interesting and inspiring. Imagine achieving everything you've ever set out to do. You would stop appreciating the achievement, and start expecting it. You would lose the opportunity to learn about compassion, moral support and perseverance. Life isn't a sprint, it's a triathlon. Sometimes your cycle will be better than your swim.

Remember, failure is related to something you've done, and not to who you are. This is how you stop the experience from affecting your self-esteem and emotional wellbeing. Your real achievement was trying your best under the circumstances at the time. Failure is what you make of it; you have the choice of letting failure rule you or school you. It's important to choose the latter. Every so-called failure carries a lesson. It's up to you to learn it, and if possible, teach it too.

## Need a life coach?

Every person has a different goal in life, and for every goal, there is a life coach ready to assist you in achieving it. Get in touch with ICAS for more information.

Call toll-free: 0800 611 155 (CSC);  
0800 611 093 (Health); and 0800 111 011 (Education).  
Transversally: USSD Code \*134\*905# (not to use in emergency).

Sources: <http://www.lifehack.org/articles/productivity/15-highly-successful-people-who-failed-their-way-to-success.html>



# Insurance check

You should review your insurance policy every year to make sure you are not over- or underinsured and that it still meets your unique needs.

By Maret Lesch

Although most short-term insurance policies, like those you have for your car, home or household contents, are renewed automatically every year, it is a good idea to check that you are not over- or underinsured. There might even be a few items on your insurance that no longer need to be insured. Most insurance policies can be customised to suit your individual needs.

Ask your insurer for a copy of your insurance policy and work through it with these tips in mind:

## PERSONAL INFORMATION

- Check that your personal information is still correct on your policy schedule. Did your home address or contact details change?
- Did your living situation change? Did you get married, divorced, move in with someone, have a baby, or did your child leave home? Update your insurance accordingly.
- Did you change jobs?
- Are your banking and debit order details correct? A bounced debit order can result in a void policy and can leave you without insurance.

Sources: [www.fin24.com](http://www.fin24.com); [www.property24.com](http://www.property24.com); [www.santam.co.za](http://www.santam.co.za); [www.blog.moneySMART.co.za](http://www.blog.moneySMART.co.za); [www.iol.co.za](http://www.iol.co.za)

## HOME

- Your home insurance is calculated based on the replacement value of the current building, as well as the fixtures and fittings used. Make sure your property is insured at the correct replacement value – it should include the cost of demolishing and rebuilding if necessary.
- Make sure the construction of your building is correct on your policy schedule, for example that your tin roof is not listed as a tiled roof.
- Did you add a lapa with a thatched roof to your property over the holidays? Remember that it must be specified separately on your insurance policy.
- It is important to keep your house well maintained, as your claim will be rejected if it is seen as a result of poor maintenance or neglect.
- Did you add anything to your house, for example, build a fence, install a solar geyser, install burglar bars or safety gates, or add a braai room or garage?
- Is your alarm system working and in a good condition? Did you perhaps improve your home security system by adding a CCTV camera system? Also make sure that you still meet the minimum safety requirements of your policy – it might have changed.
- Check with your insurance whether you have access to emergency assistance, for example when a geyser or water pipe bursts. Make sure you have the emergency line number as well as your ID or policy number readily available.

## HOUSEHOLD

- Make sure items that are expensive to replace are specified on your home contents insurance, for example laptops, smart phones, tablets, smart televisions, prescription glasses, bicycles, camping equipment, tools, and expensive jewellery.
- Check that you are not insured for items that you have sold or discarded.
- Cover for accidental damage to your property is often optional. Decide whether your budget allows for it.
- Check whether your insurance covers mechanical breakdown of appliances, such as your fridge, stove and washing machine. Breakdown because of wear and tear is usually not covered.
- Are the contents of your handbag and vehicle's boot covered under this section of your insurance policy?
- Valuations of jewellery must be updated every two years.

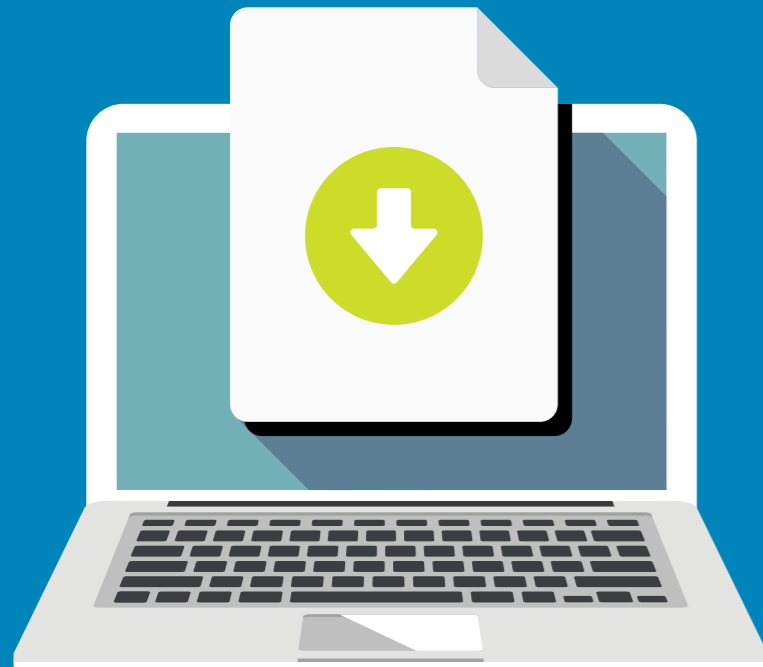
## VEHICLE

- Review your car insurance at least every two years. Ask for a quote from a few other insurers and if it is cheaper than your insurance, ask them to match the cheaper quote.
- You should check the book value of your car every year, as it will decrease a little every year. Your claim will be paid out according to your vehicle's book value. Ask your insurer for a new quote taking the adjusted book value into account.
- Make sure what your excess payment will be when you claim. Also ask if your insurer has an excess waiver policy in place. With some insurers, you can opt for an excess waiver at a small monthly cost.
- Some insurers have an option to cover tyres or car hire. Check what yours offers.
- Do you have a special, expensive sound system? Make sure it is specified and insured.
- If you want to reduce your monthly premium, you can ask to pay a higher excess when you claim.
- Check that your vehicle's VIN, engine and registration numbers are correct in your policy, as well as whether the car is for personal or business use.
- Does your insurer offer value-added services, such as roadside assistance, accommodation, and a courtesy car? Find out whether you have to register for it and that you know how to access these extras.
- Make sure you know what is required from you to not breach your contract with the insurer, for example installing an approved tracker and parking your vehicle behind closed gates or in a garage. You should also know what the policy is with regard to someone else driving your vehicle.

## EXTRAS

- Your contract with your insurer is renewed automatically every year, unless your insurance feels that you have become a high risk and they want to terminate your contract or you give them notice and move to another insurer.
- Don't assume that your comprehensive insurance will cover everything. Make sure that you know the terms and conditions stipulated in the renewed contract every year – some conditions might have changed. Also make sure you know who and what are insured and not insured.
- If you have insurance policies for your home and vehicle with different insurers, you should consider combining them and moving them to the same insurer. You should be able to get a discount.
- Some insurers include pet cover in your policy, for example third-party insurance when your dog bites someone or even when your pet needs surgery because of an accident. Check what your insurance package offers.

# Better with broadband



The Broadband Game Changer is reaching completion of its first phase and has made a major impact on service delivery by providing internet access to more than 1 000 schools, as well as libraries and public hospitals.

The Western Cape Broadband Game Changer, which was launched in 2014, phase one has now been completed. This multi-year R3,6 billion initiative offers high-speed internet connectivity and makes faster data, voice, and video services possible.

In her State of the Province Address, Premier Zille said, "We have reached our phase one target of full broadband coverage with a total of 1 875 sites, including over 1 200 schools; over 200 libraries and approximately 400 other public facilities."

We have also launched 178 WiFi

hotspots across the province, which benefit an estimated 250 000 citizens. Premier Zille added that we are now working towards providing free WiFi sites at broadband points. "We are in the process of converting as many as possible of the province's broadband points into free WiFi sites. This will make approximately 1 600 free WiFi sites available across the province at speeds of 10 megabits per second. This roll-out will follow the process of upgrading our 1 875 sites to 100 megabits per second and some to one gigabit per second over the next two to five years."

The purpose of our Broadband Game Changer is to bridge the digital divide between urban and rural communities, improve education opportunities, and improve service delivery across our province by providing high-speed internet access to all provincial government buildings, such as hospitals, clinics, schools, and libraries, as well as offer public internet access. Through this initiative, we have also reached areas where online services were not available before, such as rural libraries and schools.

By providing schools with high-speed internet access, we hope to give learners and educators access to rich online learning material to support school and homework. Fast internet connectivity is also important to drive our eLearning Game Changer successfully. "We recognise that reliable internet connections are

essential, if we want to create a foundation for an effective learning environment in our schools and prepare learners for life in the 21st century. By the end of March, we will have installed over 6 400 smart classrooms, and upgraded technology in 910 ICT labs at schools. This is an increase of just over 2 400 smart classrooms and 705 labs over the past two years. We have also delivered 28 808 learner devices," said Premier Zille.

High-speed network access in hospitals has made it easier to run software applications for patient management, with many positive impacts in managing hospital operations. Hospitals can now also offer telemedicine and improve existing data-driven services, such as patient administration.


## Project status as at end February 2018:

1322   
wireless and VSAT (Very Small Aperture Terminal) sites built

563   
fibre sites built

23   
rural broadband points of presence established

9   
local contractors used for fibre

4   
Western Cape WAPA (Wireless Access Providers' Association) members used

1   
school network established

800Mbps  
link corporate internet bandwidth

200Mbps  
library internet bandwidth

1800Mbps  
school internet bandwidth

2   
urban broadband points of presence established

1   
library network established

173   
public access hotspots – 1 per ward

## WHAT IS BROADBAND?

Broadband is a fast, permanent internet connection. There are four main types of broadband connections available: ADSL, cable, satellite and mobile.

It's sometimes referred to as 'always on', meaning that once you've switched on your computer or mobile device, which includes tablets, laptops and smartphones, you're connected and can access the internet at all times of the day. Your device will probably use data to connect to the internet.

Broadband internet uses a large bandwidth, which means that a lot of data can be carried at a high speed. It uses fibre-optic, cellphone, or satellite technology and can carry video, voice and data at the same time. You can also effortlessly download music, video and TV programmes, play online games, and share photos via a broadband connection.

In 2017, our WCG Broadband Game changer won the ICT Service Delivery Transformation Award at the annual GovTech Awards.

Sources: DotPulse Issue 9, SOPA 2018, www.gocompare.com

## THE VALUES:



### **Caring**

To care for those we serve and work with.



### **Competence**

The ability and capacity to do the job we were employed to do.



### **Accountability**

We take responsibility.



### **Integrity**

To be honest and do the right thing.



### **Innovation**

To be open to new ideas and develop creative solutions to problems in a resourceful way.



### **Responsiveness**

To serve the needs of our citizens and employees.

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## THE VISION:



### **Internal vision**

To be the best-run regional government in the world.



### **External vision**

Open opportunity for all.



### **Better Together**

The Western Cape Government has a duty to provide opportunities. Citizens have the responsibility to make use of them.