

WELCOME TO THE

**NATIONAL CORRECTIONS  
EXCELLENCE AWARDS**

**FRIDAY 17 FEBRUARY 2012**

East London International Convention Centre

*Beating the drum for  
Service Excellence*



**correctional services**

Department  
Correctional Services  
REPUBLIC OF SOUTH AFRICA



**CAPITEC  
BANK**



Government of the Western Cape  
Department of Correctional Services

## **VISION**

To be one of the best service providers in the world by delivering correctional services with integrity and commitment to excellence

## **MISSION**

To contribute to maintaining and protecting a just, peaceful and safe society by:

- enforcing decisions and sentences of courts in the manner prescribed in legislation
- detaining all inmates in safe custody while ensuring their human dignity
- promoting the rehabilitation, social responsibility and human development of all offenders.

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# **NATIONAL CORRECTIONS EXCELLENCE AWARDS**

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Service Excellence*



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# THE BEATING OF A DRUM

is part of the African tradition and is predominantly used to praise, mobilise and unite people towards a common purpose while also promoting synchronization of the body, mind and soul.

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## Message from the Chairperson of the National Adjudication Committee: Mr Willie Scholtz

Having been intricately involved in the DCS Journey of Excellence for the last few years and having read close to a thousand citations, I can confidently say that I am in awe with what is being achieved in DCS.

I have known and have preached for a long time that there is no limit to the difference one single person can make in his own world - in the family, the work environment and in every day interaction with friends.

In reading this year's citations of the regional winners I again realised how powerful it is when we live to our highest potential. The winners represent a sample of all job categories, they are at different stages in their careers and in varying levels of seniority, but they all have in common an inner drive to achieve their own highest potential and to live their best lives. They realise that the quest is not to compete with others and the goal is not to receive, but to give. By now they all know that the biggest part of the award is the part that comes instantaneously - when their efforts pay off and they succeed to uplift themselves as well as their colleagues.

These winners, I might say, have risen to a deep inner challenge that is so well articulated in the words of Tony Robbins:

“I challenge you to make your life a masterpiece. I challenge you to join the ranks of those who live what they teach, who walk their talk.”

An anonymous writer reflects that those who are in pursuit of excellence:

“Care more than others think is wise; risk more than others think is safe; dream more than others think is practical; and expect more of themselves than others think is possible.”

When we deliver on our own personal commitments, we are surrounded by those who applaud us, but more importantly, we are joined by those who are inspired by our passion and drive.

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## **Mlombile Award**

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Given to those who passed on in the line of duty as ideal correctional officials and who spared no effort nor energy in advancing the founding values of our new corrections system based on the new ethos.

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## **Education and Training Award**

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This award is given to an official who has demonstrated outstanding performance in his/her educator duties, engaging communities, compliance with service level standards and contributing to the advancement of education and skills development programmes.

## The finalists are:



**Mrs Yolanda Freysen-Hugo**, an Educator at Brandvlei Youth Centre in the Western Cape Region, has acted as Coordinator Development and Care at the centre since 2006 with great distinction. The purpose of her post is to manage development programmes at the centre. She also teaches Integrated Sciences (ABET Level 2) and NCV Tourism. She is also the Librarian of the Youth Centre, coordinator of B-section and she coordinates all Parole Board reports.

The official's motto is that not one day should be wasted in the lives of the students entering the system and to make sure offenders are prepared for reintegration as contributing members of the community. To make sure that the Education and Training programme is effective despite challenges, the official put in place numerous structures, including yearly schedules, a monitoring and evaluation plan, weekly planners, subject registers and monthly feedback reports by educators. The official took it upon herself to train other educators at Brandvlei Management Area in October 2010 on invigilating. As a reward for her hard work, the official was nominated

by the Western Cape Education Department to be part of a national task team to assist with the development of learner support material for ABET Level 3 for Natural Sciences. She has also served as the marker for the ABET Level 4 Natural Sciences examinations which was conducted at the end of 2010. The official has been lauded for her commitment, professionalism and loyalty toward Education and Training and the Department of Correctional Services.



**Ms Hellen Leseyane** is an Educationist in the Rooigrond Management Area at Limpopo/Mpumalanga and North West Region. She supervises educationists and facilitators and provides development programmes to offenders. During the 2010 academic year 56 offenders registered under formal education and achieved remarkable results due to the tuition support provided. Furthermore, she introduced extended study time in cells. The centre received a merit award for being the best centre in the North West Adult Education

Examination 2010. The nominee initiated a panel discussion to encourage offenders to participate in programmes and to create a platform for inmates to express themselves.



**Mr Khaya Freddy Nyikanyika** is an Educationist at St Albans Maximum Correctional Centre in the Eastern Cape and is responsible for teaching offenders English First Additional Language in Grade 10, 11 and 12 as well as ABET levels 3 and 4. The official took the initiative and went to all offenders in their cells and motivated them to attend school. The result is that there are now 65 offenders enrolled for English and ABET. In a letter from the Department of Education in October 2010, the official received praise. “He has carried this

task with the dignity it deserves. He interacts well with the examination staff at the department and his centre has never been involved in any irregularities nor compromised the examinations.”

In December 2010 his Grade 12 learners received a 100 per cent pass rate. He was part of a group of teachers who visited schools during May 2010 to address children about the dangers and consequences of crime and gangsterism. He is also known to be an excellent team player.



**Ms Lynette Dyantyi** heads the skills development section in the Gauteng Region. Her primary responsibility is to facilitate access to education and skills training to offenders to enhance their rehabilitation and reintegration. She actively markets the skills development programmes to learners in management areas. The Department of Higher Education appointed her as Chief Invigilator for the Engineering and Business external exams. She is responsible for training invigilators.

Under the leadership of Ms Dyantyi, the skills development component has done exceptionally well in terms of participation levels and results obtained. The Pretoria Central Skills Development Centre successfully implemented the National Certificate Vocational (NCV) and is the only departmental FET college that has NCV level 4 graduates.

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# Good Governance Award

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This category awards champions of efficiency and effectiveness in the department; those who prevent fraud and corruption, enhance transformation and promote integrity.

## The finalists are:

**Mr Percy Mazibuko** is Head of Standerton Correctional Centre in Bethal Management Area in the Limpopo/Mpumalanga and North West Region. The centre encountered several problems with suppliers and the nominee devised a plan to ensure efficiency and effectiveness in the supply of quality goods. He implemented an action plan to reduce the centre's telephone bill, thereby saving the department funds.



Under the leadership of the nominee, the centre obtained a 94% performance rating during the centre's improvement plan inspection.

Mr Mazibuko is accountable for the centre's budget which is spent in accordance with provisions of the PFMA. He conducted regular meetings to get members to adhere to the principles of ethical conduct. Due to sound financial practices that Mr Mazibuko implemented, there have been no instances of corruption, fraud or wasteful expenditure during the 2010/11 financial year.



**Mr Johan Massyn** is a Deputy Director in the Inspectorate at the Free State and Northern Cape Regional Commissioner's office. The region received 80% for its performance on inspections and compliance improvement plan. Mr Massyn has compiled a strategy for the region to improve its compliance and as a result the region accomplished an eight per cent improvement from the previous year. The good performance is the result of high standards set for line management in the region.

To prevent fraud and corruption, Mr Massyn evaluated all reports from regional inspectors and auditors and networks regularly with them. He further implemented a new hand and data monitoring system at the inspectorate office to ensure that performance trends are followed consistently.



**Ms Lucy Magwebu** is the Divisional Head of Finance at George Correctional Centre in the Western Cape Region. She is a motivated worker who deploys innovative ways of keeping operations going when the BAS system is down and thereby she prevents backlogs. Her office received a clean audit and is the leader in terms of efficiency in the region.

As a Grade II Correctional Official, Ms Magwebu capacitates her subordinates to perform and deliver, even when she or her senior managers are not on duty. She is furthermore responsible for supervising Uniondale, a satellite unit which also received a clean audit report.



**Mr Adriaan Christoffel Landman** is Senior Asset Control Clerk at St Albans Correctional Centre in the Eastern Cape and is responsible for ensuring a cost effective logistics function and conducting inspections, verifications and investigations within logistics. The official has played an important role in the success of the department in training and developing youth to be ready for permanent employment. Two of the seven interns he trained already have full-time jobs.

He played a major role in earning Port Elizabeth Correctional Centre a clean audit, evidence that he was compliant with the Public Finance Management Act and applicable treasury regulations. The official put in place a number of mechanisms to eliminate theft and losses. For example, all 452 asset registers of this management area are computerised and an annual verification of all assets is carried out by an asset verification panel. Mr Landman participates 100 per cent in his area of work, is transparent and has never been involved in improper conduct.



**Ms Antoinette Mashigo** is a Manager Employee Relations and Investigations in Modderbee Management Area in the Gauteng Region. Her responsibilities are to manage, control and coordinate all employees and labour related issues within the management area. The nominee successfully arranged and assisted in facilitating a course for all managers and labour organisations in handling investigations, and in initiating and chairing disciplinary hearing procedures. She also managed and reported information with regard to Strike Management

Control during the wage negotiation process of public servants during 2010/11.

Ms Mashigo designed formats that were implemented in three correctional centres by the heads of centres. The managers use the templates to monitor, control and submit feedback reports on a weekly basis regarding all labour related incidents. The custom-designed formats successfully assisted the official to be updated about all labour incidents happening in the correctional centres at Modderbee.

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## Public Safety Award

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This award honours individuals who excel in enhancing security and the humane treatment of offenders; those who reduce escapes and improve compliance with the security standards policy, all of which to benefit communities, officials and offenders alike.

### The finalists are:

**Mr Lulama Ndlanya** is Head of Security at the Flagstaff Correctional Centre in Mthatha in the Eastern Cape Region. He makes sure offenders and officials are humanely treated and are safe at all times. This he does by doing two body searches every week. It is the official's responsibility to ensure that escapes are prevented. In a remarkable bust in September 2010, the official led an operation



in the centre, searching all its corners. A three-star knife was found hidden inside a television in the cell. In another incident, the official saved a member of the public who was being chased by an armed man. The official fired warning shots in the air and later arrested the suspect. Community members were grateful to the official, saying if it were not for him, a life would have been lost. In a letter of appreciation, the official was praised by the Head of the Correctional Centre: "This is to compliment you Sir for the job well done on 4 May 2010. This department really needs people of your calibre."



**Mr Hendrik Jacobus Boer** is Head of Voorberg Correctional Centre in the Western Cape. His dedication and commitment to his job have resulted in reductions in assault, escapes, theft by inmates or officials and a reduction in unnatural deaths in the 2010/11 financial year. Offenders at the centre are kept busy through indigenous sport while those who don't work attend programmes of social work and spiritual care programmes. The activities make sure offenders are kept busy and have no time to engage in negative activities.

Under the leadership of the nominee, the centre offers training to officials and offenders. All officials successfully completed their basic training while offenders received invaluable knowledge and skills from the President's Award. The nominee makes sure he does not take all the credit for the achievements: "I would like to congratulate my personnel for their dedication and hard work throughout this year, notwithstanding the fact that our structure is old..."



**Mr Johannes Etsebeth** is Head of Internal Security in Modderbee Management Area in Gauteng Region. He handles all the security aspects at the centre which has 500 offenders and a number of gangs who must be kept under strict control. The number of assault cases in the facility has decreased since his implementation of an assault management plan.

Mr Etsebeth compiles action plans for events that are hosted at the centre. All contractors and service providers' identification cards are updated and controlled by him on a regular basis to ensure safe movements within the facilities. As a result of his hard work and

determination, the centre had zero escapes and no gang related incidents during 2010/11.



**Mr Percy Mazibuko** is the Head of Standerton Correctional Centre in Bethal Management Area in the Limpopo/Mpumalanga and North West Region. He is responsible for 190 staff members and 600 inmates. In his capacity as an accounting officer, the centre received a positive appraisal. To enhance security, he implemented an armed perimeter patrol vehicle to patrol the entire premises at night. He arranged for the repair of the closed circuit television cameras and the electric fence.

Mr Mazibuko played a role in ensuring the best healthcare provision for inmates by liaising with the local Wellness Clinic for inmates to receive ARVs. The number of offenders receiving ARVs increased significantly. To heed the Minister's call for the reduction of overcrowding, the nominee liaised with other centres to have offenders transferred to Standerton. This brought much needed relief at other centres.

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## Masibambisane Award

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Beneficiaries of this award are those who champion society's participation in corrections, the social reintegration of offenders and restorative justice, and those who prevent re-offending. Officials who champion poverty alleviation and community empowerment are also considered for this award.

## The finalists are:



**Mr Solomon Korae** is a Community Liaison Official in the Free State and Northern Cape Region. He has been involved in a number of activities to mobilise communities towards understanding the department's key objectives. The nominee was a member of the Victim Empowerment Task Team who planned the launch of the Green Door Project aimed at empowering victims of crime.

He ensured the active participation of the department in the local Community Safety Forum whose aim it is to prevent crime, and promote rehabilitation and the social reintegration of offenders. Mr Korae also successfully organised a Rehabilitation Arts and Culture Jazz Festival in which talented offenders performed and where their art were exhibited. He furthermore ensured that pre-release programmes for parolees and probationers are implemented and he engaged with organisations to provide opportunities for parolees.



**Mr Johnson Mandlondoda** is the supervisor for Nutrition and Ad hoc at the Sports, Recreation, Arts and Culture unit and also serves as Centre Coordinator of Development and Care. The official was part of a safety and liaison team that arranged venues in rural areas in preparation for the 2010 Soccer World Cup.

The member has been excellent in assisting and sharing his knowledge and skills with fellow workers and with offenders. He has helped offenders with public speaking skills. He helped obtain a piece of land from the Burgersdorp Local Municipality for a local soccer team. The official plays a leading role in restorative justice, as is evident in him getting offenders to participate in Bible study on a daily basis. For his hard work, the nominee was rewarded with a certificate of recognition by the President's Award in September 2010. The honour was in appreciation of his outstanding commitment to youth development in South Africa.



**Mr Isak Kobus Swart**, is a Case Official at Robertson Correctional Centre in Breede River in the Western Cape region. He is responsible for ensuring that offenders take part in correctional programmes and he excels in carrying out the job. The official said involving offenders in sport ensures their integration back into the community as law abiding citizens and also helps with self discovery, self development, self reliance and responsibility. Hence, during the 2010 Soccer World Cup, the official initiated a replica soccer world cup

tournament at Robertson Correctional Centre in which offenders formed teams that represented a country in the world cup. Offenders showed enthusiasm and even painted flags in the colours of the different nations.

The official's commitment to his job results in positive developments as pointed by an offender who said he has become a new person because of the work done by Mr Swart. "Upon my arrival at Robertson Correctional Centre, I met Mr Swart and I was introduced to a programme called The President's Award (TPA). Through my participation in the TPA I realised that it is a good thing to be a helping hand in the community and I found my inner self in this project," the offender said.



**Mr Johannes Sono** is a Unit Manager at Modimolle Correctional Centre in Limpopo/Mpumalanga and North West Region. He served in a book club committee to promote the use of all official languages so that offenders learn to tolerate each other's language and culture. The book club also serves to unearth writing talent and so encourages rehabilitation. Mr Sono volunteered to assist the Limpopo Provincial Department of Sports, Arts and Culture with a workshop on authorship in which 70 offenders participated with great success.

Mr Sono established a social club to boost the morale of demoralised officials at the centre. As part of a rehabilitation programme, the nominee brought in an external music teacher for offenders. He further gave offenders with artistic skills an opportunity to channel their energy into productive activities. His contribution towards poverty alleviation is evident through donations acquired for an orphanage that the centre has adopted.



**Mr Emmanuel Chapi** is Head Community Corrections in Gauteng Region. He has ensured that community services performed by both probationers and parolees are meaningful contributions to the community. The nominee mobilized stakeholders and NGOs to accommodate parolees and probationers in their local structures. As a result permanent employment was secured for 11 parolees.

The member initiated and participated in various poverty alleviation activities which include donations of clothes and establishing vegetable gardens in the community. Mr Chapi has successfully mediated several cases of complaints from the parolees' families and victims.

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## Batho Pele Award

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This award recognizes individuals who excel in customer care, service to the public, general responsiveness and fairness, enhance the development and growth of people and demonstrate a continuous commitment to excellence.

### The finalists are:

**Mr Duncan Mnisi** is a registration and transport official in Limpopo/Mpumalanga and North West Region. He worked with the Ministerial Task Team deployed by Minister Nosiviwe Mapisa-Nqakula that visited correctional centres across the country over ten months. His role was to drive the team through four regions. Mr Mnisi performed administrative duties which included liaising with area managers, regional coordinators and



security escorts in preparation of the visits. He also assisted the task team with language interpretation during interviews with inmates.



**Ms Samantha Ramsewaki** is a Community Liaison Manager in Gauteng Region. The nominee is a dynamic official with a vision driven by consistent examples of service excellence. To help the needy in the community, she engaged parolees to establish an organic gardening project in which community members also learn to grow their own food. Because many orphanages in the region have financial challenges, Ms Ramsewaki intervened by dedicating the Madiba 67 minutes of giving selflessly to the Zakhe Children's Home and as a result donated blankets, clothing, books and toys.

Ms Ramsewaki furthermore collaborated with Pikitup and arranged parolees to assist with a massive clean-up initiative in preparation of the 2010 World Cup in Soweto. The inclusion of parolees in community projects helped to build the community's trust in the department's efforts to strengthen the reintegration process.

In another project, the department received the Exhibitors' Excellence Award at the Rand Easter Show. Ms Ramsewaki was the project manager of the department's exhibition at the show.



**Ms Benita Nel** is Payments Clerk at Kirkwood Correctional Centre in the Eastern Cape. The official always makes sure she is professional and polite as she deals with companies regarding payments, outstanding invoices, credit notes and rectification of invoices on a daily basis. The official is up to date with the prescribed policies of the department and is always willing to assist at other offices.

For the financial year 2010/2011 the member was responsible for doing 1020 payments to the value of R18 689 182 to several companies for items purchased and services rendered. All payments were made timeously and efficiently as well as to the economic benefit of all suppliers. She has received praise for her excellent work. "While it is a privilege to be associated with the Department of Correctional Services, there are people in the

department who by their acts of courtesy and professionalism give opportunities to black owned companies to show that they are more than capable of managing contracts. These are the people who ensure that Correctional Services is viewed as a department of well trained and committed individuals. One such person is Ms Benita Nel from Logistics at Kirkwood DCS...," read a letter from one service provider.



**Mr Johan Massyn** is a Deputy Director in the Inspectorate at the Free State and Northern Cape's Regional Commissioner's office. He is the Project Manager of a charity golf day which has been held for nine consecutive years in the region. Mr Massyn secured sponsorships from businesses and ensured that the funds raised were donated to the identified needy organisations. Every year the event portrays a positive image of the department. The member furthermore implemented the regional compliance improvement strategy which improved the region's compliance results by eight per cent.



**Mr Leon Lamprecht**, Visit Control Supervisor at George Correctional Centre in the Western Cape Region, always wants to make sure visitors know what is expected of them upon entering the centre and that they are satisfied with the service.

Armed with a positive attitude, the official strives to render services in a professional and humanizing manner. He ensures that he is in touch with his staff. The member walked an extra mile when he had interviews at the local radio station informing community members about Batho Pele principles as well as rules and procedures to be followed when entering a correctional centre.

The official has received much admiration from external stakeholders. "I have known Mr Lamprecht as the visitors supervisor at George Correctional Facility for a number of years now... He has always assisted our staff with excellent service, respect and courtesy," read a letter from a visitor.

## TEAM AWARDS

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### National Commissioner's Award

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This award recognises teams who have shown the best of themselves at work throughout the year in performing their regular duties, who have an innovative and enthusiastic approach to their work and who deliver exceptional service to stakeholders.

#### **The nominees are:**

##### **Production Workshops and Agriculture Directorate at Head Office**

With 12 members, the team of the Production Workshops and Agriculture Directorate at Head Office has shown commitment and excelled in delivering their projects during 2010/2011 as contained in their operational and strategic plans, despite staff shortages – a 33 per cent vacancy rate.

In spite of this and other challenges, the team managed to complete a number of major projects. These included the timeous compilation of the Agriculture Market Analysis, Livestock Mortality Research, and the Livestock Book Values and Income Tariffs. Representatives from this team served on the Team for Offender Labour and they compiled a Position Paper on Offender Labour whose purpose was to explore opportunities of increasing the utilisation of offender labour. About 60 per cent of the document comprised inputs from the directorate. The paper was approved by the Minister of Correctional Services.

Members of this team are dedicated to their work and always seek innovative ways to solve problems. They attribute their success to the excellent interpersonal relationships among the team members.

### **Humansdorp Social Reintegration**

Made up of eight members, this team from St Albans Management Area in the Eastern Cape region is responsible for managing probationers and parolees. The team runs a programme called Celebrate Recovery for parolees and probationers that helps them with inner healing, addictions, alcohol and drug abuse, life skills, etc. The success of the programme has prompted the local courts to make it compulsory for probationers.

The team also ensures that internal charges are dealt with and finalised on a monthly basis. Despite having to deal with a large number of cases covering quite a big geographical area, team members assisted the community, through the work of parolees, to build a church at Hankey, clean graveyards, and renovate classrooms and an old age home. Their office prides itself in complying with the Public Finance Management Act (PFMA), with hand systems in place, assets accounted for, and no unauthorised expenditure.

### **Free State & Northern Cape Supply Chain Management**

This De Aar Correctional Centre's five-member team is responsible for procurement and logistical duties. Despite staff shortages, this team showed commitment and walked the extra mile, not only in compliance but also in enhancing the image of the department by making timeous payments and developing and maintaining excellent relations with service providers.

The unit developed and implemented a standard in which they pay suppliers on the same day of delivery – they called it payment before the supplier leaves the premises. The team's hard work resulted in the unit being named the best performing unit nationally and regionally on the LOGIS Balance Scorecards 13 times between June 2010 and March 2011.

In one of numerous letters of appreciation from service providers, the unit is praised as follows: “De Aar logistics is an example to other logistics units, of how the department has employed professional and dedicated individuals.”

### **Robertson Correctional Centre**

Due to the consistent excellence of this team of five, this centre in the Western Cape region was identified as one of three correctional centres in the region to be visited by delegates from Bermuda, Botswana, Cameroon, Kenya and Uganda.

The centre put up an exhibition at the Robertson Spring Show to celebrate Corrections Week and walked away with a silver medal for its exquisite display. Five offenders who were coached by the team members obtained a gold medal in various categories in The President’s Awards during 2010/11.

The team also spearheaded a number of outreach activities for poverty alleviation in the area and solicited donations of food parcels, mattresses and blankets for the needy. The team was at the forefront of community engagement during Nelson Mandela’s 67 Minutes of Community Service campaign. The team also managed several activities linked to the Adopt-A-School campaign.

### **Krugersdorp Finance and Supply Chain Management**

This 10-person team whose duties include debt, fleet, budget and asset management have excelled in their performance so much so that their transport section was praised by regional inspectors for being the best managed in the Gauteng region for the year 2010/11. The consistent excellent performance of their financial control office placed them in the spotlight again when it received a 100 per cent compliance rating on debt management in the same year as well as a another 100 percent in the 2010/2011 internal audit. The success came despite the challenge that four out of five FCO officials not having receiving training on BAS functionalities. Members of the team say that their efficiency in the execution of their duties accompanied by the willingness to go the extra mile helped them “wow” both internal and external stakeholders.

### **Rooigrond Management Area Supply Chain Management team**

This diverse team of 12 members performed exceptionally well during the 2010/2011 financial year. The team consists of committed and dedicated officials, spanning the range of experience, seniority, gender, race and age. These officials consistently assist colleagues and suppliers alike. The team is currently placed at the Area Commissioner’s Office, Lichtenburg, Zeerust and Rooigrond

Correctional Centres. The team was motivated to enter the awards as the members felt they made a positive contribution towards ensuring that government meets the needs of all stakeholders involved. The team managed all its functions in such a way that a win-win situation was created for all involved. The team's work helped improve the image of the department when they were nominated in the North West Province's *Entrepreneurs Choice Awards* organised by KCPS Productions for the services and support to small and medium enterprises.

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# Deputy Minister's Award

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This award is given to a team that has contributed to a positive, healthy environment and to the wellness of fellow employees; and has demonstrated a positive role model of the ideal correctional official to other officials and offenders.

## **The nominees are:**

### **Community Corrections in King William's Town**

This office in Eastern Cape region prides itself in rendering good correctional programmes as is evident in its support to the King William's Town Justice Cluster. The 13-member team is responsible for, among other things, compiling pre-sentencing and assessment reports for awaiting trial accused as well as reports for the parole board. All these services are done efficiently and are considered to be of a high standard by the recipients.

Not only does King William's Town Community Corrections assist other teams with their workloads, the team also interacts with them in a responsive and cheerful manner. In November 2010, the office supported the Middledrift office in its clean-up of the Keiskammahoek Hospital in preparation for the visit of Minister Nosiviwe Mapisa-Nqakula. The office further assisted in six other clean-up campaigns between February 2010 and March 2011. The office contributes to a positive, healthy environment for fellow employees in that it promotes cheerful interaction among officials through wellness days and end-year functions. The office also views the capacity building of officials seriously, hence it organised training opportunities for officials in preparing pre-sentencing reports. Within a year, the officials mastered the service and the results were there to see by April 2011.

### **Standerton Centre's Employee Health and Wellness Committee**

This eight-member team from Standerton Correctional Centre in the Limpopo, Mpumalanga and North West region met all the requirements of excellent service delivery. An example is that they assisted and collaborated with other units in organising a Health and Wellness Day. The team received a letter of appreciation from Capitec Bank for the success of the day.

The team demonstrated willingness to share their knowledge, skills and experience with others and was instrumental in planning and organising a Women's Month celebration in August 2010 and Regional Aids Day on 9 December 2010, to name a few. HIV/Aids awareness programmes presented to inmates were proof that the team members were willing to listen to and assist others. Another example is the partnership with the Department of Health to educate members about TB, a sign that the team is concerned about the health and wellness of employees and inmates.

### **Regional Inspectorate in Free State and Northern Cape region**

As a quality assurance component in the Department of Correctional Services, this team of seven members conducts comprehensive inspections in order to assess the level of compliance in the region. Since the Compliance Improvement Plan was implemented in 2006/07 there has been progressive improvement in compliance management in the region, with the Free State and Northern Cape rated as best performers nationally in 2010/11.

The implementation of a regional compliance strategy by the Inspectorate in the 2010/11 financial year ensured that the region achieved an increase in its overall

performance from 80 to 88 per cent. Because of its excellent work, the Regional Inspectorate has been commended on several occasions by the national office for the quality of its reports and its 100 per cent compliance to the inspection programme despite staff shortages. The team has met all targets set in its Operational and Strategic Plan. The 100 per cent compliance to the inspection programme is proof of excellent organisation and leadership skills. The team has been 120 per cent motivated and always strived for excellence.

### **Drakenstein Management Area Special Programmes**

The financial year 2010/11 was a successful year for this Special Programmes Team in Western Cape region. Due to the team's good cooperation and strong team spirit, willingness to help others, it set an example for others and excelled in a wide range of activities.

The team not only carries a huge workload but excels in all its projects. In sharing their knowledge, skills and experience, the team ensured that members attended financial and debt management sessions, trauma support interventions, training in finances and in other fields. The team's willingness to listen and assist others with personal and work-related challenges is evident in the regular

wellness programmes which deal with depression, conflict and fear and stress management.

These programmes were presented by the office of the Employee Assistance Programme. Special Programmes was also responsible for arranging team building sessions to promote social cohesion and improved interpersonal relations among management staff. In total, 36 members contributed to the success of the Special Programmes division.

### **Gauteng Special Programmes Team**

This team excelled in reviving the morale of officials and special programmes in the Gauteng region. The 2010 Soccer World Cup was one of the major special programmes the team members were involved in. Just 10 days before the World Cup, the Special Programmes Team got involved in teaching 500 officials and communities the Waka Waka dance, the official dance of the soccer tournament. The team's involvement in World Cup programmes enhanced team work among the region's officials. Its members also worked for six weeks in the volunteer management centre of the Local Organising Committee, assisting in projecting a positive image of the Department of Correctional Services.

A two-day regional women's conference on 23 September 2010 at Zonderwater Training College bore testimony to the team's commitment to women empowerment. About 400 women were taught how to deal with sexual harassment, how to be assertive, code of conduct as well as roles and responsibilities of women within Correctional Services.

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# Minister's Education and Training Award

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This award recognises teams who have facilitated excellent education and skills development results, and who implemented innovative ideas in their education work. It goes to a team that demonstrates engagement with communities in providing skills development programmes, job creation, eradication of illiteracy and partnership building.

## **The nominees are:**

### **Education and Training Team in Free State & Northern Cape region**

This is a multi-disciplinary team at the Tswelopele Correctional Centre that has the objective of establishing an environment in which offenders can be trained to eradicate illiteracy and develop the skills of offenders.

The centre houses 2 380 medium sentenced offenders from all over the country. The team has consistently ensured that offenders get registered in skills development and formal education programmes. Under the leadership of the team, the Tswelopele Correctional Centre was included by the Department of Education as an examination centre and offenders were able to write their year-end examinations there in October and November 2010. Despite staff shortages the team was the only one in the country to enrol a large number of offenders in a Basic Computer Literacy Course and obtained excellent results. Following a pass rate of more than 65% for ABET Level 4 and 45% for Grade 12, a total number of 100 offenders and five officials graduated in the Computer Literacy and Computer Mechanics courses.

The team is diligent, committed and very effective in taking education and training to high levels in the Management Area as well as in the region, a sign of commitment to team work.

### **Education and Training Team at Malmesbury Medium A**

This award winning, 24-member team from the Western Cape has a clear objective to facilitate education and skills development through the use of innovative ideas in their area. Stakeholder involvement is viewed seriously by the team and outstanding consultation and cooperation with internal stakeholders such as Heads of Correctional Centres, their own supervisors, the Correctional Supervision and Parole Board, health care workers and other care service professionals is proof thereof. External stakeholders were also given priority.

As far as performing their duties, the team members left nothing to chance. The matric pass rate at Malmesbury Medium A Correctional Centre was 83% in 2010/11. The team engaged with the Service SETA and Industries Education Institution and gap training was presented to 63 offenders and 22 community members. The pass rate was 68.2%.

The team's excellence in performing their duties was recognised when they were awarded the Best Adult Learning Centre in the West Coast District. The Adult Learner's Forum and the Western Cape Department of Education also handed the team the award for Best Educational Group in the Western Cape. To cement their victories, their involvement in sport saw them winning the Regional Rugby Sevens Championships.

### **Barberton Education and Training Team**

This team in the Limpopo, Mpumalanga and Northern Cape Region is well established and utilises available structures to accomplish its goals. It attributes its success to excellent team work. The team hosted two successful open days to market education and training in the Management Area and as a result received some donations, which were used for higher education and training of 23 offenders.

The team's Education and Training Centre has been registered as an examination and training centre at a number of external institutions, and as a result 125 of its learners were registered for the Khari Gude Literacy Project and 85 learners started with Grade 10. The team also ensured the training of 17 invigilators to

enhance compliance with examination policies. They arranged with Boksburg Workshop to supply them with school and office furniture in order to make the facilities more user friendly.

The team demonstrated outstanding consultation and cooperation with internal stakeholders such as Heads of Correctional Centres, their own supervisors, the Correctional Supervision and Parole Board, Health care workers and other care service professionals. External stakeholders included Mpumalanga Department of Sport, Recreation, Arts and Culture, Provincial Library for Fundza, Department of Higher Education and Mpumalanga Education Department. Because of the team's performance, Barberton Management Area became the first and the only Management Area to successfully open two formal schools during 2010/11. Offenders were trained to manufacture products from scrap material and glass and the products were displayed art fairs, including the National Arts Festival in Grahamstown.

### **Modderbee Education and Training in Gauteng**

The leader of the team and three other officials ran skills programmes in Motor Mechanics, Bricklaying & Plastering, Welding and Cane work which saw 88 of-

fenders completing these programmes and receiving certificates.

An ABET Centre for levels 1 to 4 was run at Modderbee Correctional Centre and out of 322 offenders who wrote exams, 247 passed, amounting to a 76.7% pass rate. On the IT side, 92 new students were registered at the Modderbee IT Centre for the ICDL certificate and 354 ICDL exams under external supervision were written. ICDL is a sought after certificate recognised internationally as the global standard for End-User Computer skills, which when obtained by offenders, prepares them for the IT world outside the prison walls and gives them hope for the future as it may assist them in finding a job upon release.

Modderbee Correctional Centre was also registered as an examination centre.

The team's responsibilities are not limited to office-based work but also include matters of employee health and wellness. In this regard, the Gauteng Region has provided HIV/Aids workplace programmes in which the Modderbee team has been actively involved. As part of a poverty alleviation programme, a garden was started and 12 bags of cabbage and 15 bags of spinach were donated to Petit Primary School. A reading club was also formed, with the help of the Pan South African Language Board to encourage offenders to read.

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# Minister's Award

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This award recognises teams who have shown a well-rounded and balanced performance throughout the year.

## The nominees are:

### **Krugersdorp Development and Care Team**

This multidisciplinary seven-member team from Development and Care in the Gauteng region displayed a well-balanced performance throughout the financial year 2010/11. The team consistently performed above average in their compliance with policies and procedures. For example, for their Social Work Services, they scored 82.2%; for Spiritual Care and Moral Development they scored 86.7% and for HIV/Aids and Health Care they scored 78.6%.

Monitoring and evaluation results of Management Areas in November/December 2010 showed the general performance of the Krugersdorp Development and Care component at 90.3%. The team's other highlights include the establish-

ment and launching of the Bophelong Wellness Clinic in November 2010. Since then the clinic has been well resourced and fully operational with 127 offenders receiving antiretroviral treatment. The team also contained the outbreak of the H1N1 virus in their area by ensuring that 160 offenders and 78 officials were vaccinated. The team conducted social work programmes: 1 449 interviews and 552 community projects; spiritual care services: 1 252 group sessions with offenders and 2 365 pastoral interviews with offenders. The team was commended by the community stakeholders they have worked with during 2010/11.

### **Kirkwood Community Corrections**

This team of five members situated in the Eastern Cape Region, went the extra mile in performing their duties, one of which is to manage absconders. This office had a zero absconder rate in 2010/11, and in fact, had no absconders in the past 10 years.

Their success has been achieved through proper consultation and handling of complaints and requests, visibility of members in different townships and officials' accessibility to offenders at all times. The team excelled at managing overcrowding by timeously adhering to the time frame of address confirmation

of offenders that are about to be released and they had a 94% success rate in 2010/11.

Furthermore, the team adhered to security measures and has 100% compliance to the Public Finance Management Act (PFMA) as evident when the team received 100% during inspections by the Area Commissioner. Another important achievement is the team's full compliance to Area and Regional operational plans with no losses registered in the 2010/11 financial year. Community involvement is important to this team. The poverty alleviation programme which involves the cleaning of schools and maintaining vegetable gardens for old age homes are other community upliftment programmes the team were involved in. The team has a communication strategy and correctly branded the facility, which is always kept neat and disable-friendly.

### **Standerton Correctional Centre's Staff Support**

This five-member team in the Limpopo, Mpumalanga and North West Region comprises Human Resource Management, Supply Chain Management, Finance and Members Club. The team obtained a 94% performance rating during the centre's Improvement Plan Inspection conducted by regional inspectors in 2010/11.

This team fared excellently in their financial management. Each and every cent in the budget was accounted for and there was no fruitless, wasteful, irregular or unauthorized expenditure. There was only one query from auditors from KPMG. The LMN's Members Recreation Club is one of the four best performing clubs in the country. The team's diligence and commitment netted a profit of more than R121 000 despite having only 190 members.

The team rendered support to the Bethal members club and uncovered maladministration on the part of a service provider. They submitted a report to the Area Commissioner and the service provider's services were discontinued. Due to the expertise of the team members, they are utilized by other correctional centres in the management area as well as at Head Office.

### **Special Programmes Division at Voorberg Management Area**

This team contributed to creating a positive image of the Department of Correctional Services through its excellent performance. The discipline, respect and self-control portrayed by the members of this team convinced members the community to change their perception about the department and its activities. Some highlights of the team's achievements include hosting the Cancer Associa-

tion of South Africa (Cansa) relay at the division's premises in Voorberg. This was a first for the Western Cape Region.

The division also contributed to poverty alleviation and to this end started a monthly collection from staff to assist poverty-stricken communities. The money was utilised to fund Madiba Day activities. It was also used to buy school uniforms for 42 learners, school fees for 67 learners and blankets for the elderly. The team received positive feedback from officials and stakeholders.

The team hosted 22 functions for external stakeholders, 12 functions for internal stakeholders and 10 build-up events to the 2010 FIFA Soccer World Cup.

### **Kimberley Management Area, Social Reintegration team**

This 28-member team from the Free State and Northern Cape Region comprises officials from Social Reintegration of Kimberley, Barkley-West and Douglas. Covering an area of more than 300km, the team's main purpose is to render social reintegration services to parolees, probationers and certain awaiting trialists by monitoring, rendering rehabilitation programmes and ensuring successful reintegration into the community.

The team manages a case load of six day parolees, 616 parolees and 223 probationers. This responsibility is carried out in a skillful and professional manner and therefore contributes towards obtaining the strategic objectives of the management area as well as the entire vision of the department. The team's performance throughout the year is evident in the inspection results which indicated a whopping 92% overall performance for Kimberley and 94% for Douglas. As a result of this performance the component was afforded accolades by none other than the National Commissioner who sung their praises for a sterling job done and for the service excellence delivered by this team.

The team was involved in various community projects, which included a search for a missing girl, cleaning an old age home and a day care centre, cleaning the home of a 78-year-old man during 67 minutes on Mandela Day, cleaning a local graveyard, church and a clinic; victim empowerment programmes during Corrections Week; donating food parcels and spoons to a school; crime awareness campaigns and donating refurbished desks. All team members received a rating of 3, 4 and 5 in their annual performance assessments.

### **National Task Team on the Mthatha Gallows Project**

This team consists of officials from Head Office, in the Directorate Offender Sport, Recreation, Arts and Culture as well as the Mthatha Remand Detention facility. The team's main task was to manage the restoration of the gallows in Mthatha Management Area.

The team contributed to safeguarding South Africa's cultural heritage through the theme, Celebrating South African Living Treasures. The members participated in restoring the gallows of Mthatha as an art gallery.

Through this work, the team played an important role in nation building and promoting social cohesion and ensuring transformation. The team members were instrumental in achieving the strategic objectives of the Mthatha Gallows Project. Together they strengthened strategic partnerships on behalf of the Department of Correctional Services – with traditional healers, the National Heritage Council, Inter-faith groups, the Department of Arts and Culture, political parties, community cultural organizations, the Nelson Mandela Museum, Mthatha Arts Central, King Sabata Dalindyebo Tourism, and the Basic Education and Higher Education departments.

The team utilised Project Management tools to ensure a smooth process that met the set time frames for delivery.



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*Beating the drum for  
Service Excellence*

