

SOUTH AFRICAN  
COUNCIL FOR SOCIAL SERVICE PROFESSIONS

# NEWSLETTER

Official biannual Newsletter of the South African Council for Social Service Professions

ISSUE 1

2017

## 365 day report

**Your licence to practise  
- the real meaning of  
registration**

**Collaborating with the Health Professions  
Council of Namibia**

**Meet the Members of Council and the  
two Professional Boards**

**Also inside**

- Council's strategic objectives
- Professional conduct questions answered
- Reports from Professional Boards



**INSIDE**

Interview with  
new Registrar  
one month  
after her  
appointment



## ABOUT COUNCIL

The South African Council for Social Service Professions (SACSSP/ Council) is a statutory body established in terms of section 2 of the Social Service Professions Act No. 110 of 1978 (the Act). Council has two professional boards under its auspices: the Professional Board for Social Work and the Professional Board for Child and Youth Care Work.

Council, in conjunction with its two professional boards, guides and regulates the professions of social work and child youth care work in aspects pertaining to registration; education and training; professional conduct and ethical behaviour; ensuring continuing professional development; and fostering compliance with professional standards. It protects the integrity of the social service professions as well as the interest of the public at large.

In order to safeguard the public and indirectly the professions, registration with Council in terms of the Act is a prerequisite before practising social work and child and youth care work. Registration is mandatory for social workers, social auxiliary workers, student social workers, student social auxiliary workers, child and youth care workers, auxiliary child and youth care workers, student child and youth care workers, and student auxiliary child and youth care workers.

## EDITORIAL TEAM

Mr André Viviers (Editor/Council), Ms Julia Zingu (Council), Ms Sharon Follentine (PBSW), Ms Nompumelelo Luthuli (PBCYC), Ms Langa Malamba (Registrar) and Ms Lungelwa Mbuzo (Public Relations and Marketing Officer)

## Contact details

SACSSP

Private Bag X12, Gezina, Pretoria  
0031

37 Annie Botha Ave, Riviera,  
Pretoria, 0084



mail@sacssp.co.za



012356 8301/02/03/04/05



012 356 8400



www.sacssp.co.za



@OfficialSACSSP



@SACSSP1

## DISCLAIMER

### Disclaimer on advertisements

The South African Council for Social Service Professions does not accept responsibility for the accuracy of claims made by advertisers. All adverts placed in this newsletter were paid for by the advertisers. Council cannot be held liable for any consequences arising from any advertisements and the advertiser bears the legal burden with respect to the content and accuracy of the advert placed. Council does not necessarily endorse the services or products of advertisers who advertise in this newsletter, neither should it be assumed to.

## EDITORIAL

Council has reached a stage in its evolution where enhanced communication with all the stakeholders is recognised as a fundamental part of our business and future. Communicative initiatives have been introduced to keep the registrants and stakeholders informed and involved. The 4<sup>th</sup> and its Professional Boards are committed to improving communication with registrants and other stakeholders. This is in line with the Council's strategic objective for communication: to communicate in a transparent, consistent and responsive manner.

This newsletter is the first one since the inauguration of the 4<sup>th</sup> Council and its Professional Boards in June 2016 and therefore we focus on introducing registrants to Members of Council and the two Professional Boards. This edition also contains inspiring messages from the President of Council and the Chairpersons of the Professional Boards for Child and Youth Care and Social Work.

Our aim with this newsletter (and future newsletters) is to provide the readers with news and updates; information that relates directly to the professions and the role of Council; and other more general information that may interest social service professionals. We wish to invite the registrants to tell us what you would like to see in newsletters. This will help us to be responsive to your interests. Please send any comments and suggestions to [communications@sacssp.co.za](mailto:communications@sacssp.co.za)

In line with global trends and Council's commitment to reduce its carbon footprint the newsletter is published electronically. We believe that every effort helps to keep our planet healthy.

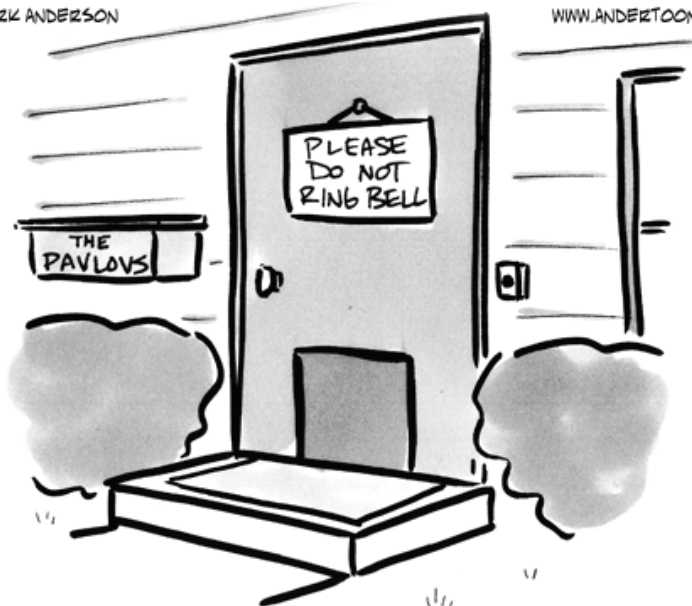
We will also have a special version available that will be easy to print in braille (in MsWord with limited formatting).

Enjoy the read.

## The lighter side of seriousness

© MARK ANDERSON

WWW.ANDERSTOONS.COM



©South African Council for Social Service Professions. 2017

All care has been taken to ensure that the information in this newsletter is correct. With an identification of the South African Council for Social Service Professions' Newsletter as source, this document may be freely quoted, reviewed, abstracted, reproduced and translated, in part or in whole, but not for sale nor for use in conjunction with commercial purposes.

Artwork used in this publication was sourced from open sources on the internet that holds no restriction which could be ascertained, regarding copyright for non-commercial purposes..

# MESSAGE FROM THE PRESIDENT

## of the South African Council for Social Service Professions



**Dr Maria Mabetoa**

On behalf of the South African Council for Social Service Professions, I would like to take this opportunity to thank you all for your continuous support and commitment to ensure that the 4<sup>th</sup> Council is settled and delivers on its mandate.

It is more than a year since the 4<sup>th</sup> Council and its Professional Boards were inaugurated by the Minister of Social Development, Ms Bathabile Dlamini, on 22 June 2016. Council is committed to working hard during its five years' term of office to continue to implement its statutory obligations. Furthermore, we intend to build on the leadership and wisdom of our predecessors' effort to advance the prestige, status, integrity and dignity of all social service professions in South Africa. Despite the eight months' vacuum that was created by the absence of a Council before the inauguration of the 4<sup>th</sup> Council, we have made a considerable progress in the past year.

On 12 to 15 September 2016, Council, the Professional Boards and the administrative wing convened a four-day strategic planning session, to develop a turnaround strategy to respond to urgent matters including administrative and registration challenges. Indeed action has started within Council, the Professional Boards and Committees are all working to deliver on their responsibilities and these include: the reduction of the registration backlog - which has now been addressed; the participation of Council in public hearings on the draft Bill for Social Service Practitioners; communication with our registrants has improved and Council is receiving positive feedback; and the staff morale in Council's office has also improved due to changes in the administration and long outstanding adjustments made to their remuneration packages.

As our motto '*NON NOBIS* - Not for ourselves' indicates, Council and its registrants have a major role to play in our country, which is plagued by socio-economic difficulties. This can only be addressed by committed and dedicated social service professionals who adhere to professional standards to make South Africa a better place for all. The communities are looking upon us to protect the most vulnerable in our society. As Council we will continue to deliver on our mandate and endeavour to remain relevant and meet the sector's needs and be true to our motto.

We can only achieve this if we all work together. The need for a collaborative and complementary effort is two-fold. It is demonstrated by the fact that on the one hand Council cannot carry out its mandate without the support and commitment of the professionals/practitioners through their registration fees, taking keen interest in improving the sector and participating in its activities. On the other hand, professionals need Council for the recognition and approval of their qualifications and subsequent registration to allow them to practise.

We are aware that for Council to reach its optimum performance to the satisfaction of everyone there is still a lot to be done. However we are positive that with the capable and dedicated leadership that you have elected to Council and its Professional Boards we will continue to work together with all stakeholders. This is necessary for the main aim of building a strong Council that serves the best interests of the social service practitioners, professions and service users.

Once again on behalf of Council, I would like to thank you for your support.

### ACCESSIBLE FORMAT

**Accessible version available for persons who are blind or have visual impairment.**

This newsletter is available in plain text MsWord format to assist persons who are visually impaired to load it on their assistive devices.

An email can be send to [communications@sacssp.co.za](mailto:communications@sacssp.co.za) for this version or you can phone Council's offices at

012 356 8300  
012 356 8321  
012 356 8303  
012 356 8304  
012 356 8305

### Did you know?

#### THE MOTTO OF COUNCIL

The motto on Council's Coat of Arms - *NON NOBIS* - reflects the core characteristics of social service professionals.

It means "not for ourselves", reflecting the deep commitment that social service professionals have to serve humanity and the communities they work in.

We can all take pride in this motto and truly practice it every day— **NON NOBIS!**





**Dr Marie Kruger**

## From the Chairperson of the Professional Board for Social Work

**W**e have a very special profession - one we should be proud of- but also, as the social work veteran - Selma Fraiberg stated: *"We are, willingly or not, great manipulators of people's lives. This is an awesome kind of*

*responsibility and perhaps an attitude of awe towards such undertakings is a proper one for us. We need to feel inadequate before the magnitude of these tasks."*

Serving on the 4<sup>th</sup> Professional Board for Social Work is an honour, but also a great responsibility. We need to bring the vision of Council - social service practitioners united in excellence - alive. This can only be done if we enhance the image of our profession by assisting the social service professionals to render a high quality of service - earning the respect they deserve.

As the Chairperson, assisted by the wealth of experience and commitment of all the Members of the Professional Board, we promise to do what is necessary to protect, promote, maintain and enhance the prestige, status, integrity and dignity of our profession



**Ms Aziwe Magida**

## From the Chairperson of the Professional Board for Child and Youth Care Work

**W**e are at the end of the first year of the 3<sup>rd</sup> Professional Board for Child and Youth Care Work, which is characterised by positive energy in moving the professionalization of child and youth care work into a new era.

The child and youth care work profession is growing daily and is establishing well as a social service profession. For this, I need to express my sincere appreciation to every child and youth care worker in the country who takes our profession seriously and register with Council as prescribed by the Social Service Professions Act 110 of 1978.

For me it is an honour and a privilege to be the Chairperson of the Professional Board for Child and Youth Care Work and to work with a team of committed Board Members. We need to keep reminding ourselves of the long journey we travelled as a profession to get the recognition that we deserve and to take our rightful place as a social service profession. It was a worthwhile journey.

Everyday across the country you, child and youth care workers, impact on the lives of countless children and families - mostly those who are vulnerable and at risk. You do this with compassion and professionalism!

Our message as the Professional Board for Child and Youth Care Work to all child and youth care workers is that our profession is noble and dynamic and you are instrumental in changing the destiny of the children you work with.

Advert paid for by advertiser

### Social Work Conference 2017

ASASWEI • ASSWA • NASWSA • DSD

6-11 October 2017 - Birchwood Hotel & OR Tambo Conference Centre, Boksburg, Gauteng, South Africa

**ONLY 3 WEEKS LEFT TO REGISTER, DON'T MISS OUT!**

Dear colleague

**Only three weeks left to register!**

We have an exciting and full programme that is guaranteed to result in stimulating conversation - don't delay in submitting your registration forms to [swconference2017@gmail.com](mailto:swconference2017@gmail.com). These can be downloaded at <https://swconference2017.wixsite.com/sw2017>. Should you have any difficulty in downloading, please don't hesitate to contact us and we will forward one on to you.

The programme will be available midweek, please keep an eye on the website.

**Please note that the conference is open to ALL involved or interested in the social work profession.**

We look forward to seeing you soon in Gauteng!

Best wishes

Carmen and Jacqui



Conference theme

Rethinking social work in Africa: Decoloniality and indigenous knowledge in education and practice





Ms Langi Malamba

**T**he South African Council for Social Service Professions announced Ms Langi Malamba as its 5<sup>th</sup> Registrar on 26 July 2017. She assumed her duties as Registrar on 1 August and we asked her six questions on her vision and own expectations in this new role.

### **How did you feel when Council announced that you are the new Registrar?**

A surreal mixed bag of emotions. I was excited and anxious at the same time. Excited knowing that there's a caring and understanding sector with whom we will grow the South African Council for Social Service Professions and the social service professions together. Fearful of what's awaiting me and my team to turn the tide.

### **The 4<sup>th</sup> Council has embarked on processes to improve certain areas of Council. How do you see your role as Registrar?**

The responsibilities of Registrar are clearly defined in the Social Service Professions Act and other policies of Council. However, I see my role as Registrar not only linked to the aforementioned prescripts, but in a defined role that supports the implementation of the new strategic plan. Actually, a role and responsibility that is even bigger. As Registrar my role is also about:

- igniting and uniting social service professions in the country;
- growing the database through a new value proposition to registrants;
- protecting the public and all recipients of services

## **Interview with the new REGISTRAR**

rendered by social service professionals registered with Council by ensuring compliance to the Social Service Professions Act 110 of 1978; and

- the promotion and enforcement of the employer's code of good practise and the code of conduct for professionals.

### **What do you think are the five biggest challenges that you have to address as the new Registrar?**

Firstly, registration! We come a long way, but there is still work to be done. This is the one area that I am seriously committed to. Secondly, to ensure compliance by employers and registrants to the legal requirements. The third challenge that I will address together with the team is continued professional development. It is important that the social service professions registered with Council are at the cutting edge of the latest knowledge and practice of their respective professions. Visibility as well as regular and transparent communication is something that lies close to my heart and is most definitely top on my priority list. Lastly, I need to ensure that Council is in a healthy financial position to ensure that its mandate and responsibilities towards the registrants and the public can be executed.

### **You are a professional with many years of experience. What experience and skills do you bring with you for your new role as Registrar?**

It is indeed wonderful that the position of Registrar allows me to use the knowledge and skills I have accumulated over many years to the benefit of the sector and Council. These include advocacy; fundraising; community social mobilization; stakeholder management; coordination; and strategy development.

### **Describe the person, Langi Malamba, in one short sentence?**

A conscientious, loving and caring daughter, sister, aunt, mother, wife, urban farmer, a

friend to the less fortunate and a passionate social worker.

### **What is your message as new Registrar to the registrants?**

Special thanks to all registrants who embraced my new appointment as the 5<sup>th</sup> Registrar. I want to thank all social workers and child and youth care workers, whether at a professional or auxiliary level, who steadfastly continued to pay their annual fees. Together we can build and strengthen the South African Council for Social Service Professions to be a dynamic and supportive body that we all are proud to be associated with.

I want to make use of this opportunity to invite all registrants to provide me with feedback, whether positive or negative – as long as it is constructive, because through the exchange, we will be able to reflect and improve what we are doing and how we are doing it, so that our tomorrow can be better.



Ms Malamba at the NACCW Conference in July 2017, giving closing remarks. She commended the organisers and emphasised the need for a united social services sector.

**Photo:** Donald Nghonyama



# HANDING OVER THE BATON

## Report from the 3<sup>rd</sup> Council for Social Service Professions

The 3<sup>rd</sup> South African Council for Social Service Professions was inaugurated on 14 December 2010 for a period of five years which ended on 23 November 2015. The following paragraphs provides some highlights and achievements of the 3<sup>rd</sup> Council during its term of office.

The 3<sup>rd</sup> Council adopted as its vision service excellence, which led to the development and implementation of 5 key operational, management and governance objectives during its term. These are indicated below:

### 1. The introduction of Charters

Charters guide the operations of Council's Committees (see page 11) as it indicates the status of a committee (whether it is a section 9 or 10 committee) and spells out a committee's mandate as derived from the Social Service Professions Act 110 of 1978 and/or other policies of Council. This ensure uniformity in the operation of all committees and also institute clear responsibilities. Each Committee's Charter establishes its mandate as a committee; the objectives of the committee; duties, membership and governance related matters; chairpersonship; authority; improper conduct and conflict of interest; confidentiality and non-disclosure; amongst others. A Charter for each of the following committees was developed and approved by Council: Finance Committee, Human Resources Committee, Transformation Committee, Communications, Public Relations and IT Committee, Executive Committee as well as the newly established Risk Audit Committee.

These Charters ensure that the principles of good governance is applied within the structures and operations of Council.

### 2. New regulations

During its terms the 3<sup>rd</sup> Council's key policies were finalized and published. These include amongst others:

- Regulations relating to the Registration of a speciality in probation services in Government Notice R 116 in Government Gazette Number 36159 of 15 February 2013.
- Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers (regarding registration) in Government Notice R 838 in Government Gazette Number 38135 of 31 October 2014.
- Rules relating to acts or omissions of child and youth care workers at professional and auxiliary level which constitute unprofessional or improper conduct published in Government Notice No 833 in Government Gazette 38128 of 31 October 2014.

These are available on Council's website.

### 3. Increase in social service practitioners

Regular communication to registrants and the impact of the national scholarship bursary to social workers saw a marked increase in social service professionals. During its tenure the 3<sup>rd</sup> Council saw an increase in the number of registered social workers from 14,904 to 18,213 and

social auxiliary workers from 2,729 to 5,239. It was also ascertained that 7,208 potential registrants for child and youth care work at professional and auxiliary level will apply for registration.

### 4. Improving stakeholder communication

With mounting and increasing registrants' inquiries and frustrations around the registration processes a call centre was establish to specifically deal with registration queries. This action led to the increase of access of professionals to Council, as well as improved communication and stakeholder relations. Workshops to promote awareness about registration and professional services that included causes of deregistration and delays with registration applications, code of ethics and continuing professional development were increased. A turnaround strategy was developed to deal with the backlog in registration and renewals. This was further supported by introducing Easy-Pay and increasing the monitoring of the backlog of a number of quality assurance and continuing professional development matters.

### 5. The appointment of the internal auditors

The 3<sup>rd</sup> Council appointed internal auditors to undertake a rigorous process of auditing several of its operations. Under the guidance of the Risk and Audit Committee existing and emerging risks, policy and operational procedures were carefully monitored and the reduction of organisational risks was given priority.

The above reflects only some key achievements during the term of the 3<sup>rd</sup> Council. It is impossible to highlight all the details and accomplishments in this article. The 3<sup>rd</sup> Council is sure that this five areas will assist the 4<sup>th</sup> Council to further cement and lay the foundations of good governance, ensuring a service of excellence to its registrants.

## FastFACTS

### REGISTRATION IN NUMBERS

On 31 July 2017...

- 28,166 social workers
- 16,510 student social workers
- 9,960 social auxiliary workers
- 9,195 learner social auxiliary workers
- 18 child and youth care workers at professional level
- 4,641 child and youth care workers at auxiliary level
- 126 student child and youth care workers
- 268 child and youth care student auxiliary workers

...were registered with the South African Council for Social Service Professions.

# REPORT BACK - the first 365 days of the 4<sup>th</sup> Council

It has been just over 365 days since the 4<sup>th</sup> South African Council for Social Service Professions and the two Professional Boards were inaugurated on 22 June 2016. We look back on the past year to take stock of Council's work during the past year.

Soon after its inauguration in June 2016, Council and the Professional Boards held a joint strategic planning session in September 2016 to determine the continuing work from the handover report of the 3<sup>rd</sup> Council that need to be completed, and to set out its strategic plan for its term, 2016 to 2021. This was done through a facilitated process to honestly reflect on strengths and weaknesses and how to capitalise on the opportunities currently in the sector. The one recurring discourse was the need for a turn-around strategy to ensure that expectations of the registrants and other stakeholders are met. *Read more about the strategic plan on page 8.*

In the first few months after the current Council's inauguration, the reality of the large backlog with the registration process of social service professionals came to the fore. It was a given that immediate action needed to be taken and a decision was taken to address the backlog during the last four months of 2016. Under the leadership of the then Acting Registrar, Council Members as well as the commitment of staff, the backlog was significantly reduced before we entered 2017. *See page 18 for more details.*

The historic march by social workers over 20,000 social auxiliary workers, student social workers and child and youth care workers in September 2017 provided for a significant moment of reflection by Council. The Memorandum was received by the President and interrogated by Council to ensure that the challenges experienced by social service professionals are understood and responded to in a timely manner. *Read more about the march on page 18 and Council's response on page 24.*

On 7 September 2016 Council had to terminate the service of the former Registrar following the outcome of a disciplinary hearing initiated and concluded by the 3<sup>rd</sup> Council, which was approved by the Minister of Social Development. Council immediately appointed an Acting Registrar to ensure that operations continued without disruption.

Council embarked on a recruitment process for the Registrar position towards the end of 2016 and the first half of 2017. After a rigorous process in accordance with the Social Service Professions Act 110 of 1978 and Council's human resource policies, the 5th Registrar of Council was appointed on 1 August 2017 for a period 5 years. *Go to page 5 to get to know the new Registrar.*

In July 2016 Council noted that communication with the registrants and other stakeholders needed to be improved. This resulted in a weekly update, **ThisWeek@Council**, to share information on key developments that impact social service professionals. **ThisWeek@Council** has become a regular feature in the inbox of social service

professional on a Friday.

The Facebook page of Council became obsolete as it could not accommodate more "friends" (the 5,000 limit was reached). At the beginning of 2017, Council transitioned to a new Facebook page that is more professional and with better features to be responsive to the needs of a growing sector. The page has grown to more than 2,600 followers since it was opened and grows daily and is currently Council's primary social media platform. Visit the Facebook page [@OfficialSACSSP](#).

The regulations for specialisation in clinical and forensic social work were finalised by the Professional Board for Social Work and approved by Council for Gazetting. It is available on Council's website.

At the end of 2016 Council instituted cost saving measures as a way to curb unnecessary expenditure. This measure is continuously observed by Council, the Professional Boards and the staff and the results to date are satisfactory.

The matters of registration as well as the administration of fee payments and related enquiries receive continuous high priority attention by Council. These matters are closely monitored and significant improvements have been noted due to the diligent work of staff. It is not perfect yet and some matters still need to improve, but Council is confident that it will achieve the benchmark set out for an efficient registration system and process.

The accuracy of the database is key area that links to the above. Council instituted measures for verification to improve the accuracy of the database. Registrants are also regularly reminded to ensure that their details are correct, especially as an up-to-date database requires action from both sides and will ensure better services to the registrants and the public. *See page 10 on how to update your details online.*

Council, as per its statutory mandate, continues to engage with Higher Education Institutions to ensure that the quality of qualifications offered meet the required standards. During the past 365 days Council, through the Professional Board for Social Work, visited University of Zululand, Walter Sisulu University, University of Limpopo and University of Venda.

Council seized the opportunity to make some final comments on the Draft Policy for Social Service Practitioners, which was submitted to the Department of Social Development in 2016 and has since been approved by Cabinet.

It was a constructive year where critical matters were prioritised and executed. Council believes that the momentum and achievements of the first 365 days provides the impetus for the remainder of the term to ensure that it serves the best interests of the social service practitioners, professions and service users by regulating, leading and promoting the social service professions in an innovative and responsive manner.

# A STRATEGY FOR ACTION

## An overview of the 4<sup>th</sup> Council's Strategic Plan 2016 to 2021

The 4<sup>th</sup> South African Council for Social Service Professions is committed to meeting its statutory obligations whilst responding to the expectations of its registrants, stakeholders and community at large. In view of this, Council together with the two Professional Boards developed a strategic plan for its term, taking into account the work done by previous Councils, current challenges and the need to carve a strategic role for itself.

The *Strategic Plan of the South African Council for Social Service Professions - 2016 to 2021* gives a clear direction on the 4<sup>th</sup> Council's strategic focus through its vision, mission, and core values. It provides a clear and practical plan with detailed actions, timelines and responsibilities against deliverables that will facilitate progress and accountability through strategic milestones for the next five years.

The 4<sup>th</sup> Council articulated its vision as *social service practitioners united in excellence*, which is supported by its mission, i.e. *serving the best interests of the social service practitioners, professionals and service users by regulating, leading and promoting the social service professions in an innovative and responsive manner*. These are guided by an agreed ethos that captures the spirit of the culture, beliefs, values and practices of Council for the duration of its five-year term, which include:

- Integrity
- Accountability
- Ethical conduct
- Professionalism
- Service excellence (innovative, responsive, quality, appropriateness, flexibility to respond to dynamics, efficiency and effectiveness);
- Transparency
- Unity
- Inclusivity

- Compassion
- Competence

Council and the two Professional Boards will work collectively in achieving the following nine strategic objectives during the five year term:

1. Develop an effective, efficient and **accountable administration** (structure, systems, policies, governance, procedures, competency, capacity, staff morale and infrastructure).
2. Ensure an **effective financial management** system compliant with applicable and appropriate financial frameworks is in place and fully functional.
3. Ensure an **efficient registration system** and process for social service practitioners.
4. Ensure that **education and training** of social service practitioners meets the required standards.
5. Nurture and consolidate **partnerships** and stakeholder relations (nationally, regionally and internationally).
6. **Communicate** in a transparent, consistent and responsive manner.
7. **Contribute to policy** and legislative developments and implementation.
8. Ensure Council operates in an **integrated, unified and supportive** manner with all its components (Council, Professional Boards and Administration).
9. Promote innovative, indigenous methods of **multi-disciplinary practice**.

We encourage registrants to assist Council and the Professional Boards in the implementation of the Strategic Plan.

The full strategy is available on Council's website or an electronic copy can be obtained by sending an email to [communications@sacssp.co.za](mailto:communications@sacssp.co.za)

## CROSSING BORDERS

### Building international relationships with neighbouring Councils

The Health Professions Council of Namibia (HPCNA) visited the South African Council for Social Service Profession during July 2016 to learn about our way of working in the different divisions. This initiated a relationship that led to an invitation by the HPCNA for SACSSP to visit them during July 2017 in Windhoek to assist with a quality assurance inspection at the University of Namibia.

Dr Maria Mabetoa, President of Council, and Dr Marie Kruger, Chairperson of the Professional Board for Social Work, had the honour to accept the invitation on behalf of Council and travelled to Namibia to assist with the quality assurance inspection.

After a pleasant flight on Air Namibia they were warmly welcomed on arrival by Mrs Leppen (Manager of Social Work & Psychology Council) and Mrs Muballe (Professional Advisor, and

fondly referred to as "Ouma" by everybody). At their offices, the President of the Social Work & Psychology Council as well as a member of the education and training division joined the team and Dr Kruger was appointed to lead the team.

HPCNA had a detailed programme and a well prepared file for each member of the quality assurance team, with a formal appointment letter as Inspector. They familiarised themselves with all the documentation of the Council and University as well as the Namibian Social Work and Psychology Act, 2004. The second and third day was the actual quality assurance at the university. As it was a first for the HPCNA as well as UNAM (University of Namibia) everybody was quite nervous about the inspection but afterwards thanked the team for the professional manner in which it was conducted.

After the time at UNAM, the team spent a full day



# LICENCE TO PRACTISE

## The purpose and value of professional registrations

Often when one asks why I must register as a social service professional, the answer is “it is required by law”, and indeed that is 100% correct. Registration with Council is first and foremost a legal requirement and no one can practise their profession without being registered. However, there is much more to the value and purpose of professional registration than the payment of registration fees and it being a legal requirement.

1. Professional registration is your licence to practise your profession with pride and confidence. Here are a few benefits that are implied in your registration as a social service professional with Council:
2. You are immediately associated with the qualifications and competencies associated with the profession for which you are registered;
3. You are recognised by your peers within the social services professions as well as other disciplines that you meet the minimum requirements associated with your profession;
4. You are respected in multiple multi-disciplinary teams for your profession as well as your obligation to legally adhere to a code of ethics;
5. You are sanctioned to execute certain unique tasks that are only associated to the profession you are registered for;
6. You are empowered by various laws to execute statutory tasks that are solely associated with your profession;
7. You can call yourself the exclusively reserved name associated with profession that you

are registered for, e.g. social worker or child and youth care worker. Persons who are not registered with Council may not use these reserved names/titles and if they use it without being the registered they break the law and may be subject to criminal sanctions.

8. Employers know that you meet the requirements expected from your profession and are assured that you have the qualifications and ability to practice your profession;
9. Employers know that you are required to continuous professional development that increases their confidence that you will be up to date with the developments in your professional field;
10. The public (clients) knows with confidence that you are qualified to execute the responsibilities associated with your profession and in adherence with the ethics associated with your profession;
11. The public is protected against unethical practices and professional misconduct. Also, you know that your profession and own professionalism are protected and promoted through strict adherence to professional conduct requirements and the consequences imposed by law through Council for misconduct and/or unethical behaviour;
12. You can market yourself as the social service professional (category) that you are registered for;
13. International recognition for the social service profession that you are registered for as a result of the recognition of Council and its standards internationally;

In short, being registered gives the professional credibility and lends credence to your profession.



A warm welcome to SACSSP representatives at Windhoek airport (will insert correct name) by the HPCNA's members.

**From left to right:** Mrs Muballe ("Ouma") (Professional Advisor, HPCNA), Dr Marie Kruger (Chairperson of the Professional Board for Social Work), Mrs Leppen (Manager of Social Work & Psychology Council, HPCNA), Dr Maria Mabetoa (President of SACSSP)

to compile the joint quantitative part of the report. Dr Mabetoa and Dr Kruger wrote the qualitative report with the findings and recommendations, which was received with appreciation by the HPCNA's Registrar, Mr Weyulu.

"This exchange and collaboration was a very satisfying experience. Not only were we able to collaborate with the HPCNA, but were also learning from the manner in which they organise themselves and operates as a statutory Council. We left Namibia with the knowledge that we have built a life-long partnership" says Dr Kruger, Chairperson of the Professional Board for Social Work.

## Did you know?

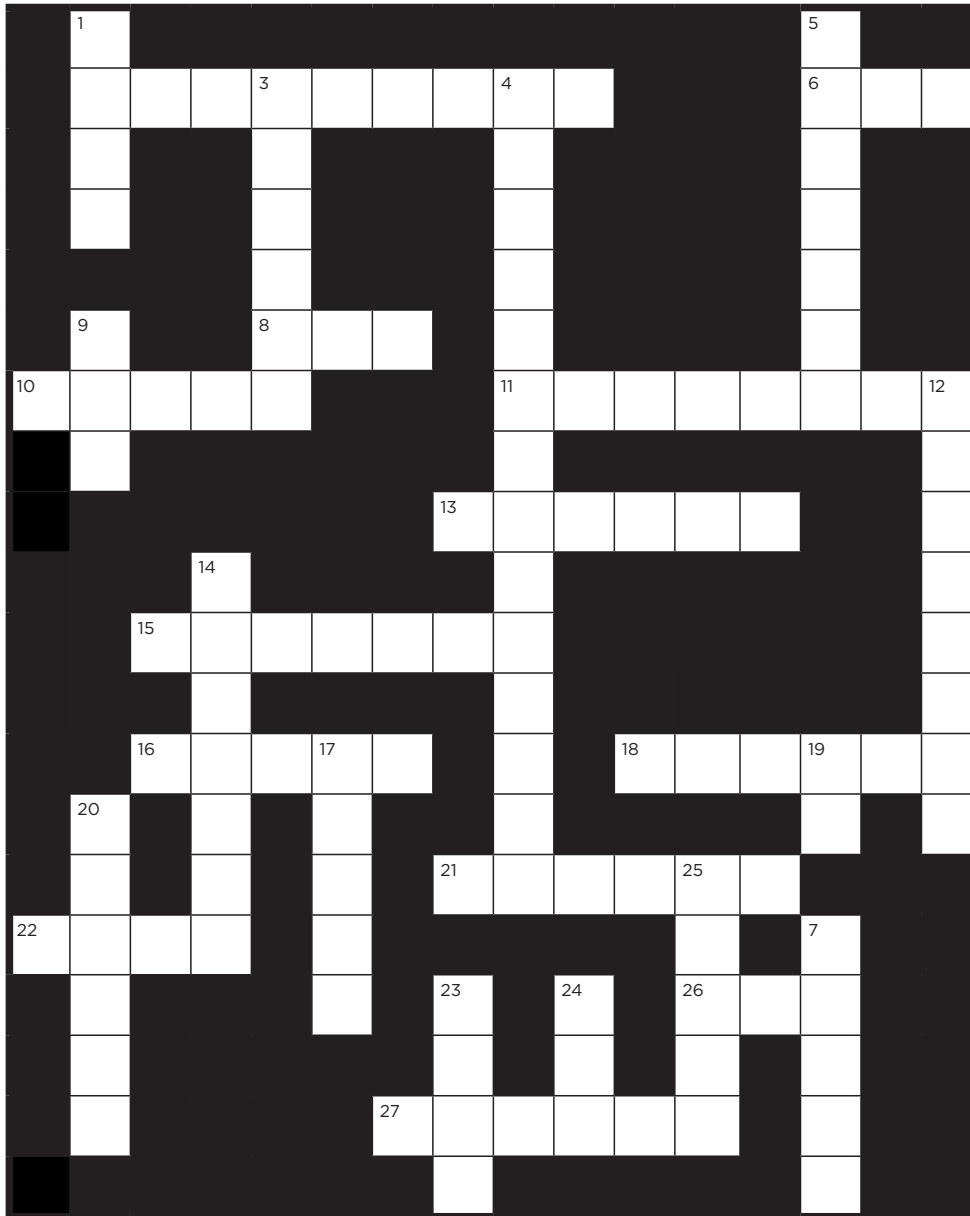
### THE REGISTER

Anyone can search Council's Registers to find the names of social workers and child and youth care workers. This allows members of the public or any other party to verify whether a person is registered for the social service profession she or he practices or says she or he practices.

The Register only provides registration related information and no personal information such as contact details or addresses.

This helps to protect the public against false representation and safeguards the integrity of the professions registered with Council.

# THE COUNCIL CROSSWORD PUZZLE



## DOWN

1. Before an Act, it is this first.
3. Social service professionals need to adhere to this code.
4. A committee of Council.
5. Please do not knock on this family's door - they have dogs!
7. Your registration with Council is your \_\_\_\_\_ licence to practice your profession.
9. The shortest Latin word Council's motto.
12. One of two new specialisations in social work.
14. The surname of the Registrar.
17. One word from the name of one of the professional boards under the auspices of Council.
19. One of Council Committees attend to this.
20. We current have the \_\_\_\_ Council for Social Service Professions.
23. Name of one of the authors in the book review.
24. A policy that is reviewed in this Newsletter.
25. This type of correspondence is a testimony of who you are as a professional.

## ACROSS

2. This is one of the objects of Council in terms of section 3 of the Social Service Professions Act 110 of 1978.
6. The work of Council is guided by legislation, which is also called this.
8. This is important to ensure that a professional stays abreast with the latest developments.
10. The longest Latin word Council's motto.
11. One of two new specialisations on social work.
13. Chairperson of the Professional Board for Social Work.
15. The President of Council.
16. Social services professionals on 19 September 2016.
18. Chairperson of the Professional Board for Child and Youth Care Work.
21. The current Council's Vision contains this important word.
22. Nick name of a person that works at the Health Professions Council of Namibia.
26. Selma Fraiberg said this about the attitude we often have in our professions.
27. Council is responsible to regulate these professions.

Scan and email your completed crossword puzzle to [communications@sacssp.co.za](mailto:communications@sacssp.co.za) before 15 October 2017 and stand a chance to win one of 5 memory sticks that contains laws and policies that are important in social services.

## GO ONLINE to verify your details

To check and update your details with Council

1. Visit [www.sacssp.co.za](http://www.sacssp.co.za)
2. Click on "**Login**" on the right top corner of the website page.
3. Insert your registration/Council number as your "**username**".
4. Insert you SA ID/passport for "**ID Number**".
5. Insert your **password** (if you've forgotten your password, request for new one by following the instructions - it will be send to your the email address registered with Council).

To view your status with Council's Register

1. Visit [www.sacssp.co.za](http://www.sacssp.co.za)
2. Click on **For The Public**
3. Click on **Search The Register** (use your surname to search)



@SACSSP1

Follow us on Twitter  
and be up to date all  
the time



# Council@Work

## #1 - Committees of Council

*This is the first in a series of articles that explains how Council organises itself to execute its mandate. In this article we look at the work of its Committees.*

**T**he South African Council for Social Service Professions has an extensive and often complex mandate to execute as prescribed by the Social Service Professions Act 110 of 1978 (the Act). It is an “organisation” at work with many interlinked components including the Executive Committee, the two Professional Boards, the section 10 Committees, other statutory committees related to disciplinary hearings and the Administration under the lead of the Registrar. In this article we are focussing on the section 9 and 10 committees. These Committees are responsible for essential strategic areas and are accountable directly to Council in terms of the work that they do.

**Executive Committee:** Section 9 of the Act obliges Council to appoint an Executive Committee to exercise all the powers of the Council in the periods between meetings of the Council. It always brings the decisions that it takes to Council to either endorse or set aside. The ExCo is an important part of Council's functioning in the execution of its mandate as the full Council only meets three times a year.

Council is also empowered through section 10 of the Act to establish committees to assist it in the execution of its powers or the performance of its functions. These are commonly known as section 10 Committees and the membership of these Committees is appointed from Council Members as well as Members of the two Professional Boards. Each Council determines the nature and number of section 10 Committees that it requires during its term of office.

The 4<sup>th</sup> Council established the following seven section 10 Committees:

The **Finance Committee** provides objective oversight and review on all matters relating to the financial affairs of Council. The Committee makes decisions on matters relating to the scope of its responsibilities and presents such decisions to the Council for ratification. The Committee is tasked to assist the Council in discharging its duties relating to section 12 and 13 of the Act.

The **Communications and Public Relations Committee** advances and oversees the strategic communication, public relations, branding and marketing of Council in line with the objects of the Act and in particular to “maintain and enhance the prestige, status, integrity and dignity of the professions in respect of which professional boards have been established” as contemplated in section 3(b) of the Act. In particular the Committee assists Council, its Professional Boards and Administration to develop, sustain and implement an external short, medium and long term communication and public relations strategy in line with the strategic plan of Council; to strengthen internal communication within Council; develop and support the integrity and implementation of a branding strategy for Council; provides guidance to Council, professional boards as well as its administration in the implementation of Council's communication and public relation strategy; and maintaining the integrity and increase the usage of Council's brand.

The **Human Resources and Remunerations Committee** identifies areas for organisational development as well as challenges and problems that work against the progressive development of the internal human resources. It is also tasked with developing and

reviewing all human resource policies and the organogram according to the needs of the organisation and making recommendations to Council in this regard. The Committee also makes recommendations to Council on the performance appraisal of the personnel and oversees and manages the skills audit of the personnel. The committee further advises Council on the remuneration review for staff, Council and Professional Boards.

The **Risk Audit Committee** assists the Council in carrying out its functions relating to the safeguarding of assets, the operation of adequate systems and controls and the preparation of accurate financial reporting and statements in compliance with all applicable legislation and accounting standards. It ensures that an effective internal audit is in place and that roles and functions of external and internal audit are sufficiently clarified and coordinated to provide an objective overview of the operational effectiveness of Council's internal controls, risk management, governance and reporting.

The **IT and Business Re-Engineering Committee** ensures that information technology systems of Council operate in an integrated and cohesive manner; ensures all business processes are conducted efficiently and aligned with one another; assesses the sufficiency and efficiency of existing information technology platforms and facilitates the acquisition of resources; to mitigate identified gaps; creates an environment in Council where the information technology infrastructure supports all operations of Council; and promotes easy access for the stakeholders to the different tasks of Council and lighten the burden on the staff if stakeholders could have easier access to services/information required.

The **Transformation Committee** is tasked with assisting the Council in discharging its duties relating to identifying areas for institutional transformation (governance, business process, systems procedures, and culture of Council); identifying challenges and problems that work against the progressive development of the social service professions work against the progressive development of the social service professions; providing leadership with regards to the development of all the professions under the umbrella of Council; identifying the current and future needs of the social service professions; and understanding of both Council and the Professional boards in terms of their sustainability and unifying them.

The **Education, Training and Development Committee** assists Council in matters affecting the training of persons in accordance with provisions of the Act; promotion of the standardisation of criteria and procedures related to education, training and development across the various Professional Boards; advises Council on any education, training and development matters of the social service professions under its auspices; determines, on recommendation of the Professional Boards, the qualifications and conditions for registration of social service practitioners; and oversees the implementation of the minimum standards for qualifications by training and higher education institutions.

Each Committee's work is guided by an approved Committee Charter and every Committee reports directly to Council on its work, including recommendations to Council for consideration.

The names of the chairpersons and members of each Committee are available on Council's website as well as on pages 13 to 15 and 17.

In the next edition of Council@Work we will have a closer look at the Professional Boards

# REPORT BACK

## on the work of the Professional Board

**T**he 3<sup>rd</sup> Professional Board for Child and Youth Care Work finds itself in an exciting era where it can now focus on strategic issues relating to our profession.

The Professional Board engaged in a process of ensuring that employment and development opportunities for child and youth care workers are expanded and have, in this regard, been in close contact with the Department of Social Development. The Social Service Professions Act 110 of 1978 and regulations thereto, i.e. Regulations 18(1) (k) and 19(1) in the Regulations for child and youth care workers, auxiliary child and youth care workers and student child and youth care workers in Government Notice R 838 in Government Gazette Number 38135 of 31 October 2014, require that child and youth care workers may only be supervised by another child and youth care worker. This has been one of the important focus areas of the Professional Board, i.e. working towards the time when there will be sufficient, adequately trained child and youth care work supervisors. The Professional Board is also attending to other related concerns, i.e. ensuring that bursaries are allocated for studying child and youth care workers as well as the career pathing for child and youth care workers.

Child and youth care workers are required by law to register with the South African Council for Social Service Professions, and the Professional Board noticed in job advertisements that registration with Council is set as a requirement. The Professional Board is pleased to note

that child and youth care workers who are already registered with Council can now also apply for these positions.

The Professional Board has been engaging on the establishment of tertiary qualifications in child and youth care work and approached nineteen universities in this regard. Work is underway to develop a business plan for the initiation of a degree programme.

At the core of the Professional Board for Child and Youth Care Work's vision for 2021 is the commitment to ensure a fully regulated sector. The registration of child and youth care workers at professional and auxiliary level marks the beginning of their professional journeys. The registration glitches of child and youth care workers continue to be a concern to the Professional Board, and, with the support of the new Registrar, the matter of the registration of child and youth care workers is receiving the necessary attention to allow registration cycles to move smoothly in the future.

During the National Association of Child and Youth Care Workers (NACCW) 21<sup>st</sup> Biennial Conference held in Kimberley from 4 to 7 July 2017 the President of Council, Dr Maria Mabetoa, shared the developments and challenges faced by Council and the Professional Board. Amongst the developments that were shared is the participation in the drafting of the Social Service Professions Bill, improved communication with the sector, visibility and approachability of Council. The challenges of huge backlog in the registration of the child and youth care workers were discussed and the sector was urged to respond to communication from Council regarding outstanding documents to finalise applications.

The chairperson of the 3<sup>rd</sup> Professional Board for Child and Youth Care Work, Ms Aziwe Magida, highlighted some of the work that has been done by the Professional Board.

**The 3<sup>rd</sup> Professional Board for Child and Youth Care was inaugurated on 22 June 2016.**



The Registrar and staff also attended the Biennial Conference where they operated a registration helpdesk and attended to over 100 queries. The Registrar gave closing remarks where she commended the organisers and emphasised the need for a united social services sector.

From left to right:  
Ms Bessie Nkosi, Ms Zeni Thumbadoo, Ms Merle Allsop, Dr Lesiba Molepo, Mr Francisco Cornelius, Mr Alfred Harris, Mr Lucky-Boy Jacobs, Dr Maria Mabetoa (President of Council) & Mr Donald Nghonyama (Vice President of Council)  
*Not in photo:*  
Ms Patricia Magina, Ms Nompumelelo Luthuli, Adv Joe Nalane & Ms Aziwe Magida (Chairperson)



# MEET THE MEMBERS

## of the 3<sup>rd</sup> Professional Board for Child and Youth Care Work

**Five child and youth care workers elected by child and youth care workers**

### Ms Merle Allsopp (70-00013)



is a registered child and youth care worker at professional level and holds a Masters Degree in Child and Youth Care. She also serves on Council's Human Resource Committee and Finance Committee.

**Contact:** merle@naccw.org.za

### Mr Francisco Cornelius (90-00299)



is a registered child and youth care worker at auxiliary level and holds National Higher Certificate in Residential Child Care, a Diploma in Project Management and an Advance Certificate in Education (Adult Education).

**Contact:** fcornelius@liliebloem.org.za

### Mr Lucky-Boy Jacobs (90-06438)



is a registered child and youth care worker at auxiliary level and holds a Certificate in Child and Youth Care. He also serves on the IT & Business Re-engineering Committee.

**Contact:** lrjacobs@ncpg.gov.za

### Ms Patricia Maqina (90-04394)



is a registered child and youth care worker at auxiliary level and has completed numerous courses on child and youth care work. She is an accredited trainer and assessor in child and youth care with the HWSETA. She also serves on Council's Transformation Committee.

**Contact:** pat@naccw.org.za

### Ms Zeni Thumbadoo (70-00012)



is a registered child and youth care worker at professional level and holds a Masters degree in Child and Youth Care. She is **Deputy Chairperson** of the Professional Board for Child and Youth Care Work and also serves on Council's Transformation Committee.

**Contact:** zenithumbadoo@naccw.org.za

**one child and youth care worker or a person elected by child and youth care workers involved in the education and training of child and youth care workers**

### Dr Lesiba Molepo (70-00016)



is a registered child and youth care worker at professional level and holds a Honours Degree in Psychology, a MTech degree in Child and Youth Care, a Higher Education Diploma from Wits University and DPhil in Child and Youth Care from the University of Pretoria.

**Contact:** Lmolepo@unisa.ac.za

**persons appointed by the Minister from nominations by the community**

### Ms Aziwe Magida



practising as an organisational development consultant for over twelve years and holds a Masters of Science in Organisational Change and Development from the University of Manchester. She is the Chairperson of the Professional Board for Child and Youth Care Work.

**Contact:** aziwe.magida@gmail.com

### Ms Bessie Nkosi



worked for the Department of Social Development and holds Certificate in Child and Youth Care Work.

**Contact:** bessmerc@gmail.com

### Adv Joe Nalane



is an advocate of the High Court and holds a BProc, LLB and LLM.

**Contact:** nalane@law.co.za

### Ms Nompumelelo Luthuli (10-44831/70-00003)



is a registered child and youth care worker at professional level as well as a registered social worker. She holds a BTech Degree in Child and Youth Care and a Bachelours Degree in Social Work. She serves on Council's Communication & Public Relations Committee.

**Contact:** Nompumelelo.luthuli@gauteng.gov.za

**one member of Council, designated by Council**

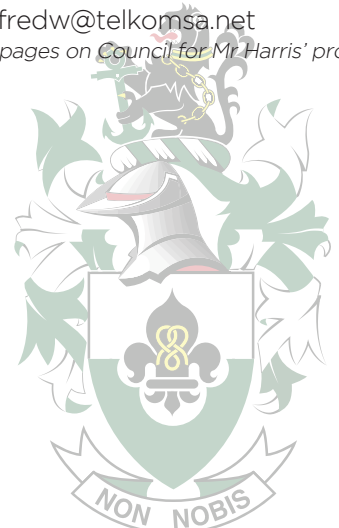
### Mr Alfred Harris (70-00101)



represents Council on the Professional Board for Child and Youth Care.

**Contact:** Alfredw@telkomsa.net

(see pages on Council for Mr Harris' profile)



# 4<sup>th</sup> South African Council for

## Six social workers elected by social workers

### Mrs Carol du Toit (10-05015)



is a registered social worker and holds a B.Soc.Sci.(Hons) degree in Social Work from the University of KwaZulu-Natal. She is chairing Council's Human Resources Committee and also serves on the Finance Committee.

**Contact:** caroldutoit01@gmail.com

### Mrs Elaine Harrison (10-05104)



is a registered social worker and holds a Masters Degree in Social Science (mental health) from UNISA. She is chairing Council's IT & Business Re-engineering Committee and also serves on the Risk & Audit Committee.

**Contact:** harrison.elaine.s@gmail.com

### Mr Onkemetse Kabasia (10-19219)



is a registered social worker and holds a B.Soc.Sc. in Social work the North West University. University and possesses 2 post graduate qualifications in Governance and Political Transformation (UOVs) and Public Health (WITS). He is also member of Council's Executive Committee.

**Contact:** Onkemetse.kabasia@gauteng.gov.za

### Prof Lulama Qalinge (10-10774)



is a registered social worker and holds a PhD in Social Work from the University of North West. She is member of Council's Executive Committee.

**Contact:** lulama.qalinge@gmail.com

### Mr Andries Viviers (10-12729)



is a registered social worker and holds B.Soc.Sc in Social Work from the University of the Free State and a Masters Degree in Social Work from the University of Pretoria. He is chairing Council's Communication and Public Relations Committee and also serves on the IT and Business Re-engineering Committee.

**Contact:** andriesviviers@gmail.com

### Mrs Julia Zingu (10-12362)



is a registered social worker. She is chairing Council's Finance Committee and also serves on the Communications & Public Relations Committee.

**Contact:** jzingu@gmail.com

## Three child and youth care workers elected by child and youth care workers

### Mr Alfred Harris (70-00101)



is a registered child and youth care worker and holds a BTech Degree in Child and Youth Development. He is member of Council's Executive Committee and also serves on the Education Training & Development Committee

**Contact:** Alfredw@telkomsa.net

### Revd Barrie Lodge (90-00001)



is a registered child and youth care worker and holds a BA;UED;B.Ed (Natal) Dip.Theology and B.Q.C.C; Certificate. He is member of Council's Executive Committee.

**Contact:** Valbar@iafrica.com

### Mr Donald Nghonyama (90-00032)



is a registered child and youth care worker and holds a BTech Degree in Child and Youth Development from UNISA and a Diploma in Education from Johannesburg College of Education. He is the **Vice President** of Council and also serves on the Executive Committee and Finance Committee.

**Contact:** Donald.nghonyama@gmail.com

## Thirteen Members appointed in terms of section 5(1)(c) of the Act by the Minister of Social Development

### Two persons nominated by the training institutions

### Ms Makau Morake (10-17941)



is a registered social worker and holds a Masters Degree in Social Studies from the University of South Africa. She serves on Council's Education, Training and Development Committee.

**Contact:** morakmwl@unisa.ac.za

### Prof Rika Swanzen (10-18069)



is a registered social worker and holds a Doctorate in Social Work from the University of Johannesburg. She is chairing Council's Education, Training & Development Committee and also serves on the Transformation Committee.

**Contact:** rika.swanzen@monash.edu

### One person employed by the Department of Social Development

### Ms Civil Legodu (10-12946)



is a registered social worker and holds a B. Soc. Sc. in Social Work and a B. Soc Sc (Hons) in Social Work. She also serves on Council's Executive Committee.

**Contact:** CivilL@dsd.gov.za

**The 4<sup>th</sup> Council for Social Services Professions as inaugurated on 22 June 2016 for a 5 year term (2016 to 2021)**



# Social Service Professions

Two persons nominated by national forums and networks

## Mr Elwin Gallant (10-07085)



is a registered social worker and holds a Masters Degree in Social Work as well as a National Diploma in Child and Youth Care. He also serves on Council's Transformation Committee.

**Contact:** Elwin.gallant@ecdsc.gov.za

## Mr Mzikayifani Vilakazi



represents the community on Council and is founder of Siyophumelela Simunye Disabled and Aged Association, which advocates for the rights of people with disabilities. He also serves on Council's Human Resource Committee.

**Contact:** mzivigo@gmail.com

## Mr Travis Marshall (10-23941)



is a registered social worker and holds a BA in Social Work from the Nelson Mandela Metropolitan University and certificate in Project Management. He also serves on Council's Finance Committee and IT & Business Re-engineering Committee.

**Contact:** progmanager@aerosat.co.za

## Mr Mzanywa Mketo (10-07477)



is a registered social worker and holds a Bachelors Degree in Social Work.

**Contact:** Thamsanqa.ntuli@ecdsc.gov.za

One person nominated by trade unions

## Mr Seleka Sekhitla (10-23088)



is a registered social worker and holds a B.Soc Sc. Degree in Social Work. He also serves on Council's Executive Committee and Human Resources Committee.

**Contact:** hitler@nehawu.org.za

## Dr Maria Mabetoa (10-11339)



is a registered social worker and holds a PhD in Social Work. She is the **President** of Council and also serves on Council's Executive Committee and Finance Committee.

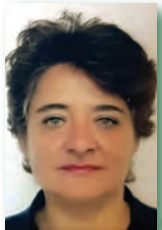
**Contact:** mabetoamaria4@gmail.com

One person nominated by business

**Vacant**

One person nominated by the Minister of Education

## Ms Hannelie van Rensburg



represents the Department of Higher Education on Council and holds a Masters Degree in Industrial Sociology.

**Contact:** VanRensburg.H@dhet.gov.za

One person nominated by the heads of the DSD

## Ms Ntombeziningi Mlangeni



is Head of the Department of Social Development in Mpumalanga and holds a Bachelors Degree in Social Work from the University of Zululand, an Honours Degree in Psychology and a Masters Degree in Public Administration from the University of Pretoria. She also serves on Council's Transformation Committee.

**Contact:** PaulB@dsdmpu.gov.za

Four persons nominated by the community as prescribed

## Ms Anita Samaad



holds a Bachelors Degree in Social Work and a Masters Degree in Development Studies. She is also serving on Council's Risk Audit Committee.

**Contact:** anitas@dsc.gov.za

## ELECTED OFFICE BEARERS

President of the SACSSP:

**Dr Maria Mabetoa**

Vice-President of the SACSSP:

**Mr Donald Nghonyama**

## Did you know?

Every Member of the South African Council for Social Service Professions and its Professional Boards, duly elected or appointed in terms of sections 5 or 28 of the Social Service Professions Act 110 of 1978, signs the following undertaking where she or he promises to –

- uphold and promote the Act as well as its Rules and Regulations;
- observe the Act and to maintain ethical standards;
- honour the mandate of Council and Professional Boards;
- maintain the highest standards of honesty and integrity at all times;
- treat the interest of the public as paramount;
- avoid putting herself or himself in a position which is in conflict with what Council and Professional Boards stand for; and
- honour all undertakings given in the course of my duties/mandate, until the duties/mandate is performed, released or executed.

# REPORT BACK

## on the work of the Professional Board

**T**he 4<sup>th</sup> Professional Board for Social Work operates under the auspices of the South African Council for Social Service Professions. Members serving on the Professional Board for Social Work respectively consist of a combination of practitioners from different fields in the respective profession - both elected by the sector as well as appointed by the Minister (see page 17).

The Professional Board for Social Work has three task teams, i.e. Registration, Professional Conduct and Education, Training and Development. The Registration Task Team focusses on matters pertaining to the registration of social workers, social auxiliary workers, student social workers and learner social auxiliary workers. The Education, Training and Development Task Team focusses on the quality assurance the training of social workers and social auxiliary workers; international qualification applicants; existing and new specialization areas (see page 23); continued professional development; Ecometrics and standards setting. The Professional Conduct Task Team attends to matters related Registrar's committee for professional conduct (screening complaints received); preliminary inquiry (CPI) and professional conduct (disciplinary hearing).

There are different committees under each task team which reflect the various duties and responsibility of the Professional Board. In these different committees policies are reviewed

and updated, new policies are developed (for instance the Code of Good Practice for Employers to address issues such as working environment, expectations and respecting the ethical codes of employees).

The need for setting specific standards for social workers and auxiliary workers was identified by the Standard Setting Committee, with the assistance of relevant subject matter experts and are in the process of finalizing the document for consultation with the sector.

Some highlights regarding the work of the Professional Board for Social Work include:

- Active engagement in the consultation of the Draft Social Service Practitioners Bill
- The Professional Board for Social Work has approved the Ecometrics Policy, Guidelines and Standard Procedures, which was submitted to Council for final approval.
- The review of the Regulations on the Specialisation in Adoption Social Work is being finalized by the Professional Board.
- The "Fit and Proper" Policy was revised and is valuable to guide learning institutions on their selection criteria for applicant students to study either social work or social auxiliary work but also to determine if a person will be regarded as a fit and proper person to be registered to practice social work.

In order to obtain the support and respect of the sector, it is important to share these activities, roles and responsibilities of the Professional Board as many practitioners are not aware of the wide variety of duties and the mammoth task on the shoulders of the Professional Board Members to uphold a high standard of service delivery by social workers and social auxiliary workers.



From left to right:  
Adv. Smangaliso P Vilakazi,  
Mr Donald Nghonyama (Vice  
President of Council),  
Ms. Daphne Ramokgopa, Dr  
Marie Kruger Chairperson),  
Ms Ida Strydom, Ms Carol  
du Toit, Mr. Crosby Noko, Dr  
Maria Mabetoa (President of  
Council), Ms Sharon Follentine,  
Mr. Thamsanqa Ntuli, Ms.  
Thenjiwe V Sithole-Dlamini &  
Ms. Elsabé Engelbrecht

*Not in photo:*  
Dr Stutterheim & Dr Pillay

**The 4<sup>th</sup> Professional  
Board for Social Work  
was inaugurated on 22  
June 2016.**



# MEET THE MEMBERS

## of the 4<sup>th</sup> Professional Board for Social Work

### Four social workers elected by social workers

#### Dr Marie Kruger (10-06144)



is a registered social worker and holds a DPhil in Social Work from the University of Pretoria. She is the **Chairperson** of the Professional Board for Social Work and represents the Board on Council. She also serves on Council's Transformation Committee.

**Contact:** krugermarie@mweb.co.za

#### Dr. Erika Stutterheim (10-03879)



is a registered social worker and holds a Masters Degree and DPhil in Social Work from the University of Pretoria. She also serves on Council's Transformation Committee.

**Contact:** erika.stutterheim@gmail.com

#### Ms. Daphne Ramokgopa (10-10607)



is a registered social worker and holds a M.A (SS), B.A Hons (SS) from UNISA.

**Contact:** RamokgopaD@dtd.limpopo.gov.za

#### Ms. Ida Strydom (10-05195)



is a registered social worker and holds a B Diac from Hugenote College. She serves on Council's Finance Committee.

**Contact:** alive1919@live.com

### Social worker nominated by Social Work Education and Training Institutions

#### Dr. Saloschini Pillay (10-13573)



is a registered social worker and holds an Honours Degree in Social Work, a Masters Degree in Medical Science and a Doctorate in Public Administration and Business Management. She also serves on Council's Education, Training & Development Committee.

**Contact:** Pillaysl@ukzn.ac.za

### Social worker nominated and elected by social workers in full/part-time private practice

#### Ms. Elsabé Engelbrecht (10-10077)



is a registered social worker and holds a B Diac in Social Work, a BA Honours in Social Work and a Masters Degree in Social Work.

**Contact:** elsabe@procare.co.za

### Social auxiliary worker nominated by social auxiliary workers

#### Mr. Crosby Noko (50-06427)



is a registered social auxiliary worker and holds a Certificate in Social Auxiliary Work and a Diploma in Youth Development at UNISA. He also serves on Council's Human Resource Committee.

**Contact:** Crosby.noko@gauteng.gov.za

### Members appointed by Minister

#### Ms. Thenjiwe V Sithole-Dlamini (10-07011)



is a registered social worker and holds a BA in Social Work, Honours Degree in Social Sciences and a Post Graduate Certificate in Education. She also serves on Council's Education, Training & Development Committee.

**Contact:** tsithole3@gmail.com

#### Ms. Sharon Follentine (10-02340)



is a registered social worker and holds various qualifications in social work as well as a Masters of Science (MSc) in Policy, Planning and Participation from the London School of Economics and Political Science. She also serves on Council's Communication & Public Relations Committee.

**Contact:** Sharon.Follentine52@gmail.com

#### Adv. Smangaliso P Vilakazi



is an admitted Advocate of the High Court of South Africa and holds a B. Juris, LLB, and M Com. He also serves on Council's IT & Business Re-engineering Committee.

**Contact:** vsmangaliso@gmail.com

#### Mr. Thamsanqa Ntuli (10-117851)



a registered social worker and holds a BA Social Science in Social Work.

**Contact:** Thamsanqa.ntuli@ecdsd.gov.za

### One member of Council, designated by Council

#### Mrs Carol du Toit (10-05015)



represents Council on the Professional Board for Social Work

**Contact:** caroldutoit01@gmail.com

See page on Council for Mrs du Toit's profile.

# MARCHING TO PRETORIA

On 19 September 2016 more than 20,000 concerned social workers, social auxiliary workers, unemployed social workers, student social workers and child and youth care workers from across the country participated in the largest peaceful mass demonstration by social service professionals in the history of the country. They handed over memorandum containing issues of grievances to the President of Council and Acting Registrar at Council's offices, which included matters such as the professional image of the sector, restoring the dignity of the professionals, transformation, working conditions, leadership, ethics, professional development, salaries, amongst others. A big emphasis was placed on the importance to advocate and lobby for parity in the sector.

"We are here to submit a memo against our

working conditions. The cars we are using are not roadworthy at all. Most of them are over 150 000 kilometres. We don't even have proper offices, we are cramped in one office and there are a lot of us" said Mabunda, one of the organisers.

Council had until 31 October 2016 to respond to the matters raised in the memorandum. Council reviewed all matters raised and responded through the conveners of the march, which acknowledged receipt. (see article on page 24)



Messages on posters were clear  
Photo source: Facebook



Memorandum is handed over to the President of the South African Council for Social Service Professions in front of the Council's office in Pretoria  
Photo source: Facebook



More than 20,000 social workers, social auxiliary workers, unemployed social workers, student social workers and child and youth care workers participated on this historic march  
Photo source: SAPS/Facebook

## Action to reduce BACKLOGS

The registration backlog developed due to several reasons, which included the changes of the signatures of the Registrar and the President of Council, which had to be programmed for all the certificates and receipts, as well as some logistical and workflow challenges.

The registration backlog has been addressed since 2016 through the following measures:

- Commitment by Council's staff to adhere to revised project schedule with clear timeframes and expectations. An enabling working environment was created by ensuring that the required logistical needs were met
- The registration process and workflow was reviewed and mapped as to maximise output and mitigate delays, duplication and distractions.
- The registration team assessed the nature of the



in terms of stationary, computers, printers and an agreement with the South African Post Office.

backlog and decided to address the quick wins first. These were applications that have been processed, but the certificates were not yet printed and dispatched due to logistical reasons. This enabled Council to dispatch over 8,800 receipts and certificates from end of September until 14 December 2016.

The last phase in addressing the backlog was completed in the first quarter of 2017. The reorganisation of the registration office continued in 2017 with the improved workflow process.

Council wishes to express its sincere appreciation to the social service professionals for their patience and understanding while the backlog was being addressed.





## THE POLICY CORNER

A regular feature in the newsletter is updates on policies, laws and other significant matters that are important in the practice of social services professions. In this edition we are looking at some of the new policies that emerged since the beginning of 2017.

### Policy for Social Service Practitioners

Cabinet approved the Policy for Social Service Practitioners on 1 March 2017. This policy aims to ensure the delivery of responsive and quality developmental social services. The policy is available from the Department of Social Development.

### White Paper on National Health Insurance

Cabinet approved the White Paper on National Health Insurance (NHI) on 21 June 2017. This policy has been long in the making and aims to ensure that all South Africans have access to healthcare, irrespective of their socio-economic status. The NHI is a health financing system that allocates funds to provide access to healthcare. It impacts in particular on services contracted out by social workers (paragraph 105); social services in primary health care arena (paragraph 140); amongst others. Social services professionals are urged to download and read this White Paper as to familiarise themselves with its contents and the implications for practice.

### Regulations on who can act as intermediaries

The Minister of Justice published an updated Determination of persons or category or class of persons who are competent to be appointed as intermediaries: Section 170A(4) of the Criminal Procedure Act, 1977 in Government Notice R. 663 in Government Gazette 40976 of 14 July 2017, which came into effect on 1 September 2017. Amongst the categories of persons are social workers with a minimum of two years' experience in social work and child and youth care workers with three years' experience in child and youth care work. The regulation does not make provision for social auxiliary workers nor child and youth care workers at auxiliary level.

### Amendments to the Children's Act 38 of 2005

In January 2017 the Children's Act 38 of 2005 was amended by the Children's Second Amendment Act 17 of 2017 and the Children's Third Amendment Act 18 of 2017.

The Second Amendment Act, amongst others, amends the principal Act by explicitly indicating that persons who have been convicted on certain offences be deemed unsuitable to work with children. The Third Amendment Act provides a definition for a "a social worker in the employ of the Department..."; that the removal of a child to temporary safe care without a court order be placed before the children's court for review before the expiry of the next court day.

The above are available from the respective government departments.

## Good to know

### PARTICIPATION IN LABOUR ACTIONS

On 30 March 2017 Council took the following Resolution regarding the participation of social service professionals in labour actions:

*The South African Council for Social Service Professions recognizes the right of every employee, including the social service professionals registered with Council, to participate in labour actions as safeguarded in the South African Constitution and national labour laws. Labour action is a matter between an employer and employee; and the employer has the right to manage this in accordance with its policies and procedures. If the employer or any other party is of the opinion that a social service professional registered with Council makes him or herself guilty of professional misconduct in terms of the ethical code he or she subscribes to, the specific details of such alleged misconduct must be referred in the prescribed format to Council's Professional Conduct Division as set down in the Social Service Professions Act 110 of 1978.*

Council encourages all social service professionals participating in labour actions to do it within the confines of the law and to conduct themselves in a professional manner.

Advert paid for by advertiser

## Expand your Practice

### Become an Internationally Accredited Mediator

Resolve legal disputes in **Parenting Plans, Divorces, Maintenance** and more.

Study when you want, at home or work with Online Video Training.

Register now and use your **exclusive Discount Code 'SACSSPpromo1'** to complete your **Training & International Accreditation for under R10,000**



MEDIATION ACADEMY

[www.mediationacademy.co.za](http://www.mediationacademy.co.za)

# PROFESSIONAL CONDUCT

## COMPLAINT OF MISCONDUCT AGAINST YOU – WHAT TO DO?

**A**ny professional registered with Council may find her or himself in a situation where a professional misconduct case is lodged against him or her. In this issue the Professional Conduct division provide some guidance on the first things you need to know and do. The information below is not comprehensive.

When the answers below refer to a regulation, it is the Social Service Professions Act 110 of 1978 Regulations regarding the Conducting of Inquiries Into alleged Unprofessional Conduct (Government Notice R 917 in Government Gazette Number 25109 of 27 June 2003). You can download a copy from Council's website ([www.sacssp.co.za](http://www.sacssp.co.za))

### What is the first thing I should do?

Contact Council's professional conduct division immediately at the number indicated below to get more information. The division staff will indicate whether or not a complaint was lodged against you.

### What will happen next?

The professional conduct division will send the relevant documents regarding the complaint against you with a clear indication what is required from you. You will be requested to acknowledge that a complaint was lodged against you. This must be done in writing on the letterhead of your employer, company or private practice within 21 days of receipt of a notice of a complaint against your name.

### Who should I contact?

You can contact the South African Council for Social Service Professions on 0123568315

### What legal terminology is used that I need to understand?

The following are some key words that will help you not to get confused with the terminology used from the start.

*Respondent:* This is the social service professional against whom a complaint was brought and who must respond to the complaint (sometime also referred to as the defendant)

*Complainant:* This is the person or body that brought a complaint against a social service professional registered with the South African Council for Social Service Professions

### Where can I find more information about the complaint being lodged?

In terms of the regulation (2)(b) copies of the documents received from the complainant will be forwarded to you to inform you (the respondent) of the nature of such complaint. This includes a copy of the complaint and all related attachments. You may request further information via professional conduct division who will assist in obtaining such information from the complainant as far as possible.

### Do I need to inform my supervisor and/or employer?

The choice whom you should inform is yours. However, it is advisable to inform your supervisor and employer immediately. In terms of the

Regulations Regarding the Conducting of Inquiries into alleged Unprofessional Conduct and Code of Ethics the supervision/manager is co-responsible and can also be called in if a Committee deems it fit.

### Who may I talk to and who not?

You may talk to any person that you feel necessary, unless in cases where you have been advised differently during the investigation

### What process is followed when council investigates a complaint of misconduct against a professional?

When a complaint is received, it is first reviewed by the Registrar's Committee for Professional Conduct Complaints, studying both the complaint and the response. At this stage this committee decides whether the complaint falls within the mandate of Council and whether there is sufficient merit to proceed with the case. If there is, the process will proceed, if the committee decides there is no merit, the case is withdrawn a both the complainant and respondent are informed accordingly. The Registrar's Committee for Professional Conduct Complaints can refer the matter either to the committee of preliminary inquiry or the professional conduct committee.

The committee of preliminary inquiry investigates misconduct and ascertain if there is a prima facie case against the respondent in accordance with regulations 5 to 15. Regulation 10 indicates that you are not allowed legal representation during the preliminary inquiry. Council is also not allowed to have legal representation. During the preliminary inquiry, the committee of preliminary may (a) decide that no further action is needed and close the case; (b) make a finding and impose a penalty, though such finding and penalty shall not constitute a previous conviction against the respondent in any subsequent inquiries against him or her; or (c) refer the case to the professional conduct committee for disciplinary inquiry.

The disciplinary inquiry is conducted as prescribed in terms of regulations 16 to 26 and is a formal enquiry. You are allowed to have legal representation during the disciplinary inquiry

### Should I get a lawyer?

There are three parts to this answer. Remember that you may seek legal advice and guidance at any time at your own discretion. However, during the preliminary inquiry you may not have legal representation (neither does Council). If the case proceeds to a disciplinary inquiry, you are entitled to legal representation at your own costs.

### Who is paying for my costs?

You are liable for any costs incurred during the inquiry. These costs include your travel, legal representation, accommodation, etc. Council strongly advises all social service professionals to have professional indemnity insurance.



# STAKEHOLDER ENGAGEMENTS

## The whole is really bigger than the sum of the parts!

Council remains devoted to establishing and maintaining healthy and sustainable stakeholder engagements at a strategic and operational level. Council's commitment to its stakeholders is set out on its vision: *"Serving the best interests of the social service practitioners, professions and service users by regulating, leading and promoting the social service professions in an innovative and responsive manner"*. Council has a wide range of internal and external stakeholders (registrants, employees, non-governmental organizations, government and other regulators) that are critical to the business of Council.

Council continues with its commitment to provide communication through various mediums; weekly updates about Council and matters of interest in the social service sector, social media through Facebook and Twitter and its website and the feedback has been positive.

Fast-tracking of the registration backlog to regain confidence from our stakeholders has been a priority for Council. Council conducted several roadshows and its presence was evident as Council's secretariat attended to registration queries and emphasised the value of professional registration with Council and for abiding by

professional code of ethics. Conferences that were organised by some of Council's key stakeholders, engagements through meetings, dialogues, oath-taking, policy sectoral consultations were among some of the engagements Council conducted to reach out.

The Registrar has been interacting with key stakeholders like HWSETA, SAQA, SASWIPP, NASWA, ASASWEI, NACOSS to build and strengthen relations. A partnership MoU and a project specific MoA for the approved "job readiness" national induction project has been signed with HWSETA. This project will equip newly qualified professionals in the sector and those who have been out of work for a while with knowledge of Council; its mandate, code of ethics and what is expected of them in the job market.

Stakeholder engagement is best practiced as a two way process and Council firmly believe in this approach. As much as Council reach out to its stakeholders, it also wishes to encourage the existing and new stakeholders to reach out and forge positive and constructive mutual relationships.

**Together Council and its stakeholders serve the noble professions with pride and joy.**

## Decoding Council's Coat of Arms

Council's Coat of Arms was deposited to the Bureau of Heraldry in terms of section 3 of the Heraldry Act 18 of 1962. The certificate of registration is on record with the Bureau of Heraldry and Council's Coat of Arms is protected under the provisions of the Heraldry Act.

We often look at the Coat of Arms and wonder what is behind the symbols. Usually heraldry symbols have universal meaning, which enable the interpretation of a Coat of Arms. Let's look closer at the meaning and symbolism behind Council's Coat of Arms.

Firstly, the each **COLOUR** has a meaning:

**SILVER/WHITE:** Peace and sincerity

**GREEN:** Hope, joy, and loyalty in love

**RED:** Strength

**GOLD:** Generosity

**BLACK:** Constancy, dignity, determination

The **SYMBOLS** also have very particular symbolic meaning:

**LION:** Majesty, courage, strength, and justice

**MANTLING:** Protection

**CHAIN:** reward service and with collar-duty to serve.

**ANCHOR:** hope; religious steadfastness

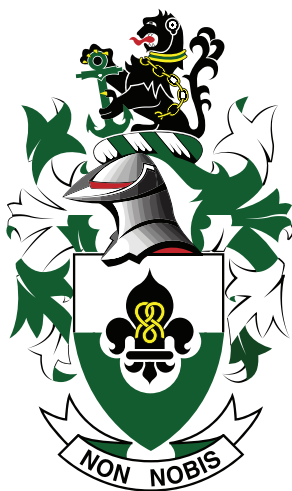
**FLEUR-DE-LIS:** purity; light

**HENEAGE'S KNOT:** Fast tho' untied

**HELMET:** wisdom/security

**WREATH:** Triumph

Now you know the story that Council's Coat of Arms tells...



## Did you know?

### SPECIALISATION IN SOCIAL WORK

Social workers can register for the following specialisations with Council:

1. Specialisation in adoption social work (Government Notice R. 449 in Government Gazette 19930 of 16 April 1999)
2. Specialisation in occupational social work (Government Notice R. 15 in Government Gazette 32886 of 22 January 2010)
3. Specialisation in probation services (Government Notice R. 116 in Government Gazette 36159 of 15 February 2013)
4. Specialisation in forensic social work (Government Notice R. 912 in Government Gazette 41082 of 1 September 2017)
5. Specialisation in clinical social work (Government Notice 913 in Government Gazette 41082 of 1 September 2017)

These registrations are in addition to being registered as a social worker. You may only affix the following designations after your name if you are registered for such a speciality with Council:

- Specialist in adoption work
- Probation service specialist
- Specialist in occupational social work
- Specialist in forensic social work
- Specialist in clinical social work

Please contact Council for more information regarding the registration of any of these specialisations in social work.

Read more about the general legal requirements regarding the registration of additional qualifications and specialisations in section 17C of the Social Service Professions Act 110 of 1978.

# CPD: It's about being professional

In a fast paced world new knowledge and approaches are generated nearly every day. This is also true for our professions' knowledge and practice base. In this dynamic environment the demands on professionals become increasingly complex and challenging. Every profession has an obligation towards the clients we serve and the profession to stay abreast with the latest knowledge, skills and competencies in this fast changing world in order to:

- enhance professional knowledge and competencies;
- provide specialised professional services to clients;
- develop personal qualities; and
- provide service excellence

One way to ensure that professions registered with Council maintain professional standards that promote excellence in practice is through the implementation and regulation of continuing professional development (CPD) together with the two Professional Boards.

In this regard, there are two distinct, but very important components to CPD:

1. The statutory requirement is for all practicing social service professions (social workers and social auxiliary workers) to obtain the accumulated specified number of CPD points per year. In this way, it is assured that professionals registered with Council meet the minimum requirements for practicing their professions to provide quality services to individuals, families, groups, communities and organisations.
2. The regulation and screening of providers of continuing professional development courses and activities so as to ensure that professionals participate in development activities that meet the required standards. In this way the professional and the profession are protected.

Council is regularly, with the Professional Boards, reviewing the CPD system so as to ensure social service professionals are exposed to the highest quality of group and individual based CPD activities, which are flexible, cost-effective, user-friendly and accessible to all.

## Important to know:

- Practicing social workers and social auxiliary workers must obtain at least 20 CPD points per annum;
- First time registrants with the SACSSP and practitioners who are re-entering the profession (via the restoration process) must participate in the continuing professional development process within the same year of their registration or restoration. They should obtain 20 points within that specific financial year;
- Registered professionals practicing outside South Africa must also obtain 20 CPD points per annum
- CPD does not apply to student social workers and learner social auxiliary workers.

## REMEMBER

Before you attend a CPD activity make sure that:

1. The CPD activity contributes towards the development of your existing competencies and knowledge;
2. The provider is accredited with Council;
3. The activity of course is accredited with Council and for how many credits;
4. You are aware of the number of points allocated to the specific CPD activity.
5. Accreditation of the course is valid (and did not lapse); and
6. You know what the costs implications are for you.

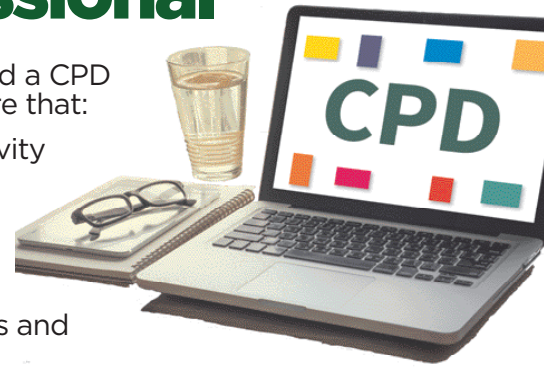
Council cannot take responsibility for attendance or payment to CPD service providers that are not accredited. You are always welcome to contact Council to validate the accreditation status a CPD provider with Council or for any other enquiries regarding CPD.

For any enquiries regarding CPD contact Council's Education, Training and Development Unit:

☎ 012 356 8317

✉ etdofficer@sacssp.co.za

Visit [www.sacssp.co.za](http://www.sacssp.co.za) for additional information pertaining to Council's policies and guidelines for CPD.



***“CPD is the improvement of personal qualities, the conscious updating of professional knowledge and competencies throughout a practitioner's work life. It is also the key to optimize a person's career opportunities, both today and for the future”*** (Chartered Institute of Personnel and Development, 2000)

***“Knowledge is an adventurous journey, not a destination”***

## Did you know?

### Citation of the Constitution

The Citation of Constitutional Laws Act 5 of 2005 determines that the citation of the final Constitution is done without an Act number i.e. Constitution of the Republic of South Africa, 1996. Thus, no Act number is to be associated with the “Constitution. Thus, the following citations are incorrect, e.g. Constitution of the Republic of South Africa Act 108 of 1996 or Constitution of the Republic of South Africa (Act No. 108 of 1996).



## The law in our **REPORTS**

This is a short article, based on numerous sources as indicated below, on how to correctly refer to legislation in our reports and correspondence.

When we refer to legislation in our writing, we only refer to the principal Act (sometimes also referred to as the “main Act”), e.g. the Children’s Act 38 of 2005, and **not** to the amendments, e.g. “the Children’s Act 38 of 2005 as amended”. The latter is incorrect and add little value to the statement. As a general rule we do not refer to an Amendment Act, but only to the principal Act.\* For example it is **incorrect** to state “in accordance with the Children’s Amendment Act 41 of 2007” or “section 91 of the Children’s Amendment Act 41 of 2007”.

When we refer to legislation the most simple and direct way is always preferred i.e the short title, number and year of a statute without any punctuation (commas), no abbreviation for number, e.g. No. or repetition of the word Act e.g. Children’s Act 38 of 2005 is the **correct way**, whereas Children’s Act, Act 38 or 2005 or Children’s Act No. 38 of 2005 is **incorrect**. Similarly, stating in your report the Child Justice Act 75 of 2008 or the Prevention of and Treatment for Substance Abuse Act 70 of 2008 is the correct way to refer to these laws.

When you do want to refer to an Amendment Act, it is done when you want to highlight something specific in relation to the Amendment Act, e.g. “The Social Work Amendment Act 102 of 1998 changed the name of the principal Act from the Social Work Act 110 for 1978 to the Social Service Professions Act 110 of 1978”. This is mostly done in scholarly articles or research reports when the reasons of effects of an amendment are explained.

Thus, there are 3 easy rules to remember:

**Rule #1: Children’s Act 38 of 2005** without any punctuation (commas), no abbreviation for number, e.g. No., or repetition of the word Act and no reference to amendments.\*

**Rule #2: Do not use Amendment Acts independently** when you quote or refer to legislation, e.g. section 91 of the Children’s Act Amendment 38 of 2005. Always only refer to the principal Act\* (**Note:** There are some exceptions, such as the Criminal Law (Sexual Offences and Related Matters) Amendment Act 32 of 2007, but these are very few).

**Rule #3:** You only refer to an Amendment Act if you want to **highlight what changes** that Amendment Act **brought about** in the principal Act. You do not quote it as an independent Act (see rule #1).

\* **Sources consulted:** Sources of Law and Modes of Citation (UNISA); Guide to Footnoting in Law (UKZN); Potchefstroom Electronic Law Journal: Standard for Style and Citation (NWU); IIE Law Style Guidelines and Legal Referencing 2017; Stellenbosch Law Review – Editorial Policy and Style Guide (US); South African Law Journal Style Guide; Referencing and Style Guide for Graduate Students (UWC); Department of Social Work & Criminology: Reference Techniques (UP); Juta & Company Style Guide; Editorial guidelines for publication in De Jure & Sources for Plagiarism and Referencing Guidelines (Law Faculty, UP)

## THE ACT many facelifts and still going

How old is the Social Service Professions Act 110 of 1978 really? We know the date of birth - 1978! But it is an Act that has undergone many changes in its nearly 40 years of existence.

The present Act has undergone a number of amendments since 1978. The date is indeed pre-democracy, but major amendments were effected post 1994.

The first Act was the Social and Associated Workers Act 110 of 1978, which established the Council for Social and Associated Workers. This Act underwent some amendments in 1985 (technical revisions and requirements for student social workers to register), 1989 (which abolished the Council for Social and Associated Workers and established the Council for Social Work; changed the name of the Act to the Social Work Act 110 of 1978; and included social auxiliary workers) and 1983 (mainly technical amendments). In 1995, the Social Work Amendment Act 52 of 1995 initiated the first phase towards the transformation of Council as this amendment established the South African Interim Council for Social Work and provided for the abolition of the South African Council for Social Work. Shortly after the 1995 amendment, the Welfare Laws Amendment Act 106 of 1996 amended the Social Work Act, 1978, and made the South African Interim Council for Social Work more representative by enlarging its membership.

In 1998 the Social Work Amendment Act 102 of 1998 brought about changes in many parts of the 1978 Act, which changed the name of the Act to the Social Service Professions Act 110 of 1978 and to establish the first South African Council for Social Service Professions. It also allowed, for the first time, the establishment of Professional Boards.

**IMPORTANT:** Currently the Ministry for Social Development is leading a process to establish legislation for social service professions, which will, once passed by Parliament and promulgated by the State President, repeal the current Act. The Department of Social Development is currently running consultations on the Draft Social Service Practitioners Bill and you are encouraged to participate in these.

If you need a copy of the Social Service Professions Act 110 of 1978, please visit Council’s website and download it under publications.



Join us on Facebook to stay informed on the latest developments and news  
@OfficialSACSSP

# COUNCIL RESPONDED TO THE MARCH

*These are abstracts from Council's response to the Memorandum handed to the President of Council on 19 September 2016.*

**C**ouncil appreciates the memorandum received from social workers, social auxiliary workers, unemployed social workers and student social workers on 19 September 2016 regarding their working conditions.

## **On transformation and change**

Council started a transformation process 5 years ago. Unfortunately transformation is a gradual process and different changes happen over different times and it is not always easy to piece the different pieces of the puzzle together. However, the transformation process was initiated by the 3<sup>rd</sup> Council through a forensic investigation, appointment of an internal auditor to benchmark and highlight organisational risks, reviewing of organogram (and all the human resource related matters) and institution of disciplinary procedures, which took 3 years to conclude.

## **On decentralisation of Council**

Council already did a benchmarking with other statutory bodies in this regard, which indicated that a move to ensure footprint in all provinces comes at a huge infrastructural cost that will put a burden on the paying members. However, Council believes that accessibility is important and is exploring ways and means to enhance this, such as

- Council and Board members in respective provinces
- Friends of Council and social work veterans
- Social development and other service points in regional /district offices.

## **On leadership**

Council appreciates the concerns raised about its leadership and wishes to affirm that the 4<sup>th</sup> Council and two Professional Boards take their leadership responsibility seriously. Council is committed to the transformation and professional service delivery agenda affecting the social service professions in the country.

## **On transition between Councils**

Council noted and appreciates the suggestion put forward for a gapless transition between Councils. As a new Social Service Practitioners Bill is being developed through the Department of Social Development in concert with Council, this is a concrete suggestion that can be put forward. Every effort was made for a smooth transition between the 3<sup>rd</sup> and 4<sup>th</sup> Council and the respective Professional Boards, which included handover briefings and reports.

## **On engagement with stakeholders**

Council is committed towards ongoing and constructive engagement with all stakeholders to ensure that quality service delivery standards are agreed upon and implemented. Council's new 5 year strategy includes stakeholder engagement as one of the key objectives, which will be introduced from 2017 henceforth. Council and its Professional Boards will ensure that outreach and consultations are maximised within our means and mandate

## **On code of ethics**

Thanks for the very valid suggestion regarding the review of the codes of ethics. The last review was in 2014 and Council will review this again in 2017/18 and seek inputs from registrants. This matter is being referred to the Professional Boards for Social Work and Child and Youth Care respectively to table at their next meetings. The outcomes from the discussions will be communicated to stakeholders through Council's Communication Unit.

## **On maintaining and enhancing the integrity of the social work profession**

This is shared ideal and Council appreciates that this is one of the key points raised in your memorandum. Council and the Professional Boards are committed to "maintain and enhance the prestige, status, integrity and dignity of the professions" as contemplated in section 3 of the Social Service Professions Act 110 of 1978. Council acknowledges that this requires dedicated and consistent attention, and has included this in its strategic plan. In this regard Council confirms that it has an obligation to protect its integrity as the statutory body for social service professions and enhance the status and integrity of all the professions it is responsible for.

## **On advocacy for salaries**

Council shares the concerns and will continue to use every platform to provide advice, guidance and information, whilst lobbying for parity regarding remuneration, benefits and working conditions for social service professions.

## **On confidentiality and Infrastructure**

Council wishes to reiterate in support of your statement regarding working conditions' impact on the professional execution of duties. The position of Council regarding the working conditions of social workers, auxiliary social workers and child and youth care workers is that employers need to have an understanding of the professional work requirements of these professions and their obligation to deliver quality and professional services and adhere to their respective codes of ethics.

## **On promotion of professional development**

Council is committed to the continuous professional development of all social service professionals registered with it. Details on this are on our website. However, Council continues to review the provision and uptake of professional development to ensure that it is accredited and is of good quality. *Also see article on page 22.*

Council wishes to assure all social service professionals that it will do everything within its powers conferred by the Social Service Professions Act 110 of 1978, to advance the prestige, status, integrity and dignity of the professions as contemplated in the said Act.



# BOOK REVIEW

**CHILD AND YOUTH CARE PRACTICE** by Grant Charles, James Freeman, and Thom Garfat (Eds)

*Review by Sheva Leon*

**G**rant Charles, James Freeman, and Thom Garfat have put together a valuable resource to address an issue frequently neglected, scarcely written about, yet crucial to the field of child and youth care: Supervision in Child and Youth Care Practice. This book addresses the fact that all too frequently supervisors in the child and youth care field have received little training on how to be an effective supervisor and many child and youth care workers have little or no experience of receiving effective supervision as practitioners. This book puts the spotlight on the fact that when one approaches supervision through the child and youth care lens, and utilizes the child and youth care skills that are crucial to frontline work, not only can it immensely spur the growth of a practitioner, but it can also cause a 'trickle-down-effect', encouraging vital care practices to all involved.

The editors come from decades of experience and each chapter is built upon a strong foundation of research. The introduction is put together by the editors and it highlights the need for resources and training for child and youth care supervisors. The premise of the book suggests it is paramount that child and youth care supervisors utilize key frontline child and youth care skills with practitioners in order to be most effective, in the same manner that they would with a child or youth. The breakdown of the book is presented in the latter half of their introduction.

The book contains chapters written by the editors alongside other authors and professionals in the field. The first two chapters, written by Charles and Garfat, address the key skills needed in effective frontline work and how they can be applied to a supervisory relationship while making sure the practitioner feels that they 'matter' (page. 22). Leon Fulcher joins Garfat and Freeman to share their insight on the use of daily events in supervision. Garfat and Charles identify the need to provide the same amount of care, respect, and follow up for practitioners as is provided for children and families, by developing an Individual Development Plan (IDP) for the practitioners. The chapter provides guidance and samples for applying this to a supervisor-practitioner relationship.

The editors of this book have truly succeeded in presenting a refreshing approach to supervision and how to create deeper and more effective relationships. Jack Phelan nicely highlights this as he discusses boundaries in supervision and how to address varying needs. Conflicts and issues may arise and Phelan discusses how to process and work through them. He provides a clear picture that can help readers decipher where their particular agency is at with regards to effective practice. This chapter can also be useful for self-reflection.

As a child and youth care professional in this field,

I found myself feeling deeply connected with the authors as I realized the depth to which they understand the many aspects of the field. It was a treat to read and absorb. The book is further strengthened with additional snippets of stories gathered from the wealth of experience that the editors clearly hold. There is a delightful chapter on the place of humour in supervision, written by John Digney, which includes a reflection on a personal experience that greatly adds to the enjoyment and learning of the reader. An increase of similar real life stories pertaining to supervision throughout the book might have added to the book's readability and would certainly have furthered the curiosity of the layman reader.

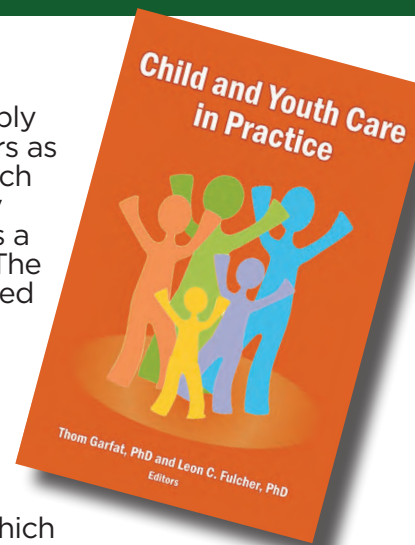
This book, although primarily directed at supervision in child and youth care practice, would also be helpful to supervisors in other fields and useful for various aspects of parenting. It would also be of benefit to faculty members in the child and youth care field. Chapter 8 is written by Grant Charles and Carla Alexander and it highlights the significance of therapeutic student supervision prior to emerging as professionals in the field. Chapter 9, by Hailey Kavanagh, puts forth insightful reflections on the supervisory relationship between student and instructor through her own experiences as a student.

In chapter 10 Kiaras Gharabaghi briefly examines traditional models of supervision, discusses other innovative approaches to supervision, and closes with the proposed alternative model of external supervision already practiced in many jurisdictions. Frank Delano follows with valuable insight on the generation of millennials and bridging the gap regarding differing perspectives and values.

In addition to these invaluable chapters, the book also includes a study guide for further discussion, debate and group work. I grew in many ways through this book and I recommend it to all practitioners, child and youth care educators and the layman reader who desires to grow their supervisory skills and increase their own self-awareness in the crucial position of mentorship.

Leon, S. (2017). [Review of the book Supervision in Child and Youth Care Practice, by G. Charles, J. Freeman & T. Garfat (Eds)]. Relational Child and Youth Care Practice, 30(3), (in print) (<http://www.rcycp.com>).

*(re-published with permission)*



**Remember to update your contact details online. See page 10 for details.**



## A TIP OR TWO

### Email communication for Professionals

Email communication is progressively replacing formal communication such as written letters. It is a convenient and responsive manner of communication. However, it also has the inherent risk of becoming a laid-back way of communication in our professional lives. First thing to remember is that email communication in your professional capacity is official and reflects on your professionalism, whether it is to a colleague, a client or any other party.

The following are some helpful guidance to social workers and child and youth care workers on professional email etiquette:

- **IT SHOWS YOUR PROFESSIONALISM.** Draft and respond to emails in a professional manner.
- **IT'S OFFICIAL AND ON RECORD.** This is very important to remember before you write an email or respond to an email. Regard all email communication, whether internal or external, as formal communication.
- **THE SUBJECT.** Always make sure that the subject line is clear and directly related to the content of the email message(s). This also helps to track email correspondence later.
- **THE SALUTATION.** Always use professional salutations – also in your replies. Avoid salutations such as “Hi there”, “Hey all”, etc. Start with a professional greeting, Dear Mrs Mokoena or Dear Andries (if you know the person).
- **MESSAGE/ TEXT.** Write your email in a concise and professional manner. Do not use shorthand or sms type language. Remember how and what you write in your email reflects on you as a professional, is on record and forms part of your professional conduct.
- **CLOSING.** End with a professional closing such as “Best regards”, “Yours sincerely”, etc. as appropriate. Always include your name as part of the closing.
- **EMAIL SIGNATURE.** Include an email signature at the end of your email that indicates your name, profession, registration number with Council, name and address of your organisation and telephone number.
- **PROOF READ** every message before you send it.
- **CC & BCC.** Carbon copy (cc) only those that need to know. Keep it to the minimum. Everybody can see who you cc to an email. Blind carbon copy (bcc) allows you to add someone to an email conversation without others knowing. This is an ideal option when you send out bulk emails to a large number of people, e.g. invitations, send emails that do not require responses or share general information or documents.
- **THINK THREE TIMES** before you press **REPLY TO ALL.** This should only be done in exceptional circumstances and when you

are certain that everyone needs to see your response. When you reply to say “thanks”, “well received”, etc. reply only to the sender.

- **IT'S NOT CONFIDENTIAL.** Remember this all the time in your writing and the information that you share.
- **DON'T BE QUICK.** Emails are immediate and have the potential to solicit a quick response that shows your anger, irritation or emotions (we are all human). Thus, the best is not to respond immediately in such circumstances. Wait until you are able to send a professional, well thought through response.
- **DOUBLE CHECK** whether you have selected the correct recipients.
- **FILE IT.** Emails constitute official communication and provides records of our engagements. For this reason all official emails must be filed electronically in accordance with your organisation's policies and printed copies must be placed on clients files as appropriate.
- **RESPOND.** Always respond to emails as soon as possible.

Your email correspondence is a testimony of who you are as a professional.

Always make sure that you follow the email policy of your organisation, practice or department.



## REGISTRATION

Enquiries related to registration matters can be emailed to any of these addresses:

[regofficer@sacssp.co.za](mailto:regofficer@sacssp.co.za)

[regofficer2@sacssp.co.za](mailto:regofficer2@sacssp.co.za)

[regofficer3@sacssp.co.za](mailto:regofficer3@sacssp.co.za)

## ADVERTISE

To advertise in this Newsletter or on our other platforms, please contact Council at [communications@sacssp.co.za](mailto:communications@sacssp.co.za)



# MEET THE STAFF



**Seated from left:** Ms. Hellen Malinga (registration temp), Ms. Dudu Mahlangu (registration temp), Ms. Anna Madonsela (registration officer), Ms. Fikile Mabena (professional conduct temp), Ms. Mahlatse Nchabeleng (registration temp).  
**Front standing from left:** Ms. Langi Malamba (Registrar), Mrs. Matilda Chirwa (PBSW secretary), Ms. Wendy Netshituni (archive temp), Ms. Mirriam Langa (archive temp), Ms. Nkele Mmola (housekeeping), Ms. Thabisile Zozwana (registration temp), Ms. Thembisile Nkosi (archive temp), Mrs. Albertinah Thabethe (human resources temp), Ms. Rosina Mogale (archive temp), Ms. Lorraine Masipa (finance & administration manager).  
**Back from left:** Ms. Nila Padayachy (acting registration supervisor), Ms. Lungelwa Mbuzo (public relations & marketing officer), Mr. Nicholas Mokwena (procurement temp), Ms. Jeaneth Hlongwa (registration temp), Ms. Boitumelo Geldenhuis (human resources specialist), Ms. Glory Modjadji (accounting clerk), Ms. Audrey Lamola (registration officer), Ms. Nomathemba Mhlana (professional conduct temp), Mr. Ben Kopotja (finance temp), Ms. Dorothy Nkuna (registration temp), Mrs. Queeneth Letsoho (registration officer), Mr. Steven Riba (receptionist temp), Ms. Cynthia Khoza (acting CPD officer), Ms. Annah Williams (ETD liaison officer), Ms. Maria Seema (finance temp), Ms. Onicca Mahlangu (procurement temp), Mrs. Wendy Manamela (administration specialist), Ms. Jacobeth Somo (registration temp).

## SAYING GOODBYE

**Dr Norah Segoati**, education, training and development manager, **Ms Marina Greyvenstein**, professional conduct manager, **Ms Gladys Jiyane**, registration supervisor, and **Ms Maruping Matlou**, archive clerk, retired this year.

During the 50<sup>th</sup> Council meeting in July 2017 the President of Council, Dr Maria Mabetoa, handed Certificates of Service to them in appreciation for their commitment and years of service to Council.

## CONTRIBUTORS

Acknowledgement of contributions that are not directly related to the core business of Council and the Professional Boards or where the authorship is not indicated with the article.

- Lungelwa Mbuzo (Interview with Registrar, pg. 5)
- Julia Zingu (Report on 3rd Council, pg. 6)
- Langi Malamba (Report Back - the first 365 days of the 4th Council, pg. 7)
- Marie Kruger (Visit to Namibia, pg. 8)
- André Viviers (License to Practice, pg. 9)
- André Viviers (Council Crossword, pg. 10)
- Lungelwa Mbuzo (Marching to Pretoria, pg. 18)
- Marina Greyvenstein (Professional conduct, pg. 20)
- Annah Williams (CPD: It's about being professional, pg. 22)
- André Viviers (The law in our reports, pg. 23)
- Rika Swansen for arranging the permissions for the book review (pg. 25)
- André Viviers (Email communication for professionals, pg. 26)

**Editorial reviews:** André Viviers, Julia Zingu, Sharon Follentine, Nompumelelo Luthuli, Lungelwa Mbuzo and Langi Malamba (Registrar)

**Language edit:** Lungelwa Mbuzo & Langi Malamba,

**Special external review of content and language edit (pro bono):** Ms Nicole Breen, LLB (UP)

**Design & layout:** André Viviers

## Behind the scenes

### REGISTRATION

We had an inside look into process to register as a social service professional with Council. Did you know that every application goes through the following process:

1. Receive and review of application to ascertain the type of application.
2. Confirm and record that the prescribe fee was paid.
3. Verification of qualification(s) as prescribed by the Social Service Professions Act 110 of 1978 and whether all required related records and documents were included with each individual application.
4. Allocation of a reference number and updating the biographical and registration data on Council's Register.
5. Issue a receipt for the registration fee received.
6. Print the Registration Certificate and card
7. Package the Registration Certificate in the required size envelope with a hard board to prevent it from bending in the postal system.
8. Address and post of the certificate and the receipt.

This registration process takes approximately two hours per new registration.

After all these steps a person is registered and recognized as a practicing social service professional on Council's Register.

Our Chief Financial Officer indicates that the registration of each individual costs an estimated average of R260 per person.

Remember incomplete applications cause delays in the process indicated here.

