



Centre for
COMMUNITY JUSTICE
and **DEVELOPMENT**

2015 Annual Report



Furthering Human Rights through Access to Justice

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Our Mission

The Centre for Community Justice and Development is committed to the furthering of human rights through the law, directing its skills in the area of criminal and social justice towards the understanding and solution of local community problems, focusing on challenges within the justice system.

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Acknowledgement of Funders

CCJD would like to acknowledge and thank the following funders for their generous support in 2015:

Atlantic Philanthropies

The Mott Foundation

The D G Murray Trust

The First for Women Foundation

The French Embassy in South Africa

The Anglo-American Chairman's Fund

The Foundation for Human Rights

The National Lottery of South Africa

HIVOS

The Multi-Agency Grants Initiative (MAGI)

The Mary Oppenheimer and Daughters Foundation

NADCAO

The Charities Aid Foundation

Our Objectives

CCJD works towards this vision by aiming to:

- Promote principles of justice and facilitate access to legal advice and resources in vulnerable and disadvantaged communities in the province of KwaZulu-Natal, South Africa.
- Promote and facilitate sustainable economic development in affected rural communities in KwaZulu-Natal.
- Uphold and promote the principles, rights and responsibilities guaranteed by the Constitution of South Africa.

1. Chairman's Message

During 2015 Professor Lund stepped down as Chairman of CCJD's Board. He had occupied this position for many years, dating back to the origin of CCJD's predecessor, The Centre for Criminal Justice. Throughout his tenure, Professor Lund was a guiding hand who ably assisted CCJD to overcome the challenges that presented themselves, including navigating the University administration. His quiet determination and vast experience will be sorely missed and CCJD wishes him well in his retirement, although we are sure to call upon him for advice in the future.



**CCJD Chairman Professor
Michael Cowling**

Fortunately CCJD has a dedicated team of staff, headed by the director Dr Winnie Martins. Not only have they succeeded in dealing with day-to-day administrative issues, but they have been able to adapt to the ever-changing world that confronts NGOs. CCJD is also served by an able and dedicated Board that has a wide variety of knowledge and expertise.

Professor Shannon Hoctor, a long-serving board member and Professor of Law at UKZN, was Chairman in an interim capacity during 2015. I was elected as Chairman in June 2016 after joining the Board during 2015, and it is in this latter capacity that I make these comments. I would also like to thank all role-players for ensuring that I inherited a "steady ship".

In regard to the work of CCJD, it is something of a contradiction that CCJD's advice offices remain so relevant 22 years into our democracy. If the multitude of rights contained in the Constitution were fully realised and implemented, there would probably not be any need for an organisation such as CCJD.

Sadly this is not the case and there are many differences between that which is guaranteed in the Constitution and the situation on the ground. This is particularly the case in rural areas, where most rural dwellers live in vastly disadvantaged conditions that are largely untouched by the Constitution. It is no exaggeration to say that many rural communities remain marginalised and that rural dwellers are often the forgotten citizens of South Africa.

And it is these people that CCJD serves through the advice offices, which are staffed by committed paralegals trained by CCJD. The support, advice and assistance of these offices empowers rural communities by providing them with knowledge of their rights that plants the seeds of self-help.

CCJD Board in 2015		
Position	Board Member	Year of Joining Board
Chairman	Professor Michael Cowling	2009
Director	Dr Winnie Martins	1997
Treasurer	Gugu Khumalo	2014
Ordinary Member	Professor Shannon Hoctor	2010
Ordinary Member	Dr May Mkhize	1996
Ordinary Member	Sipho Sokhela	2014
Ordinary Member	Professor Philippe Denis	2014

All this would not be possible without donations. However,

challenges have arisen as a result of changes in the funding environment. These range from a reluctance of certain international donors to continue to support NGOs in South Africa since the latter is regarded as a middle-income country, through to a lack of domestic funding that is probably due to reliance on international support.

Dr Winnie Martins has risen to these challenges by creating a number of income-generation projects. An example is the paralegal training that CCJD offers to individuals and NGOs in the form of a SETA-accredited

course. This course ran for the first time in 2015. Another example is that, over the years, CCJD has compiled a comprehensive database and is therefore now in the position to carry out paid research.

In this way CCJD is developing new projects and initiatives, while at the same time successfully fulfilling its core objective of managing the advice offices. As a result, it is in a strong position to ensure that the benefits of South Africa’s hard-fought constitutional democracy continue to reach into rural areas.

Professor Michael Cowling, CCJD Chairman

2. Director’s Message

2015 saw CCJD continue to provide access to justice through its community advice office programme, while taking new steps in training. Our main focus during the year was to provide the necessary support to our fifteen affiliated advice offices, which we established in 1997-1998 and have supported since then. The offices operated as usual in 2015: giving legal advice, counselling, mediation, education and referral services to thousands of poor and marginalised people in KwaZulu-Natal.

CCJD continued to provide the advice offices with the help they need in areas such as fundraising, financial management and governance. The offices are now running with increasing independence, having been registered as individual NPOs in 2010. However, they still require substantial practical assistance, and we anticipate that CCJD will continue to provide this for at least five years.



CCJD Director Dr Winnie Martins

In terms of funding in 2015, we raised the funds we needed for the normal operations of our head office and the advice offices. We maintained the same number of donors, some of whom have supported us for ten years. CCJD is grateful for the continued support of all our funders, who are a mixture of foundations, trusts, companies and individuals, from South Africa and overseas.

2015 was the first year in which CCJD provided SETA-accredited training, in the form of the Certificate in Paralegal Studies. This gives paralegals an accredited qualification that is recognised by the South Africa Qualifications Authority (SAQA). It offers students valuable skills and legal knowledge about running an advice office, and will enable paralegals to further their careers and also to earn a more competitive salary, which their valuable work deserves. Last year we offered the Certificate to ten of CCJD’s staff as well as to several from other NGOs.

CCJD Head Office Staff in 2015		
Position	Staff Member	Year of Joining CCJD
Director	Dr Winnie Martins	1994
Programme Manager	Jabhisile Sangweni	2006
Monitor	Lucky Mkhize	2001
Research Director	Wendy Leeb	2013
Development Officer	Rupert Denham	2010
Administrator	Janine Horne	2013
Accountant	Johan Nel (consultant)	2014
Trainer	Carol Friedman (consultant)	2000
Database Manager	Kary Smithers (consultant)	2008

The training was a big challenge for the students and also for CCJD in terms of providing the necessary academic support and meeting the administrative requirements. It ended successfully with all students passing and receiving their certificates. Many more paralegals have registered for 2016, including five from CCJD.

Under research, we continued to build up the profile of community advice offices, publishing a doctorate on the valuable and under-recognised work of community-based paralegals in tackling domestic violence. We published an academic article and carried out internal research on the offices in order to identify areas where

they can improve their performance. Our research is linked to the work of the advice offices and both draws from and contributes to it.

Next year, CCJD plans to expand its accredited training programme to include more paralegals at other NGOs and those working in government. The aim is to fill the gap in academic literature on this subject, and thereby to raise the profile of the work of advice offices.

In 2016 CCJD aims to generate additional income that complements our donor funding. The plan is to attract investment from government or private funders to start new business projects such as farming that employ local people. This will create much-needed jobs in rural areas where the unemployment rate is often 50%, as well as increasing the sustainability of the organisation.

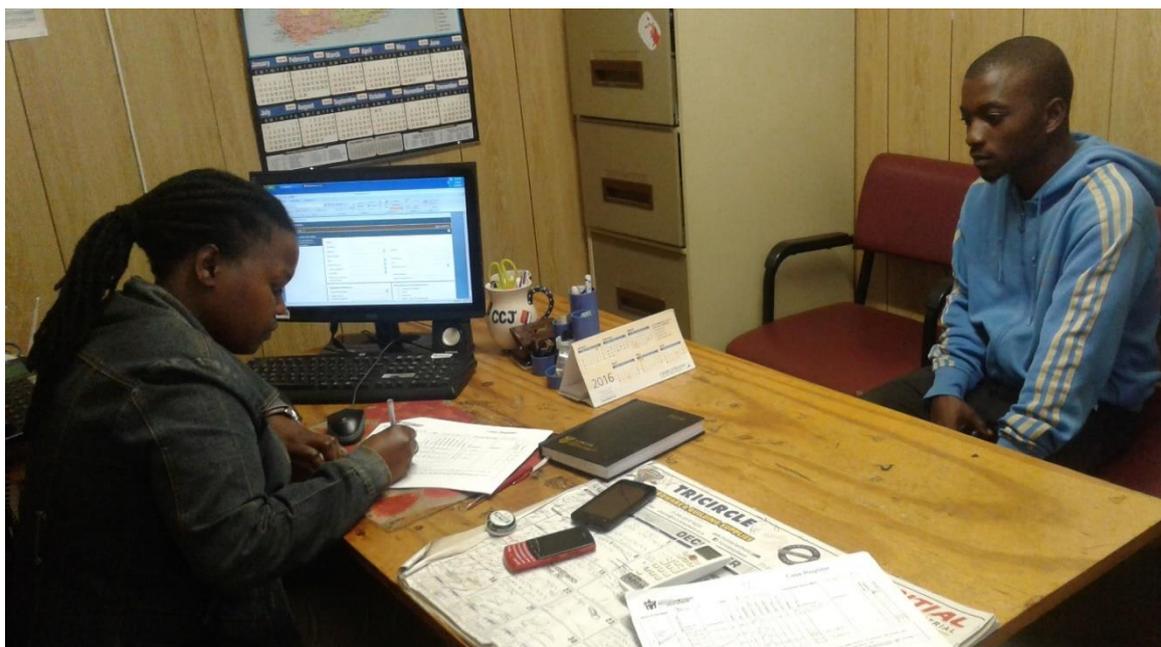
Dr Winnie Martins, CCJD Director

3. The Advice Office Programme

The Advice Office Programme, which continues to be CCJD's main focus, provides access to justice through fifteen advice offices in KwaZulu-Natal. Twenty trained paralegals, who are drawn from and live in the communities they serve, help the poor and marginalised, especially women, to access their legal rights and improve their lives. Fourteen offices are located at police stations and one is at a magistrate court, in order to offer access to the formal justice system if people wish to use it.

Staff help disadvantaged people, who otherwise lack the knowledge and means, to learn about and use the law to solve their problems. The offices provide the following services:

- They offer counselling to victims of rape and domestic violence.
- They provide legal information to inform people of their rights and possible courses of action.
- They help victims of domestic violence to apply for and obtain protection orders.
- They provide out-of-court mediation and conflict resolution in cases such as domestic violence, where parties wish to talk rather than use the formal justice system.



Bazamile Magubane of Ixopo Advice Office opens a new case with a client in 2015

- They help people to apply to government and private providers to obtain documents and financial rights such as grants, child maintenance, provident funds and pensions.
- Where they are unable to solve a problem themselves, staff refer clients to a range of service providers and follow up on referrals to help them obtain their rights.
- They conduct workshops and presentations to educate adults and children about their rights and how to access them, so that they can become self-reliant and solve their problems independently.

The twenty advice office staff have worked for CCJD for an average of eleven years, and there was no staff turnover in 2015.

3.1 CCJD Support to Advice Offices

CCJD provides support to the fifteen offices that enables them to operate at full capacity. This assistance means that the offices do not have to carry out various administrative tasks, and are free to focus on helping their clients. Each year our support involves:

- Fundraising for the full operations of the advice offices and of the CCJD head office. This includes identifying possible donors, preparing budgets, setting targets, planning projects for each office and meeting with funders.
- Managing the offices' payroll, carrying out bookkeeping and recording expenses according to funder.
- Producing reports to donors on the activities and expenditure of the offices.
- Preparing an audit each year of the financial statements for the CCJD head office and the fifteen advice offices.
- Meeting obligations to SARS for the fifteen offices and CCJD, such as ensuring monthly deductions are made and that staff receive annual tax certificates.
- Making sure that the offices have the infrastructure they need, such as telephone, internet, IT support, stationery and repairs.
- Monitoring the activities of the offices so that they meet the requirements of funders. A monitor, who is a former paralegal herself, reads all of the offices' cases, approximately 300 a month, and checks that the correct services are being provided and that all details are recorded. The Finance Officer checks expenditure and that financial records are provided.
- Dealing with human resources issues: contracts, leave-taking and disciplinary matters.
- Helping the fifteen offices to renew their NPO registration each year with the Department of Social Development. This involves guiding the offices' management committees on governance and preparing a financial report for each office.
- Providing legal advice on complicated cases where the advice offices have been unable to help their clients.
- Providing update training to the offices in certain laws that funders have asked them to hold workshops on.



Michelle Walsh joined CCJD at the end of 2015 as full-time Financial Officer. A qualified accountant with over twenty years' experience in the corporate sector, she provides valuable financial expertise.

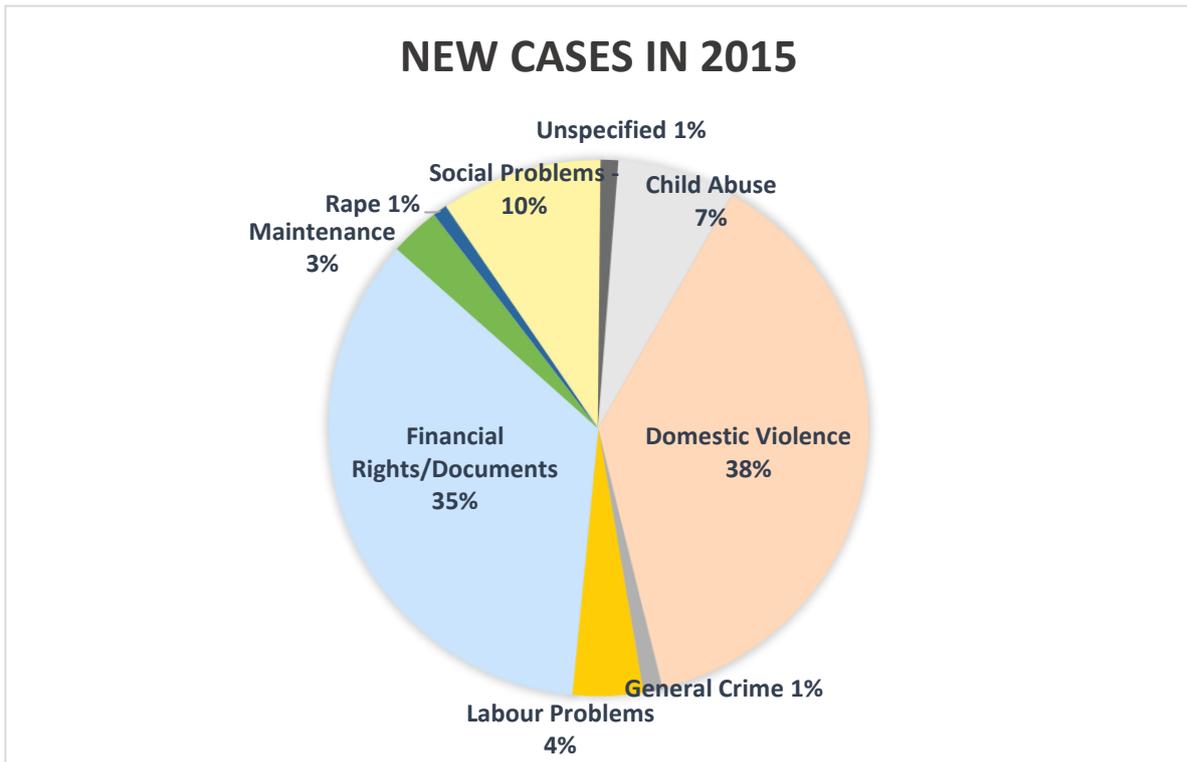
The advice offices have their own management committees and independent NPO status. Each year, CCJD gives training to the staff and these committees that enables them gradually to take on more duties themselves, as and when they are ready.

**CCJD Advice Office
Programme
Areas of Operation in
2016**



3.2 Summary of Services of Advice Offices in 2015

In 2015 the twenty paralegal staff attended to 3333 new cases, dealing directly with 7907 people. These numbers are similar to 2014, while each shows a small and encouraging increase. As the chart below shows, the most common types of cases involved domestic violence and help with obtaining documents and financial rights such as grants and pensions. These areas relate to two of the most serious fault lines in South Africa today: widespread violence in the home, and high unemployment leading to poverty, which means that a large proportion of people rely on grants and other payments to survive. Getting the right documents is an essential first step when accessing these economic rights.



Domestic Violence and Access to Financial Rights and Documents have consistently been the most common cases that the advice offices have dealt with for the last fifteen years.

Domestic violence cases showed a slight increase in number and proportion compared to 2014, while advice on documents and economic rights decreased marginally. To tackle domestic violence, staff carried out mediations in 814 cases, of which 714 had a successful outcome, a success rate of 88%. These are similar figures to 2014. In addition, the offices helped 540 victims of domestic violence to obtain protection orders. 93% of applications for protection orders were successful, with these figures being similar to the previous year.

Staff helped clients to obtain at least R 2 million in grants, pensions and provident funds and other payments, benefitting just over 300 people, a similar number to 2014. The most common documents that clients sought were IDs and birth certificates, which are required for applications for social grants, jobs and to enrol children in school. The main payments were social grants - especially the child support grant - pensions, provident funds and credit settlements between private individuals or between a customer and a business. The amount that the offices obtained for clients fell from R 8 million in 2014. The main reason for this is that the sums of individual provident fund claims in 2014 were unusually high, and last year they returned to a normal level.

In human rights education, the offices conducted 204 workshops to 4440 people, similar numbers to 2014, and gave 196 school presentations to 78 000 learners, a big increase on 2014 owing to a larger budget in this area.

Staff gave 60 community presentations to 3900 adults and also organised 32 support groups for 450 victims of domestic violence, those affected by HIV/AIDS and LGBTI groups.

3.3 Tackling Domestic Violence

Domestic abuse of women, children and occasionally of men is widespread in the communities where the fifteen advice offices operate, as shown by cases opened at local police stations, traditional courts and the offices themselves. Cases of domestic violence and child abuse have been at a consistently high level since 1997, when the offices opened. In 2015, together they made up 45% of cases.

The most common form of abuse which clients reported was emotional, followed by physical and economic. Surprisingly, a quarter of cases of domestic abuse in 2015 were opened by men, an increase from 2014.

To help stop abuse, staff carried out mediations in 814 cases, of which 714 cases had a successful outcome – a success rate of 88%. Mediation is often requested by parties because they wish to resolve a dispute privately, without involving the police and courts, and to save a relationship.

The process relies on persuasion and consensus and enables relationships to be rebuilt. Staff insist on speaking to both parties, advising them on how to resolve future conflicts and trying to preserve and reconcile relations as much as possible. By adopting a neutral stance and explaining the protections and punishments provided by the law, and using the threat of protection orders and arrest if necessary, staff solve an increasing number of disputes, educating the parties involved in the process. Success here is defined as an outcome which both parties were satisfied with and which was still in place a month after the mediation.

The offices helped 540 victims of domestic violence to obtain protection orders, and 93% of applications were successful. These are similar figures to 2014 and the high rate indicates that the advice offices were effective in helping applicants to draft applications and also in counselling them so that they did not change their minds. Staff followed up to check if the orders were being respected, or if not, being enforced by an arrest, and these orders made a large contribution to bringing an end to violence in the home.

Partners such as the police referred 1956 cases to the advice offices in 2015. In return the offices referred 1615 cases to other stakeholders in order to get the best results for clients.



This young woman came to Madadeni Advice Office in 2015 to open a case of domestic violence, having been assaulted by her partner the night before.



Paralegal Sonto Nene (left) of Madadeni Advice Office conducts a mediation in a case of domestic violence. 88% of the 814 mediations carried out by the advice offices in 2015 were successful.

Case Example:

PLL 739: Using Mediation to end Domestic Abuse

This case illustrates how the advice offices help victims of domestic violence by conducting mediations. This is one of the main ways they intervene to help women in these cases.

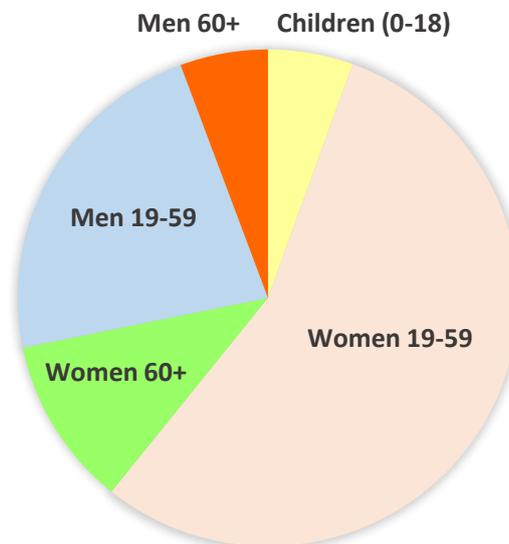
On 1st June 2015, a 25 year-old unemployed woman from Eastwood in Pietermaritzburg reported a case to Mrs Singh at Plessislaer Advice Office. She was experiencing a problem with her boyfriend who she was living with, along with their young baby. The boyfriend had abused her physically, verbally and emotionally for three months. She said she wanted someone to talk to him to get him to stop.

Mrs Singh gave counselling and advice to client, explaining her options: mediation, moving to a protected shelter in the area, or obtaining a protection order and how an order works. The woman was not interested in going to a shelter or a protection order, and only wanted someone to speak to her boyfriend and persuade him to treat her with respect.

On the same day, Mrs Singh went to the client's home to mediate the dispute. She spoke to the boyfriend and explained that what he was doing was against the law, as outlined in The Domestic Violence Act, and that if he repeated it he could be arrested. The client had the opportunity to explain to her boyfriend how his actions made her feel. The man apologized and promised not to abuse the client again. Mrs Singh advised the client to report any further abuse to the advice office. The mediation lasted 45 minutes.

On 16th July, Mrs Singh saw the client while giving a workshop in Eastwood and asked her how she was. She said that her boyfriend had changed his behaviour and there was now peace in their relationship.

AGE AND GENDER OF CLIENTS IN 2015



As the chart shows, in 2015 70% of all clients at the advice offices were female and 30% were male. 5% were children, 16% were over 60 and 79% were aged 19-59. These numbers and proportions are similar to those in 2014.

Case Example

PLL 738: Tackling Domestic Violence using a Protection Order

Assisting women to obtain a protection order is the other main way, along with mediations, that we help victims of domestic violence.

On 1st June 2015, a 22 year-old woman came to the office at Mountain Rise Police Station in Pietermaritzburg. She was experiencing a problem with her boyfriend, a 27 year-old man. They were living together but were not married. The woman reported that the man was abusing her verbally, emotionally, economically and physically. On the 27th May he assaulted her with a *sjambok* (leather whip) and burned her clothes. He also threw her out of her room, which she owned. He wanted to invite another girlfriend to move in with him.

The office provided counselling to the client and explained her options. The woman didn't want mediation or to lay a charge, and chose to apply for a protection order so that the boyfriend would move out of her room and leave her alone. The paralegal helped her to fill out the application for an order and accompanied her to the Family Court to apply for an interim protection order against the boyfriend.

On 2nd June, the client was granted an interim protection order to the advice office, to be served to the respondent. The paralegal handed the document to the SAPS who served it to the respondent on the same day. She asked the client to report back about progress.

On 21st July, the office followed up with the client and found that the man had moved out of the home, as required by the protection order, and that the abuse had ended.

3.4 Poverty Alleviation: Documents and Economic Rights

According to the most recent data from Statistics South Africa, the average unemployment rate in the fifteen local municipalities where the advice offices operate is 34%, with the highest being 57% in the Alfred Duma Local Municipality near Ladysmith, and the lowest being 16% in the Kwa Sani Local Municipality in the Southern Drakensberg.

The unemployment rate among people aged 19-59 who came to the advice offices in 2015 was much higher – 57%. Many of these clients rely on financial entitlements for their basic needs and there is therefore an urgent need to help them obtain these payments, and to get the documents which are a condition for any grants, other pay-out, or employment.

The most common documents that clients sought were IDs and birth certificates, which are required for applications for social grants, employment and to enrol children in school. The most frequent payments



In January Mpumalanga Advice Office helped three daughters (left) obtain R 60 000 in inheritance that had been illegally taken by their uncle (right). The money was handed over at the advice office.

requested were social grants (especially the child support grant), pensions, provident funds and credit settlements between private individuals or between a customer and a business or lender.

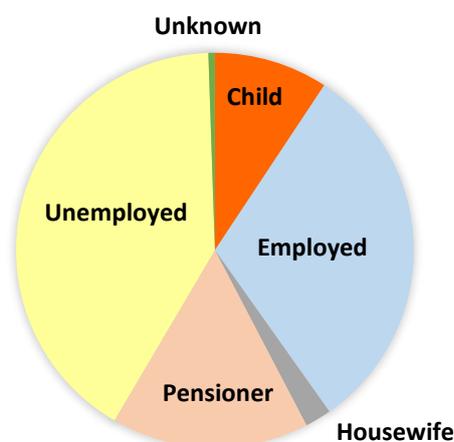
To solve these problems, the offices telephoned SASSA, Home Affairs, pension and provident funds and other providers to find out what was required. They helped clients to obtain outstanding documents and submit them, often accompanying them to hand them in. They followed up by telephone until the payment or document was issued. Often the delay was because part of an application was missing but the client was unaware of this. The offices also used mediations to reach agreements in cases of child maintenance and private disputes where one person owed the other. Three quarters of these mediations were successful.

Case Example: MPU 446: Helping a Widow to Claim her Husband’s Life Insurance

In June 2015 Mpumalanga Advice Office helped a woman to obtain her deceased’s husband’s life insurance, a payment of R 165 000. The widow originally approached the office in November 2013 to ask for help in getting the life insurance policy from Old Mutual.

The husband had died in a car accident, and the policy covered such an event. CCJD paralegal Zolta Buthelezi helped the woman to prove that the husband had died in this way by finding out the case number relating to the car accident from the police. She also contacted the hospital where the husband had been admitted and obtained his medical records. She then submitted the information to Old Mutual and in June they paid the woman the husband’s policy.

SOCIO-ECONOMIC BACKGROUND OF CLIENTS IN 2015



The chart shows the high proportion of clients in 2015 that were unemployed. Of clients aged 19-59, 57% were out of work.

Case Example: Obtaining an ID Book

In cases where the advice offices are unable to help their clients, the CCJD head office intervenes:

In May 2015 the CCJD Field Coordinator wrote to the Director of the KZN Provincial Home Affairs Office to ask for help for a disabled woman who was not able to apply for a grant because her ID had been mistakenly issued to someone else with the same name and number. Home Affairs refused to issue a grant to her because they suspected fraud.

The woman had been to Home Affairs at least ten times to resolve this matter but without success. As a result she had been unable to apply for a disability grant or a child support grant for her two children. After CCJD intervened, the Home Affairs Provincial Office instructed the local office in Ladysmith to issue the woman with a new ID book.

3.5 Human Rights Education

Each year the advice offices provide legal education through workshops with adults and presentations to children in schools. These inform and encourage people so that they learn about their rights, and identify and report abuse. Participants learn about the advice offices and other services, and are equipped with the knowledge to solve their problems independently. Many people come forward as a result to report cases.

In 2015 staff organised 205 workshops, attended by 4440 people, similar figures to 2014. Workshops explained The Domestic Violence Act, Sexual Offences Act, Children's Act, Maintenance Act, Child Justice Act, Customary Marriages Act, the law of intestate succession, and labour rights such as Operational Health and Safety and Compensation for Occupational Injuries and Diseases. Staff distributed flyers in Zulu at these gatherings. They also arranged 32 support group meetings for 450 victims of domestic violence.

The offices arranged 138 workshops with traditional leaders to discuss laws relating to the rights of women and children. The aim was to encourage the courts to be guided by these laws in their decisions. Workshops with farmworkers addressed the abuse of labour rights and led to many new cases. Meetings with the gay and lesbian community in Pietermaritzburg tackled domestic violence in gay relationships and harassment in public.

The offices gave 196 presentations in schools, attended by approximately 80 000 learners. These talks covered topics such as child abuse, teenage pregnancy and drug and alcohol abuse. These numbers showed a large increase on 2014, due to a greater budget for these activities.



Paralegal Dudu Basi (left) of Mooi River Advice Office gives a workshop at Town View Farm near Mooi River on 16th September as part of a project with The Foundation for Human Rights



Fisani Ngcobo of Plessislaer Advice Office gives a presentation to school learners in 2015

4. The Training Programme

2015 was the first year that CCJD provided its SETA- and SAQA-accredited Certificate in Paralegal Studies. Ten CCJD paralegals and several from other NGOs studied through an e-learning website, and at four teaching sessions in Pietermaritzburg. All students passed the course and received their certificates, and five more CCJD paralegals registered for the course in 2016.

The aim is to accredit the paralegals in KZN such as CCJD's who have received training and diplomas, but whose qualifications are not accredited on the national framework and cannot be traced. A second target group are those paralegals who have worked for advice offices for many years but have no formal qualifications. The course equips students to run their own advice office if they wish to, and deals with several laws that the advice offices apply in their day-to-day work.

The first module on 'Legal Principles and Practice' gave paralegals a foundation in legal concepts of jurisdiction and the sources of law, including customary law and legal authority. It covered paralegal work and the structure and procedures of the different courts in South Africa. It dealt with democracy and diversity, which is relevant to the xenophobic attitudes present in many communities.

In Module 2 students learned how to guide and refer clients in terms of legal enquiries; about mediations and how to help parties to negotiate an agreement; how to apply the principles of ethics and professionalism to a

business environment; how to monitor, reflect and improve on their own performance; and how to apply workplace communication skills.



CCJD Trainer Carol Friedman with the CCJD paralegals who studied the SAQA-accredited Certificate in Paralegal Practice in 2015. All ten students passed the one-year course.

In Module 3 students learned how to create, maintain and update record-keeping systems; and how to plan, organise and control the day-to-day administration of an office. Module 4 covered gathering and managing information for decision-making, and how to plan and conduct a research project. In Module 5 students learned how to perform financial planning and control functions for a small business, and how to use technology effectively in the practice of law.

During the year additional training was given to all of the advice offices on case-reporting, financial record-keeping and how to comply with the requirements of being an independent NPO.

5. Research

In 2015 CCJD's Director Winnie Martins completed a doctorate on 'The Role of Community-based Paralegals in Community Restorative Justice in Rural KwaZulu-Natal'. The research presents the valuable and under-recognised work of community-based paralegals in tackling domestic violence and other disputes. It demonstrates how paralegals successfully use mediations to resolve these problems, and how this process often better suits clients' needs and wishes than the formal justice system.

Winnie's motivation was to bring paralegals' experiences into the open through academic literature. She felt that the work of community-based paralegals had received too little attention, and that insufficient research existed on access to justice by paralegals. The hope is that the research will raise the profile of CCJD and help to attract funding.



CCJD Director Winnie Martins at her graduation ceremony from the University of KwaZulu-Natal, after completing her PhD in 2015

Winnie also co-authored the article 'Legal Empowerment as Social Entrepreneurship', in the book 'Incorporating Business Models and Strategies into Social Entrepreneurship'. The article, which was based on her PhD research at CCJD's Bulwer and New Hanover Advice Offices, explores the theoretical foundations of social entrepreneurship and legal empowerment and describes how community-based paralegals contribute to both of these in the rural communities where they operate. The article describes how the two advice offices alleviate poverty, obtain clients' economic rights, reduce domestic violence and provide human rights education, while using both western law and indigenous African principles of justice.

6. Funders and Projects

1. Atlantic Philanthropies and The C.S Mott Foundation



Atlantic Philanthropies, whose grant is administered by the C.S. Mott Foundation, has been CCJD's main donor for the last ten years. In 2015 it continued to support head office operations, including the new SETA-accredited training. The funding enabled CCJD to give the advice offices the help they need in fundraising, donor-reporting, bookkeeping, training, governance, monitoring, and SARS and NPO compliance.

2. The D G Murray Trust

In 2015 the D G Murray Trust funded CCJD's head office support to the advice offices and also the activities of several offices themselves. These included workshops with traditional leaders



that informed the tribal authorities of laws protecting the rights of women and children, which are relatively new compared with traditional customs, in order to encourage the courts to follow these laws in their decisions. A second aim was to explain to the traditional leaders the limits of their jurisdiction and persuade them to work more in partnership with other stakeholders.

During the year the advice offices conducted 137 workshops with 43 traditional courts on The Domestic Violence, Act, Sexual Offences Amendment Act, Maintenance Act, Customary Marriages Act and law of intestate succession. For example, staff explained that if a husband in a customary marriage dies without making a will, the law states that the wife and children inherit before the deceased's family. This goes against and overrules customary practice.

The traditional leaders were grateful for the training and showed an increased willingness to apply the spirit of the country's new laws, and a greater understanding that they do not have jurisdiction in certain cases, such as those involving child abuse, where they should refer matters. They have also demonstrated a greater willingness to work together with the police, social workers, the courts and CCJD on a wide range of cases.

3. The First for Women Foundation

a.) New Hanover

In the first half of 2015, the First for Women Foundation funded New Hanover Advice



1st for women foundation
the collective power of women

Office, which it has supported since 2012. The grant enabled the two paralegals to continue to help women in the area to bring an end to and recover from abuse.

First for Women chose New Hanover because it deals with the highest number of domestic violence cases of all the offices. The office also organises three support groups a month for victims, to help them to rebuild their lives, receive advice and moral support and come to terms with their experience.

In 2015, the office dealt with 416 new cases, with the most common being domestic violence with 60% of cases. Staff conducted mediations that successfully resolved 86 cases, and helped 109 clients to obtain protection orders.

b.) Diepsloot

In 2015, CCJD continued a project with The 1st for Women Foundation to set up a new victim support centre in the township of Diepsloot, Johannesburg. After carrying out research on the area in 2014, CCJD established a working relationship with Diepsloot Police Station, where we were given an office. Next we selected two local women to work as paralegals and gave them training in legislation such as The Domestic Violence Act, and in how to record cases and conduct workshops. The CCJD director held focus groups in the area to speak to local women about the causes of domestic violence, and met with local NGOs in order to form a joint response to gender-based violence. During the year, the two new paralegals began to attend to cases and report to CCJD.



The township of Diepsloot in Johannesburg, where CCJD has set up a new victim support centre

Diepsloot has a population of over 150,000 and a high rate of domestic violence, but only one police station and no magistrate court. There is therefore a great need for the new office. The project, which has continued into

2016, represents a new focus for CCJD, as it is the first time we have worked as consultants to set up a new advice office.

4. Anglo-American

In 2015 the Anglo-American Chairman's Fund supported Bulwer Advice Office, which it has funded since 2011. Bulwer is the most successful of CCJD's offices in obtaining financial rights for clients and this is one of the reasons that the Chairman's Fund selected it.

A further reason is that, in addition to their work at the office, the two paralegals run a children's home for abandoned children (*right*) and two community crèches, projects which they started and registered on their own initiative. In 2015 the home provided shelter, food, clothing and emotional support and guidance to 13 children, while the crèches educated 31 pre-school learners. The grant from the Chairman's Fund maintains and strengthens these three projects.

Last year the office attended to 263 new cases, with two thirds involving legal advice on obtaining documents and financial rights, and a fifth concerning domestic violence. Staff carried out successful mediations in 55 cases and helped five women to obtain protection orders. They helped clients to obtain R 601 000 in pensions, grants and retirement funds, benefitting at least 40 people.

3. The French Embassy

In 2015, CCJD carried out the first year of an 18-month project with the French Embassy's Civil Society Development Fund (CSDF). The project enabled three advice offices to focus on tackling domestic violence, child abuse and poverty. CCJD proposed the offices because they deal with a particularly high number of these cases.

In 2015, staff attended to 236 new cases involving the abuse of women and children. They conducted 96 successful mediations, bringing an end to abuse, and helped clients to apply for and obtain 81 protection orders. They also helped seven women to find places at shelters for abused women.

In cases of documents and economic rights, the offices helped clients to obtain at least R 251 160 in social grants, child maintenance, inheritances and civil claims, benefitting 22 people. Staff



Bulwer Paralegal Patricia Maphanga (pictured) started this children's home, which is supported by the Chairman's Fund

28 August 2015

I, _____, hereby give my "letter of appreciation" to Mrs. Singh.

I, _____, have been going through a rough period during the past months particularly during February - March - to which Mrs. Singh was very welcoming to me - providing counselling and advice as to how to handle my situation.

Mrs. Singh has been supportive throughout the process of going to court as well as follow up house visits to ensure my well being as well as my families.

It has been an ordeal nevertheless for my family and I, however I am glad that we had the support and comfort that Mrs. Singh has provided, Mrs. Singh has greatly provided my family and I with the knowledge of protection orders in my case scenario.

I am pleased with the outcome / end results - particularly with the support and knowledge that Mrs. Singh has provided. More so I am thankful that Mrs. Singh has helped with my protection order at the police station where I experienced a problem of it not being sent, her selflessness and regular visits to check up before and after my case.

A client wrote this letter of thanks to Mrs Singh of Plessislaer Advice Office, which was funded by the French Embassy in 2015

assisted 25 clients to apply for and obtain documents such as IDs, and successes in these cases benefitted 16 people. They also gave 72 workshops on women's and children's rights.

5. HIVOS

From September 2014 to August 2015, CCJD was funded by HIVOS, the Netherlands-based Humanist Institute for Development Cooperation, to promote LGBTI rights.

The project was carried out by Plessislaer Advice Office and focused on the four areas that LGBTI members said they most wanted help with: domestic violence in gay relationships, poor service from police and health clinics; threats, attacks and harassment from members of the public, and education about legal rights.

The highlights of the project were those cases where we brought an end to abuse, in the form either of domestic violence in same-sex relationships or harassment from strangers. Staff successfully mediated 44 cases that stopped abuse, assisted 35 clients to obtain protection orders and helped 11 people to obtain a document or financial payment.

The paralegals conducted 74 workshops and attended 114 meetings where they raised LGBTI issues with other stakeholders. They also arranged for the NGO The Gay and Lesbian Network to hold 14 workshops with the management and staff of Plessislaer and Taylor's Halt Police Stations. These sensitized the police to deal more fairly with cases involving LGBTI members.

6. The SA National Lottery

In April CCJD received a one-year grant from The National Lotteries Commission. The grant falls under the Lottery's Charities Sector, which focuses on protecting the vulnerable. During the year it supported the work of the advice offices as they alleviated poverty by helping clients to obtain their financial rights such as social grants, pensions and retirement funds.

7. The Foundation for Human Rights



FOUNDATION FOR
HUMAN RIGHTS

A just society for all



In February 2015 CCJD arranged for the Crime Prevention Unit at Plessislaer SAPS to receive a workshop on Gender and Sexuality from The Gay and Lesbian Network. The LGBTI community had often complained that the police station was not dealing sensitively with the cases they report.



The Foundation for Human Rights (FHR), which is funded by the European Union, last year partnered with CCJD on a project to help farm workers and farm dwellers, which was a follow-up to one carried out in 2013. Seven staff at five advice offices conducted 26 workshops on The Basic Conditions of Employment Act, Operational Health and Safety Act (OHS), Compensation for Occupational Injuries and Diseases Act (COIDA), The Maintenance Act and The Children's Act.

Staff helped farm labourers and dwellers to make land claims, to apply for UIF and compensation for injury, and to overturn unfair dismissals. They negotiated on behalf of clients with the Departments of Labour and Land Affairs to obtain these rights.



Some of the participants at a workshop on 4th September at Two Rivers Farm near New Hanover for the project with FHR. Most clients who come to the advice office either live on or work on farms.

In cases of domestic violence, the offices provided mediations and counselling to parties in dispute, and helped victims to obtain protection orders. On matters of child maintenance, they mediated the dispute or advised applicants on what documents to take to the maintenance court.

8. The Mary Oppenheimer and Daughters Foundation

The Mary Oppenheimer and Daughters Foundation has supported Madadeni Advice Office since 2013. The office was chosen because it deals with an especially high number of domestic violence cases.



In 2015, the grant enabled the office to deal with 489 cases, of which 293 were new, with just over half involving domestic violence and a third relating to obtaining financial rights. The office conducted successful mediations in 190 cases to solve clients' problems, helped 17 women to obtain protection orders, and obtained child maintenance and credit settlements for 54 people.

9. The Raith Foundation and NADCAO

At the end of 2015, the Raith Foundation donated to CCJD's database development and research. The grant was administered by NADCAO, the National Alliance for the Development of Community Advice Offices. The database, which was introduced in 2012, is currently being refined and updated to accommodate all the possible problems that clients present at the offices, and every outcome that paralegals use to solve the problems. The grant has enabled us to make these improvements to the database. It also contributed to the research programme.

Paralegals use the database to record electronically every case that they deal with, approximately 300 per month. They record the clients' personal details, their interview statement, the social context of the problem, services provided, outcome, time taken, number of people affected and client satisfaction.



10. The Multi-Agency Grants Initiative



In the first half of 2015, CCJD completed a one-year project with MAGI, The Multi-Agency Grants Initiative. The project focused on three groups: those affected by HIV/AIDS, immigrants and refugees, and the gay and lesbian community. Five advice offices, Plessislaer, Glencoe, Ekuvukeni, Osizweni and Madadeni, gave 96 workshops to these groups. The paralegals attended to approximately 40 cases to help clients obtain IDs and grants, tackle domestic violence and to access health services.

11. The Charities Aid Foundation

In August a private individual in London made a donation through the Charities Aid Foundation for new printers for the advice offices, and for staff bonuses at the end of the year. The funder first made a donation in 2011 of computers and printers to each of the offices. Since then he has been an interested follower of CCJD's work and after five years he generously offered to replace the office equipment, which was showing signs of wear and tear. The computers and printers have enabled the advice offices to provide a quicker and more efficient service to their clients, and to change their reporting from a paper system to an electronic one that enables CCJD to gather more data and combine and analyse it easily.

8. Challenges and Plans

The first year of SETA training presented several challenges, with some students needing extensive academic help to enable them to pass their modules. The administration of the course, which involves moderation, verification and site visits by SETA, was time-consuming and often slow.

In the future, CCJD plans to expand its accredited training programme to include paralegals at other NGOs and those working in government. We intend to carry out research on community-based advice office across South Africa as well as in Kenya, Malawi, Sierra Leone and Rwanda. The aim is to fill the gap in academic literature in

this area, and to raise the profile of the work of the offices. This will be useful when approaching the South African government for recognition, regulation and support of the advice office sector.

In the next year, CCJD intends to introduce a business model into its operations to generate income. The aim is to start new projects such as farming and property letting, and to employ local people in these businesses. This will serve both to create extra income for CCJD and also to create employment in the rural areas around the advice offices, where unemployment is often over 50%. It will increase the sustainability of the organisation and also economically benefit the communities where we operate.

9. The Advice Offices

Bergville Advice Office		
	<p>Address: Bergville Advice Office, c/o Bergville Police Station, P O Box 36, Bergville 3350</p> <p>Paralegal: Thabile Madondo</p> <p>Year of Joining CCJD: 2013</p>	 <p>Paralegal Thabile Madondo conducts a workshop in July on The Basic Conditions of Employment Act.</p>
Bulwer Advice Office		
	<p>Address: Bulwer Advice Office, c/o Bulwer Police Station, PO Box 7, Bulwer 3244</p> <p>Paralegals: Patricia Maphanga, Nokuthula Mchunu</p> <p>Year of Joining CCJD: 1998 and 2002</p>	 <p>Staff of Bulwer Advice Office with members of the local police station, where the office is based.</p>
Ekuvukeni Advice Office		
	<p>Address: Ekuvukeni Advice Office, c/o Kwa Hlathi Traditional Court, Ekuvukeni 3383</p> <p>Paralegal: Nombuso Ngcobo</p> <p>Year of Joining CCJD: 1998</p>	 <p>Ekuvukeni paralegal Nombuso Ngcobo (right) helped the grandmother of this child to get an immunisation card at the local clinic. The mother had abandoned the child.</p>

Estcourt Advice Office



Address:
Estcourt Advice Office, c/o Estcourt Police Station, P O Box 10, Estcourt 3310
Paralegal:
Phumelele Mathonsi
Year of Joining
CCJD: 2011



Estcourt paralegal Phumelele Mathonsi gives a presentation to primary school children in 2015 on the subject of bullying and child abuse.

Glencoe Advice Office



Address:
Glencoe Advice Office, c/o Glencoe Police Station, PO Box 4, Glencoe 2930
Paralegal:
Sibongile Mchunu
Year of Joining
CCJD: 1998



Glencoe paralegal Sibongile Mchunu. The Glencoe office deals with a number of land restitution claims, more than any other office.

Himeville Advice Office



Address:
Himeville Advice Office, c/o Himeville Police Station, PO Box 2, Himeville 3256
Paralegal:
Sindi Mjoli
Year of Joining
CCJD: 2012



Himeville paralegal Sindi Mjoli (right) conducts a workshop on a farm on domestic violence in July.

Impendle Advice Office



Address:
Impendle Advice Office, c/o Impendle Police Station, Private Bag X511, Impendle 3227
Paralegal:
Zodwa Maramane
Year of Joining
CCJD: 1999



Paralegal Zodwa Maramane (left) with a police constable, at the station where the office is based.

Ixopo Advice Office



Address:
Ixopo Advice Office, c/o Ixopo Magistrate Court, Private Bag x541, Ixopo 3276
Paralegals:
Bazamile Magubane and Judith Caluza
Year of Joining
CCJD: 2006, 2014



Paralegal Judith Caluza (right) conducts a workshop on domestic violence in 2015.

Madadeni Advice Office



Address:
Madadeni Advice Office, c/o Madadeni Magistrate Court, Private Bag X5010, Madadeni 2951
Paralegal:
Sonto Nene
Year of Joining
CCJD: 1998



Paralegal Sonto Nene gives a presentation to school learners on child abuse and drug and alcohol during 2015.

Mooi River Advice Office



Address:
Mooi River Advice Office, c/o Mooi River Police Station, PO Box 42, Mooi River 3300
Paralegal:
Dudu Basi
Year of Joining
CCJD: 2005



Farm dwellers hold up fliers in Zulu on The Domestic Violence Act at a workshop near Mooi River in August.

Mpophomeni Advice Office



Address:
Mpophomeni Advice Office, Mpophomeni Police Station, Merrivale, Howick 3291
Paralegal:
Cabangani Mtshali
Year of Joining **CCJD:**
2014



Members of a support group for abused women organised by the advice office.

Mpumalanga Advice Office



Address:
Mpumalanga Advice Office,
c/o Mpumalanga Police Station,
PO Box 827,
Hillcrest 3650
Paralegal:
Zolta Buthelezi
Year of Joining
CCJD: 2004



Mpumalanga paralegal Zolta Buthelezi conducts a home visit with a police constable in 2015.

New Hanover Advice Office



Address:
New Hanover Advice Office, c/o
New Hanover Magistrate's Court,
PO Box 24,
New Hanover 3230
Paralegals:
Z. Khanyile, T. Miya
Year of Joining
CCJD: 1998 and 2005



Participants at a workshop for farm labourers in September near New Hanover. Paralegal Zandile Khanyile is on the left.

Osizweni Advice Office



Address:
Osizweni Advice Office, c/o Osizweni Police Station,
Private Bag X4013,
Osizweni 2952
Paralegal:
Sibongile Masondo
Year of Joining
CCJD: 2002



Osizweni paralegal Sibongile Masondo. The Osizweni office deals with an unusually high number of domestic violence cases.

Plessislaer Advice Office



Address:
Plessislaer Advice Office, c/o Plessislaer Police Station,
Private Bag X911,
Pietermaritzburg 3200
Paralegals:
Theresa Thusi,
Fisani Ngcobo,
Khanyi Singh
Year of Joining CCJD:
1999, 2002 and 2005



Plessislaer paralegal Khanyi Singh (left) makes a home visit in 2015 to check if the agreement reached at a mediation is still in place.

9. Financial Statement: 2015 Audit

The 2015 audit was carried out by registered auditors and chartered accountants Turning Point Consultants. The income and expenditure are shown below, along with the assets at the end of the year. The full audit is available on our website at www.ccid.org.za.

CENTRE FOR COMMUNITY JUSTICE AND DEVELOPMENT NPC

(Registration Number 2012/214805/08)

Annual Financial Statements for the year ended 31 December 2015

Statement of Comprehensive Income

Figures in R	Note(s)	2015	2014 Restated
Revenue		3,689,179	5,007,296
Other income		96,030	404,907
Operating costs		<u>(5,127,911)</u>	<u>(4,945,508)</u>
Operating (loss)/profit	8	(1,342,702)	466,695
Finance income	9	19,367	22,683
Finance costs	10	<u>(3,766)</u>	<u>(22)</u>
(Loss)/profit for the year		<u>(1,327,101)</u>	<u>489,356</u>

6. Cash and cash equivalents

Favourable cash balances

Cash on hand	881
Bank balances	<u>2,410,989</u>
	<u>2,411,870</u>

Overdraft

Bank overdraft	<u>370</u>
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Current assets	2,411,870
Current liabilities	<u>(370)</u>
	<u>2,411,500</u>