



CENTRE FOR COMMUNITY
JUSTICE & DEVELOPMENT

2016 Annual Report



Furthering Human Rights through Access to Justice

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Our Vision

To achieve access to justice for all

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 community justice and development towards the understanding and solution of local community problems, focusing on challenges within the justice system.

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 rural communities in KwaZulu-Natal.
- Uphold and promote the principles, rights and responsibilities of the Constitution of South Africa.

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Acknowledgement of Funders

CCJD would like to acknowledge and thank the following funders for their generous support in 2016:

The Mott Foundation

The Open Society Foundation for South Africa

The D G Murray Trust

The First for Women Foundation

The Foundation for Human Rights

The French Embassy in South Africa

The Anglo-American Chairman's Fund

The National Lotteries Commission of South Africa

The Mary Oppenheimer and Daughters Foundation

NADCAO

The Raith Foundation

The Stella Trust

Mr Eugene Jilg

'Pro bono' services from Hay & Scott Attorneys
and Mr Pat Stilwell

1. Chairman's Message

During the course of the year under review, CCJD has continued to grow from strength to strength. This has been largely due to the competent and dedicated staff members ably led by the director, Dr Winnie Martins. This strong foundation has greatly facilitated my role as chair of the board

CCJD continues to excel at its core objective, which is the provision of legal advice and support in rural areas through the operation of 15 advice offices throughout KwaZulu-Natal. Sadly this type of service remains a much-needed necessity, despite the advent of constitutional democracy more than 20 years ago. For various reasons the protection of the Constitution and the fundamental rights contained in it often fail to reach rural areas. As a result the advice offices continue to play a valuable role in this regard.



**CCJD Chairman
Professor Michael
Cowling**

Although the NGO sector in South Africa is generally facing a tight funding situation, CCJD's position is currently secure and the future looks relatively healthy. While funding from the DG Murray Trust came to an end recently (due to the fact that the Trust no longer funds advice offices), the latter has been adequately replaced by The Open Society Foundation for South Africa and The Foundation for Human Rights

CCJD Board in 2016		
Position	Board Member	Year of Joining Board
Chairman	Professor Michael Cowling	2014
Director	Dr Winnie Martins	1997
Treasurer	Gugu Khumalo	2014
Ordinary Member	Professor Shannon Hctor	2010
Ordinary Member	Dr May Mkhize	1996
Ordinary Member	Sipho Sokhela	2014
Ordinary Member	Professor Philippe Denis	2014

The year saw an improvement in the internal financial systems of CCJD, which were introduced by Ms Michelle Walsh who was welcomed aboard as fulltime finance officer in January. As a result, the audit process ran more smoothly than in previous years and money has been saved through a more efficient accounting system, moving away from cash to accrual. In some instances this new and improved system has been a condition for additional funding, and has therefore assisted the fundraising process. Within the advice offices themselves it has also resulted in more efficient bookkeeping and budgeting.

The activities of the advice offices are augmented by CCJD's training programme, a SETA-accredited paralegal course that provides communities with trained paralegals who are able to carry out advice office services in needy areas. In addition, CCJD has a database compiled from information obtained from the advice offices and case studies, which is a useful research tool.

In order to meet the challenges of limited funding, Dr Martins is currently developing a number of income-generating projects that we hope will ensure sustainability and which are intended to reduce reliance on donors. Her innovative activities are to be welcomed because the securing of adequate funding is always problematic. I wish her every success in this regard.

Given the fact that the NGO sector in South Africa is currently facing a crisis, I am privileged to be able to describe the strengths of CCJD and to say that it is facing a healthy future. This has all been made possible by the staff and board members to whom I offer my heartfelt thanks.

Professor Michael Cowling, CCJD Chairperson

2. Director's Message

As I write this, CCJD's advice office programme marks its twentieth anniversary, and the need for the advice offices remains as strong as when CCJD established them in 1997. There are still widespread challenges with access to justice in the rural areas where we operate, and people are reluctant to come forward to the police and courts, preferring instead the services of the advice offices, and often using them as a way of accessing the formal justice system. The other needs that the offices came to address over time, such as for help getting financial rights and documents, are as present as ever. They are driven by people's difficulty in dealing with government and private service providers alone; and are given urgency by the socio-economic situation of clients, half of whom are unemployed.



**CCJD Director Dr
Winnie Martins**

Every month staff report cases of domestic violence where they have brought an end to abuse through their intervention; and of social grants and retirement funds that they helped desperate clients to obtain when it was a family's main source of income and they couldn't access it without help. Staff uncover child abuse and refer these cases to social workers who remove children from abusive homes. Recently they have started to deal with an increasing number of cases involving drug addiction, and they work closely with police and rehabilitation centres on these.

While it is important for the advice offices to continue this work, I believe CCJD should do more, by focusing on job creation. Currently we help thousands of people each year to get out of abusive relationships, and to obtain financial rights such as grants. But half of the adults of working age that we help are unemployed. Some grants are too small to enable a person to afford a healthy diet for their

CCJD Head Office Staff in 2016		
Position	Staff Member	Year of Joining CCJD
Director	Dr Winnie Martins	1994
Programme Manager	Jabhisile Sangweni	2006
Monitor	Lucky Mkhize	2001
Finance Officer	Michelle Walsh	2016
Development Officer	Rupert Denham	2010
Researcher	Wendy Leeb (consultant)	2015
Trainer	Carol Friedman (consultant)	2000
Database Manager	Kary Smithers (consultant)	2008

family, or school fees and other needs. Victims of domestic violence are mostly financially dependent on their partners, and many tell us they would leave the relationship if they could afford to. Therefore in 2017 CCJD will focus on economic empowerment and job creation, to complement its legal empowerment work.

With regard to the funding situation, in 2016 the number of donors and overall income was similar to 2015. We started a partnership with the Open Society Foundation for South Africa, and received a new donation from The Foundation for Human Rights (FHR), who are funded by the European Union. FHR funded six advice offices in 2016, and we had to work hard to meet the reporting standards, which we managed to do. Along with the Mott Foundation, these are our main supporters. I would like to express my strong gratitude for the generosity of these and our other donors last year. Their help has made a significant and measurable difference to the lives of thousands of rural men, women and children.

As well as supporting the advice offices, CCJD runs a training programme that equips our and other paralegals with an accredited qualification. In 2016 five CCJD students completed the course, while ten did so in 2015 along with twelve from other organisations. Having this qualification means advice office paralegals can present a stronger argument to the South African government for state support and recognition of the advice office sector, and this offers another way of obtaining long-term funding. The qualification also helps staff to develop their careers outside of an advice office if they wish to.

Using these different approaches to obtaining funding, we are confident that we will secure the long-term future of the advice offices, so that they can continue their work of the last twenty years, combatting abuse, alleviating poverty and raising awareness of human rights. The offices will thereby have a platform from which to attempt something new – to branch out into the area of economic empowerment through job creation.

Dr Winnie Martins, CCJD Director



CCJD head office and advice office staff at the 'Sisters with Blisters' Fun Walk in Durban on 19th November, with board member Dr May Mkhize (left). The walk was organised by First for Women, who are one of our funders, and the proceeds were donated to CCJD.

2. The Advice Office Programme

Advice Office Programme Areas of Operation in 2016



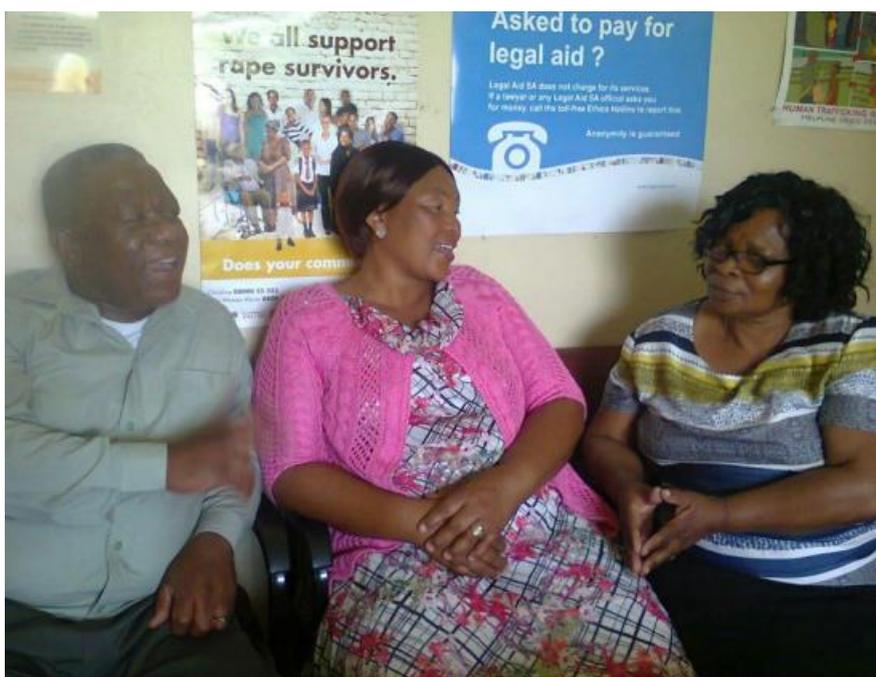
CCJD's main focus is its Advice Office Programme, which provides access to justice through fifteen advice offices in KwaZulu-Natal. Twenty staff, all local women with legal qualifications, help people in rural areas, small towns and informal urban settlements to understand and use the law to solve their problems. Staff have worked for CCJD for an average of just over twelve years, and seven staff have been with us for twenty years, having joined in 1997-8 when the programme began.

"I believe very highly in CCJD and the amazing work you do."

Beatrice Watermeyer, Tshikululu
Social Investment Specialist,
December 2016

The offices are located at police stations and magistrate courts in order to provide access to the formal justice system, and to encourage people to use it. Staff help disadvantaged communities to access their rights and improve their lives, by providing 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 conduct out-of-court mediation and conflict resolution in cases such as domestic violence, where parties wish to talk rather than lay a charge or get a protection order.
- They help people to apply to the government and private service providers to obtain documents and financial rights such as grants, child maintenance and pensions.
- Where they are unable to solve a problem themselves, staff refer clients to a wide range of service providers and follow up on referrals to ensure clients obtain the best possible outcome.
- They give 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.



Paralegal Sonto Nene of Madadeni Advice Office conducts a mediation in a case of domestic violence in 2016

In January 2017 an external evaluator interviewed CCJD head office and advice office staff, as well as clients who use the offices, to assess an 18-month project that we completed in 2016. Here is an excerpt from the report:

"The project has made a tremendous impact on many people's lives, especially in terms of the cases that were attended to. Regarding qualitative change, the organisation has recorded many stories of changes where domestic abuse has stopped, and where people could be helped through obtaining grants. Even where cases were not solved, the project could provide psycho-social support."

- Julia Plessing, independent evaluator for the French Embassy

a. CCJD Support to Advice Offices

CCJD provides support to the fifteen offices by fundraising for them and performing administrative roles such as bookkeeping. This assistance means that the offices possess the resources they need and have more time focus on helping their clients. Each year our support involves:

- Fundraising for the advice offices and head office. This involves identifying possible donors, budgeting, setting targets, planning projects for each office and meeting with funders. In 2016 we found two new funders, and nine of the offices now have their own donor.
- Managing the offices' payroll, bookkeeping, and recording expenses according to each funder. Several funders require the offices to pass an audit at the end of the project, and we work with them to ensure their bookkeeping is correct.
- Producing reports to donors on the activities and expenditure of the offices' projects.
- Preparing an audit each year of the financial statements for the head office and advice offices. In 2016 we changed our accounting system from cash to accrual, which was a requirement of some funders.
- Meeting obligations to SARS, for example making monthly tax deductions. Each year we obtain a tax clearance certificate from SARS, which is a requirement of some donors.
- Ensuring that the offices have the infrastructure and technical support they need, such as telephone, internet, IT support, stationery and repairs. Payments for these are made by head office on behalf of the advice offices.

"It has been a real pleasure meeting you and I am inspired by the work you do in the support centres. I wish you all the very best for CCJD and the support centres!"

- Elinor Kern, Tshikululu CSI Specialist,
May 2015



CCJD trainer Kary Smithers explains to the advice office staff how to record cases on the updated case database during three days of training in Pietermaritzburg in November 2016

- Monitoring the activities of the offices to ensure that they meet funders' requirements. 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 provided and that all details and outcomes are recorded. The Finance Officer checks expenditure and that financial records are provided.

- Dealing with all Human Resources issues: contracts, leave-taking, recruitment and disciplinary matters.
- Renewing the NPO registration for each of the fifteen advice offices every year. This involves guiding the offices' management committees on their role and submitting reports to the Department of Social Development.
- Providing legal advice on complicated cases where the advice offices are unable to help their clients.
- Giving update training in legislation to the advice offices in certain laws that funders have asked them to hold workshops on.

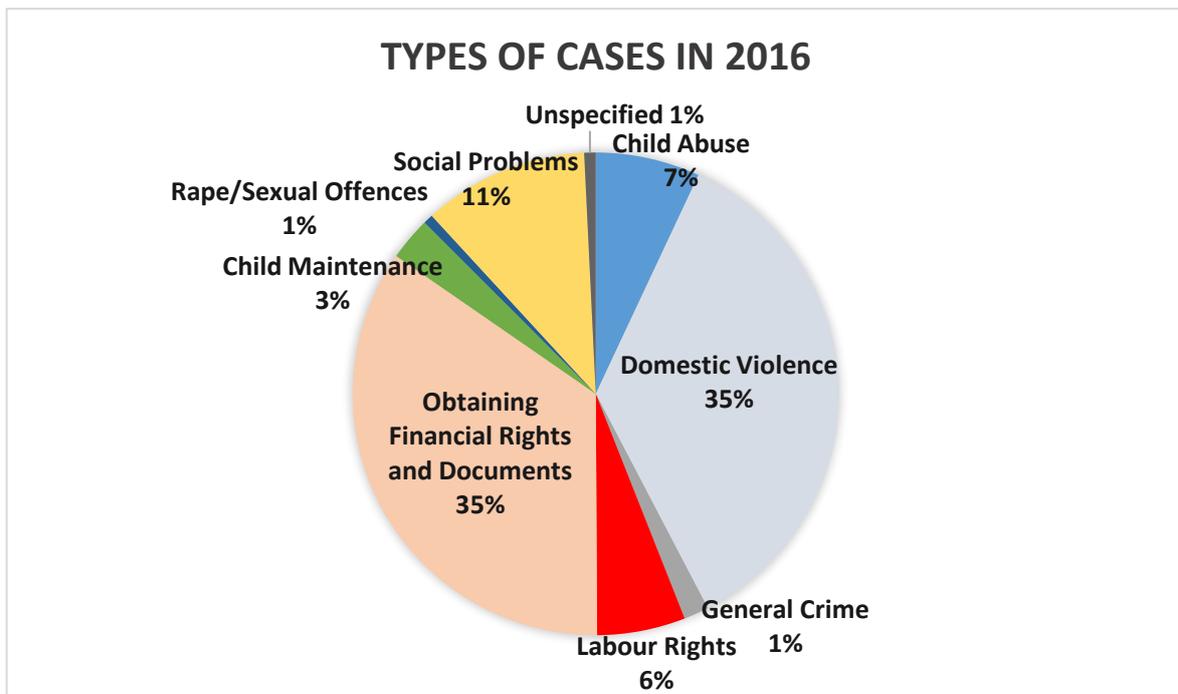
“CCJD has a very good monitoring and documentation system, through which it can analyse its progress and show accountability to its donors. It has been able to continuously provide services for almost two decades and is constantly reflecting on ways to ensure future sustainability.”

– Julia Plessing, independent evaluator for the French Embassy, January 2017

Each advice office has its own management committee and independent NPO status. Every year, CCJD gives training to the staff and these committees to enable them gradually to take on more duties themselves, as and when they are ready.

b. Summary of Services of Advice Offices in 2016

In 2016 CCJD’s fifteen advice offices attended to 4582 cases involving 8200 clients, similar figures to 2015. As the chart below shows, the most common cases involved domestic violence and help with obtaining documents and financial rights such as social grants. For the past ten years, these two issues have consistently been the most reported problems at the offices.



Domestic violence and access to financial rights and documents were again the most reported problems at the advice offices in 2016

These areas relate to two of the most serious problems 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 for food and other basic needs. Getting the right documents is an essential first step when accessing economic rights, which often support whole families.

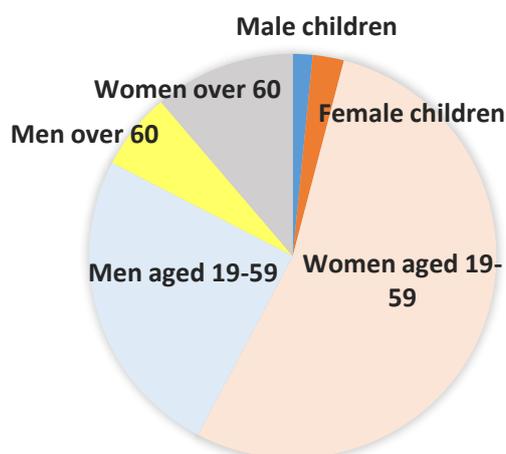
To tackle domestic violence, the paralegals conducted mediations that successfully resolved 790 cases, helping to bring an end to abuse. This compares to 714 successfully mediated cases in 2015. Staff also helped victims to obtain 471 protection orders, compared to 540 in 2015.

In cases of financial rights and documents, staff helped clients to obtain at least R 1.6 million in grants, pensions, child maintenance, inheritances, insurance claims and retirement funds. These benefitted approximately 250 people. The amount obtained and number of beneficiaries are similar to 2015.



Thabisile Miya (right) attends to clients in 2016 at New Hanover Advice Office

AGE AND GENDER OF CLIENTS IN 2016



Last year 67% of clients were female and 33% were male. 78% were aged 19-59, 18% were 60 and over, and 4% were children. These numbers and proportions are similar to those in 2015.

To educate people about their rights, staff gave 98 workshops to 4 220 adults and 179 presentations to 75 200 school learners. The number of workshops decreased from 205 in the previous year, though the number of people attending the events remained similar, since the number of participants per workshop was higher. The reason that we conducted fewer activities is that two projects that funded workshops in 2015, with the D G Murray Trust and French Embassy, came to an end in 2016, and we relied on these for workshop budgets, which usually vary from year to year.

To deal with the effects of domestic abuse, staff also organised 39 support groups for 593 affected women.

3.3 Tackling Domestic Violence

Domestic abuse of women, children and occasionally of men is widespread in the communities where the advice offices operate, as shown by cases reported to local police stations, traditional courts and the offices themselves. Cases have been at a consistently high level since 1997, when the offices opened. In 2016 together they made up 43% of cases, with domestic violence comprising 35%. The most common forms of domestic abuse that clients reported were emotional, physical and economic abuse.



A woman who came to an advice office in 2016 to report domestic violence. The office helped her to apply successfully for a protection order. As a result the perpetrator was removed from the home and the abuse stopped.

To tackle domestic violence, staff give clients counselling and advice and explain their options: laying a charge, applying for a protection order, or undergoing a mediation at the office. Where there are shelters for abused women nearby, they help to arrange a place there if they wish. Mediation is often

Case Example: Using Mediation to end Domestic Abuse

On 2nd August 2016, a 36-year-old-woman came to an advice office to report domestic violence by her husband. He was physically violent and insulting, especially when drunk. The day before he had accused her of having an affair and forced her to leave their home. She reported the problem to the traditional court who referred her to the advice office.

The office paralegal telephoned the husband inviting him for mediation, but he refused, saying that she should come to his home. She arranged to visit their home to mediate with them on 3rd August.

At the mediation staff explained the protections and punishments of The Domestic Violence Act and gave both parties the chance to tell their side of the story. The husband apologised and promised to drink less and stay at home more. The wife accepted the apology.

Staff followed up a month later and the wife said her husband was no longer abusive.

requested by parties in less serious cases of abuse where they wish to save their relationship and do not want to use the formal justice system of protection orders, arrests and court cases.

Staff carried out mediations in 957 cases, of which 790 cases had a successful outcome – a success rate of 83%. Success here is defined as an outcome that both parties were satisfied with and which was still in place a month after the mediation. Many couples choose mediation because it tackles the underlying factors that contribute to the problem, whereas criminal justice only looks at the problem before the court.

The following letter was written in December 2016 by a woman whose husband had assaulted her several times, often while he was drunk. The wife did not want to have him arrested, but for him to stop the abuse and apologise. The local paralegal called the husband to the office and explained the Domestic Violence Act, warning him of the consequences of his actions if he repeated them and giving him a chance to apologise. After this the abuse ended.

House no
Blaaubosch Farm
Ward 12

Mama Sonto Mna
Mgithi angadlwise ububonga kabhu
kwesimo Sami Sabaqano kabhulu
ekhaya no Baba walibona iPhutha
lathu. Natolisa kabhulu. Singathi
ungasubekela khambili. Nomsebenzi
watho Suyabonga kabhulu hinq
mndeni wathwa

Phoni: B...
Contact no 072:

Letter of Thanks (translated from Zulu)

‘Mama Sonto, I am saying thank you. My problem is much better at home. My husband saw his mistake and apologised. I feel I can go forward, We the ... family thank you very much for your work.’

“At the court there is no opportunity to disagree with the punishment. It takes a decision that we do not agree with. For example, we would prefer our husbands to be given a warning, not to be sent to jail.”

– Client at Bulwer Advice Office

The offices helped 471 victims of domestic violence to obtain protection orders, and 70% of applications for protection orders were successful. 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.

Case Example: Using a Protection Order to Bring an End to Domestic Violence

On 3rd May a 44-year-old-woman came to an advice office to report that she was suffering from domestic violence from her brother-in-law, who is her neighbour. A few months ago they had an argument and he attacked her with a broken bottle. She was badly injured and needed stitches. She opened a case, which was being investigated. He then threatened to stab her for opening a case. She wanted to be protected.

The office explained her options and she chose a protection order. The office paralegal helped her to fill in the forms and apply for the order. On 28th June the order was confirmed and served to the respondent.

On 10th September the office visited the client’s house to do a follow-up. The woman said that since the order was granted the brother-in-law had not been aggressive and she felt safe now and she knew what to do if the order was broken. She was grateful for the help of the advice office. Since the man was no longer threatening her, she decided to drop the case against him.

In dealing with these cases, the offices worked closely with partners such as the police, magistrate courts and social workers, who referred 1745 cases to the advice offices last year. In return the offices referred 1580 cases to these partners, in order to get the best outcomes for clients.

Support Groups



A support group organised by Mpophomeni Advice Office in 2016

Most victims of domestic violence that we see blame themselves and have little self-confidence. They need help to deal with their experiences and rebuild their lives. Therefore during the year staff arranged 39 support group meetings for 593 affected women. At these meetings, they shared their story with people who had undergone the same experience, understood the pain they feel and did not judge harshly.

Each person was given time to tell their story and during the meetings

“At first many didn't understand when we invited them to attend these meetings, but when they came they saw the importance of having a support structure.”

Thabisile Miya, paralegal at New Hanover Advice Office, 2016

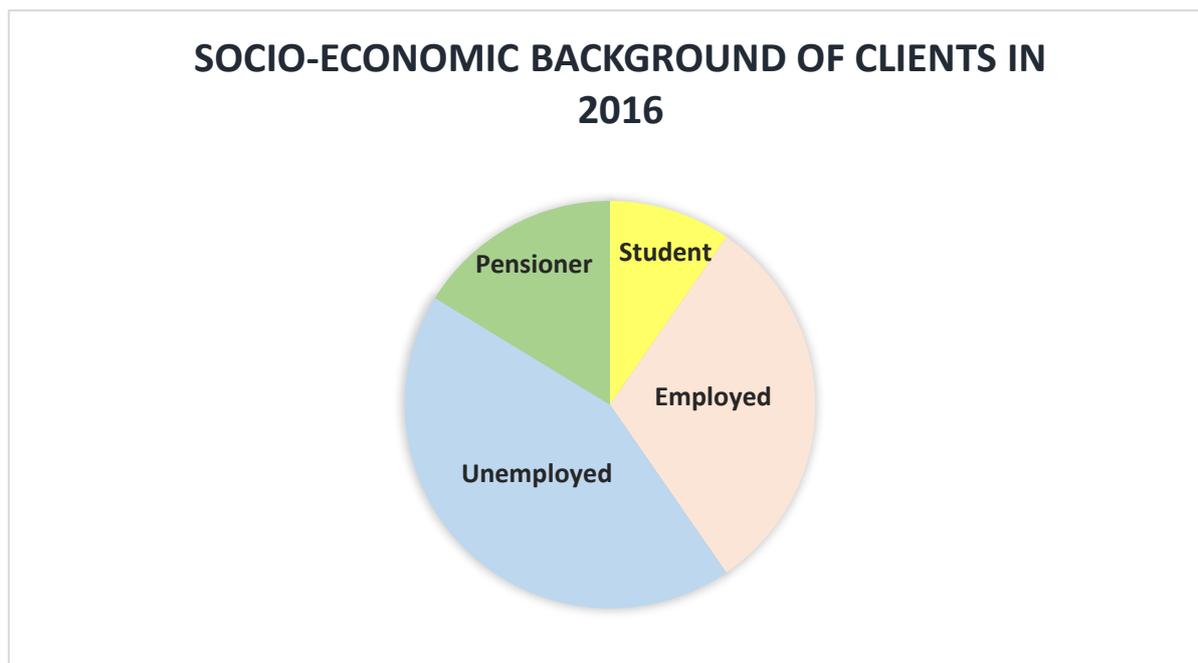
they came to understand that it was not their fault that their partner had abused them. Participants gave advice on how to avoid conflict at home. Many of them still live with the men who abused them, and they spoke for example about how they should wait until the men have calmed down before speaking to them about issues they have. Sometimes the women were reluctant to speak at first, because they saw people they knew and did not want to share personal problems. But when each person opened up, they felt less shy and were usually willing to talk.

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 offices operate is 34% - with the highest being 57% in the Alfred Duma Local Municipality east of Ladysmith, and the lowest 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 for help in 2016 was much higher – 58%. Many clients at the offices 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 payment or employment. The most common payments

sought 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.



In 2016 58% of clients of working age (not including pensioners and students) were unemployed, while in 2015 the rate was 57%.

Last year staff helped clients to obtain at least R 1.6 million in grants, pensions and provident funds and other payments, benefitting 250 people. 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.

To solve these problems, the offices telephoned SASSA (the social security agency), Home Affairs, pension and provident funds and other providers to find out what was required. They helped clients to obtain the outstanding documents and to submit them, often accompanying them to hand them in. They then 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 office also used mediations to reach agreements in cases of child maintenance and private credit disputes and where one person owed the other. Three quarters of these mediations were successful.

Case Example: Helping a Former Employee Obtain a Provident Fund

In October 2016 an advice office helped a 59-year-old unemployed man to get his retirement fund. He received an amount of R 131 828. He has a wife, three children and four grandchildren who are dependent on him and who benefit from the pay-out.

He had worked at Northern Natal Bronze & Iron. The paralegal contacted the Metal Industries Fund (MIBFA) and found out what the client needed to fill in. The Fund sent her the claim forms and a list of the requirements: proof of residence, bank details and ID. The office helped the man to fill in the form and gather these documents and accompanied him to the post office to send them to the Fund.

3.5 Human Rights Education

The advice offices provide education through workshops with adults at community venues such as town halls, and through presentations to children in schools. The aim of these is to raise awareness and give encouragement so that people identify, avoid and report abuse, and assert their rights without having to use the advice offices. Where offices give workshops, they usually find that reporting of abuse and other problems to the offices increases. For example, at Bergville Advice Office in 2016, the number of people who came to apply for their surplus provident funds in the metal industries increased by half as a result of workshops on this topic.

In 2016, staff gave 98 workshops to 4 220 adults on The Domestic Violence Act, Sexual Offences Act, Maintenance Act, Customary Marriages Act, the law of intestate succession, and labour rights such as The Basic Conditions of Employment Act. They spoke about how to claim surplus provident funds and about human trafficking, which is an increasing problem in some areas. At these gatherings staff distributed flyers in Zulu that CCJD had developed and printed.



Paralegal Nombuso Ngcobo of Ekuvukeni Advice Office addresses the audience at a workshop on 15th July on domestic violence.

The offices gave 179 presentations to 75 200 school learners. These talks covered topics such as child abuse, child trafficking, teenage pregnancy and drug and alcohol abuse.



Mpophomeni paralegal Cabangani Mtshali gives a school presentation as part of a project with The Foundation for Human Rights

4. The Training Programme

2016 was the second year that CCJD provided its SETA- and SAQA-accredited Certificate in Paralegal Studies. Five CCJD paralegals studied through distance learning using an e-learning website, and at four teaching sessions in Pietermaritzburg. All passed the course.



CCJD trainer and course director Carol Friedman (seated in centre of front row) with CCJD paralegals who passed the Certificate in Paralegal Studies in 2015, at a graduation ceremony in Pietermaritzburg in November 2016.

The ten CCJD paralegals and six from CLRDC who completed the course in 2015 (pictured above) received their certificates at a ceremony at the end of 2016, after a long process of moderation and verification during the year. All of the staff gathered in Pietermaritzburg for a ceremony in November, and combined it with an end-of-year meeting and party.

The aim of the training is to strengthen the advice office sector by giving paralegals a recognised qualification. The advice office sector is in constant dialogue with the South African government about possible state regulation and financial support of advice offices, and having an accredited qualification strengthens the argument for this. So far CCJD has trained fifteen of its paralegals and twelve from two other organisations, and four more CCJD paralegals have enrolled in 2017.

The course includes general administrative skills that are useful in any office environment, and gives paralegals a formal qualification and recognition of their knowledge which enables them to develop their careers outside of an advice office, if they choose. The course is a mixture of distance learning requiring about ten hours of study a week, plus five weeks of teaching sessions and assessments in Pietermaritzburg.

CCJD's paralegals studied a diploma at the former University of Natal, but when the University underwent the transition to the University of KwaZulu-Natal, their qualifications were deleted from their records. There was therefore a need to offer a new accredited paralegal qualification. Since there was a lack of institutions offering such courses, CCJD decided to become an accredited trainer to fill

the gap. To make it affordable we also gave a large subsidy to the fees of our advice office staff. We are grateful to the Stella Trust, who funded this training in 2016 and 2015.

5. Sisters with Blisters Fun Walks

In November CCJD took part in the ‘Sisters with Blisters’ walks in Durban and Johannesburg. These are organised annually by First for Women, the insurance company for women, during 16 Days of Activism. They focus attention on domestic violence, give a voice to women and encourage victims to take a stand and report abuse.



CCJD staff Jabhisile Sangweni, Rupert Denham and Lucky Mkhize receive a donation from the ‘Sisters with Blisters’ Fun Walk in Johannesburg on 26th November

Each year the organisers choose particular charities to receive the money raised from the entry fees of the thousands of participants, and this year First for Women, who have funded CCJD since 2012, selected CCJD as one of two beneficiaries. We received R 247 000 from the two events – a generous and significant donation. The walk in Johannesburg took place there for the 11th successive year and attracted five thousand participants.

On both days there was a fun, celebratory atmosphere, with many men dressed in skirts and high heels. At the same time there was an expression of protest against the widespread abuse of women and children in the country. Many of CCJD’s head office and paralegal staff took part in both walks, and at each event they gave a speech to explain our work and accept the generous donations. The events gave CCJD useful publicity, and were great fun to participate in.

We are grateful for the continuing generous support of the First for Women Foundation, who have been our partners since 2012, and the donations have enabled us to reach more people as we combat gender-based violence.

6. Funders and Projects



The
A T L A N T I C
Philanthropies

Atlantic Philanthropies has been CCJD's main funder for the last ten years. 2016 was the final year of its support, since it has withdrawn from the advice office sector in South Africa. Thankfully in July this was taken over by The Mott Foundation, who work closely with Atlantic.



The CCJD head office in Pietermaritzburg

Together they funded head office operations during the year, enabling CCJD to give the advice offices the support they need in fundraising, donor-reporting, bookkeeping, training, governance, monitoring, and SARS and NPO compliance. This meant that the offices were free to focus on helping their clients.

The Foundation for Human Rights, which is funded by the European Union, last year began 12-month projects with



**FOUNDATION FOR
HUMAN RIGHTS**

A just society for all

six advice offices. FHR currently has a programme that specifically supports community advice offices, which is fortunate for CCJD, and last year FHR became one of our main partners.

The offices continued their usual case work and each received budgets for two workshops a month. The high standard of financial reporting required by the Foundation and the European Union meant an extra focus on bookkeeping. This benefitted both the head office and the advice offices, as we put in place new systems to scrutinise and record spending.



A workshop given by Mpophomeni Advice Office on 23rd August on the Domestic Violence Act as part of its project with FHR

During the year we successfully applied to FHR for funding on behalf of the nine other advice offices, and these projects will begin in 2017.

The Open Society Foundation for South Africa began a new partnership with CCJD in May, under its Justice, Equality and Rights Programme. It supported both our head office work and the usual activities of the advice offices.



Part of the project aims to train the offices in areas such as bookkeeping so that they can one day operate independently from CCJD as NGOs in their own right. This would enable the offices to apply for and manage funding from the South African government, and this strategy is one of several that CCJD is pursuing to increase the offices' sustainability in the long term.

In 2016 the First for Women Foundation funded New Hanover Advice Office, which it has



supported since 2012. The Foundation focuses on protecting women in rural KwaZulu-Natal from gender-based violence and on helping them to resume their lives once the abuse has ended. The Foundation chose New Hanover because it deals with the highest number of domestic violence cases of the fifteen advice offices.

In 2016, the office dealt with 447 new cases, with the most common being domestic violence (62% of cases). Staff successfully resolved 114 cases through mediation, and helped 232 clients to obtain protection orders. The office organised three support groups a month, where those affected received advice and moral support, came to terms with their experience and started to rebuild their lives.

Diepsloot Project

In 2016, CCJD continued a project with The 1st for Women Foundation in the township of Diepsloot, Johannesburg, after we were asked in 2014 to establish a new victim support centre there. During 2016, the two local women that we recruited in 2015 received further training, attended to clients and reported to CCJD.



The advice office in Diepsloot, Johannesburg, is located inside the new police station, pictured above

Diepsloot has a population of over 150,000 and a high rate of domestic violence, child abuse and illegal drug use, but only one police station and no magistrate court, and there is therefore a strong need for the office. This is the first time we have worked as consultants for another organisation to set up a new office, and we have experienced some difficulties. For example, the initial support of the police in 2014 changed when a new station commander took over in 2016.



In 2016 the Anglo-American Chairman’s Fund continued to support Bulwer Advice Office, which it has funded since 2011.

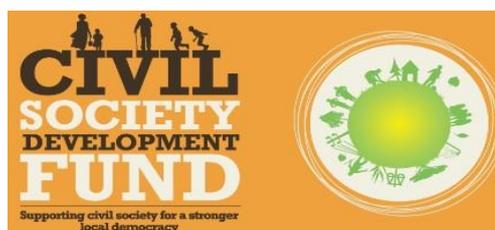
In addition to their work at the office, the two paralegals run a home for abandoned children and two community crèches, projects which they started and registered on their own initiative. The home provides shelter, food, clothing and emotional support and guidance to 10 children, while the crèches educate 37 pre-school learners. The Chairman’s Fund supports and strengthens these three projects, which have created jobs for seven local women.



The children's care home started by Bulwer Advice Office looks after ten children who have been placed there by social workers.

In 2016 the advice office dealt with 242 cases, with 60% involving help obtaining documents and financial rights, and a fifth concerning domestic violence. Staff successfully resolved 42 cases through mediation. They helped clients to obtain R 65 000 in pensions, grants and retirement funds, benefitting at least 15 people.

In May 2016, CCJD completed an 18-month project with the French Embassy's Civil Society Development Fund (CSDF). The project funded three advice offices to focus on tackling domestic violence, child abuse and poverty. CCJD proposed these offices because they deal with a relatively high number of these cases.



In 18 months, staff attended to 489 cases involving the abuse of women and children. They conducted mediations that ended abuse in 164 cases of domestic violence and child neglect. They helped victims of domestic violence to apply for and obtain 125 protection orders, and overall the offices achieved a reduction in abuse for at least 309 women and children. In cases of documents and economic rights, staff helped clients to obtain at least R 261 310 in financial entitlements such as social grants, and these benefitted 175 people.



Mpumalanga paralegal Zolta Buthelezi gives a presentation to school learners as part of the project with the French Embassy

DGMT

THE DG MURRAY TRUST

project, which ended in November, were to reduce domestic violence through mediations in 700 cases and 300 protection orders, to obtain financial rights that benefit 500 people, to fundraise for the sustainability of the advice offices and provide them with administrative support, and hold 200 workshops with traditional leaders. We succeeded in meeting these targets.

The workshops explained post-1994 parliamentary legislation protecting the rights of women and children, which are relatively new compared with traditional customs, and encouraged the traditional courts to be guided by these in their decisions. Staff encouraged the courts to work more in partnership with other stakeholders, and pointed out the limits of their jurisdiction in certain areas, such as child abuse.

During the project we developed a closer working relationship with the traditional courts and observed that they began to refer more cases to the police, magistrate courts, social workers and the advice offices. The courts also increasingly applied parliamentary laws on the rights of women and children in their decisions.

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

In 2016, the office attended to 496 cases, of which 55% involved domestic violence and a third related to obtaining financial rights and documents and solving neighbours' disputes. The office successfully resolved 284 cases using mediations, helped a further 29 women to obtain protection orders, and obtained child maintenance and credit settlements that benefitted 28 people.

During 2016 The Raith Foundation donated, through NADCAO, to CCJD's database development and general operations. The database, which was introduced in 2012, was refined during 2016 to make it simpler to use and to add more possible problems and

In 2016 The D G Murray Trust continued to fund CCJD's head office support to the advice offices and also the activities of the offices. The aims of the two-year

MARY OPPENHEIMER & DAUGHTERS FOUNDATION



Clients at Madadeni Advice Office in 2016. The office had the most new cases during 2016 and the highest number of successfully mediated cases.

THE RAITH FOUNDATION

outcomes that had been left out of the original programme. In November, three days of training was given to the staff in November in these changes.

Paralegals use the database to record electronically each case that they deal with, approximately 300 per month. The programme records the clients' personal details and socio-economic background, interview statement, the background to the problem, services provided, outcome and client satisfaction. The database lends itself easily to research, and has enabled our donor-reporting to become more up-to-date and detailed.



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



In December, CCJD received a donation from a private individual in the United Kingdom. He initially funded computers and printers in 2011 when he saw that the advice offices lacked them, and since then has twice donated a 13th cheque for the paralegals and once for head office staff. In 2015 he also funded fifteen new printers for the advice offices.

7. Challenges and Plans

Next year, CCJD intends to carry out research in partnership with the Open Society Foundation on the impact of its fifteen advice offices. The aim is to measure the effectiveness of the advice offices and their social and economic benefits, including a cost-benefit analysis.

Our main challenge is that funding for advice offices is an increasing challenge. More and more funders expect NGOs to have alternative sources of income to donations. For this reason, CCJD is currently exploring various income-generating projects such as providing student accommodation in Pietermaritzburg.

8. Letters of Reference

The following two letters were written during the year by the police and Department of Justice as references for Madadeni Advice Office. Thirteen of the advice offices are based at police stations and two are at magistrate courts, and they work closely with these and other partners. Last year these and other stakeholders referred 1745 cases to the advice offices, and in return the offices referred 1580 cases to them in order to get the best outcomes for clients.

**the doj & cd**

Department :
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA

LETTER OF APPRECIATION

We have been working with Mrs Sonto Nene for many years. The Madadeni support Centre is a great help in reducing cases from going to court. We refer cases for domestic violence, legal advice, neighbours disputes to her. The work that she is doing is very good.

We appreciate the presence of the Madadeni Support Centre. Many marriages were rebuild through this office. The work that she is doing for our community is important .We are working closely with her.

We refer cases that needs mediations to her .We would like her to carryon serving the community.

Keep it up good work.

.....
Sipho Mahlangu

DOMESTIC VIOLENCE
MADADENI
2016 -12- 15
PRIVATE BAG X5010 MADADENI 2951
MADADENI COURT



**SUID-AFRIKAANSE POLISIEDIENS
SOUTH AFRICAN POLICE SERVICE**

Postbus/Post-Office-Box
Privaatsal/Private Bag X5004

Verwysing Reference	
Navrae Enquiries	W/o Mthethwa
Telefoon Telephone	(034) 3296681
Faksnommer Fax number	(034)3296725

**THE STATION COMMISSIONER
SOUTH AFRICAN POLICE SERVICE
SOCIAL CRIME PREVENTION
MADADENI
2951**

2016-12-14



LETTER OF APPRECIATION

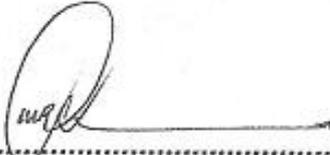
I know Mrs Sonto Nene, we work together serving the community of Madadeni and its surrounding areas.

We appreciate her service that she is rendering by assisting the community in fighting the crime, awareness on alcohol drug abuse, domestic violence, legal advice and other cases.

The presence of Madadeni Support Center contributes immensely in reducing criminal activities.

The work that she is doing is very important in our community, broken marriages were rebuilt

Your good work is highly appreciated.


.....W/O
**M.R Mthethwa: Station Co-ordinator
Madadeni SAPS**



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>Thabile Madondo of Bergville Advice Office addresses men at Amangwane Traditional Court in May 2016 about how to claim surplus provident funds.</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 clients and a local police constable, who works closely with the office.</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 addresses a workshop on 8th August on the subject of domestic violence.</p>
Estcourt Advice Office		
	<p>Address: Estcourt Advice Office, c/o Estcourt Police Station, P O Box 10, Estcourt 3310</p> <p>Paralegal: Phumelele Mathonsi</p> <p>Year of Joining CCJD: 2011</p>	 <p>Estcourt paralegal Phumelele Mathonsi gives a presentation to primary school children in 2016 on the subject of bullying and child abuse.</p>

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 (left) at a workshop she gave to farm workers on labour rights in June.

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



Impendle paralegal Zodwa Maramane with a police constable at the local police 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



Bazamile Magubane and Judith Caluza at a graduation ceremony in November after they completed a Certificate in Paralegal Studies through CCJD's training program.

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



Clients at Madadeni Advice Office in 2016. Last year 55% of cases at the office involved domestic violence.

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



Mooi River paralegal Dudu Basi at a graduation ceremony in November 2016 after she completed her Certificate in Paralegal Studies through CCJD's training programme.

Mpophomeni Advice Office



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



Paralegal Cabangani Mtshali (right) at a celebration she organised for Women's Day in August 2016.

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 at a graduation ceremony in November for her Certificate in Paralegal Studies.

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



New Hanover paralegal Zandile Khanyile takes part in the 'Sisters with Blisters' walk in Durban on 19th November to raise awareness of gender-based violence. The New Hanover office deals with the highest number of gender-based violence cases of all fifteen offices.

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, receiving her Certificate in Paralegal Studies in November. 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



Learners from Caluza and Syamu Primary Schools visit the office in September to learn about its services.