



UNIFORM PROTOCOL FOR THE MANAGEMENT OF VICTIMS, SURVIVORS AND WITNESSES OF DOMESTIC VIOLENCE AND SEXUAL OFFENCES

FOREWORD

Victims, survivors and witnesses of sexual offences and domestic violence have in the recent past endured and enjoyed much publicity. This has been occasioned by both a rising awareness about the impact of victimisation on them, their families and the communities they live in as well as the rising numbers of reported offences. Victims and Survivors have however been subjected to and have received different standards of care, treatment and service delivery.

Service provision has been determined by various factors including the resources that service providers are willing to commit to their appropriate management, the attitude of the service provider and the knowledge and skills that the service provider possesses to enable him/ her to provide the necessary service.

It is initiatives like the Thuthuzela Care Centres, Sexual Offences Courts, Public Awareness and Education Campaigns and Multi Disciplinary Models that have demonstrated to us that a different way is possible and is sustainable if the appropriate knowledge and understanding is created and investment in the streamlining of processes and the capacity development of service providers is made.

The implementation of these standards is intended in the long term to support these initiatives and achieve both the uniform understanding of the principles that must underscore the provision of services and the capacity to ensure the implementation of effective and efficient service delivery. We look forward to the establishment of a body that will register, deregister and hold service providers accountable to acceptable standards of service delivery, especially to victims, witnesses and survivors.

This document complements the Victim's Charter in catering for the absence of a framework for the regulation of services in the following target group which remain unregulated by the Victims' Charter; NGO's, CBO's, FBO's, traditional leaders, private individuals and volunteers that have committed and often devote themselves to the service and management of victims, survivors and witnesses of these crimes.

It is recognised that a lot of goodwill exists in supporting and empowering victims and survivors. Lack of skills and understanding by service providers, of the demands of both the individual victims and the Criminal Justice Systems, however, impacts negatively on the preservation of evidence and the integrity of the victims, survivors and witnesses.



The National Prosecuting Authority of South Africa
Igunya Jikelele Labetshutshisi boMzantsi Afrika
Die Nasionale Vervolgingsgesag van Suid-Afrika

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Although led by the Sexual Offences and Community Affairs (SOCA) Unit, a directorate within the NPA, this document is the collective work of government and the non government sector in an effort to set standards, create a new ethic and good practice that achieves a high level of service delivery but also ensures the restoration of the dignity, self respect, integrity and safety of the individual victim / survivor / witness. We also need to make sure that our processes ensure the avoidance of the contamination of the memory and evidence which often leads to a serious compromise of the victim / survivors / witness credibility and integrity.

Even though the team that worked on the document was technically quite representative we felt that we needed to invest in a wider spread consultative process that would reach most if not all service providers in the country. It is essential that those who will have to adhere to these standards and those

that would have to endure and enjoy the services provided on the basis of the standards herein are adequately consulted and fully understand the implications inherent in the setting of these standards. It would thus be beneficial if some victim support groups are consulted in order to provide a holistic input to this process.

The SOCA Unit wishes to extend a word of gratitude and special acknowledgement to the individuals, organisations and government departments that have supported and driven this initiative with us. Special thanks go to the Greek government through its South African Embassy as well as USAID for generously providing the funds to enable us to achieve what we have with the speed with which we have and still helped us to maintain a high level of expertise.

Adv. Thoko Majokweni: NPA-SOCA Unit.

PART A:

Preamble

Violence against women is a manifestation of the historically unequal power relations between men and women, which have led to domination over and discrimination against women, by men and to the prevention of the woman's full advancement. Furthermore violence against women is one of the crucial social mechanisms by which women are forced into a subordinate position in comparison to men.¹

Women and children, the most vulnerable groups in our society, have been subjected to these cruel and inhumane practices of domination. This domination has plagued the global community and is deeply rooted in the South African community, resulting in South Africa having been shamefully reported as a country with one of the highest rape incidents / statistics.²

It should be understood that the very role players who have to implement and often influence the enactment of legislation have themselves been bred by the same communities that breed criminal behaviour. Society is invariably informed by the values emanating from these communities. Accordingly such behaviour bred by communities undermines the rights of women and children, it does not consider the protection of women and children a priority, and views women and children who are abused as being deserving as they must have done something to bring that abuse upon themselves.

The South African government as part of the global community and an active member of the African community plays a pivotal role in the fight against violence perpetrated on women and children. This role has translated into interventions

¹ SALRC Discussion Paper on Sexual Offences

² 1996 Interpol Report of 120 member countries, statistics report indicated that South Africa's rape figures were the highest in the world, being 120 per 100000 population.



such as the National Crime Prevention Strategy (NCPS) (May 1996) which, promoted a victim-centred approach to crime prevention, placing the onus on government to deliver a crime prevention strategy central to the rights and needs of victims. It further acknowledged that victimisation lies at the heart of much retributive crime and that the absence of means of victim aid and empowerment plays an important role in the nature of violence and crime in South Africa. Accordingly a national programme for victim empowerment was included in the activities of the NCPS.

Historically, even before the dawn of the South African democratic era, government did not focus on issues of violence against women and children. On the other hand the key players who always had the interest of victims at heart for service delivery in this area was the civil society.

In answering the call to a victim centred approach in service delivery, as heralded by the NCPS, government has in collaboration with civil society undertaken to uphold, protect, and respect the rights and needs of victims of domestic violence and sexual offences as they engage and beyond exiting the Criminal Justice System (CJS).

Research³ has shown that many victims of crime that engage the CJS were not as anxious about the case itself. Instead they had a greater fear about the unknown territory that would await them when they engage the system. It further revealed that where a victim was treated with dignity and respect upon engaging the CJS, they had a greater sense of confidence in the system and in service providers.

Government has realised that the failure to treat victims with dignity, respect and understanding of the dynamics of these offences results in secondary victimisation, which has thus far been prevalent in the South African Criminal Justice System. Secondary victimisation has been a phenomenon that has continued to deprive victims

of domestic violence and sexual offences of the much-needed legal protection that the laws of South Africa particularly the Constitution affords them.

The CJS continues to have an alarming number of case withdrawals by complainants and a low reporting rate by victims. This is partly because of the fact that they undergo secondary victimisation when engaging the system.

As evidenced by the need to address secondary victimisation, several service providers have translated this need into various positive interventions, which however lack consistency and uniformity that leads to further imbalances in the treatment of victims. These imbalances include *inter alia* the unequal treatment and inefficient service delivery to victims.

Accordingly there is a need to create uniformity in service delivery in order to *inter alia* address the issue of secondary victimisation and to ensure effective service delivery to these victims.

This approach would include the need for supportive services that are appropriate, informative and accessible to victims that will ensure the equal protection of their constitutional rights throughout the CJS.

This necessitates the establishment of a coordinated approach and referral system that will regulate Victim Assistance and Preparation (VAP) services and thereby ensure uniformity and quality control of these services and service providers.

The development and implementation of these Minimum Standards is therefore a collaborated effort by service providers with the intention of affording equal protection to everyone affected by these crimes. These standards ensure that the victim is journeyed through the system and in the process empowered and supported until he or she becomes a survivor of violence.

³ Study conducted by the Institute for Security Studies as commissioned by the National Prosecuting Authority in 2002



2. OBLIGATIONS

Recognising that government and other organisations providing VAP services have undertaken to protect, respect and promote the rights of victims as contained in the Constitution, certain international instruments, national legislation and policies.

i. CONSTITUTIONAL OBLIGATIONS

Service providers realise that sexual offences and domestic violence is the cause of the infringement of the constitutionally entrenched rights based on the constitutional ethos of an open and democratic society based on the principles of human dignity, equality and freedom.

Service providers recognise that they provide services to victims in a manner that should promote the objects of the Bill of Rights as enshrined in the Constitution and recognise that the inherent rights to human dignity, equality, freedom and security of the person and rights afforded to children should be respected, protected and promoted.

ii. INTERNATIONAL OBLIGATIONS

Service providers affirm governments commitment to the implementation of measures aimed at promoting rights of victims of sexual offences and domestic violence in compliance with international obligations under the United Nations (UN) Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power; the UN Convention on the Elimination of all forms of Discrimination Against Women, Prevention and Eradication of Violence Against Women and Children Addendum to the 1997 SADC Declaration on Gender and Development; the Convention on Rights and Welfare of the Child; the African Charter on the Rights of the Child and the African Charter on Human and Peoples Rights; International Protocol on Child Prostitution Trafficking and Pornography.

iii. LEGISLATIVE OBLIGATIONS

In relation to gender and equality, service providers take cognisance of the fact that government has enacted the Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2004, which prohibits unfair discrimination on grounds of gender including *inter alia* gender based violence.

Service providers further affirm that victims in relation to this document includes all victims of crimes that are of a gender-based violence nature as well as victims that are protected under the following statutes. The current and soon to be enacted Sexual Offences Act, the Domestic Violence Act 116 of 1998, The Children's Act of 1968, The Child Care Act 74 of 1983 and the Films and Publications Act 65 of 1996 and other relevant current legislation or legislation that is to be enacted in future.

iv. POLICY

In his State of the Nation address the State President declared the protection and maintaining of the rights of victims of sexual abuse and domestic violence⁴. He further stated that government will commence with the implementation of a Victim Support Services Programme to urgently attend to the needs of these victims. Government has translated this commitment by approving the Victims Charter. It has further demonstrated its commitment to prioritise and address the serious impact on victims of sexual offences and domestic violence by its creation of specialised sexual offences courts and support services.

⁴ 20 May 2004



3. PROBLEM STATEMENT

The challenges facing South African service providers and victims can briefly be set out as follows:

- Lack of community awareness of rights, and available support services and programmes;
- There are various myths and stereotypes that result in subordination and further traumatising of victims of sexual abuse and domestic violence;
- Lack of understanding of the legal process by service providers and victims;
- Failure by service providers to spell out the legal process and the responsibilities of both service providers and victims;
- Victims of these offences often do not report the commission of these crimes. This is partly attributed to the fact that there is a lack of trust in the CJS and victims' fear of stigmatisation;
- Lack of equal access to services;
- Lack of uniformity of services including but not limited to: programmes that differ in content, quality, accessibility, scope, use of terminology, structure, focus and/or target group.

4. OBJECTIVES

These minimum standards have been designed as a response to these challenges by:

- Promoting the education of victims in relation to their rights and responsibilities.
- Promoting the education and awareness of service providers in relation to their duties and the legal process.
- Promoting an attitudinal change in the treatment and understanding of these victims and addressing the gender imbalances.
- Empowering victims to make informed decisions
- Further entrenching the need to uphold and promote the rights enshrined in the constitution so as to instill confidence in the CJS.
- Bringing qualitative uniformity to these services and
- Providing equal access to services.

5. INTERPRETATION AND APPLICATION

Minimum Standards mean the standards below which service provision should not be offered, are intended to provide a framework that informs the design of the content of programmes offered and further spell out the rights of victims and their corresponding responsibilities. There is a need to develop a uniform process that will be the foundation for the best practice in VAP

services and accreditation of programmes offered by service providers. This should facilitate the implementation and improvement of services according to the different needs of victims.

The standards will be used for a variety of purposes, and not just as part of a regulatory process. These standards will be used by service



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providers in self – assessment and development of current and future service models and procedures as well as guidelines for the setting up of new service providers.

In implementing the Minimum Standards, service providers should take a developmental approach that allows for them to graduate to a level where they comply with the Minimum Standards. The regulation of which, should vest with an Authorised Governing Body (AGB).

Nothing in these standards shall be interpreted so as to limit remedies, policies or legal obligations that are otherwise available under the applicable laws. These standards should be so interpreted to be applicable to all service providers unless it specifically states which service provider it refers to. The standards neither preclude the development of remedies or policies under the law.

6. DECLINING OF SERVICES BY VICTIMS

Although service providers and their employees or volunteers are required to assist victims it should be taken cognisance of that victims are not required to accept these services and may at any point in time decline these services.

However it should be noted that once a crime has been reported to the South African Police Service and a case docket has been opened, the National Instructions for SAPS and the National Prosecuting Authority Policy Directives set out specific procedures that should be adhered to.

PART B:

MINIMUM STANDARDS FOR SERVICE DELIVERY

Victims have the following rights:

- The right to be treated with fairness and with respect for dignity and privacy and the right to freedom and security of their person.
- The right to offer information
- The right to receive information
- The right to protection
- The right to assistance

As a service provider you have the corresponding duty:

- To treat victims with fairness and respect for their dignity, privacy and freedom and security of their person
- To listen to and receive information provided by victims
- To provide relevant information to the victim
- To instill a sense of security in victims
- To assist victims



SERVICE PROVIDERS HAVE A DUTY TO TREAT VICTIMS WITH FAIRNESS AND RESPECT FOR DIGNITY AND PRIVACY AND UPHOLD THEIR RIGHT TO FREEDOM AND SECURITY OF THEIR PERSON

STANDARD I

Service providers shall not discriminate against any victims on any of the following grounds: race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth in or out of wedlock.

Section 1.01 Service providers shall without any form of discrimination uphold and promote the victim's participation.

Section 1.02 Service providers shall ensure that all victims receive equal treatment according to their specific needs, inclusive of equal access to medical, legal and social services.

Section 1.03 Service providers shall treat victims in a manner that takes cognisance of cross-cultural, linguistic, religious, socio-economic and gender issues.

STANDARD II

Service Providers shall respect the dignity of the victim

Section 2.01 Service providers shall treat victims in a caring and sensitive manner taking into account their personal needs; such as amongst others situation, age, gender, disability and level of maturity.

Section 2.02 Service providers shall ensure that victims are treated with courtesy and compassion.

Section 2.03 Service providers shall respect the victim's moral and mental integrity.

Section 2.04 Service providers shall improve the self – esteem and confidence of the victim.

STANDARD III

Service providers shall uphold the victim's right to privacy

Section 3.01 Service providers shall respect the victim's wishes not to divulge information unless where such information is in the interest of the administration of justice.

Section 3.02 Service providers shall at all times maintain confidentiality

(a) Of material containing information regarding victims and

(b) Information disseminated to them by and regarding victims

Section 3.03 Service providers shall ensure that interference with the victim's private life is limited to the minimum, unless necessitated by the due administration of justice.

STANDARD IV

Service providers shall uphold and respect the victim's right to freedom and security of the person.

Section 4.01 Service Providers shall provide a secure environment in which victims are protected from physical, social and emotional harm or threat of harm

Section 4.02 Service providers shall not foster a behaviour that allows for a victim to be treated in a cruel, inhuman or degrading way by respecting the victim's rights to, socio - economic, social, spiritual, physical, emotional and psychological integrity.

Section 4.03 Service providers shall ensure that victims are protected from further abuse within their



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respective organisations by setting out and or developing procedures used for selecting and vetting all staff as fit and proper persons.

Section 4.04 Service providers shall, where it is evident that the victim requires professional counselling and or therapeutic services not provided for by that service provider, uphold and respect the victim's right to mental and psychological integrity by referring the victim to the relevant registered role player(s).

Section 4.05 Where a service provider has referred a victim as per clause 4.04, such service provider shall ensure a follow through of such referral.

Section 4.06 Service providers shall assist the victim to access witness protection mechanisms.

Section 4.07 Service providers shall, where applicable, take the necessary protective measures, where there is a threat of harm to the victim, as a result of intimidation or retaliation or violation of bail conditions.

Section 4.08 Service providers shall, where they are not in a position to take the necessary measures as referred to in Sec. 4.06, refer it to a relevant service provider who can take protective measures.

STANDARD V

Service providers shall ensure that the best interests of victims are taken into consideration when referring to a registered therapist.

Section 5.01 Service providers shall at all times, take the therapeutic needs of the victim into consideration

(a) In doing so:

- (i) The impact of the provision of therapy on a potential criminal proceeding, must be taken into consideration
- (ii) The consequences for the victim either proceeding with the therapy or deciding not to must be taken into consideration.

(b) Therapeutic services by professionals must be registered with the relevant authority/ professional council.

Section 5.02 Where a decision to refer a victim has been made the following should be considered.

- (a) The likely consequences for the criminal trial in these instances;
- (b) That these cases are dealt with expeditiously;
- (c) The qualifications and or expertise of the persons who would be conducting the professional service.
- (d) Safeguarding the confidentiality of the information forthcoming from the professional service provider, taking into account the rights to fair trial of an accused and that the accused and the court should be made aware of information that may undermine the prosecutions case or assist the defence.

Section 5.03 Service providers shall advise the victim of the advantages of laying a formal complaint with the South African Police Service where it has not been done.



STANDARD VI

Service providers shall strive to eliminate secondary victimisation

Section 6.01 Service providers shall

- (a) Attend to victims promptly;
- (b) Prepare victims for court by empowering them with the knowledge of the court process;
- (c) Provide them with emotional support throughout the court process and ensure a good working relationship at a multi-disciplinary level;
- (d) Provide victims with skills to enable them to cope in court;
- (e) Utilise interviewing and assessment techniques that minimise trauma to victims;
- (f) Where relevant, when a witness has to testify, ensure that the best interests of the witness are taken into consideration *inter alia* in relation to:
 - (i) Testifying by way of a closed circuit television system;
 - (ii) Testifying through an intermediary;
 - (iii) Testifying with the use of a one way mirror.

Section 6.02 Services shall be provided in an environment that is conducive to the victims needs.

- (a) The interview shall take place in an environment that safeguards the victim's privacy and confidentiality.
- (b) The environment shall be victim friendly and at a place where the victim will not come into contact with the perpetrator.

Section 6.03 In relation to

- (a) Domestic violence and the ambit of their duties, service providers shall support a victim at court during testimony and accompany a victim to court where so requested by a victim.
- (b) A victim of a sexual offence, the service provider shall accompany a victim to court where so requested by the victim.

SERVICE PROVIDERS HAVE A DUTY TO INFORM VICTIMS OF ISSUES THAT WOULD AFFECT THEM.

STANDARD VII

Service providers shall inform victims about the justice processes, cycle times of cases, the victims rights, roles, responsibilities and or opportunities to participate in all processes.

Section 7.01 Service providers shall disseminate relevant information in a manner that is accessible to victims and in a language the victim understands taking into consideration *inter alia* the victims' age and developmental factors, socio-cultural, diversity factors and disabilities.

Section 7.02 Service providers shall inform victims of their rights and how such rights can be exercised.

Section 7.03 Service providers shall inform victims of their role in the Criminal Justice System. This shall include their role and the implications of being a witness in a criminal trial.

Section 7.04 Service providers shall inform victims about the outcomes of bail applications, bail conditions and procedures that should be followed in the event of a violation of bail conditions.

Section 7.05 Service providers should provide sufficient information to victims, to ensure that a victim makes an informed decision by promoting the victim's active participation in:

- (a) The Criminal Justice Process
- (b) Decision making processes



STANDARD VIII

Service providers shall inform victims of services available and relevant to the victim in order to provide a holistic victim support service.

Section 8.01 Service providers shall inform victims of legal, medical, social, psychological services and safety mechanisms and other professional services available to the victim.

Section 8.02 Service providers shall inform the victims or witnesses of witness protection measures.

Section 8.03 Service providers shall inform the victim of the importance of accessing and utilising legal, medical, social, and psychological or other professional services whenever the need for referral to such services arises.

Section 8.04 Service providers shall, when it comes to the attention of the service provider that a victim needs to be removed from the victim's home environment for the victims safety, inform the victim of the appropriate procedures that can be followed and the importance of following such procedures.

Section 8.05 Service providers shall advise victims of safety measures that could be taken.

Section 8.06 Service providers shall inform victims of the outcomes of cases where relevant.

SERVICE PROVIDERS HAVE A DUTY TO RECEIVE AND PROCESS INFORMATION PROVIDED BY VICTIMS

STANDARD IX

Service providers shall ensure that information provided by the victim is recorded and or processed appropriately and at all times maintain the integrity of such information.

Section 9.01 Service providers shall listen to the victim attentively with an understanding of cross-cultural, language, religious, social and gender differences.

Section 9.02 Service providers shall record information correctly, in writing or electronically and in one of the official languages, taking into account the due administration of justice.

Section 9.03 Service providers shall, when assessing the victim's needs, take into account all relevant information such as amongst others referral for professional counselling and using the victim as a witness.

Section 9.04 Service providers shall, ensure a comprehensive and confidential transfer of information and material containing information:

- (a) When making a referral in terms of Sec. 9.03, to such registered and accredited professional;
- (b) When handing over information to other relevant service providers.

Section 9.05 Service providers shall ensure that any information imparted to a victim is correctly recorded and filed and where such victim is updated on any further outcomes, then such outcomes shall also be correctly recorded and filed.



STANDARD X

Service providers shall uphold an applicable code of ethics and conduct.

Section 10.01 Service providers should conduct themselves in an ethically and morally acceptable manner when dealing with victims and where applicable adhere to their professional codes of conduct.

Section 10.02 Where there is no code of conduct, service providers shall develop a code of ethics for good conduct.

Section 10.03 The service provider shall ensure that:

- (a) Persons who are aware of the fact that they are on call for the provision of VAP services do not participate in concentration impairing substance consumption.
- (b) Staff shall not consume alcohol or concentration impairing substances whilst or prior to providing any support services.
- (c) Staff shall refrain from using language, signs or bodily gestures that have the potential to offend, whether this is racist, sexist, or discriminatory in any other way to and in the presence of victims.

Section 10.04 Service providers shall at all times take into account the fact that they may be called to testify in court (in relation to a case concerning the victim) and should accordingly uphold and have respect for the due administration of justice.

SERVICE PROVIDERS SHALL UPHOLD A HIGH LEVEL OF PROFESSIONALISM

STANDARD XI

Service providers shall ensure that there are victim safety measures in place.

Section 11.01 Where there is an allegation that a staff member has committed an offence on a victim, the service provider shall refer the matter to the South African Police Services immediately.

Section 11.02 Where such an allegation is not of a criminal nature then such matter shall be dealt with expeditiously in accordance with the rules and regulations of an authorised governing body.

Section 11.03 Service providers shall develop safety measures where none are in place.



SERVICE PROVIDERS HAVE A DUTY TO ENSURE CAPACITY BUILDING WITHIN THEIR RESPECTIVE ORGANISATIONS TO ENHANCE QUALITY SERVICE PROVISION

STANDARD XII

Service providers shall promote knowledge & skills development

Section 12.01 Service providers shall ensure that staff receive basic, accredited and standardised annual training on the following:

- (a) Sensitivity training on the nature, dynamics and social context related to sexual abuse and domestic violence,
- (b) Communication and interviewing skills such as skills to deal with victims in an empathetic, constructive and reassuring manner,
- (c) Basic administration skills,
- (d) Training on the court process including but not limited to:
 - (i) Court preparation,
 - (ii) Court procedure,
- (e) Signs and symptoms that point towards evidence of crime towards children,
- (f) Crisis assessment skills and techniques, especially with a need for making referrals.

Section 12.02 Further training shall include:

- (a) Legislative and policy developments including but not limited to:
 - (i) The Constitution,
 - (ii) The Victims Charter and the Integrated Victim Empowerment Policy and other relevant policies or standards,
- (b) Relevant Human Rights standards and principles,
- (c) Principles and ethical duties of their offices,
- (d) Diversity training,
- (e) Where applicable, methods to preserve and protect the integrity of evidential material and questioning of victims for statement taking purposes,
- (f) Roles and services provided by other service providers,
- (g) New developments in service delivery improvements.

Section 12.03 Service providers shall keep abreast of new developments in service delivery improvement.

PART C:

MINIMUM STANDARDS FOR MONITORING AND EVALUATION

STANDARD XIII

Service providers shall implement mechanisms for monitoring and evaluation as determined by an authorised governing body.

Section 13.01 Service providers shall develop and or implement a tool that can be completed by victims for improvement to their service delivery.

Section 13.02 Service providers shall develop and or implement a tool that can be completed by staff for improvement to their service delivery.

PART D:

MINIMUM STANDARDS FOR GOVERNANCE

STANDARD XIV

Service providers shall satisfy all requirements imposed on them by this document

Section 14.01 Service providers shall comply with the duties imposed on them by this document within six to twelve months of certification by an Authorised Governing Body.

Section 15.02 Service providers shall report such complaints to the Authorised Governing Body; this will not preclude the victims from reporting their complaints directly to the Authorised Governing Body nor any other relevant authority.

STANDARD XV

Service providers shall seriously, expeditiously and without reprisal address concerns and complaints by victims about any of their services.

Section 15.01 Service providers should develop complaint mechanisms as set out by the Authorised Governing Body .

STANDARD XVI

All service providers shall, where applicable adhere to the procedures and guidelines, as set out in their respective policies or instructions, laws, the Service Charter for Victims of Crime and the Minimum Standards attached thereto and the Victim Empowerment Policy and Minimum Standards attached thereto and other relevant policies when providing VAP services.



GLOSSARY

WORD	DEFINITION
Accredited Service Provider Programme	Programmes used by service providers which are accredited by the South African Qualifications Authority.
Authorised Governing Body (AGB)	Body, established through legislation or a designated body, that will bear the responsibility for the registration, deregistration, certification, de-certification, monitoring, evaluation of and discipline of service providers.
Civil society	Includes Non Governmental Organisations (NGO's), Faith Based Organisations (FBOs), Community Based Organisations (CBOs) and other non profit organisations providing services to victims of sexual abuse and domestic violence.
Cycle times	The period of time taken from the reporting of the crime to the police till the finalisation of the case.
Follow through	Obtaining feedback or ensuring that the victim is receiving services where the victim was referred.
Language	Includes verbal and sign language.
Rights	This would include rights under the Constitution, this document, the Service Charter for Victims of Crime and the Minimum Standards attached thereto, Victim Empowerment Policy and the Minimum Standards attached thereto and other relevant legislation and policies creating further relevant rights.
Service provider	All organisations and or individuals whether in the employ of such organisation or in a voluntary capacity, offering relevant services in terms of this document.
UPVM	Uniform Protocol for the Management of Victims, Survivors and Witnesses of Domestic Violence and Sexual Offences.



<p>VAP services</p>	<p>Services aimed at assisting victims and witnesses inclusive but not limited to victim assistance, court preparation, court support and other support services contracted or not contracted by government.</p>
<p>Victim</p>	<p>A person who has suffered harm including physical or mental injury, emotional suffering, economic loss or substantial impairment of his or her fundamental rights, through acts or omissions that are in violation of our criminal law relating to sexual offences and domestic violence. The term victim also includes where appropriate the immediate family or dependants of the direct victim. A person may be considered a victim regardless of whether the perpetrator is identified, apprehended, prosecuted or convicted, and regardless of the familial relationship between the perpetrator and the victim.⁵ Where appropriate it also refers to witnesses.</p>
<p>Violence</p>	<p>Includes but is not limited to sexual offences as defined in legislation, domestic violence as defined in legislation. It also includes all forms of primary and secondary mental, physical, emotional, financial, psychological abuse or exploitation of a sexual or domestic violence nature.</p>

CONTACTS

PLEASE SEND YOUR COMMENTS TO
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 OR
 VIA E-MAIL TO: SOCA@npa.gov.za
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 BY 30 NOVEMBER 2005
 YOU MAY ALSO VISIT OUR WEBSITE: www.npa.gov.za

⁵ Victims Charter 2004



COMMENTS

STD I

STD II

STD III

STD IV

STD V

STD VI

STD VII

STD VIII

STD IX

STD X

STD XI

STD XII

STD XIII

STD XIV

STD XV

STD XVI

GENERAL COMMENTS _____

OPTIONAL INFORMATION FROM SERVICE PROVIDERS

1. Name of organisation: 2. Town/City
3. Core function
4. Do you provide services to victims, witnesses or survivors of sexual abuse and domestic violence?
5. Please indicate whether you provide services in rural or urban areas or both:

