

RAF MILESTONES OVER THE PAST

20 YEARS

The RAF has come a long way since its establishment from the Multilateral Motor Vehicle Accidents Fund on 1 May 1997. Since then, the Fund has grown from strength to strength, despite the enormous challenges it has faced over the years, and achieved the following milestones:

- Increase in capital gains by R145 million, adding to the total investment reserve which stood at R319 million at financial year-end.
- The RAF succeeded in reducing the total settlement amount due to exaggerated claims from R513 million to R83 million – a mere 16% of the amount claimed.
- Reduction in legal costs in the previous three years, which ultimately led to claimants receiving higher settlements.
- The implementation of a dynamic affirmative action programme.
- Establishment of the Durban Regional Office in July 1997 to increase the RAF footprint.

1997/1998

1998/1999

- Continued development of proper infrastructure in order to enhance compliance with the King Report on Corporate Governance.
- Introduction of the Patient Outreach Programme in order to assist injured claimants with continued medical care.
- Confirmation of the RAF Y2K compliance.
- Establishment of the Road Accident Fund Commission led by Judge K Satchwell, which was tasked with making recommendations to the President regarding a reasonable, equitable, affordable and sustainable system of benefits and compensation to road accident victims.

- The Road Accident Fund Commission commenced work on 1 June 1999.
- Increased accessibility of the RAF to the general public due to the appointment of Information Officers, which led to more claims being lodged before the prescription period in the year ended in April 2000.
- Reduction of inflated bills submitted by claimants' attorneys by 25%.
- Completion of the RAF Head Office and the Pretoria Regional Office, which were first occupied in October 1999.

1999/2000

2000/2001

- The Minister of Transport piloted a Bill through Parliament in April 2001, which would provide for the RAF to support the road safety campaign legally.
- Conducting medical audits and laying down prescribed tariffs and guidelines in order to prevent medical practitioners from overcharging claimants.
- Reduction of inflated legal bills submitted by claimants' attorneys by 26, 15%.
- Consideration of implementation of performance incentives to reduce the high turnover of staff.
- Plans to appoint a CEO and other executives in order to strengthen the top management of the Fund.



Celebrating two decades of caring
for our road users

Our Work. Our Success.



RAF MILESTONES OVER THE PAST

20 YEARS

- A complete overhaul of the Fund characterised by new claims processes, a new corporate structure, new procurement procedures and a new identity represented by a new logo, development of a new vision and mission, values and strategic objectives statement.
- Proposed amendments to the Road Accident Fund Act to offer better services to claimants.
- Establishment of the Corporate Legal Services Department and the Corporate Communications Department.
- Improved IT services through the establishment of the corporate intranet, electronic linkage to the Department of Home Affairs to have access to the population register, upgrading of the network and the establishment of the ICT Training Centre.
- Staff training on basic computer skills and claims processing was increased in order to increase staff competency levels.

2001/2002

2002/2003

- Application of Batho Pele principles to the operations of the Fund in order to improve service delivery to claimants.
- Establishment of the East London Regional Office in order to increase access to the services of the Fund to the Eastern Cape communities.
- Development of a new claims processing system, Project Ya-sebetsa, aimed at reducing duplications and improving the Fund's capacity to identify false claims.
- Opening of satellite offices in Tzaneen, Polokwane, Nelspruit, Welkom and Port Elizabeth, which were equipped to run the Fund's Patient Outreach Programme and later process claims.
- Development of plans and systems to investigate fraud against the Fund and convict those responsible, which resulted in the conviction rate exceeding 500 in the year under review and saved the Fund at least R100 million.

- More claims were settled than any other year, at 90,1%.
- A formal process of reviewing contracts with service providers was initiated, which assisted with budget management.
- In order to cater for the needs of its employees, the Fund concluded a recognition agreement with SATAWU.
- An Employee Assistance Programme (EAP) and other sub-programmes like the Employee Wellness Programme were introduced to provide support to employees.

2003/2004

2004/2005

(Most of the objectives for this financial year were not achieved due to the Fund's poor financial health, fraud and poor management.)

- Development of a new vision, mission and core values by the Board, which were aimed at creating a customer-centric organisation.
- Drawing up a Rescue Plan to place the RAF on the road to recovery.
- Allocation of a large amount of the budget to modernise IT.
- Receipt of R2, 76 billion in March 2006 from National Treasury to address short-term liquidity constraints.
- Plans put in place to expand the RAF footprint throughout the country.

2005/2006



RAF MILESTONES OVER THE PAST

20 YEARS

Reduction of the claims backlog by more than 100, 000 claims from 445, 682 outstanding claims at the end of the previous financial year to 341, 146 claims at the end of the current financial year.

- Firm stabilisation of the RAF after operating in a very unstable operational environment.
- Commissioning of consultants for international benchmarking to find solutions appropriate to solve the RAF's operational challenges.
- Introduction of a new claims system and an enterprise resource planning solution, SAP.

2007

2008

- Implementation of the Fineos system for improved claims administration.
- Increasing the geographic footprint of the RAF by collaborating with the Department of Health to obtain representation in major hospitals to ensure speedier claims origination and processing.
- Shortest and most successful roll-out of SAP in any organisation, in just five months.
- Finalisation of the tariff for emergency medical treatment in collaboration with the healthcare sector.

- The backlog of outstanding claims dropped to around 260, 000 from just under 500, 000 three years before.
- Operational efficiencies allowed the RAF to process over 330, 000 claims compared to only 90 000 in 2005, without significant increases in the staff complement.
- The backlog of supplier claims declined from 112, 000 to only 23, 000 in 2009.
- Plans to simplify the claim forms, which included their translation into the eleven official languages and a customer services network which would assist the public in their own languages.

2009

2010

- Ensuring job security and re-skilling of employees in the new systems, despite the unfavourable economic environment.
- Establishment of an ICT Command Centre in the RAF's new building in Centurion.
- Introduction of a new telephone system which significantly reduced the RAF's telephone bill.
- Increasing the RAF's presence in hospitals from 43 to 65.
- Introduction of a new Corporate Identity as a physical manifestation of the change taking place in the business and to signify its increased visibility to the public.

- Total revenue for the year grew by 14,2% from R12, 7 billion to R14, 5 billion, as a result of the 8c per litre increase in the RAF Fuel Levy and a 17,5 c per litre increase in the previous financial year.
- A total of 187, 168 claims were finalised despite the RAF not receiving the necessary funding as requested.
- The RAF paid out R12, 9 billion in claims compared to R6,2 billion five years before, which represented an increase of 108%.
- Rolling out of the New Operating Model in order to: centralise claims processing, introduce a new paperless environment, full national coverage in all nine provinces, service clients in all 11 official languages, provide a strong IT backbone and allow direct links to hospitals and other service providers.
- Increase of the RAF footprint by establishing 10 new Hospital Service Centres.

2011



RAF MILESTONES OVER THE PAST



- Finalisation of the RABS Policy, which would mean a significant change in the operation of the system of compensation in future.
- Finalisation of a total of 149,467 claims despite many challenges experienced.
- Improvement in customer-centricity with the introduction of the “RAF on the Road” campaign, which improved accessibility and visibility of the RAF to the general public.

2012

2012/2013

- The years 2012 and 2013 were declared ‘The Year of the Customer’ and ‘Our Year to Shine,’ respectively, and assistance to road accident victims was extended to communities across the country.
- The Fund used numerous platforms to bridge the gap between the organisation and its claimants by participating in major events such as the Comrades Marathon, Two Oceans Marathon, the Cape Argus Cycle Tour, visits to taxi ranks, etc.
- The RAF intensified its Patient Outreach Programme to provide continuous support and rehabilitation to injured road accident victims.
- Establishment of the Nelspruit Customer Service Centre, which became fully operational.
- Signing of a multi-lateral agreement with three Motor Vehicle Accident Funds (Botswana, Swaziland and Namibia) in the SADC region in order to enable efficient cross-border claims processing.

- Increase in the number of Hospital Service Centres to 83.
- Establishment of the four Customer Service Centres in Kimberley, Bloemfontein, Mahikeng, and Polokwane and preparing them for official opening.
- The Call Centre managed 22, 000 calls.
- Growth of the RAF staff complement by 22%.
- Increase in the Fund’s social media footprint to 20, 000 followers.

2013/2014

2014/2015

- Awarding of the Transport Minister’s Special Award and the DPSA’s Batho Pele Service Awards to the RAF, among others.
- Selection of the RAF as a finalist in the United Nations’ Innovation Awards for 2015.
- Receipt of three consecutive clean audit awards from the Auditor-General.
- Achieving 84% of the RAF’s Annual Performance Targets in the year under review, which was a huge improvement.
- Increase in the permanent staff complement to 2, 555 and the reduction of the vacancy rate to below 7%.
- A significant increase in the number of inbound calls to the Call Centre to 284,944 calls attended to, and a social media following of 45, 000.



Celebrating two decades of caring for our road users

Our Work. Our Success.



RAF MILESTONES OVER THE PAST

20 YEARS

- Achieving 90% of the RAF's Annual Performance Targets, which was even better than that of the previous year.
- Successful reduction in the percentage of overall expenditure due to legal fees to 13,4%.
- Exceeding the target for claimants engaged at road shows (28,750) with an audited figure of 36,146.
- Identification of fraudulent claims before payment was made, leading to the arrest of 136 people for fraud against the RAF.
- Branding and launch of new Hospital Service Centres and a Walk-in-Centre in Beaufort West and the relocation of the Customer Service Centre in Nelspruit.

2015/2016

2016/2017

- Major strides towards the implementation of RABS were taken when Cabinet approved the introduction of the RABS Bill to Parliament on 29 March 2017.
- The Ethics Programme of the RAF showed great improvement after a review by an external assurance provider and was found to be leaning towards the 'Maturity' phase.
- A number of awards were received by the organisation, such as the Special Minister's Award for overall achievement at the Third National Transport and Recognition of Service Excellence Ceremony, the Chief Executive Officer's Award for the 'Best CEO in Transport' category, and others.
- The launch of a new CSC in Durban.
- Branding of numerous HSCs.
- Increased engagement with customers through 'RAF on the Road' and other promotions and activations.

As we look forward to the promulgation of RABS, we hope that the new compensation system will put us in an even better position to deliver the best service to road crash victims.



Celebrating two decades of caring
for our road users

Our Work. Our Success.

