

# — Road — Ahead

Newsletter of the Road Accident Fund

You in the  
**driver's seat**

**Partnering**  
for safer roads

Employee  
**wellness**  
and you

**Inter-Fund**  
games

A whole new mindset

**WIN!**

A GIFT VOUCHER  
FOR YOUR  
CONTRIBUTION

page 3

# CONTENTS

## JUNE 2011

Edition Two

**PAGE 1 / MESSAGE FROM THE CEO**  
Jacob Modise

**PAGE 2 / YOU IN THE DRIVER'S SEAT**  
Connie Nel

**PAGE 3 / LETTERS TO THE EDITOR**

**PAGE 6 / MEET OUR NEW BOARD**

**PAGE 7 / NEW APPOINTMENTS**

**PAGE 8 / TAKING THE SHOW ON THE ROAD**

**PAGE 9 / TRAGEDY STRIKES IN LIMPOPO**

**PAGE 11 / INTER-FUND GAMES**

**PAGE 12 / EMPLOYEE WELLNESS AND YOU**

**PAGE 14 / PERSONAL MASTERY**

**PAGE 15 / TRANSPORT HIGHLIGHTS**

**PAGE 19 / RAF IN COLOUR**

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



Call Centre Number

0860 235523



### Editorial Team

Editor-in-Chief	Mandla Mvelase
Editor	Connie Nel
Contributors	Nathan Miles Thembi Baloyi Karabo Frank Mdhluji Thomas Tiba Khathu Magadani Bongiwe Tyopo Cynthia Goosen Sylvia Mkhonza Siphiwo Mendu Lic Steven Ramothibe Mogodu Shereen de Bruin Cynthia van Rensburg Millicent Mojapelo Linda Peter Eilish O'Regan Meagan Karstens Dr Letitia van der Merwe

### Copyright Notice and Disclaimer

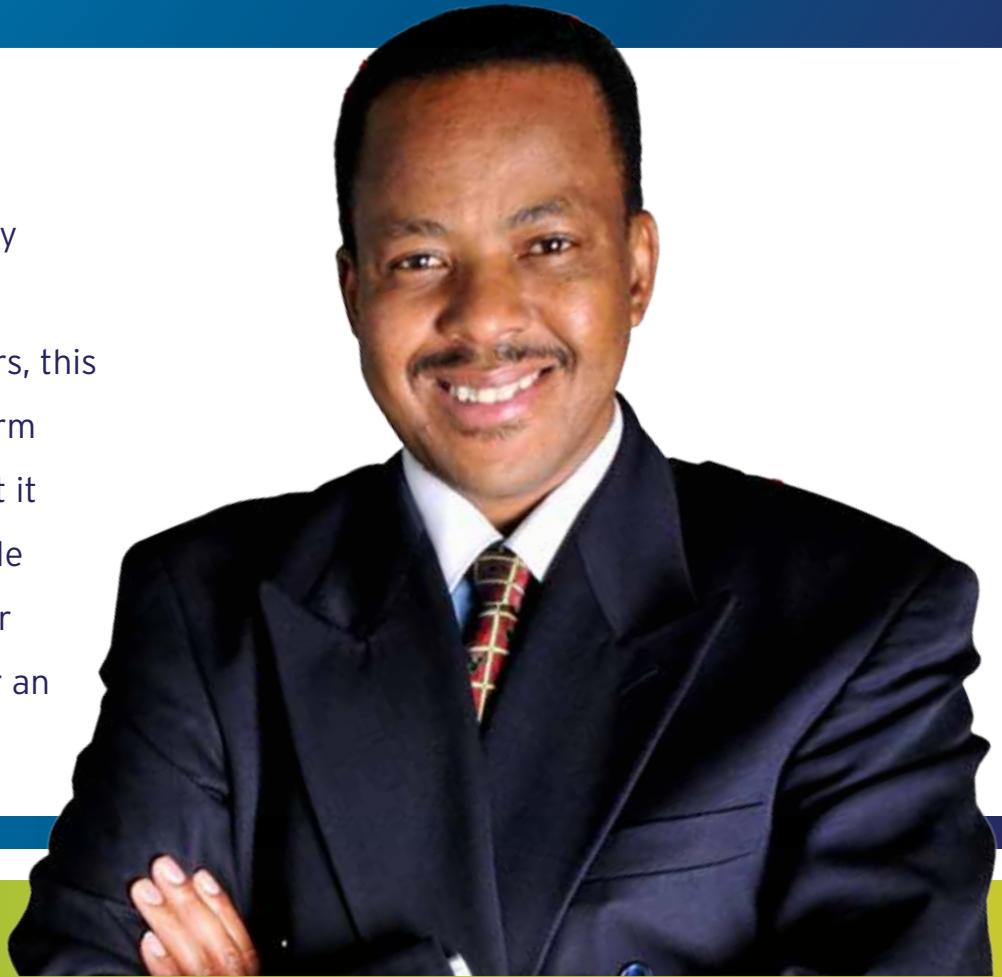
All rights reserved: No part of this publication may be reproduced, stored in any retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying or otherwise, without the prior permission in writing of the Editor. Unauthorised copying of this publication will result in prosecution.

Commercial liability: Whilst every effort has been made to ensure that information contained in this publication is accurate, up-to-date and reliable, the RAF cannot be held liable for any errors, omissions or incorrect information it may contain, or for any loss or consequential loss arising as a result of decisions taken based on its contents.

The RAF will undertake to issue corrections and clarifications if genuine errors have occurred.

The views of the authors that have submitted their articles to this magazine are owned by them alone.

The Road Accident Fund is a key aspect of our country's social security system. In coming years, this system will continue to transform in order to improve the support it provides for the most vulnerable members of our society, and for those desperately in need after an accident or catastrophic event.



## MESSAGE FROM THE CEO

**F**ive years ago, we at the RAF introduced a turnaround strategy aimed at enabling our organisation to tackle its most important and urgent challenges. As part of this process, we looked at how we could make it more convenient for victims of motor vehicle accidents or their dependants to lodge a claim with the Fund, and at ways in which we could process their claims more rapidly.

We have now reached a pivotal point in the development of the RAF. Investments made in recent years are beginning to deliver returns. Legislative amendments are already reducing the number and value of claims for which the RAF is liable, as well as associated legal costs for both the Fund and its customers. A more accessible Customer Service Network and a more efficient claims processing unit are both in the early stages of operation.

Our strategic plan for the next three years, then, is to continue to bed down our turnaround strategy. The cornerstone of our New Operating Model is to

continuously improve the RAF's reach and presence, making it easier for our customers to lodge direct claims.

The benefits for our customers will include savings on legal costs, quicker access to medical services, faster compensation and a more positive experience. We would like to see the RAF shift its focus from administration and the payment of claims to providing a more holistic service which brings the Fund closer to its customers.

Our three-year strategy will also see the RAF striking out on a path that will lead to financial sustainability. This is essential as the annual increase in the RAF levy has historically been insufficient to meet the Fund's needs. As a result, the RAF has a growing deficit and experiences frequent cash shortages, which prevent it from paying compensation to customers in a timely manner. The Fund is therefore pursuing a more sustainable funding position by persuasively explaining its funding needs to government stakeholders.

Finally, during this period, the RAF will also contribute to the ongoing process of policy development related to government's social security plans. We will use our expertise to advise government stakeholders on how best to link the transformed RAF into the new system.

All of this will only be possible with your continuing commitment to our goals. With your hard work and support, the RAF can look forward to a time when there will no longer be any significant obstacles to efficient and caring delivery.

Kind regards

A handwritten signature in black ink, appearing to be 'J R D Modise'.

**Jacob R D Modise**  
Chief Executive Officer

Let me begin by thanking all of you for your overwhelming response to our first edition of Road Ahead - and a word of appreciation to Hajra Mohamed for proposing the title of the newsletter.



## YOU IN THE DRIVER'S SEAT

**T**he editorial and design teams were delighted with the publication, and we are delighted that you were too. Remember, this is your newsletter - a place to share and exchange information - so we invite you to make it your own by sending in your contributions. We include as many as we can, given the limitations of space, and this exchange of ideas and experiences enables you to get to know both your colleagues and the RAF better.

In this edition, we explore the theme of personal mastery in the workplace, something that affects us all. Simple techniques aimed at achieving more control over and enjoyment in your work can help you to improve your efficiency, enhance your chances of career advancement, reduce stress and create a sense of pride in what you are doing.

Personal mastery begins with watching out for signs that you could benefit from a new perspective on your work. If you feel reluctant to come to work in the mornings, it's time to stop and think.

Tai Goodwin, a business and relationship coach, says there are a few easy and practical things you can do to shift out of neutral and move into drive mode:

**Get Real:** Acknowledge how you're feeling about your work life. Write a journal about it or talk to someone you trust, but don't hold it in. The more you try to ignore how you really feel, the more anxious and frustrated you'll become.

**Get Inspired:** Find a book, CD or MP3 that tells someone else's success story. Let their success motivate you to keep moving towards your own goals, both at work and in your private life.

**Take Control:** Are there too many meetings and tasks on your to-do list? Become a guardian of your time and energy by mastering your schedule. Start by limiting the number of meetings you attend in one day. Then set up a system for managing e-mails and prioritising requests. Taking control of your schedule is essential to achieving personal mastery in your work.

**Play a Different Role:** Are you the team member that organises everything? Or maybe you're the one everyone goes to when there's a last-minute crisis. Taking on a specific role within your team may have boxed you in. Whichever hat you normally wear, take it off. Changing how you engage with others can change how you feel about your work and your colleagues.

**Make a Plan:** It can be really hard to stay motivated if you can't see a light at the end of the tunnel. Most people stay on a road to nowhere because they don't have a map that will take them somewhere else. Start by putting together a plan for how you would like your life and your work to develop.

This five-point approach can help you to rekindle your passion for your work, aim for a promotion, consider a new role in the organisation, and bring a sense of enjoyment back into the workplace for you.

*Connie*

# LETTERS TO THE EDITOR

## AN OPEN LETTER OF GRATITUDE TO THE RAF

I am writing to you from the Mawela Higher Primary School in eastern Limpopo. Our school is situated on the border between the former Venda, Gazankulu and Lebowa homelands in a small village called Sereni. We have 14 educators at the school and 462 pupils ranging from Grade R to Grade 7.

We would all like to thank the Road Accident Fund for making such a difference to our school through its generous donation of three steel chest cabinets and seven computer stands for our offices and classrooms. We are looking forward to receiving the 20 desktop computers that the Fund has also committed to donating later in the year. Our school lacks computer facilities and the new equipment will enable us to teach our students much needed modern computer skills.

We are also working hard to foster a culture of reading at our Mawela Higher Primary. We have set aside a classroom for this purpose and hope to be able to convert it into a fully fledged library soon. Our aim is to put an end to ignorance and illiteracy through encouraging our youth to read and by teaching them invaluable computer skills.

We appreciate everything you are doing for us and offer our heartfelt thanks.

Yours sincerely

**Mr MP Makwapa**

Principal



## THE WINNING LETTER

### TIGHTENING UP ON SOCIAL GRANTS AND PENSIONS

It is encouraging to know that government has committed to rooting out corruption in the public service. And one of the most important things it needs to focus on is the abuse of government grants.

I was recently appalled to find out about a woman who has to take care of her parents, both of whom receive old age grants, but is unable to do so because their pension and bank cards are in the possession of unscrupulous loan sharks. Another community member in the same situation has no other option but to live in his car.

These examples highlight how vulnerable poor people have become in our society. How many more are suffering and are perhaps afraid to speak out? Better government regulation of social grants is required and I would propose the following:

- Introduce policies which will ensure that no credit can be granted to a person receiving a government pension or grant.
- Regularly review the status of all government grants, since it is clear that the system is being abused. This will ensure that those receiving grants are eligible for them, and also that they or the people who are preying on them, are not abusing the social grant system.
- Introduce food vouchers as part of the social grant payment, so that the abuse of cash payments can be reduced.
- Establish a complaints office to which the public can report incidents of this nature, as well as cases in which taxpayers' money is being abused.
- Appoint officials to conduct regular home visits and investigate reports of government grants being abused.
- Implement stricter qualifying measures and appropriate sanctions for both recipients and others who are abusing the social grant system.

Said interventions will ensure that the social grant system is not abused, and that qualifying citizens can rightly benefit from it.

**Nathan Miles**

East London

**Congratulations, Nathan! Your voucher is on its way.**

## MY RAF

When I first started working for the Road Accident Fund in 2008, I was excited about working for an organisation which is dedicated to assisting people who have lost their loved ones in a motor vehicle accident, and to helping those who have been injured in a motor vehicle accident to recover.

However, as the days became months, I realised that while the RAF's mandate looked great on paper, in reality we weren't doing so well. We weren't processing claims as effectively as we could have been, and claimants were sometimes having to wait years to receive compensation.

I soon began to be ashamed of the organisation I work for. I would pray that "bo mme ba society" wouldn't ask my mother where I work, because I hated the comments and remarks that followed her answer. I was even afraid to wear my RAF T-shirts in public because people would stop me and complain about the organisation.

Then an article in a Sunday newspaper caught my attention. It was called "Be the change you want to be". It got me thinking about the kind of change I wanted to see at the RAF. I made a list of all the things I didn't like and then I made a list of how I could help to change those things. I took control.

I feel that if I can help just one claimant to receive compensation or assure another that someone cares about the horrible thing that has happened to them, that is enough. I cannot change the whole RAF, but I can, in my small space, help to build it into the organisation we envisage it should be.

So, today I am proud to say I work for the RAF because I know that, at the end of every working day, I have given my all to making sure our organisation moves towards making its vision a reality.

### Thembi Baloyi

Eco Glades



## THANK YOU, SIYABONGA, DANKIE, LEBOGA

I would like to take this opportunity to acknowledge the valuable contribution made by RAF staff to ensuring that we now have the RAF Z-Card in all the eleven official languages. In order to get this done, they sacrificed family time and often had to take work home.

Our thanks also go out to management for allowing staff to dedicate time to doing these translations during working hours.

The new Z-Cards would not have been possible without the dedicated contributions of the following people:

isiZulu: Thandazile Buthelezi and Nomatolo Dlangamandla

isiXhosa: Nwabisa Ngayi, Nwabisa Gija and Vatisa Ndima-Gqwetha

Sesotho: Thabiseng Mfumadi

Sepedi: Nthabiseng Mfumadi and Khathu Magadani

Setswana: Nthabiseng Mfumadi and Menti Modiselle

Xhitsonga: Michael Hlungwani

Tshivenda: Khathu Magadani, Ntovhe Nthambeleni, Eric Mathagu, Livhuwani Tshikhudo,

Fhatuwani Ravele, Rabelani Netshidzivhani

isiSwati: Gugulethu Simelane, Hazel Zwane, Meisie Tshangela

isiNdebele: Thandiwe Matshiyane and Joseph Mahlangu

Typing of both the isiZulu and isiXhosa translations: Ann Jennifer Sigasa

A special thanks once again to all.

### Khathu Magadani

Eco Glades

## A WHOLE NEW MINDSET

Which of us can't identify with the ups and downs of everyday working life? Sometimes it seems easy to handle our work and we enjoy it. At other times, we feel overwhelmed and just want to run away. But a simple change in mindset can make it easier to manage the bad times, as well as to enjoy the good times. It's really about adopting the right attitude.

Personally, I've found new meaning in life by changing focus and concentrating on the positive in the workplace. You can do the same thing - it's as easy as committing to the common goal of

fulfilling the RAF's mission of helping those affected by motor vehicle accidents and taking pride in the contribution you're making to that effort.

So, if you're not feeling very positive about work, talk to someone about the load you're carrying and step into a new you. You have so much to live and work for.

Call ICAS on 0800 212 572. They have done wonders for me, and could do the same for you.

### Karabo Frank Mdhuli

Menlyn



### **EMPOWERING OUR CHILDREN THROUGH SPORT**

I'm very sad to see that so few schools are arranging and encouraging sporting activities, especially as many of our youth are self-destructing and need positive activities to focus on.

When I was at school, we became really hyped up about upcoming sporting events. Our parents, relatives and even neighbours would encourage us and support our events, whether they were held at the A.W. Barnes field or at the rugby field in Buffalo Flats.

Why have we allowed this passion that we ourselves once thrived on to disappear from our schools and communities? Many of us blame the youth for some of their choices, but what about our responsibility? Why do we seem to be depriving our youth of the discipline and pleasure of participating in sport?

Our children need the benefit from the encouragement of their teachers, as well as the support and expertise of sport facilitators, selectors and professional players.

Let's empower our children through the activities we once held dear to our hearts. Who knows, there might be a national hero out there just waiting to take to the field?

Every child dreams of becoming a sports hero. Let our kids be remembered by their jersey numbers, and not by those given to them at correctional institutions.

**Cynthia Goosen**

East London

### **WHEN LOVE IS IN THE AIR**

When we say "love is in the air", we often limit ourselves by focusing only on our romantic and family relationships. So on Valentine's Day, the RAF staff in East London took this idea to another level when we decided to show our love for our fellow human beings as well.

We did this not only by wearing the colours of the day, but by each making a small donation to charity. These contributions all went into a fund, which was shared with those who do not know where their next meal will be coming from.

When staff were asked how they felt about helping the needy on Valentine's Day, a colleague from Direct Claims, Zoliswa Fetman, said: "Giving something to the less fortunate gives one such a good feeling afterwards. Most people appreciate the help, and just by giving, one is left personally satisfied."

She went on to say that working in Direct Claims gives her the same kind of satisfaction, especially when she knows she has gone the extra mile for a claimant.

The staff in East London would be encouraged to see the RAF undertake more corporate social investment projects to complement their own endeavours.

**Bongiwe Tyopo**

East London

### **WOW!**

Thank you so much for the new RAF staff newsletter! "Wow!" I thought to myself when I saw it, "this is really beautiful."

The design is bright and appealing and the language used is simple and straightforward, which makes the publication a pleasure to read.

The newsletter is also a handy source of information, and provides reports about RAF news, events and people. I take my hat off to those who came up with the idea and who have implemented it so well.

Keep up the good work - and please continue to include as much news, information, sports and competitions as possible.

**Thomas (Tomi) Tiba**

Menlyn

Do you have any ideas on reducing the number of accidents on our roads?

Send your contributions to [connien@raf.co.za](mailto:connien@raf.co.za) and stand a chance to win a R 1000 gift voucher.

# RAF NEWS

//// News on the RAF's activities over the past couple of months

## MEET OUR NEW BOARD



Dr Ntuthuko Bhengu - Chairperson



Mr Veli Mahlangu - Vice Chairperson



Adv. Dimakatso Qocha



Mr Themba Tenza



Mr Jerry Masekoameng



Adv. Motlatjo Ralefatane



Mr Tondani Moyo



Ms Annemarie Steyn



Mr Desmond Smith



Ms Zethu Qunta

## NEW APPOINTMENTS

The Road Accident Fund takes great pleasure in announcing the appointments of Ms Mamare Penelope Moiloa as the Executive: Benefits Administration Unit and Ms Lesibana Fosu as the Chief Financial Officer.

They will participate in road shows in order to meet staff around the country in due course. We wish them every success during their tenure with the RAF.

The Fund also takes pleasure in announcing the appointment of former Executive: Marketing & Communications, Mr Mandla Mvelase, as the new Executive: Customer Service Network.



Ms Mamare Moiloa



Ms Lesibana Fosu



Mr Mandla Mvelase

## DOOR-TO-DOOR BLITZ

In preparation for Human Rights Day on 21 March, the RAF and the eThekweni Municipality embarked on a door-to-door campaign in the Inanda, Amaoti and Amaotana informal settlements outside Durban. The residents in these areas use public transport frequently, and are therefore often exposed to the risk of road accidents.

The RAF and municipal officials took the opportunity to distribute information booklets and Z-Cards, and to talk to commuters. It was evident from these visits that a lot of people are not aware of the RAF and, even though many in

these areas had been involved in road accidents, only a few had initiated claims. The campaign therefore served an important purpose and provided residents with the knowledge they needed to lodge claims.



So successful was the campaign that similar door-to-door campaigns will continue throughout the year.



## A SONG OF PRAISE FOR THE JOHANNESBURG CHOIR

The RAF's Johannesburg Choir was formed in 2002, not only as part of the organisation's extra-mural activities programme, but also to foster unity amongst its members, who often perform at the funerals and memorial services of staff and their relatives.

When a staff member's daughter was murdered in 2003, for instance, the choir honoured her by performing at her funeral. When there was a bereavement in our CEO's family, the choir was there to

soothe aching hearts. It is the heart and soul of the Joburg office.

On a less sad note, the choir will soon be participating in some of the activities planned by the Marketing Department in order to raise the visibility of the RAF.

Hopefully, amongst many similar events, it will be singing at the World Day of Remembrance for the victims of motor vehicle accidents and their families.

And year-end functions just wouldn't be the same without the choir singing in full voice.

Special thanks are due to Meisie Tshangela for her dedication to the choir. Its members love the RAF and will always sing its praises.

**Lic Steven and Ramothibe Mogodu Mokgatle**

Johannesburg

## BAG IT AND BIN IT

### A partnership for a clean N3

Motorists travelling between Joburg and KwaZulu-Natal along the N3 toll route are often appalled to find that their fellow road users simply throw their rubbish out of their vehicles. They do this without any consideration for the impact that litter has on the countryside or on the wetlands and rivers that border the highway.

With this in mind, the RAF partnered with N3 Toll Concession (N3TC), LeadSA and TollReach this past Easter to appeal to drivers using the N3 to bag their litter and bin it. Through this partnership, 150 000 paper bags were distributed to motorists at the Wilge and Mooi River Toll Plazas over the Easter and Worker's Day long weekends.

As Mandla Mvelase, Executive: Marketing and Communications said, "The RAF was delighted to participate in this environmental initiative, as it aims to keep one of our most important national routes clean."

"Bag It and Bin It" is an initiative that is badly needed. At present, the 'Litter Buggee', a dedicated vehicle that N3TC uses to collect litter along the N3, collects an average of 6 000 refuse bags of litter every month. All litter collected along the route is taken to the N3TC contractors' yards and separated into various categories for recycling.

"Our aim was to achieve a drastic reduction in the amount of litter collected over the Easter period," says Andy Visser, PR and Communications Manager for the N3TC. "We wanted to make sure that motorists had no reason to litter."

The initiative proved to be a great success and will hopefully be the first of many conducted by the RAF, the N3TC and LeadSA to keep the N3 and South Africa clean, especially during peak holiday periods.



## TAKING THE SHOW ON THE ROAD

The RAF tries to provide a listening ear at many public events around the country, and works hard to make South Africans more aware of what the Fund is all about.

That's why the Marketing and Communications team recently took to the road again. Joining forces with the Department of Home Affairs and the Department of Health, the team took information and services directly to the community at the recent opening of an ANC constituency office in Bisho.

During the event, traditional Xhosa dancers took the floor and a traditional brew called "umqomboti" was served as a sign that it was a success. Our staff members were so chuffed with this that they insisted on posing for the cameras with the dancers.

The RAF's participation was acknowledged by the host, the Honourable Xolile Nqata, who is the Member of Parliament for the area. He also extended his thanks to all the enthusiastic RAFers present for their part in making the road show such a success.

### Bongiwe Tyopo

East London



## ROAD SAFETY AWARENESS IN MAPHUMULO

The Maphumulo Awareness Festival, which took place recently, was a road safety awareness event initiated by the KZN Legislature, and was a way of taking government services to the people.

The event was very popular with the youth and drew thousands of visitors. It provided an excellent platform for raising awareness of the RAF and for distributing Z-Cards, so it was a perfect mix of business and pleasure.



### RAF FACILITIES SAVES THE DAY

RAF Facilities recently had to contend with a major power cut, but pre-planning saved the day. The power supply in the Eco Glades office went down due to an explosion in a local sub-station, but proper pre-planning and good maintenance ensured that the RAF could continue with business as usual for three days until the problem could be repaired.

Thanks to all involved for saving the day!

## TRAGEDY STRIKES IN LIMPOPO

The RAF's mission is to provide more than just cover for deaths and injuries suffered as a result of motor vehicle accidents. The Fund also provides caring support to all those affected. This is often a difficult and emotional task, especially when many lives have been lost.

One such occasion occurred recently when the Limpopo office received a call from the provincial MEC for Roads and Transport in Limpopo, Ms Pinky Kekana, informing the staff of a disaster that had taken place the previous night at the Leboeng village near Orighstad.

According to the SAPS, the accident occurred when the driver of a minibus collided with the trailer of an oncoming truck. Twelve people died instantly; two men, six women and three children. A seventh woman, who was pregnant at the time, died en route to the hospital. Tragically, she was also the mother of the three deceased children.

RAF staff member, Titus Siaga, was assigned to attend to the disaster and to assist the families with the burials. The

families decided on a suitable undertaker and the company also agreed to donate a coffin for the driver, who was not eligible to claim in terms of the Road Accident Fund Act.

The joint funeral took place on Sunday, 6 March at Matimu High School in Khujwana village. It was attended by thousands of mourners, as well as by the Honourable Premier of Limpopo, Mr Cassel Mathale; the Honourable MEC for Roads and Transport in Limpopo, Ms Pinky Kekana, and the Executive Mayor of the Mopani District, Mr Joshua Matlou. Religious leaders, MPs, MPLs, learners and the community at large joined the families in commemorating those who had lost their lives.

Khongi Molohlanye gave a speech on behalf of the CEO of the RAF, and the Premier personally thanked the RAF team for the constant support it provided to the bereaved, for being proactive and for putting the needs of the people of Limpopo first.

Follow-up visits to the families were

arranged and Ms Cynthia van Rensburg facilitated a joint visit with SASSA. As the representatives of the RAF completed forms in respect of loss of support, employees of SASSA completed foster care grant forms and distributed food parcels to family members.

Community Outreach events to educate the community of Khujwana and surroundings about the benefits provided by the RAF and other government services have been arranged in collaboration with the Mopani District Municipality, SASSA and the Department of Home Affairs.



Ms Cynthia van Rensburg

## CHEQUE OF R40,000 PRESENTED TO DEBATE COMPETITION WINNER

**By Millicent Mojapelo**

On 22 March, my colleague Benny and I took a trip to Standerton, a small town in Mpumalanga, in order to present a cheque to the winner of the National School Debate Competition, which is sponsored by the RAF.

As we approached the Stanwest Combined School, where the event was being held, there was an atmosphere of celebration. A new library was about to be opened at the school and everyone was very excited.

We were met there by Jabulile Dlamini from the RAF's hospital-based office in

Standerton, and together we distributed information brochures and answered questions related to claims resulting from motor vehicle accidents.

The event was attended by delegates from the Department of Education (DoE), including the District Manager, as well as by the local library manager, a representative from Rotary Club, and of course, the winner of the debate competition.

The message of the day was 'Learn to read in your own language' and, since the event coincided with National Library Month, guests encouraged learners to develop a culture of reading, both for

learning purposes and for enjoyment. Youngsters were invited to use their spare time to explore the world of books in their new school library.

As part of the day's programme, the RAF presented a R40 000 cheque to Rethabile Mzizi, a learner at the school, who had won the National School Debate Competition. The prize money she won on behalf of her school will be used to purchase some of the very latest books to stock the shelves. The principal, Mr Mathebula, then took the opportunity to thank the RAF for this contribution to the culture of reading and learning at the school.



## LETTER OF APPRECIATION

I am writing this letter to you as a token of appreciation for the work and warm partnership we continue to receive from the RAF Limpopo Office.

The provincial office of the Road Accident Fund, under the leadership of Ms Cynthia van Rensburg, has made great strides and inroads in the province through participation at our events.

Hence, the people of this province are now able to access more services provided by the RAF.

Just to highlight one, the proactive manner in which your officials handled the most recent accident which took place in the Greater Tzaneen Municipality wherein members of the Zion Christian Church lost their lives, Ms Cynthia van Rensburg and Mr Titus Siaga ensured that the burials of the 18 victims were executed in a decent and befitting manner, all within a space of a few days.

We have referred numerous cases of families of victims battling to lay their loved ones to rest to Ms van Rensburg, who ably assisted them.

I hereby wish to bring to your attention that, as the Department, we pride ourselves on being associated with the highest standard of service offered by your office.

Warmest regards

**Mr Ntau Letebele**

HoD Roads and Transport

Limpopo Provincial Government

## INTER-FUND GAMES: CELEBRATING THE INCREDIBLE JOURNEY IN NAMIBIA

**By Millicent Mojapelo**

This year, Namibia once again hosted a spectacularly organised, fun-filled event on 28 April. This coincided with the country's twentieth anniversary celebration, the theme of which was 'Celebrating the Incredible Journey'.

As part of the celebration, the MVA Fund of Namibia hosted its sister Funds at the Decade of Action for Road Safety procession on Independence Avenue, during which the importance of road safety was highlighted.

The procession then moved on to Dagbreek Special School to unveil a new hostel block. The school is for people living with disabilities, some of whom are road accident victims.

As part of its corporate social investment (CSI) programme, MVA Namibia supported the building of the new hostel with a contribution of N\$1million, and has committed to supporting the school with

further funding over the next five years. The Namibian Minister of Education and the Chair of MVA Namibia were present and joined in the celebrations.

The big sporting event followed on 29 April, and the superb hospitality of the hosts could have been the reason why the RAF slipped up on retaining some of its well-guarded titles! Nevertheless, the South African soccer team retained the cup for the fifth time thanks to the unforgettable 'flash' assist by Claudia 'Poppy' Radebe. The netball and volleyball teams came third and, in the 100m x 4 relay, our team won the gold.

A highlight of the event was when Ma'am Linda Peter was voted 'Mother of the Inter-Fund' for her dedication to the games since their inception.

In May 2012, the games will be back in South Africa, so we'd better start training now. We can't afford to be beaten on home ground!



# EMPLOYEE WELLNESS AND YOU

////// By Linda Peter

## MANAGING PROBLEMS SUCCESSFULLY

At the RAF, we recognise that almost any existing or anticipated problem can be managed successfully, provided it is identified early and a suitable management programme is put into place. This applies whether the problem is physical, mental or emotional illness, or whether it is related to finances, marital issues, drug or alcohol abuse, a legal situation or any other personal concern.

Employees who have difficulties that may affect their job performance and wellbeing are encouraged to voluntarily seek confidential assistance by contacting Employee Wellness Services (EWS) at their local office. This programme is an employment benefit and is provided at no cost to employees and their immediate family members. EWS has six fully equipped occupational health facilities staffed by qualified professionals, all of which are accredited by the Department of Health as HIV Counselling and Testing (HCT) sites.

Employees may also be referred to the RAF's employee wellness partner, Independent Counselling and Advisory Services (ICAS), where assistance is

available 24/7 in all official languages.

### CORE PRINCIPLES

#### Confidentiality

The service is run by professionals who practise under the strict ethical codes of their different professional associations, and employee confidentiality is therefore guaranteed. No personal information will be given to the employer without the written consent of the employee.

#### Neutrality

The service safeguards the interests of both the employee and the employer. It provides professional services to all employees of the RAF regardless of race, class, gender, sexual orientation, creed or religion.

#### Accessibility

The RAF EWS is accessible to all employees and members of their immediate family. Working in partnership with ICAS, it provides a wide range of services 24/7, 365 days of the year.

#### Empathy

All employees are dealt with care and empathy.

#### Respect

The RAF EWS subscribes to the Constitution and the legal framework of the Republic of South Africa. All employees are treated with respect and dignity.

### CORE SERVICES

#### Employee Wellness Programme (EWS)

This is a proactive programme that empowers RAF employees with information on how to manage their lives effectively.

Some of the services on offer include weight management, stress management, life skills, personal financial management, legal advice (on such non-work related issues as child custody, marriage, separation, divorce, etc.), consumer advice (on such issues as consumer rights, housing, travel, health, etc.) and effective parenting.



## Sport and Recreation

The RAF regards sport and recreation as a means of uniting employees and of encouraging them to form positive relationships with one another.

Every year, for instance, the various regions compete against each other in the RAF National Games, an event which is topped off with a gala dinner and an awards ceremony. Everyone looks forward to it!

The RAF also competes beyond the country's borders, and takes part in the Inter-Fund Games with teams from Swaziland, Botswana and Namibia. Our very own team has held the soccer championship for five years.

## Employee Assistance Programme (EAP)

The EAP is a 24/7 counselling programme offered both in-house and by our employee wellness partner, ICAS. Telephone consultations are offered on an unlimited basis, while personal consultations with qualified professionals are limited to six sessions per incident. The EAP deals with such issues as

work-related problems, HIV/Aids, conflict management, divorce, relationships, alcohol and drug abuse, anxiety and depression, trauma and post-traumatic stress.

## Financial Advisory Service

The Financial Advisory Service deals with such issues as collection irregularities, black-listing, garnishee orders, tax-related queries, estate planning, retirement planning, investment planning, budgeting, and debt management.

## Managerial Support Service

The Managerial Support Service provides support for managers on such issues as absenteeism, incapacity, referrals, alcohol and substance abuse, conflict resolution, critical incidents and employee wellness coaching.

## HIV/Aids

The RAF partners with its two medical aid providers to offer accessible support to those employees infected with, or affected by HIV/Aids. Both medical aids have accredited HIV/Aids management programmes and offer 24/7 hotlines.

Case managers are assigned to each case and individuals are monitored through a disease management programme. In-house practitioners offer practical support, and do home and hospital visits for both employees and immediate family members.

## Executive Wellbeing Programme

The Executive Wellbeing Programme is an outsourced programme offered by an accredited institution. It assists Executive Management to maintain a healthy lifestyle.

### Regional EWS Contact Details

Head Office:	(012) 429 5675
Cape Town:	(021) 408 3608
East London:	(043) 702 7769
Durban:	(031) 365 0483
Johannesburg:	(011) 223 0483
Manager:	(012) 429 5387
ICAS Toll free:	0800 212 572

**This is your EWS - use it!**



## LEARNING AND DEVELOPMENT - PERSONAL MASTERY

"The key to coping with change is a changeless sense of who you are, what you are about and what you value."

In order to lead others, leaders must first be able to take the lead in their own lives. Like everyone else, they are affected by the way in which they view their jobs, as well as by a host of other factors like their personal goals, values, feelings, strengths and weaknesses.

An authentic leader, then, needs to be introspective as well as a person of action; committed to both self-awareness and continuous improvement.

In practical terms, authentic leaders strive to see the bigger picture and to act on it. They aim to understand what is going on in any situation and to grasp the implications of the different courses of action available to them. They also actively identify opportunities, take decisions, create resources and inspire the people they work with.

These are qualities that stem from a strong and integrated sense of self which makes it possible for authentic leaders to cope with difficulties, uncertainty and change. And while natural talent and ability are important, leaders are really people who have chosen to develop their personal qualities in order to fulfil a purpose.

So what are the Top Ten characteristics that define an authentic leader?

1. Leaders understand what success means to them. It isn't always about a bigger pay cheque or the next promotion; it's also about making a difference and the satisfaction of a job well done.
2. They define their goals and develop a plan to achieve them.
3. They focus on what is important. As Dr Phil puts it, they focus on "the critical inch"; the task that is the most important in any specific situation.
4. They focus on what is realistically achievable.

5. They don't indulge in complaining, blaming or resentment and they always acknowledge and reward others.
6. They understand that their own choices shape their path in life and impact on others.
7. They are mindful of their own behaviours and how these can influence outcome.
8. They accept uncertainty and failure as part of a greater learning experience.
9. They understand that internal growth and development are as important as effective action.
10. They consciously develop their personal, professional, social and spiritual skills and relationships.

In short, authentic leaders consciously develop not only their work skills, but also self-awareness and good relationships. Above all, they know that being a leader means taking responsibility for their own actions, for outcomes and for how they interact with people.

**By Dr Letitia van der Merwe**

## HEALTH AND SAFETY IN THE WORKPLACE

The International Labour Organisation's World Day for Safety and Health at Work takes place every year on 28 April. To commemorate this day in 2011, the RAF held a number of occupational health and safety (OHS) workshops in branches around the country.

These workshops focused on OHS training and the RAF's OHS programme of action for the year, as well as on the PDCA cycle: PLAN, DO, CHECK, ACT.

OHS branch committees are made up of RAF employees who fulfil this role on a voluntary basis. Each branch committee is responsible for electing its own Chairperson.

The functions of the OHS committees are to:

1. Make recommendations to Management (or, where these recommendations fail to lead to a resolution, to an appropriate inspector) regarding any matter

that is affecting or may affect the health and/or safety of persons in the workplace in general or in any section of the workplace for which such committee has been established;

2. Discuss any incident in the workplace in which, or as a result of which, any person was injured, became ill or died, and give a written report to the inspector, if required;
3. Keep record of each recommendation made to Management and of any reports made to an inspector; and
4. Ensure that the RAF does not incur any civil liability by reason of the fact that an OHS committee or committee member has failed to do anything that is required in terms of the Occupational Health and Safety Act.

## RAFers INVITED TO PROVINCIAL PRESENTATION

The Acting Manager of the East London branch, as well as the Marketing and Communications team, were recently invited to attend a presentation on department policy given by the provincial MEC for Transport, Thandiswa Marawu. The presentation was held at the Eastern Cape Legislature in Bisho on 24 March.

The MEC presented the department's policy statement for the 2011/2012 financial year, together with the annual performance plans both for the department and the Mayibuye Transport Corporation.

After the speech, selected guests were personally invited by the MEC to the Department of Transport headquarters in King Williams Town for a light lunch and photographs.

**Bongi Tyopo and Shereen de Bruin**

East London

# TRANSPORT HIGHLIGHTS

## DECADE OF ACTION FOR ROAD SAFETY - MEDIA LAUNCH



### **Extracts from the Minister's Address at the Launch of the "Decade of Action for Road Safety 2011 - 2020"**

In 1997 in Kwazulu-Natal, we held a month-long road safety campaign known as "Siyabakhumbula - We Remember Them". As fate would have it, as we closed the campaign, we were awoken in the early hours of the morning on 31 August 1997 and informed that Princess Diana was killed in a car crash.

Today, as we launch the Decade of Action for Road Safety 2011-2020, SABC senior journalist Kgomotso Sebetso lies unburied after a fatal road crash.

This Decade of Action for Road Safety is a global declaration of war against road crashes and fatalities.

By all accounts, the death of approximately 1.3 million people every year on the world's roads is fit to be described as an epidemic. By all accounts, the death of some 14 000 people every year, the death of at least 1 000 people every month, the death of no less than 40 people every day on South Africa's roads must be described as an epidemic. Alone we might not be strong enough, but we now stand together with the world to declare that road deaths can be stopped. It is all in our hands.

Last month, we joined the international community in London for the launch of the Make Roads Safe Time for Action report of the Commission for Global Safety and the launch of the Zenani Mandela Road Safety Scholarship. We used the occasion to remind the world that while it is the living who close the eyes of the dead, it is the dead who must open the eyes of the living.

Today, we say this call must reverberate throughout the length and breadth of our beautiful country: in our homes, in our workplaces, in our institutions of education, in hospitals, in places of worship and everywhere! Most importantly, this call to end road deaths must be heard on the country's streets, freeways, avenues and by-ways.

### **Mandela and the UN Decade of Action**

On April 27, we commemorated 17 years since the demise of apartheid and the ushering in of a new democratic order. As we commemorated Freedom Day, we recalled the historic day South Africa went to the polls for the first time as a united and free nation.

10 May 2011 was also a historic day in our country: we celebrated the occasion on which our founding President, Mr Nelson Mandela, was inaugurated to the highest

office in the land, 17 years ago. As a nation, we have woven the tapestry of our post-apartheid story around Mandela's trials and tribulations.

As a nation, we now see many areas of our lives through the mirror that is Nelson Mandela. In 1969, when Nelson Mandela was in imprisonment on Robben Island, he received news that his eldest son, Thembekile, had been killed in a road accident. To add to the pain and loss, he was not allowed, as a prisoner on life sentence, to attend the funeral of his late son.

Many years later, and a retired President, Mr Mandela was to experience the same loss again when, as South Africa celebrated the opening of the 2010 FIFA World Cup, his great-grand-daughter, Zenani, died tragically on a road.

### **The Zenani Mandela Road Safety Scholarship**

It was with that sense of pain and irreplaceable loss that in London we joined members of the Mandela family, represented by Zindzi and her daughter Zoleka, to launch the Zenani Mandela Road Safety Scholarship for Road Safety. The scholarship will contribute to the UN Decade of Action and will also be a key part of Mandela Day.

The Zenani Mandela Scholarship for Road Safety demonstrated our readiness to act together towards assured victory. The scholarship will help young South African academics tackle this growing epidemic of death and injury on our roads. This initiative will also be included in the global Mandela Day celebrations this year and in years to come.

Road deaths have indeed, like the global icon that is Mandela, now become a global phenomenon. The struggle to end road deaths has now become a matter for international solidarity.

### Building a Global Movement for Road Safety

Speaking on the importance of the Decade of Action recently, United Nations Secretary General, Ban Ki Moon said, and I quote: "Over a million people die every year on the world's roads, and fifty more are injured. Road crashes are the number one killer of young people worldwide. The human cost is profound - unimaginable suffering and grief.

"The economic cost is a staggering 100 billion US Dollars a year in developing countries alone. These are grim statistics. But the most important fact offers hope: we know how to prevent such deaths and injuries."

Mr Ban Ki Moon says further: "The UN Decade of Action for Road Safety is our chance to save lives: each of us has a role to play in preventing deaths and injuries on the road. Let us all walk together to make sure the world's roads are safe. If we lead by example, we can save millions and millions of lives. This is what the

United Nations is working very hard for - a safer world for all."

In heeding this call, on 02 March 2010, governments around the world took the historic decision to increase action to address road safety over the next ten years. The UN General Assembly resolution (A/64/255), proclaiming a Decade of Action for Road Safety 2011-2020, was tabled by the government of the Russian Federation and co-sponsored by more than 90 countries.

Through the Decade of Action, member states, with the support of the international community, commit to actions in areas such as developing and enforcing legislation on key risk factors, such as:

- Limiting speed;
- Reducing drunk-driving; and
- Increasing the use of seatbelts, child restraints and motorcycle helmets.

Efforts will also be undertaken to improve emergency trauma care, upgrade road and vehicle safety standards, promote road safety education and enhance road safety management generally.

This initiative comes on the heels of the First Global Ministerial Conference on Road Safety, which we attended and addressed, hosted by the government of the Russian Federation in November 2009.

The Moscow Declaration, issued by ministers and senior officials from 150 countries during that gathering, underlines the importance of protecting all road users, in particular those who

are most vulnerable such as pedestrians, cyclists and motorcyclists.

On 8 July 2009, we addressed the 'Make Roads Safe Africa 2009' conference in Dar es Salaam in the Republic of Tanzania. Hundreds of delegates from different parts of the world attended the conference, which was hosted by the Make Roads Safe Campaign, the World Bank and the United Nations Economic Commission for Africa, under the theme, 'Call for Decade of Action for Road Safety in Africa'.

### Road Deaths in Africa

- In countries in Africa, up to half of all hospital surgical beds are occupied by patients injured on roads.
- In others, deaths from road traffic crashes come second only to HIV/Aids for males aged 15 to 44 years.
- Africa has the highest road injury fatality rate of all World Health Organization regions, at 28.3 per 100 000 population.
- In addition to the health impacts, traffic crashes come at a high cost to African countries.

These deaths are a massive burden on our roads. In South Africa, approximately 14 000 are killed every year, 1 000 every month, 250 per week and 40 every day, costing at least R60 billion per annum.

### South Africa's Response to the Epidemic

Let us express our gratitude to the UN for its efforts to place road safety on the international agenda, and its role in supporting the implementation of





the Decade of Action for Road Safety 2011-2020.

Today, on behalf of the government of South Africa, we offer our full support for the Decade Action. We have devised an engaging and multi-pronged programme involving all of society which seeks to reduce road deaths including the following:

- Finalisation and implementation of South Africa's National Road Safety Strategy and Action Plan for 2011-2020, in consultation with government, business and civil society. The strategy focuses on better utilisation of human and financial resources across spheres of government to address road deaths.
- Each province, each district municipality and each local municipality must report every month on the number of road accidents occurring in their area, what the causal factors are and how these are being addressed.
- The new National Rolling Enforcement Plan (NREP) commenced as of 1 October 2010, whereby we committed that no less than one million vehicles and drivers will be stopped and checked each month. This marked the start of a new major law enforcement drive in South Africa.
- Over the past six months (from 1 October 2010 to 30 April 2011), almost 9 million (8,828,004) vehicles and drivers have been checked, 3,5 million (3,550,768) fines issued for various traffic offences, 13,877 drunk drivers arrested and 34,467 unroadworthy

vehicles discontinued from use.

- As of May 2011, no less than 10 000 drivers will be screened every month for drinking and driving.
- On 15 April 2011, traffic officers who form part of South Africa's first National Traffic Intervention Unit commenced duty. This unit will be deployed to high accident frequency locations and traffic hotspots across the country.
- As from last year, we are meeting the Traffic Chiefs Licensing Officials in order to renew dedication, commitment and morale.
- We have also made amendments to the national Road Traffic Act. In addition to drinking and driving and reckless and/or negligent driving, as of 20 November 2010 over the prescribed speed by more than 30km/h within an urban area and more than 40km/h outside an urban area may result in the suspension or cancellation of your driving licence. In the case of a first offence, for a period of at least six months; a second offence, for at least five years; or a third or subsequent offence, for at least ten years.
- In due course, we will announce the date for the national roll-out of the Administrative Adjudication of Road Traffic Offences (AARTO) Act and the Points Demerit System. The Department of Transport published a draft amendment to the AARTO Regulations in the Government Gazette on 15 April 2011 for comments.

In this regard, we want to remind motorists that AARTO is really more for the benefit of road users. In terms of the current National Road Traffic Act, driving licences may be suspended and/or cancelled and several motorists will be in a better position in that your licence may only be suspended and/or cancelled once all your points have expired and since this is an administrative process, this will not necessary result in a criminal record.

- The Department of Transport is currently in discussions regarding proposals calling for a total ban on consuming alcohol whilst driving and/or lowering the current legal alcohol limit, day time running lights and compulsory periodic vehicle testing.
- We are also strengthening partnerships within government, particularly between the Departments of Transport, Health, Social Development, Education and Police. Road crashes place an unnecessary strain on hospitals and child support grants.
- Improving our data capturing and reporting on road fatalities and injuries.
- The South African Police, Division: Visible Policing has developed a 10-year Road Crime Crash Combating Strategy for the Make Roads Safe Campaign.
- We are embarking on a massive education and communication campaign on road safety.

- We are making progress towards ensuring that road safety education forms part of the life skills curriculum at schools, towards ensuring that every Grade 11 learner will have a learner's licence and every 18-year-old a driving licence.
- We are working on a programme to encourage youth from disadvantaged communities to obtain their driving licences, by obtaining private-sector sponsorship for the payment of their driving tuition. These youth will pay for their learners and driving licence tests, but government will assist towards obtaining sponsorship for the payment of their driving lessons.
- This year we will also be hosting a Driving School Summit, in order to ensure that our driving schools are better regulated and produce well-educated and trained drivers. We currently have drivers in South Africa who cannot drive and pose a real threat and danger to road users.
- We will soon announce details on the provision of a more secure, tamper-proof driving licence card.
- It is well-known that our national road network is world-class. However, for the first time this year, we launched a massive job creation drive through S'hamba Sonke - Moving Together roads infrastructure upgrade and maintenance programme in Durban on 18 April.
- S'hamba Sonke, targeting the secondary road network and repair of potholes, includes the beautification of our roads which will see clusters of flowers and shrubs being planted along the road network. We want to ensure that the road environment contributes towards enjoyable, relaxing, calm and stress-free driving.
- South Africa will be hosting the SADC Ministers of Transport Conference in October 2011, where the SADC Plan for the Decade of Action will be discussed. We have started co-operating with SADC countries in the harmonisation of our traffic information system, eNatis.

### Partnering for Safer Roads

The Department of Transport wants to form solid partnerships with organised labour, business, the religious community, civil society as well as other formations to end the carnage on our roads. To this end, efforts by various individuals and organisations in South Africa to reduce road deaths must be commended:

- The South African National Taxi Council (SANTACO) must be commended for their Operation Hlokomela, through which the taxi industry leadership themselves are monitoring their drivers and operators to ensure they adhere to road rules;
- The establishment of Alcohol Evidence Centres across the country in partnership with the South African Breweries Limited;
- The Council for Scientific and Industrial Research (CSIR) and the transport industry for their dedication and commitment towards voluntary implementation of the Road Transport Management System (RTMS) to reduce road deaths and the deteriorating condition of roads;
- The Free Safety Campaign by the Retail Motor Industry in collaboration with the National Vehicle Testing Station;
- Efforts by the Automobile Association (AA);
- LeadSA road safety initiatives;
- Advocate Johan Jonck and the Arrive Alive website;
- The various bikers formations;
- Road Safety programmes and initiatives by other individuals and organisations; and
- Friends of the Decade including the private sector, religious community and all members of society.

### Community-driven Road Safety Councils

Road Safety is not what you do to a community; road safety is what you do with a community.

Therefore, community-driven road safety through Community Road Safety Councils must become the primary driving force of this Decade of Action in South Africa.

We have already embarked on a large-

scale mobilisation of communities through Community Road Safety Councils, advocating "Road Safety is Everybody's Responsibility". Council members include traditional leaders, religious leaders, the private sector, schools, government departments as well as civil society. These councils must not be exclusive, but inclusive.

Racism did something to our psyche where black life was considered cheap, and we looked down upon ourselves. If you look down upon yourselves and think Black lives are cheap, we are not going to allow that any longer.

As government, we want to empower communities to become self-liberating through Road Safety Councils. Every road safety issue in a community, whether a faulty robot or a pothole in Boksburg, Soweto or Nongoma, must be the business of the Road Safety Council. Members of the community must know their Road Safety Council, which should be their first point of call regarding any road safety matter.

These Councils must ensure that the message of road safety is spread everywhere - mosques, temples, churches, schools, business.

Our yard-stick during this Decade is going to be Road Safety Councils. It is the Road Safety Councils who must ask why are people dying on our roads and what programmes and action plans do we have to address this? We need measurable programmes and not body counts.

Whose Decade of Action is this? This is OUR Decade of Action. What is this Decade of Action about and what are you going to do? This Decade is about Community Road Safety Councils - join one and become part of the solution.

### Conclusion

To conclude, South Africa fully supports the Make Roads Safe campaign as well as the Decade of Action for Road Safety to reduce the projected increase in road deaths. Let us strengthen this global movement through real action against road deaths, and save millions of lives and billions of rands and dollars. But, we must issue this call: Let us act now!

# RAF IN COLOUR

## FIRST-AID TRAINING



## EASTERN CAPE TRANSPORT PORTFOLIO COMMITTEE - VISIT TO ECO GLADES



## DECADE OF ACTION FOR ROAD SAFETY - MEETING AT ECO GLADES



## CORPORATE SOCIAL INVESTMENT: WHEELCHAIRS FOR DONATION



## LAUNCH OF DOT ASIHLEKI CAMPAIGN - EASTERN CAPE



## EASTER ACTIVITIES





# ≡ Road Ahead



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

Call Centre Number: 0860 235 523

420 Eco Glades, 2 Witch-hazel Avenue  
Private Bag X178  
Centurion, 0046