



THUTHUZELA

C A R E C E N T E R S

Turning Victims into Survivors

The word “comfort” awakens feelings of warmth, freedom from emotional and physical concerns, safety, security, being pampered and cared for and, above all, re-inforcing dignity, hope and positive expectations.

These attributes and feelings are embodied in “Thuthuzela”, the Xhosa word for comfort, are realised in the establishment of the
THUTHUZELA CARE CENTERS.

A photograph showing a group of people seated at a table during an event. A woman in a white dress is prominent in the foreground. In the background, a banner with the word "THUTHUZELA" is visible. The scene is decorated with colorful balloons.

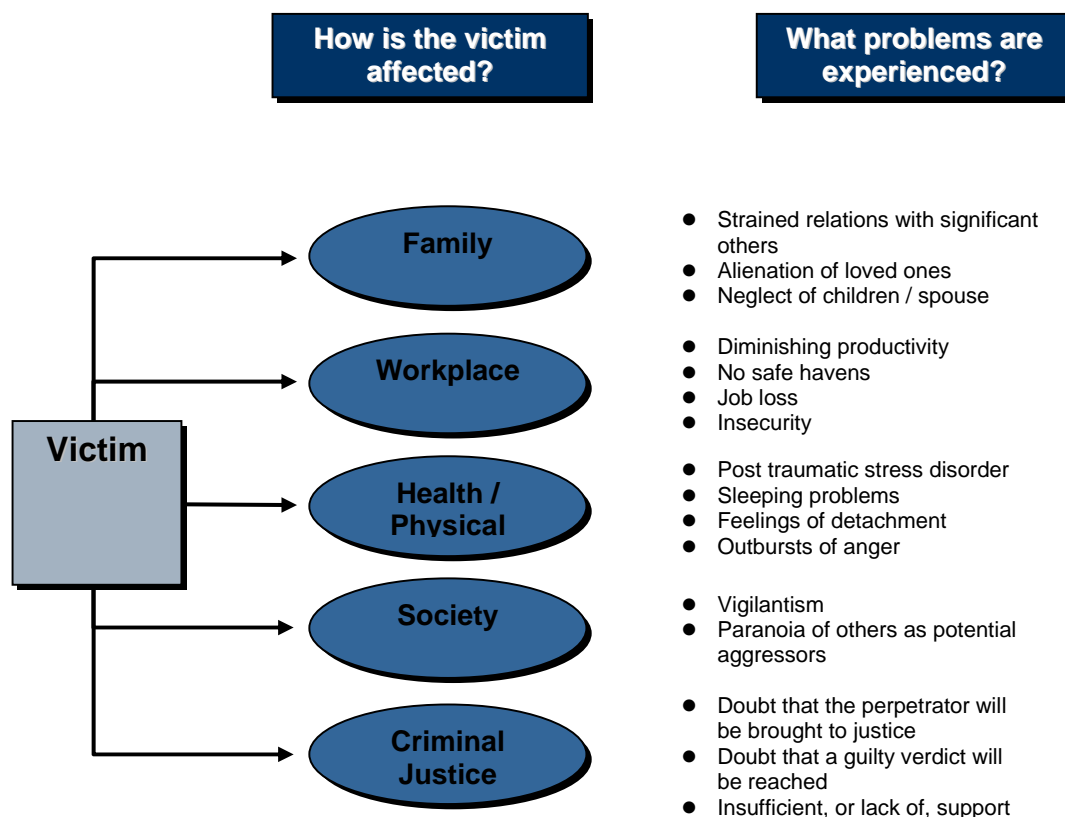


Thuthuzela Care Centers are one-stop facilities that have been introduced as a critical part of South Africa's anti-rape strategy, aiming to reduce secondary victimisation, improve conviction rates and reduce the cycle time for finalisation of cases.

The *Thuthuzela* project is led by the NPA's **Sexual Offences and Community Affairs Unit (SOCA)**, in partnership with various departments and donors as a response to the urgent need for an integrated strategy for prevention, response and support for rape victims.

Since its establishment, the **SOCA Unit** has been working to develop best practices and policies that seek to eradicate victimisation of women and children, while improving prosecution, particularly in the areas of sexual offences, maintenance, child justice and domestic violence.

The context: Rape is complex and has a wide impact in society ...



Note: Adapted from Generic Post Traumatic Stress Analysis (Vogelman, 1992)

Thuthuzela Care Centre operations:

Thuthuzela Care Centers operate best in public hospitals close to communities where the incidence of rape is particularly high. They are also linked to sexual offences courts, which are staffed by skilled prosecutors, social workers, magistrates, NGOs and police, and located in close proximity to the centers.

The centers are facilitated by a top level inter-departmental management team comprised of the departments of Justice, Health, Education, Treasury, Correctional Services, Police, Social Development and designated civil society organisations.

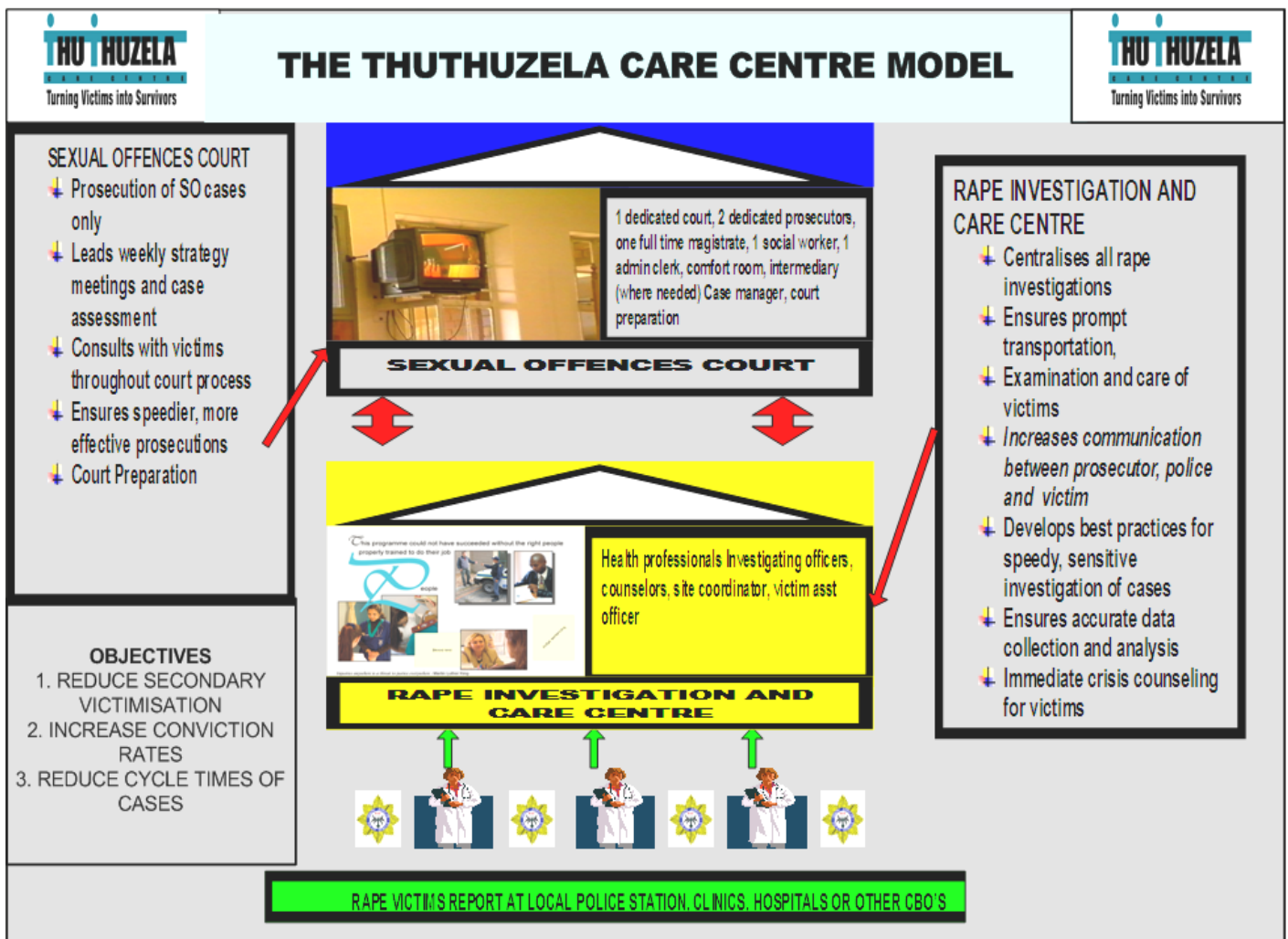
Thuthuzela's integrated approach to rape care is one of respect, comfort, restoring dignity and ensuring justice for children, women and men who are victims of sexual violence. When reporting, the rape victim is removed from crowds and intimidating environments, such as at the police station, to a more victim-friendly environment before being transported by police or an ambulance to the *Thuthuzela* care centre at the hospital. Enroute, the victim receives comfort and crisis counseling from a trained ambulance volunteer or police officer.



Victim friendly waiting rooms at courts

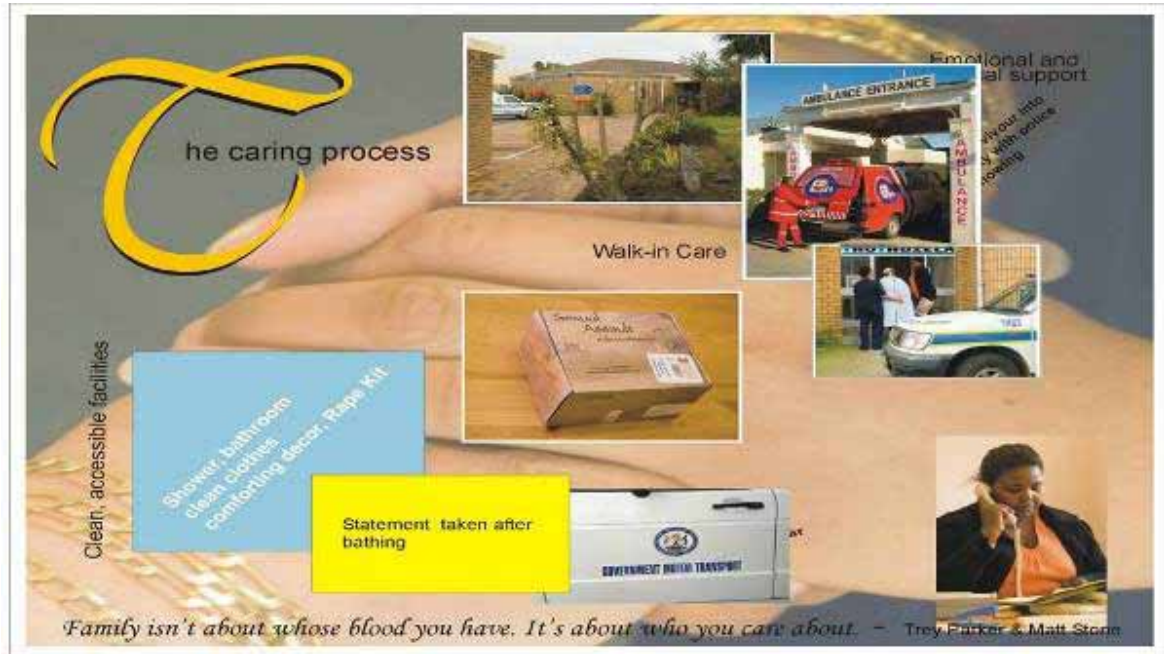
Once at the *Thuthuzela Care Centre*, the victim is ushered to a quiet, private space, welcomed by the site-coordinator. A doctor is immediately summoned to conduct a medical examination. The victim is then given Information on the procedures to be performed. The victim (patient) signs a consent form for medical examination and blood specimens. If the medical examination happens within 72 hours of the rape, DNA and PEP is conducted, after which the victim is offered the opportunity to take a bath or shower and to change into clean clothes. After that, the investigating officer on call at the centre takes the victim's statement. Thereafter, the victim receives appropriate medication and is given a follow-up date for further medical treatment, before being transported home.

“This process ensures that service providers are available to a rape survivor in one location, rather than her being shuttled around throughout the criminal justice system”, says Advocate Thoko Majokweni, Head of the SOCA unit.



BLUEPRINT Thuthuzela Care Centres

Specially trained staff, access to variety of professional services...



Caring for the young victims of rape

Doctors at *Thuthuzela Care Centers* have reported seeing increased numbers of child victims. Sadly, some of them are as young as three months. Accordingly, the need for specially trained child-friendly nurses or care-givers to receive and comfort children before they are taken for examination is critical.



Baragwanath Thuthuzela Care Centre, child friendly environment

Various donors have also contributed to making the model child–friendly, through offering technical expertise for the installation and availability of special equipment and furniture. These include two way-mirrors, posters, CCTV, drawings, and anatomically correct dolls comprising five family members, to help prepare children to appear in court, should that become necessary.



Play therapy in child friendly Thuthuzela Care Centre facilities

Impact of the *Thuthuzela Care Centers*

The *Thuthuzela* model has already improved the process of reporting and prosecuting rape and other sexual offences, and reducing secondary trauma to survivors as the entire process takes place in a dignified and friendly environment.

According to Advocate Majokweni, “At the heart of the success of the *Thuthuzela* approach is the professional medical and legal interface and a high degree of cooperation between victim and service providers from reporting through investigation and prosecution of the crime, leading up to conviction of the offender. This has led to an increase in conviction rates. Higher levels of awareness have resulted in an increased numbers of cases reported at police stations and taken immediately to a *Thuthuzela Care Centre*”.

Services offered at the *Thuthuzela Care Centers (TCCs)*

- Welcome and comfort from a site co-coordinator or nurse.
- An explanation of how the medical examination will be conducted and what clothing might be taken for evidence.
- A consent form to sign that allows the doctor to conduct the medical examination.
- A nurse in the examination room.
- After the medical examination, there are bath or shower facilities for the victims to use.
- An investigation officer will interview the survivor and take his/her statement.
- A social worker or nurse will offer counseling.
- A nurse arranges for follow-up visits, treatment and medication for Sexually Transmitted Infections (STIs), HIV and AIDS.
- A referral letter or appointment will be made for long-term counseling.
- The victim (survivor) is offered transportation home by an ambulance or the investigating officer.
- Arrangements for the survivor to go to a place of safety, if necessary.
- Consultations with a specialist prosecutor before the case go to court.
- Court preparation by a victim assistant officer.
- An explanation of the outcome and update of the trial process by a case manager.

THE THUTHUZELA CARE CENTRES (TCCs)

Thuthuzela Care Centre	Contact Person	Contact Details	Address
Gauteng Province			
1. Mamelodi TCC	Ms Innocentia Dombo	Tel: 012-801 2717 Fax: 012-841 8384	Mamelodi Hospital
2. Sinakekelwe TCC	Mr Siphon Mkhonza	Tel: 011-909 1002/3/6/9 Fax: 011-909 2929	Natalspruit Hospital
3. Nthabiseng TCC	Ms Petunia Ubisi	Tel: 011-933 1229 / 3346 Fax: 011-933 1140	Chris Hani Baragwanath Hospital Chris Hani Road Diepkloof, Soweto
4. Kopanong TCC	Mr. Thabo Moemise	(016) 428 5959 (t) (016) 428 1148 (f)	Kopanong Hospital No. 2 Casino Road Duncanville Vereeniging 1939
5. Masakhane TCC	Sister Anna Mabundla	(011) 923 2106 (t) (011) 920 1195 (f)	Tembisa Hospital Corner Industrial & Clint Mazibuko Road, Olifantsfontein 1665

...THE THUTHUZELA CARE CENTRES (TCCs)...

Eastern Cape Province				
6.	Libode TCC	Ms Nomonde Ntlahla	Tel: 047-568 6274 Fax: 047-568 6004	St Barnabas Hospital Umtata: Eastern Cape
7.	Mdantsane TCC	Ms Nosisi Nangu	Tel: 043-761 2023 Fax: 043-761 6277	Cecilia Makiwane Hospital East London: Eastern Cape
Western Cape Province				
8.	Mannenber TCC	Ms Mandisa Nongonongo	Tel: 021-691 6194 Fax: 021-691 7962	GF Jooste Hospital Mannenber Western Cape
North West Province				
9.	Mafikeng TCC	Ms Grace Madiba	Tel: 018-383 7000 Fax: 018-383 7000	Mafikeng Provincial Hospital, Mafikeng
Kwazulu Natal Province				
10.	Umlazi TCC	Ms Lusanda Khumalo	Tel: 031-907 8496 Fax: 031-906 1836	Prince Mshiyeni Hospital Umlazi, Kwazulu Natal
11.	Phoenix TCC	Ms Thenjiwe Mthembu	Tel: 031-502 2338 Fax: 031-502 2372	Mahatma Ghandi Hospital Phoenix Kwazulu Natal
Northern Cape Province				
12.	Galeshewe TCC	Ms Maud Kujane	Tel: 053-830 8900 Fax: 053-830 8906	Kimberly Hospital Northern Cape
13.	Kakamas TCC		054 431 0057 Tel 054 431 0058 Fax	Kakamas Hospital Northern Cape
Free State Province				
14.	Tshepong TCC	Ms. Precious Manong	(051) 448 5028 (t) (051) 403 9626 (f)	National District Hospital Roth Avenue, Willows Bloemfontein 9301
Mpumalanga Province				
15.	KaNyemazane TCC	Nokuthula Makhubela	013: 796 9412 (t)	Themba Hospital KaNyemazane
Limpopo Province				
16.	Mangkweng TCC	Nthabiseng Harrington	(015) 286 1261 (t) (015) 286 1045 (f)	Mangkweng Hospital Polokwane
17.	Tshilidzini TCC	Nicolas Kwinda	015 964 3257 Tel 015 964 1072 Fax	Tshilidzini Hospital Thohoyandou Limpopo

For further information on Thuthuzela Care Centres, please contact Adv Thoko Majokweni or Ms Phumeza Mafani at the National Prosecuting Authority (NPA) at 012 845-6136/1 or contact the NPA at Tel (012) 845 6000