



# Shree Pretoria Hindu Seva Samaj

Established in 1932

264 - 13th Avenue  
Laudium, Pretoria 0037  
E-mail: sphss108@telkomsa.net

Tel/Fax: 012 374 6354  
PBO Ref No.: 930014581

P.O. Box 14368  
Laudium, Pretoria 0037  
Web: www.sphss108.co.za

"Satyameva Jayate" - Truth Alone Prevails

## SAMAJ SOCIAL SERVICES POLICY

### 1. PREAMBLE

One of the primary objectives of any "Seva" organisation is to institute programmes and activities that further the health and welfare of the less fortunate members in its community, especially the frail and vulnerable, as well as champion the empowerment of women whose needs and interests are often overlooked in a patriarchal society.

The Social Services Portfolio was specifically formed to address these needs in a structured and uniform manner.

### 2. AIMS & OBJECTIVES

The objective of the Social Services Portfolio (SSP) is to initiate activities and programmes aimed specifically at promoting the well-being of the community at large and to provide various forms of assistance and support on request. Focus areas include community health, safety, emergency relief, women empowerment and support.

### 3. STRUCTURE OF THE SOCIAL SUPPORT PORTFOLIO

#### 3.1 EMERGENCY ASSISTANCE

This sub-committee will be responsible for the following:

- Provision of food/essential items hampers where emergency assistance is required due to socio-economic predicaments;
- Assist the vulnerable in instances of reported abuse by enlisting the support of professionals to provide the affected individuals with support and guidance.
- Render support to victims of drug, alcohol and substance abuse through the professional assistance of certified professionals;
- Refer community members for specialized counselling services if needed for a limited period as advised by the professional.
- Distribution of Diwali Hampers to those in need

#### 3.2 GENDER EMPOWERMENT

This subcommittee will form a Women's Group that will be responsible for identifying and addressing gender issues.



### **3.3 COMMUNITY HEALTH**

This subcommittee will be responsible for arranging periodic health seminars and health expo's where health screening and medical services are promoted.

### **4. QUALIFYING CRITERIA FOR EMERGENCY ASSISTANCE**

The following persons qualify for assistance by the Social Services Committee: -

- Families unable to meet their basic financial commitments
- Persons with disabilities and whose impairment (intellectual & physical) affects their ability to earn a living and that are unsupported by close relatives.
- Rendering support to emotionally / physically abused women and to refer them to the relevant welfare agencies for counselling.
- Vulnerable Children

### **5. PROCEDURE TO BE FOLLOWED BY PERSONS SEEKING EMERGENCY ASSISTANCE**

- 5.1 To preserve confidentiality, all requests for emergency assistance must be directed to the Social Services portfolio head of the Samaj. Alternately, or in the absence of the portfolio head, requests can be directed to the President of the Executive Committee of the SPHSS at 264 13<sup>th</sup> Avenue strictly during office hours. The contact telephone number of the office is 012 374 6354.
- 5.2 Applicants will be required to provide details of the nature of assistance required by completing a Request for Assistance Form.
- 5.3 The Request for Assistance Form will then be evaluated by the Social Services portfolio head and the President. Depending on the nature of the assistance required these two members will identify suitable persons or institutions that can offer the best assistance. All proposed interventions will occur in consultation with and approval of the applicant.
- 5.4 In the case of emergency food relief, applicants will receive grocery vouchers with which to obtain hampers for a period not exceeding four months. For non-financial assistance, the applicant will be referred to a suitable welfare agency.

### **6. CONFIDENTIALITY PROVISIONS**

- All requests for assistance will be forwarded to the head of the Social Services Committee
- Only members of the SSC, the President and the CFO will be apprised of the details
- The SSC head must keep a proper record of all assistance rendered which in turn must be kept in the Samaj Safe Room.
- No members of the public are allowed to have access to these files.

This updated policy was tabled for approval at the Executive Committee meeting of the SPHSS held on Tuesday 23 July 2019



**SPHSS EXECUTIVE**

