



# Shree Pretoria Hindu Seva Samaj

Established in 1932

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"Satyameva Jayate" - Truth Alone Prevails

## Celebrating 81 Years of Selfless Service

## SAMAJ SOCIAL SUPPORT POLICY

### 1. AIM / PURPOSE

The purpose of the Samaj Social Support policy is to:

- Provide clarity to the community on the type of social support services rendered by the Shree Pretoria Hindu Seva Samaj; and
- Clearly set out the qualifying criteria for social assistance and the procedure to be used when evaluating an application for assistance.
- Being proactive in identifying and offering assistance to community members

### 2. RATIONALE / BACKGROUND

Since its formation in 1932, the Shree Pretoria Hindu Seva Samaj has served as the custodian of the welfare, education and spiritual needs of the Gujarati community of Pretoria. Whilst general welfare assistance for needy families has always been provided on an informal basis, it was decided that this support should be captured in a formal policy that would ensure all persons, including newcomers to the area, would be properly advised of the types and extent of help that could be received from the Samaj in times of crises. The Health, Welfare & Gender standing portfolio committee of the Samaj will be responsible for giving effect to the provisions of this policy.

### 3. VISION & MISSION

The vision of the Health, Welfare & Gender Committee is "to improve the social and welfare lifestyle of the greater Pretoria Gujarati community". This will be achieved by engaging in activities that support the socialization of senior citizens, awareness programmes on health, welfare and gender issues, organisation of excursions and providing healthy recreational activities, provision of hampers and other material support and referring families to appropriate agencies for support.

### 4. TYPES OF SUPPORT

The HW&G Committee of the Samaj will provide the following support:

#### 4.1 Regular (monthly) meetings of senior citizens by means of the **Samaj Senior Citizens Club**. Activities of the club will include, but not be limited to:

- the promotion of preventative and educational intervention to enable active ageing and healthy life-style;
- Programmes that encourage socialisation, fitness and entertainment
- Organising excursions to places of interest both nationally and internationally

- 4.2 **Emergency** relief to needy Gujarati families in the form of food hampers. The Samaj will not be able to provide ongoing financial assistance on an indefinite basis.
- 4.3 Awareness and education campaigns around health, welfare and gender issues
- 4.4 Organising of functions where knowledgeable people can address community on health, welfare and gender issues
- 4.5 Initial counseling sessions for persons in crises leading to referral to appropriate welfare agencies. The Samaj will not be able to provide on-going counseling on an indefinite basis.
- 4.6 Provision of Diwali hampers to identified indigent families or persons
- 4.7 Offering assistance to Gujarati families who are in dire straits

**5. COMPOSITION OF THE HEALTH, WELFARE & GENDER COMMITTEE**

The Health, Welfare and Gender Committee is a sub-committee of the Shree Pretoria Hindu Seva Samaj. Its chairperson is elected biennially by the broader Gujarati community and the rest of the committee is made up of volunteers from, amongst others, health & welfare professionals within the greater Pretoria area.

**6. QUALIFYING CRITERIA FOR WELFARE ASSISTANCE**

The following persons qualify for assistance by the HW & G Committee:

- 6.1 Families experiencing financial hardships
- 6.2 People suffering from disabilities (intellectual & physical) that affect their ability to find employment or to provide for themselves
- 6.3 Physically and Emotionally Abused women requiring support
- 6.4 Vulnerable children

**7. PROCEDURE TO BE FOLLOWED BY PERSONS REQUIRING WELFARE ASSISTANCE**

- 7.1 All requests for assistance must be directed to the office of the Administrator of the Shree Pretoria Hindu Seva Samaj based at the Samaj premises at 264 13<sup>th</sup> Avenue, during working hours. The contact telephone number is 012 374 6354
- 7.2 Requests to the Samaj to assist a family can be made by any concerned individual
- 7.3 Applicants will be required to provide details of the nature of assistance required.
- 7.4 All requests for assistance will be routed to the relevant officials who will then contact the applicant.

**8. PROCEDURE TO BE FOLLOWED BY HW&G COMMITTEE WHEN EVALUATING REQUESTS**

- 8.1 Upon receipt of a request, the Chairperson of the HW & G committee members must allocate the case to a team of committee members who will be the case workers;
- 8.2 An interview must be conducted and all relevant information recorded on a Welfare Assistance Record Sheet;
- 8.3 After ascertaining all the facts, the committee must determine if the applicant should be referred to any state welfare agency for assistance. If this is possible, then the person should be referred to the correct agency for assistance;

- 8.4 If no agency can assist, the Committee should approach known family members of the applicant to determine if they are willing to help. This can be done without informing the applicant as it forms part of the evaluation on whether the applicant qualifies for Samaj assistance;
- 8.5 Should no family members be willing to assist, this finding together with the recommendation to assist or not, must form part of the report to the executive committee who will then take the final decision on the matter.
- 8.6 The above procedure also applies when the person needing assistance has been referred by a concerned individual

**9. *CONFIDENTIALITY PROVISIONS***

- 9.1 All members of the HW & G Committee, including volunteers, as well as the Executive Committee will be required to sign a written oath of confidentiality when first appointed. The Head of H, W & G Committee will be responsible for ensuring this is done. The signed documents must be filed in the Samaj office.

- 9.2 A case book register must be kept

- 9.3 All documentation relating to welfare matters are to be kept under lock and key in the administrators' office. No members of the public are allowed to have access to these files without the written approval of the Executive Committee. Such a request must be properly motivated.

**10. *MONTHLY REPORTS***

The Head of the Health, Welfare & Gender Committee will provide monthly reports to the Executive that contains the following:

- 10.1 Names and numbers of people receiving assistance;
- 10.2 The nature of assistance being rendered
- 10.3 The total number of people assisted since a register has been kept
- 10.4 The value of services rendered

**11. *GENERAL***

- 11.1 The HW & G Committee will, with permission of the Executive, periodically undertake fund-raising drives to collect funds for the purchase of blankets, food hampers and other health & welfare needs.

This amended policy was approved at a meeting of the Executive Committee of the Shree Pretoria Hindu Seva Samaj held on Monday 25 November 2013.

**RAMESHBHAI CHHAGAN**

**PRESIDENT**

**BHAAVICBHAI CHHANA**

**SECRETARY-GENERAL**