



Shree Pretoria Hindu Seva Samaj

Established in 1932

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"Satyameva Jayate" - Truth Alone Prevails

SOCIAL SERVICE

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 members in its community, especially the frail and vulnerable. In addition, it should also focus on the needs and interests of women, the latter often being disadvantaged in a patriarchal society.

The Social Service (SS Portfolio) was specifically formed to address these needs in a structured and uniform manner.

2. AIMS & OBJECTIVES

The objective of the SS portfolio is to initiate activities and programmes aimed specifically at promoting the well-being of the community at large, specifically health awareness programmes, senior citizens, social support to members of the community who are in need and women empowerment.

3. COMMUNITY HEALTH AWARENESS

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

4. SOCIAL SUPPORT

This sub-committee will be responsible for the following:

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

5. GENDER EMPOWERMENT

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

6. Senior Citizens Club

This subcommittee will form a Senior Citizens Club that will be responsible for identifying and addressing issues of senior citizens.

7. QUALIFYING CRITERIA FOR EMERGENCY ASSISTANCE

The following persons qualify for assistance by the SS Committee: -

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

8. PROCEDURE TO BE FOLLOWED BY PERSONS SEEKING ASSISTANCE

- 8.1 In respect of confidentiality, all requests for emergency assistance must be directed to the SPHSS portfolio head of the SS committee. 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 13th Avenue strictly during office hours. The contact telephone number of the office is 012 374 6354.
- 8.2 Applicants will be required to provide details of the nature of assistance required by completing a Request for Assistance Form.
- 8.3 The Assessment Form will then be evaluated by the portfolio head of SS committee and the President. Depending on the nature of the assistance required these two members will identify suitable members that can offer the best suitable assistance in consultation with the applicant.
- 8.4 If the applicant is successful, then assistance will be rendered for a period not exceeding 4 months based on the type of assistance required. If non-financial aid is sanctioned, then the applicant will be referred to the proper welfare agencies.
- 8.5 In the event the applicant wishes his/her request for assistance (of whatever nature) to be made public via the social media platforms used by the SPHSS, then the applicant must give consent for the wording used for the dissemination of the particular request.

9. CONFIDENTIALITY PROVISIONS

- 9.1 All members of the SS Committee, including volunteers, as well as President and CFO of the Executive Committee members will be required to sign a written oath of confidentiality.

9.2 A case book register must be kept.

9.3 All documentation relating to the case is to be kept under lock and key in the SPHSS office that is accessible only the President of the Executive Committee, the SS portfolio head and any duly identified member. No members of the public are allowed to have access to these files without the written approval of the Executive Committee. Such requests must be properly motivated.

This updated policy was tabled for approval at the Executive Committee meeting of the SPHSS held on Tuesday 21 July 2021.

A handwritten signature in black ink, appearing to read 'P. Bhagor', written in a cursive style.

SPHSS EXECUTIVE