



IDRC Project No. 108787-005
Scaling Access to Justice Research Collaboration

BRIEF 3:
PROFILES OF CAOS IN THE STUDY

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ACRONYMS AND ABBREVIATIONS

ACQ	Case Study 2
AIDS	Auto-Immune Deficiency Syndrome
AULAI	Association of University Legal Aid Institutions
AWAT	Case Study 3
CAO	Community Advice Office
CAOSA	Centre for the Advancement for Community Advice Offices of South Africa
CBA	Cost-benefit Analysis
CBJS	Community-based Justice System
CBP	Community-based Paralegal
CBPR	Community-based Participatory Research
CCJD	Centre for Community Justice and Development
CCL	Case Study 9
CCMA	Commission for Conciliation, Mediation and Arbitration
CLAP	Case Study 1
CLRDC	Community Law and Rural Development Centre
COIDA	Compensation for Occupational Injuries and Diseases Act
DAO	Daliwe Advice Centre
DCS	Department of Correctional Services
DHA	Department of Home Affairs
DoH	Department of Health
DoJ&CD	Department of Justice and Constitutional Development
DoL	Department of Labour
DSD	Department of Social Development
E&SR	Economist and Senior Researcher
EPWP	Extended Public Works Program
FA	Finance Administrator
GBV	Gender-based Violence
ID	Identification Documents
IDRC	International Development Research Centre
IOM	International Organization for Migration
JRS	Jesuits Refugees Services
KZN	KwaZulu-Natal
LAOM	Case Study 6
LHR	Lawyers for Human Rights
MCAN	Case Study 10
MD	Managing Director
MSF	Médecins Sans Frontières
NADCAO	National Alliance for Development of CAOs

NGO	Non-governmental Organisation
NPO	Non-profit Organisation
OA1	Organisational Affiliate 1
OA2	Organisational Affiliate 2
OA3	Organisational Affiliate 3
OA4	Organisational Affiliate 4
OA5	Organisational Affiliate 5
OMO	Case Study 7
P4P	Pay for Performance
PBF	Performance based financing
PfR	Payment for Results
PI	Principal Investigator
RACB	Case Study 8
RBF	Results-based financing
RC	Research Coordinator
RCP	Refugee Child Project
RLT	Rural Legal Trust
RULAC	Rhodes University Law Clinic
SA	South Africa
SACC	South African Council of Churches
SANAC	South African National AIDS Council
SAPS	South African Police Services
SANCO	South African National Civic Organisation
SASSETA	Safety and Security Sector Education & Training Authority
SAULCA	South African University Law Clinic Association
SCAT	Social Change Assistance Trust
SCSA	Save the Children South Africa
SRCB	Case Study 4
SRCI	Case Study 5
SWEAT	Sex Worker Education and Advocacy Taskforce
UIF	Unemployment Insurance Fund
UKZN	University of KwaZulu-Natal
UK	United Kingdom
UN	United Nations
UNHRC	United Nations High Commissioner for Refugees
USAID	United States Agency for International Development
VE	Village Enterprise

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1 Introduction

This brief presents information on each of the CAOs that participated in the study: the background of the organisation, its location and surrounds, its staffing structure; programmes and activities; challenges; in some cases, observations made by the research team during preliminary visits to the organisation; and visual documentation taken at the CAO during the study.

A total of 10 CAOs from 5 provinces participated in the study, as shown in the table below.

Table 1 The 10 CAOs that participated in the study

Province	Community Advocacy Office (CAO)
Eastern Cape	Port St Johns Community Legal Advice Centre (PCLAC)
Free State	Qholaqwe Advice Centre (QAC) Tshireletso Against Women Abuse (TAWA).
KwaZulu-Natal	Impendle Support and Resource Centre (ISRC) Bergville Support and Resource Centre (BSRC)
Limpopo	Musina Legal Advice Office (MLAO) Opret Advice Office (OLAO)
Mpumalanga	Bohlabela Resource and Advice Centre (BRAC) Leandra Community Centre (LCC) Nkomazi Community Advice Office (NCAO)

2 Eastern Cape

One CAO in the Eastern Cape was included in the study: Port St Johns Community Legal Advice Centre.

2.1 Port St Johns Community Legal Advice Centre (PCLAC)

2.1.1 Background

The advice office was established in 1992 by four rural women to assist mine workers retrenched from a mine called Western Area Gold Mine, Westonaria. The office's current director, Nomboniso Gaya, first joined the CAO in 1996 as a switchboard operator. In 1998, she became an administrative officer and is currently the Director of the advice office.

2.1.2 Location and Surroundings

Port St. Johns Community Advice Centre is based in Port St. Johns (or Port Saint Johns), a town of about 6,500 people on the Wild Coast, a strip of coastline about 270 km long in the Eastern Cape province of South Africa. It is situated at the mouth of the Umzimvubu River, 220 kilometres (140 mi) northeast of East London and 70 kilometres (40 mi) east of Mthatha. Port St. Johns is home to Capital Radio 604. This town is thought to have been named after a Portuguese ship (the *São João*) which was wrecked on the coast. While the ship was actually wrecked at Port Edward, the mouth of the Umzimvubu River was mistakenly named as the site of this wreck later.

2.1.3 Staff Complement

Three paralegals work at this office. The manager has worked there since 1996; the coordinator joined in 2001; and the finance manager joined in 2002.

2.1.4 Programs and Activities

Port St Johns Community Legal Advice Centre runs the following programs and activities: access to justice, human rights education, home-based care, a tractor project, a beadwork project and a vegetable garden.

2.1.5 Challenges

- Inadequate financing of projects results in the office subsidising the projects from their own pockets; for example, transporting officials using their cars with no reimbursement for fuel.
- Insufficient funding
- Shortage of staff
- Inability to provide stable salaries or benefits

2.1.6 Visual documentation



staff of Port St Johns Legal Advice Centre



Banner at the Port St Johns Legal Advice Centre



Researcher (Dr Martins) briefing a paralegal about the plan for data collection.



Focus group participants



Focus group participants enjoying refreshments.



Researcher (Dr Martins) conducting focus group interviews.

Figure 1 Visual documentation from Port St Johns Legal Advice Centre

3 Free State

Two CAOs in the Free State were included in the study: Qholaqwe Advice Centre and Tshireletso Against Women Abuse (TAWA).

3.1 Qholaqwe Advice Centre (NPO-011-814)

3.1.1 Background

Qholaqwe Advice Centre was established in 2000 to address human rights and access to justice issues. It was registered as a Non-Profit Organisation (NPO-011-814) and a public benefit organisation (930000447) in 2001. The founder and first director, Mr Samuel Mosikili, succumbed to a stroke in 2019. The current Director has been with the organisation since 2003, and was appointed the new director in 2020.

3.1.2 Location and Surroundings

Qholaqwe Advice Centre is located in the town of Phuthaditjhaba (formerly Witsieshoek or QwaQwa), in the Free State province of South Africa. Phuthaditjhaba is a seSotho name that means ‘meeting place of the tribes’. It is located on the banks of the Elands River in a section of the Drakensberg mountains (called ‘Maloti’ in the Sesotho language). The town is bordered by the province of KwaZulu-Natal to the southeast and the independent country of Lesotho to the southwest. During the apartheid era, Phuthaditjhaba served as capital of the QwaQwa bantustan (homeland). When apartheid ended, Phuthaditjhaba became part of the Free State province. The frequent snow on the Drakensberg mountain peaks surrounding the town led the San to call the region QwaQwa (whiter than white).

Qholaqwe Advice Centre rents a floor in a building called Naledi Mall. The director indicated that the National Lotteries Commission was willing to fund office space, but no available land had been identified in town.

3.1.3 Staff Complement

The organisation has thirty-nine full-time employees, excluding peer educators and site coordinators. Twenty-one are allocated to national sex worker programme; these include the programme manager, social worker, professional nurse, advocacy officer, monitoring and evaluation officer, data capturers and administrative and human resource staff. In addition, the program employs site coordinators, peer educators and a driver for the mobile clinic. Eighteen employees fall under the victim empowerment and access to justice programs. At the onset of this project, none of the employees had an accredited paralegal certificate. At the time of the study, two had completed the paralegal training offered by CCJD.

3.1.4 Programs and Activities

The core programs run by the Centre are access to justice, victim empowerment, national sex worker and services to the family (sponsored by the Department of Social Development). The Centre operates as an umbrella for the seven offices of the victim empowerment program. Six of these offices are located in police stations around the Qwaqwa area: Phuthaditshaba Police Station, Makwane Police Station, Tsheseng Police Station, Namahadi Police Station, Tseki Police Station, Tseseng Police Station and Harrismith Police Station. These satellite offices report directly to the program coordinator stationed at Qholaqwe Advice Centre.

Qholaqwe also serves as a hub for Hlanganisa, which coordinates joint activities and capacity building and development activities for other CAOs located in small towns in the area, such as Vrede, Lindley, Dihlabeng and Ficksburg.

3.1.5 Challenges

- Understaffing
- No salaries for CBPs, only receive stipends when funds are available
- Funding

3.1.6 Observations made during a preliminary visit

- The office is poorly funded. It relies on the same funders every year who give minimal amounts.
- The office has been using funds from the Victim Empowerment Program to finance the Access to Justice Program
- The organisation has been operating at a loss for the past few years:
 - 2018: Total income from 8 funders: R3 005 253.43
Total expenditure: R4 415 859.02
 - 2017: Total income from 13 funders: R3 737 918.
Total expenditure: R3 996 203.55
 - 2016: Total income from 10 funders: R3 316 150.49
Total expenditure: R3 290 576.88
- Available office equipment included laptops.
- Data is nicely documented in files for all the years under investigation, especially for the Victim Empowerment Program.
- The one paralegal is overwhelmed as she has to handle all access to justice issues from the seven offices alone.
- The paralegal has failed to capture details of all cases that she has dealt with due to understaffing.
- The organisation does not keep records of time spent on activities.

3.1.7 Visual documentation



Qholaqhwe Advice Centre (QAC) Office sign



Researcher (Dr Martins) conducts QAC focus group interview



Interview with the director of QAC



Introductions during QAC focus group



Interview with the Financial Manager of QAC



Interview with a Paralegal at QAC



QAC Focus Group Participants



QAC Focus Group participants enjoy lunch

Figure 2 Visual documentation from Qholaqhwe Advice Centre

3.2 Tshireletso Against Women Abuse (TAWA) (NPO – 130-890; PBO – 930 033 301)

3.2.1 Background

The organisation was established in 1998 by Pastor Letsipa after a local church member was raped. The church decided to establish a community-based organisation whose primary function was to "look after women's rights". The current director, Mrs Angelina Tsuene, joined the organisation in 1999 as a volunteer and was appointed Manager/Director in 2007 with no formal training as a paralegal.

3.2.2 Location and Surroundings

TAWA is situated in Dewetsdorp, a small town in the Mangaung Metro Municipality of the Free State province of South Africa. The town is 68 km southeast of Bloemfontein. The Centre owns the land and the building it occupies, which the National Lotteries Commission funded. In addition to Dewetsdorp, the office services Morojaneng and the surrounding farms.

3.2.3 Staff Complement

TAWA has seven full-time staff members: six females and one male. The male staff member occupies the driver's position with 8 year of service at TAWA. There is a full-time lay counsellor who has been with the organisation for 14 years. Two field workers have been with TAWA for 6 years and a support staff who have been working at TAWA for 10 years. At the inception of the study, none of the employees had an accredited paralegal certificate. In 2019, during the course of the study, the director and the administrator (Ms Busisiwe Molibatsi) enrolled for paralegal training. They began their internships year in May 2021. Accounting is handled by Wandile Gxabuza, an accountant in Bloemfontein.

3.2.4 Programs and Activities

The Centre has two main programs: access to justice and victim empowerment.

3.2.5 Challenges

- The office is not receiving any support from the local Municipality. The municipality requires the office to pay for the use of local halls for community workshops.
- The office has a relationship with the Counsellor, but the Municipality is not using its budget to complement CAO activities.

3.2.6 Observations made during a preliminary visit

- Community empowerment through funded programmes is the main function and they attend community functions as guest speakers.
- None of the staff are qualified as paralegals.
- The organisation is poorly funded; its funding proposals have not attracted funders.

- Staff lack basic writing and computer skills.
- The personnel lack basic computer skills.
- Reporting is inadequate: the organization does not record referrals (no forms are made available), time spent on activities, or progress on key objectives.

3.2.7 Visual documentation



TAWA Focus Group Participants



Welcoming TAWA Focus Group Members



Signage at TAWA's property



Interview with the Director of TAWA



TAWA Staff



Interview with a Paralegal at TAWA



TAWA Introductions



Dr Martin Conducts Focus Group

Figure 3 Visual documentation from Tshireletso Against Women Abuse

4 KwaZulu-Natal

Two CAOs in KwaZulu-Natal were included in the study: Impendle Support and Resource Centre and Bergville Support and Resource Centre.

4.1 Impendle Support and Resource Centre (NPO No. 093-973)

4.1.1 Background

The Advice Office was established in 1997 by CCJD in collaboration with community stakeholders. The office reaches the communities of Impendle ward, Stoffelton, Loteni, Gomane, Nhlabamkhosi, Novuka, Ntokozweni, Khetha, Mqabulagudu, Lindokuhle, Phindangeni, Similo, Sikesuthi, Mackson, eMadiphini, Brington, Ukukhanya, Umgodi, Ntshiyabantu, Nguga, Inzinga and Makhuzeni. In 2020, the office attended to 125 cases, with the most common being gender-based violence and financial claims. The office successfully resolved 13 cases through mediations and helped 8 clients to obtain protection orders. The office is currently funded by The Solidarity Fund to carry out a project to support victims of gender-based violence.

4.1.2 Location and Surroundings

Impendle Support and Resource Centre is based at the police station in Impendle, a town in the Umgungundlovu District Municipality of the province of KwaZulu-Natal, South Africa. Impendle is 48 km west of Pietermaritzburg and 37 km northeast of Bulwer. It was founded in 1894 and since 1948 has been administered by a health committee. The town's name, of Zulu origin, means 'uncovered' or 'exposed', referring to a hill west of the town.

4.1.3 Staff Complement

The office has only one paralegal, Thandazile Ngcobo, who has worked for the advice office since 2020. Thandazile has a university law diploma and a SAQA-accredited Certificate in Paralegal Practice.

4.1.4 Programs and Activities

The Centre has two main programs: Access to Justice and Victim Empowerment.

4.1.5 Visual documentation



Dr Martins and Impendle Paralegal



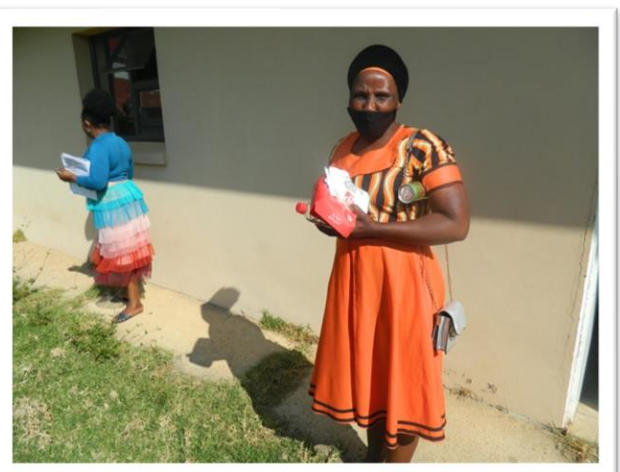
Impendle Advice Office based in a police station



Research Assistant administers consent form



Dr Martins conducts focus group



Focus group participants break for lunch



Impendle focus group participants

Figure 4 Visual documentation from Impendle Support and Resource Centre

4.2 Bergville Support and Resource Centre (NPO No. 090-034)

4.2.1 Background

CCJD established this office in collaboration with community stakeholders in 1999. The advice office reaches Bergville, Woodford, Bethany, Rockdale, Hambrook, Acton Homes, Greenpoint, Langkloof, Emaus, Ntulwana, Mamfemfetheni, Ngoba, Dukuza, Moyeni, Zwelisha, Amazizi, Bonjaneni, Mhlwazini, Didima and Singatha. In 2020, the office attended to 243 cases, with the most common being gender-based violence (155 cases) and financial claims/disputes (30 cases). The office mainly helps clients with compensation claims and supports clients with mediation and application for protection orders.

4.2.2 Location and Surroundings

Bergville Support and Resource Centre is situated at the police station in Bergville, a small town in the foothills of the Drakensberg mountains in KwaZulu-Natal, South Africa which serves as the commercial centre of a 2,500 km² farming community.

4.2.3 Staff Complement

The Advice Office has only one paralegal: Thabile Madondo, who has worked for the advice office since 2013. Thabile has a paralegal diploma from the University of Natal, as well as a SAQA-accredited Certificate in Paralegal Studies.

4.2.4 Programs and Activities

The Centre has two main programs: Access to Justice and Victim Empowerment.

4.2.5 Visual documentation



Dr Martins and Bergville Paralegal



Focus group participant



Dr Martins conducts focus group



Focus group members having lunch



Focus group participants



Research team member taking notes

Figure 5 Visual documentation from Bergville Support and Resource Centre

5 Limpopo

Two CAOs in Limpopo were included in the study: Musina Legal Advice Office and Opret Legal Advice Office.

5.1 Musina Legal Advice Office (NPO 2002-022-211)

5.1.1 Background

The office was established in 1988 by Prof M.E. Mutshaung, a Pastor in the Uniting Reformed Church in Southern Africa. Mr Jacob Matakanye (the current Director) was sent by the church to train as a paralegal during the apartheid era. Between 1988 to 1990 the operations of the office were funded by South African Council of Churches. In 2004 Prof Blair Rutherford visited the office interested in immigration issues. The office opened the operation to accommodate foreigners in the area in 2006, being funded by Atlantic until 2015.

5.1.2 Location and Surroundings

Musina Legal Advice Office is located in Musina, the northernmost town in the Limpopo province of South Africa. It is located near the confluence of the Limpopo River with the Sand River and the border to Zimbabwe. It has a population of between 20,000 and 40,000. 'Musina' means 'spoiled' in the Venda language; the name alludes to the fact that copper 'spoiled' the Venda's efforts to mine gold in the region as they couldn't effectively separate the gold from the less valuable copper. Iron ore, coal, magnetite, graphite, asbestos, diamonds, semi-precious stones and copper are mined in the region.

5.1.3 Staff Complement

The office has four staff members: the director, a programme manager, a paralegal and a cleaner. Only the Director, Mr Jacob, has completed accredited paralegal training.

5.1.4 Programs and Activities

The Centre runs three programs: Access to Justice, Labour Issues Advocacy and Immigration.

5.1.5 Challenges

- Underfunded: funders prefer tangible activities, not office activities. They receive conditional funding and the office feels that they are not fully appreciation/compensated as the service providers.
- Operating from a rented premise.
- Staff rely on stipends and none are salaried.
- No designated marketing officers.

5.2 Opret Legal Advice Office 2001 (NPO - 013-584; PBO - 2007)

5.2.1 Background

The organisation was founded in 2000 by a Mrs Norea Mmina, an administrator at the sheriff's office who had ventured into community legal advice advocacy while working part time at Mokerong Advice Office in 1989. The office was established to address human rights issues and offer mediation.

5.2.2 Location and Surroundings

Opret Legal Advice Office is located in Mokopane, a town in the Limpopo province of South Africa. The village Vredenburg had been established by the Voortrekkers and renamed Piet Potgietersrus after the slain Voortrekker leader Piet Potgieter. The of the town was changed to Mokopane in 2003 in honour of King Mngombane Kekana, a local Shumayela Ndebele leader who had ruled the area before being conquered by the Voortrekkers.

5.2.3 Staff Compliment

The office staff consists of five members: Lesiba Morolong, Norea Mina, Barns Balayi, Julia Masoga and Thabang Mina.

5.2.4 Programs and Activities

The Centre runs two programs: Access to Justice and Victim Empowerment.

5.2.5 Challenges

- The organization needs a permanent premise.
- The office is under-equipped; it has only one functional computer and printer.
- Funding is inadequate: the office relies on donations from church organisations, family members, individual projects like a photocopying services business.
- Social Development is doing gatekeeping of funders. There is no direct interaction between funders and the CBPs.
- Staff are not salaried; they receive stipends from some projects only and do not receive any benefits, such as leave.
- The capacity of all staff members needs to be developed.
- The director is concerned about the sustainability of the organisation.

5.2.6 Visual documentation



Opret Advice Office signage



Opret Advice Office staff



Opret Advic Office Director



Opret focus group breaks for lunch



Research Assistant administers COVID screening



Opret focus group meeting

Figure 7 Visual documentation from Opret Legal Advice Office

6 Mpumalanga

Three CAOs in Mpumalanga were included in the study: Bohlabela Resource and Advice Centre (BRAC), Leandra Community Centre and Nkomazi Community Advice Office.

6.1 Bohlabela Resource and Advice Centre (BRAC)

6.1.1 CAO Background

Bohlabela Resource and Advice Centre (BRAC) is a non-profit organisation (NPO) that was founded in 2000 and registered as an advice office in 2005. The centre services the whole of Bushbuckridge, an area that comprises 38 wards divided into 3 zones. The organization was founded to in response to high illiteracy level, lack of access to justice and human rights violations in the area. It offers access to information for members of the community to combat crime and other abuse of their rights. BRAC's mission is to educate members of the community and raise awareness; improve access to justice; and strengthen democracy through partnerships with other civil society organizations dedicated to the improvement of lives of indigenous people, including women, youth, farms dwellers and disabled people.

6.1.2 Location and Surroundings

The office is based in Bushbuckridge (also called Mapulaneng), which is the largest town in Bushbuckridge Local Municipality in Mpumalanga, South Africa. The name 'Bushbuckridge' was given because of the large herds of bushbuck found there in the 1880s and the prominent geographical ridge that runs through part of the Municipality. The town of Bushbuckridge grew around a trading store that opened in 1884. The suburbs and rural areas to the south of Bushbuckridge cover 1,587.56 square kilometres.

The organization was unable to cover the monthly rent of R1600 every month at its previous location and was required to find a less expensive premises. The current office is equipped with a telephone, one desktop computer and printer (used by the Administrator), WIFI, furniture and a kitchen.

6.1.3 Staff Compliment

The organization has three regular staff: an administrator, a field worker and a paralegal. Some field workers are engaged on a project-by-project basis.

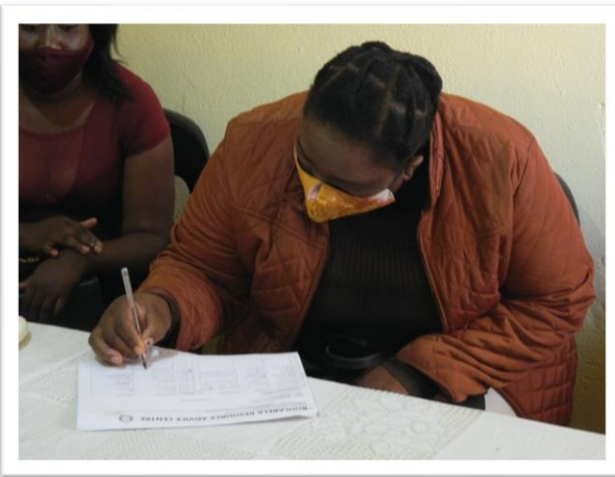
6.1.4 Programs and Activities

The Centre runs two programs: access to justice and victim empowerment.

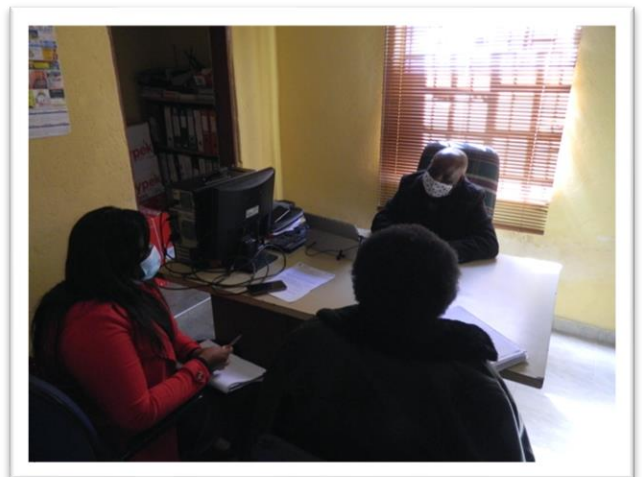
6.1.5 Challenges

- The organization has occasionally missed the application deadline for funding opportunities due to poor communication channels.
- Funding is not consistent or guaranteed.
- While the centre's two programs complement each other, they are in equally funded.

6.1.6 Visual documentation



BRAC Focus Group Participant signs consent form



BRAC Director Interview



BRAC signage



BRAC Focus Group breaks for lunch



Dr Martins conducts Focus Group



Dr Martins and BRAC Staff

Figure 8 Visual documentation from Bohlabela Resource and Advice Centre

6.2 Leandra Community Centre

6.2.1 Background

Leandra Community Centre was established in 2004 in response to pleas from the community for a community advice office to be opened, following the closure of Ekukhanyini Community Development Centre in 2003. Two teachers were involved in launching the organization: Papa Tshimela, who has served as chairman of the organization, and Mr Zwelibanzi Hlatshayo, who has served as director. The Centre is a registered NPO and runs three main programs: access to justice (supported by AULAI), HIV and prevention (supported by the Department of Health), and legal empowerment (supported by Department of Labour, Department of Social Development and Foundation for Human Rights). The Centre as an umbrella to the satellite offices for the HIV and Prevention Program, with four offices in Mpumalanga (in the towns of Mbalehle, Standerton, Keerose and Emerlo) one in Gauteng province (in the town of Devon) and two in Free State (in the town of Villiers). Each office has an office coordinator who monitors the activities of the community health care workers.

6.2.2 Location and Surroundings

The office leases an office from municipality in Leandra, a town in Gert Sibande District Municipality in the Mpumalanga province of South Africa. Leandra is a farming town about 45 km from Springs; there are a number of game farms in the area. The name ‘Leandra’ was derived by combining the names of two smaller towns, Leslie and Eendrag, when they merged. The centre’s clients are primarily from the farms around Leandra. The municipality subsidises the organisation’s utility costs and allows the centre to use the community hall for workshops free of charge.

6.2.3 Staff Complement

The organisation has 14 permanent staff and 30 part-time community health care workers. There are three paralegals (one of whom has an accredited paralegal qualification); a case worker; a finance officer; a data capture; a nurse – who is also the program coordinator for the HIV program; an assistant coordinator and four office coordinators for the HIV program. The office is furnished with Wi-Fi and a telephone.

6.2.4 Programs & Activities

The Centre runs a legal office, which deals with access to justice; human rights advocacy and awareness campaigns; and an HIV prevention program.

6.2.5 Challenges

- Capacity building is needed for staff.
- There is limited office space and equipment.

- There is a lack of transparency within the organisation.
- The Leandra court is only in session periodically; there is no children's court.

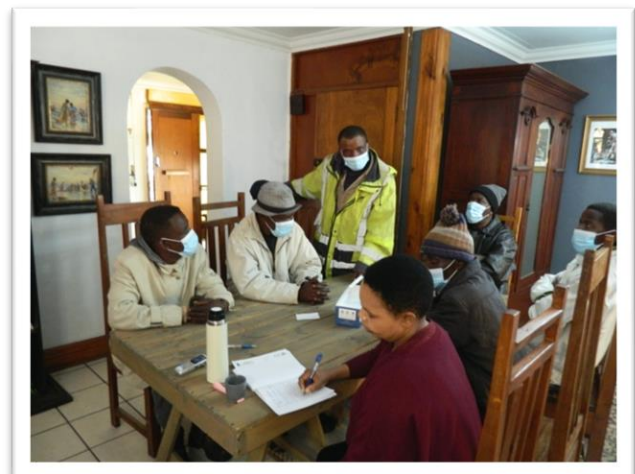
6.2.6 Observations during preliminary visit

- The office relies on funds from the HIV program.
- The organisation is poorly funded and has failed to write successful funding proposals.
- The only computer which is available is a personal computer.
- The organisation is not documenting time spent on activities.
- The organisation is not reporting on activities adequately.

6.2.7 Visual documentation



Leandra Finance Manager Interview



Dr Martins conducts focus group



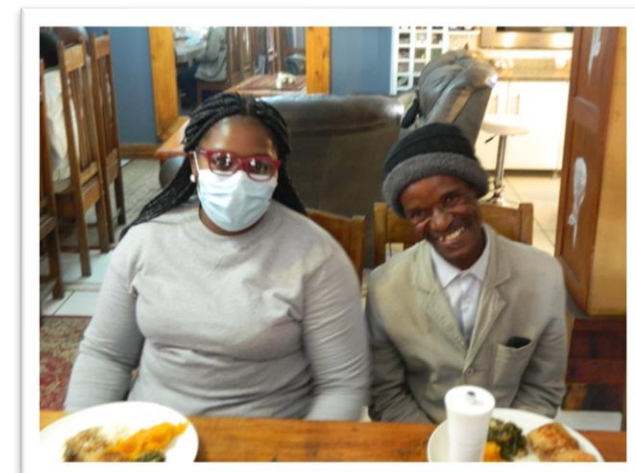
Leandra Director interview



Dr Martins facilitates focus group



Focus group break for lunch



Leandra Paralegals enjoy lunch

Figure 9 Visual documentation from Leandra Community Centre

6.3 Nkomazi Community Advice Office (NPO - 024-752)

6.3.1 Background

The Nkomazi Community Advice Office was established in 1994 by community members who, in collaboration with the Missionaries of Africa, had come together to provide food parcels to immigrants from Mozambique. While the need for this service eventually dwindled, the team had become aware of the challenges that members of the community experienced when claiming estates or handling cases with legal implications. To respond to this need, Mrs. Daphne Nkosi spearheaded the founding of the Advice Office which was established. The organisation now provides community paralegal services, monitoring of fostered children and peer education for HIV and AIDS.

6.3.2 Location and Surroundings

Nkomazi Community Advice office is based in KaMatsamo (previously known as Schoemansdal), a town in the province of Mpumalanga in South Africa. It is located 23 kilometres south of Malalane. During the period that a policy of separate development was implemented under the apartheid regime, Schoemansdal was the capital of the bantustan named KaNgwane. The Roman Catholic Church assisted the office with building the Centre with a donation of R60,000.

6.3.3 Staff Complement

The centre staff consist of a CEO, an administrator and three paralegals. The office is well furnished, with WIFI and a telephone.

6.3.4 Programs and Activities

The main programs offered by Nkomasi office are access to justice, victim empowerment, monitoring of fostered children and HIV and AIDS monitoring.

6.3.5 Challenges

- Funding has not been consistent.
- The Centre is recognised by stakeholders in the community but does not have national recognition.
- Reporting is based on what the funder wants and paper system is a waste of stationery.

6.3.6 Observation during preliminary visit

- The organisation is poorly funded and has failed to write successful funding proposals.
- There is no accredited paralegal at the Centre.
- The Centre does not record time spent on activities or report adequately on its activities.

6.3.7 Visual documentation



The late Nkomazi CEO, Ma Daphne



Dr Martins conducts Nkomazi Focus Group



Focus group participants



Nkomazi focus Group participants



Nkomazi Focus Group Participant - siblings helped with a scholarship from CCJD



Dr Mukorera interviews son of late Daphne Nkosi (Director and Paralegal)

Figure 10 Visual documentation from Nkomazi Community Advice Office