

From the Editor's Desk

Once again, we bring you another bumper edition of *Izwi lase OPSC*. This edition contains a good balance of food for thought as well as side-splitting takes at various issues. Before we divulge the contents of this issue, we would like to remind you that this newsletter is in reality yours. It is an endeavour by the PSC to provide you with information that would hopefully inspire, inform and entertain you. We therefore encourage you to continue to contribute any relevant story ideas. We are also keen to have your views about the newsletter in general – what you like or dislike about it. Send your views and ideas to sammym@opsc.gov.za or kabelol@opsc.co.za.

Well, going back to contents; we firstly look at the Employee Assistance Programme. We feature an article which spells out the roles of both managers and staff members regarding the appropriate application of the Employee Assistance Programme. It is most importantly a reminder that there is help for those in need.

We also take a look at June 16. We have noted that every year there is a debate around whether June 16 is celebrated / commemorated properly. We solicited views from several staff members regarding June 16. The varying views are worth having a look at. We also feature an article on the Africa Public Service Day as well as the Take a Girl Child to Work initiative.

It's becoming more evident that stakeholders, including the media and the general public, are starting to take note of the work and role of the PSC as an independent voice and the custodian of good governance in the public service. Accordingly, we feature snippets on some of the projects undertaken recently.

On a lighter note, we take a comical look at 2010 as well as the new National Credit Act.

We hope you will enjoy the newsletter as much as we enjoyed compiling it.

Adiós!

You should never suffer alone!

Article by: Kabelo Ledwaba

It would not be an exaggeration to say that as humans we have evolved to a point where our lifestyles have turned into a rollercoaster of immense stress and pressure. Moreover, modern day living seems to largely revolve around work. For many, work and social pressures can at times be unbearable.

Employers worldwide have come to terms with this phenomenon. As a result, employers have put in place measures to ensure that their employees do not suffer in isolation.

One of the mechanisms used to assist employees to cope is called Employee Assistance Programmes (EAP) also referred to as Employee Wellness Programmes. These are employer-initiated interventions aimed at offering employees a broad range of assistance to help them cope with and resolve personal or work related problems.

While EAPs are undoubtedly noble and commendable attempts by employers to offer assistance to their employees, many EAPs are yet to yield tangible results. It has become evident that employees are reluctant to make use of EAPs.

According to the PSC's Special Programmes Officer, Tshidi Dibetle, most EAPs are unsuccessful due to a number of reasons, including, unfair treatment or discrimination by fellow colleagues or managers once one has declared his/her problem.

"It is unfortunate and unwarranted, but in most cases people around you could change once you have disclosed your problem, be it HIV, financial, marital or even substance abuse. As a result, most people would not want to be seen asking for help. Nonetheless, the truth is that EAPs guarantee people's privacy and no information can be disclosed without their consent," Tshidi explained.

She commended the PSC for its commitment to employee wellness. "The fact that the PSC has an EAP policy in place and has appointed me to manage special programmes and facilitate the EAP is a clear indication that the organisation puts the wellness of its staff first."

The Preamble of the PSC EAP (*available on the intranet*) reads: "to the best extend possible, the Office of the Public Service Commission commits itself to addressing the wellness of employees and their immediate families within the context of issues affecting the employee in order to enhance and sustain the quality of life."

The PSC's EAP policy aims to, among others:

- encourage and assist employees to overcome personal problems affecting their work performance negatively;
- provide an effective framework for wellness promotion and preventative services; and
- provide a reasonable, confidential and professional counselling service to all employees and their immediate families within the context of issues affecting the employee in order to enhance and sustain the quality of life.

What sort of problems can be referred to the PSC's Employee Assistance Programme?

Problems may include, but are not limited to the following:

- substance abuse which includes alcohol and drugs;
- work related problems that include absenteeism, poor performance and employment relationships;
- marital or relationship problems;
- psychological health problems that include stress and depression and anxiety;
- HIV/Aids related problems;
- issues regarding disability;
- matters pertaining to employee redeployment; and
- other social problems, such as financial, housing, legal and trauma.

In addition, the PSC offers preventative programmes which may include, but are not limited to:

- EAP training for managers and supervisors;
- self management; and
- employee relations enhancement.

What role can a manager / supervisor play?

One of the primary responsibilities for managers / supervisors is to identify distressed employees who need assistance. Such employees should be encouraged to seek assistance through the EAP. Where necessary, the manager / supervisor should refer the matter to the EAP practitioner or to *The Careways Group* should an employee choose not to voluntarily seek assistance; taking into consideration the confidentiality of the matter. If it is clear to the manager / supervisor that an employee's wellness adversely affects his / her work performance, the manager / supervisor should consult with the employee concerned before referring him / her to *The Careways Group*. However, managers / supervisors should not try and play the therapist or psychologist, by trying to diagnose an employee's problem or forcing solutions on them.

What is the role of the employee?

An employee is normally in the best position to identify when he / she is experiencing difficulties that may impact negatively on his / her work situation. Therefore, an employee may bring EAP issues to the attention of his / her manager / supervisor or approach the EAP or *The Careways Group* on own accord. In cases where the manager / supervisor is believed to be the source of the problem, the employee may lodge a grievance against that particular manager / supervisor and at the same he / she may contact *The Careways Group* for his / her own counseling.

There is additional help, whenever it is required

"EAP is an initiative designed to help people with life issues. It is normally not a once off, across the desk solution. It is a process, with the first steps being to acknowledge the problem and not being shy to ask for the necessary help," Tshidi explained. "Most importantly, the PSC has an agreement with a professional service provider, *The Careways Group*. As part of the agreement, *The Careways Group* will offer any eligible PSC employee and their immediate family assistance on a number of personal and work related issues."

The Careways Group's support solution package comprises psycho-social counselling, lifestyle and medical counselling, legal wellbeing consultations as well as financial counselling and support {a detailed breakdown is featured further in the next article}.

The solutions offered by *The Careways Group* are meant to ensure that managers are supported by the early identification, assessment and intervention in the lives of troubled and at risk employees. Employees and their immediate families get professional support during the moment of need and get the best practice help in resolving emotional, health, mental and relationship

issues.

Throughout the process, whether it is through the PSC's Special Programmes Office or *The Careways Group*, your confidentiality is always respected and guaranteed. Most importantly, using this facility does NOT put an employee's job at risk.

Remember that it is never too late to ask for help and you should never suffer alone. Never worry about what others will say, it is your life after all and you deserve a quality life.

You can approach the Special Programmes Office at 012 352 1073 or email tshidi@opsc.gov.za or call the care centre number 0800 004 770.

Other useful contacts include:

Lifeline – 0800 123 321 / 0861 322 322
AIDS Helpline – 0800 012 322
Depression – 0800 111 757
Child Line – 0800 055 555
Gambling – 0800 006 008
Alcohol – 0800 787 797
Rape Crises Centre – 0800 012 322

Help is just a dial away...

Compiled by: Kabelo Ledwaba

The PSC has established a partnership with *The Careways Group* for the rendering of employee wellness services to all staff. These support services are **FREE** and meant to provide assistance with work-life balance issues, marital and family distress, emotional difficulties, financial constraints, alcohol and drug abuse, as well as other personal problems. Moreover, trained psychologists and social workers are available countrywide at easily accessible service points.

Remember that you can get **CONFIDENTIAL, PROFESSIONAL, IN-PERSON** consultation and short-term counselling, which are fully paid for by the PSC. If you have problems with any of the following, feel free to call **0800 00 4770**. It is a toll free number and available 24 hours.

Psycho-social counseling

- Job/career stress related to issues such as change and diversity management as well as role conflict matters.
- Family problems, such as marital or relationship difficulties, parent-child problems and child behavioral or emotion problems – including suicide, anger and violence.
- Assistance in dealing with alcohol, gambling and substance dependency.
- Mental health disorders, e.g. anxiety, depression or stress.
- HIV/AIDS - EAP offers a comprehensive prevention and support strategy which includes performance management consulting,

- care, and pre and post test counseling.
- Bereavement and loss.
- Sexual problems.
- Assistance with handling trauma.

Financial counseling and support

The general financial advice, counseling and coaching facility provides staff members with telephonic access to personal financial advisors. This also includes debt management and rehabilitation programmes. The programme includes the following services:

- Inspecting personal debt documentation, (including garnishee orders), to identify irregularities based on the Usury Act, Exemption to the Usury Act, Debt collectors Act, Magistrate Courts Act and MFRC regulations;
- Providing the employee with guidance and standard documentation required to challenge any identified irregularity;
- Providing the employee with standard documentation and advice required to negotiate with creditors;
- Providing the employee with a detailed budget and financial plan explaining how disposable income should be spent on living expenses and on debt commitments;
- This also includes creating awareness on what not to do, such as signing consent to judgments, consolidating debt, resigning in order to realise pension/provident funds or going under administration. Further it contains a longer-term plan of how to create wealth. All queries are then followed up to ensure the implementation of such plans and results of challenging and negotiating with different creditors.

Legal well-being consultations

This service is staffed by qualified and experienced attorneys and provides 24 hours a day guidance and information on all legal matters. The multi professional teams provide expert advice and support appropriate to staff members' needs and are experienced in the following areas:

- Criminal law
- General commercial law
- Family law
- Constitutional law
- Finance and insurance law
- Pension and Retirement law
- Tax law
- Consumer law
- Succession matters
- 3rd party claims

... and the Youth of '76 Set them Free

Compiled by: Thembinkosi Laat

The 16th of June 2007 marked the 31st Anniversary of Youth Day, an important day on South Africa's history calendar. Whilst everyone agrees that the march by Soweto school children against the forceful use of Afrikaans in 'black' schools, back in 1976 on June 16, sparked a nationwide resistance campaign which ultimately led to the freedom we know today; there are

varying views on how this day should be commemorated. The 'older' generation seems to believe that today's youth does not attach as much value to June 16 as they should. On the other hand, while they are aware of the importance of the day, today's youth seems keen on 'celebrating' the day more than honouring those who made 'ultimate sacrifices' on the fateful day. As a result, *Izwi* went around to solicit some views from a couple of staff members. We posed the same questions to five staff members.

Alfred Maluleke, Director: Human Resource Management and Development

Izwi: Where were you on June 16, 1976?

Alfred Maluleke (AM): I was in my homeland in Giyani. The incidents of June 16 took place 500kms away from me. We depended mainly on censored radio news to know what really transpired there. Needless to say that what we heard was not a true reflection of the events of that dreadful day. Nonetheless, we felt the effects of that day, even long after it happened.



Izwi: In your view, what is the significance of June 16?

AM: For me June 16 paved the way for democracy in South Africa. It was the events of June 16 that exposed the brutalities of apartheid and in my view that marks it as one of the most important days in our struggle for freedom.

Izwi: Is today's youth more focused and determined compared to the 1976 generation?

AM: The then youth were more focused than the youth of today. The 1976 youth demonstrated character and commitment. They had a challenge, they focused on it and today their goal has been achieved. It is sad that the minds of today's youth have been contaminated with despair.

Izwi: What are challenges, if any, faced by today's youth as compared to the 1976 ones?

AM: I believe the biggest challenge facing our youth today is unemployment. They have this mentality that the government has to provide for them. They lack the motivation to take initiative because their thinking is clouded by unnecessary and harmful things such as excessive indulgence in drugs and alcohol.

Izwi: Is June 16 commemorated in the right way?

AM: For me this day is not embraced in a right way. On this day, people tend to focus more on their own personal activities. Instead of attending and supporting the rallies, they converge in taverns as if this day has no relevant meaning towards the democracy we enjoy today.

Izwi: Is today's youth apolitical?

AM: Yes. The youth of today have distanced themselves from politics. I believe it has to do with the notion that the government is not doing enough for them. They, therefore, tend to develop a hostile attitude towards the government and politics at large. They are also very impatient which leads them to do things that are not to their best interests.

Izwi: What are lessons that today's youth can learn from the heroic youth of 1976?

AM: I believe what distinguish these two generations is determination and the high volume of morality. The 1976 youth were respectful, united and very strategic in their approach to challenges. Their lives were not consumed by drugs and alcohol and unrealistic ambitions. These are very important qualities that the youth of today should learn if they are to conquer their challenges.

Benny Kekana, Intern: Procurement and Logistics

Izwi: Where were you on June 16, 1976?

Benny Kekana (BK): I was not born yet then, but I must say that I grew up hearing about the painful scenarios of that day. It is very amazing that it is the sacrifices of the 1976 generation that brought the democracy and recognition we are all enjoying today.



Izwi: In your view, what is the significance of June 16?

BK: The significance of this day is reflected in the peace and growth we are enjoying today. However, this should also be reflected by the youth's participation in economic, social and political matters.

Izwi: Is today's youth more focused and determined compared to the 1976 generation?

BK: No. The present generation is actually not participatory as they expect people in leadership positions to raise their concerns and ideas while folding their arms.

Izwi: What are challenges, if any, faced by today's youth as compared to the 1976 ones?

BK: Economic inactivity, lack of participation in political issues and HIV/AIDS are some of the challenges faced by today's youth. Some of these can be resolved if the youth can become determined and united in their approach.

Izwi: Is June 16 commemorated in the right way?

BK: Not really. Actions of young people on the day suggest that they do not take the day as seriously as they should. Perhaps the problem lies with being ignorant or less interested in the sacrifices that were made 31 years ago. As things are now, I am

tempted to conclude that the sacrifices of the 1976 youth were, in some way, in vain.

Izwi: Is today's youth apolitical?

BK: The youth of today have lost interests in politics because they seemingly do not see the benefits of it.

Izwi: What are lessons that today's youth can learn from the heroic youth of 1976?

BK: Today's youth should learn that they have a big role to play in the development of our country. They should understand that their contribution to democracy is much needed now like it was needed in 1976.

Gugu Kunene, State Admin Officer: Governance Monitoring

Izwi: Where were you on June 16, 1976?

Gugu Kunene (GK): Though I was only few months old then, I have grown up to understand the efforts of those students and the importance of the day towards the birth of democracy in our country.

Izwi: In your view, what is the significance of June 16?

GK: South Africa is today a better country to live in. This could have taken ages had it not been the courage of the class of '76. There are also many opportunities as compared to 1976 and this is the direct result of that gruesome day. The impact of that day has been enormous and its significance should not be undermined.



Izwi: Is today's youth more focused and determined compared to the 1976 generation?

GK: Yes, the youth of today is as focused and determined as the youth of 1976. What separates these two generations is the kind of challenges they faced, hence the different approaches.

Izwi: What are challenges, if any, faced by today's youth as compared to the 1976 ones?

GK: HIV/AIDS, peer pressure, drug abuse and illiteracy are the most prevalent challenges faced by the youth of today. The different economical situations determine how individuals deal with these challenges. In a nutshell, the better you are educated the better you can deal with difficult circumstances.

Izwi: Is June 16 commemorated in the right way?

GK: Generally, yes. We have this day marked as important on our calendar. On this day we look back and say "they did it". However, the youth of today can do more to show appreciation, rather than just party.

Izwi: Is today's youth apolitical?

GK: Yes, today's youth have lost interest in politics. The current generation seems more interested in economic matters than politics. One can say that the struggle has changed from communal to individual. People are more interested in economical freedom, i.e. earning more money.

Izwi: What are lessons that today's youth can learn from the heroic youth of 1976?

GK: They should fight for their right to education as their counterparts did. Education is the key to success.

Pravin Kaylaser, Assistant Director: Security Services

Izwi: Where were you on June 16, 1976?



Pravin Kaylaser (PK): In that year I was 11 years old. I remember later that evening my parents advised me to be careful at school because the police and school kids were fighting during the day.

Izwi: In your view, what is the significance of June 16?

PK: It is very significant to me. I am aware that freedom comes at a price; in this case, it was the ultimate price – life. The day has, undoubtedly, turned out to be the foundation of our freedom and democracy.

Izwi: Is today's youth more focused and determined compared to the 1976 generation?

PK: Not at all. The youth of today are slowly but surely losing a sense of who they are and their history. They are more open and are allowing themselves to be influenced by Western cultures, without even questioning and reflecting on who they are.

Izwi: What are challenges, if any, faced by today's youth as compared to the 1976 ones?

PK: HIV/AIDS, unemployment and drug abuse are the most serious challenges facing the youth of today. These are completely new challenges which cannot be conquered by marching. Youth organisations should lead this new struggle.

Izwi: Is June 16 commemorated in the right way?

PK: No. I think today people use it as a day of celebration in a very wrong way. Boozing and partying is their goal instead of doing something constructive to appreciate the heroes of June 16, 1976.

Izwi: Is today's youth apolitical?

PK: Yes. I think the relevant political structures such as youth leagues are not doing enough to encourage the youth to be active in South African political matters and its history.

Izwi: What are lessons that today's youth can learn from the heroic youth of 1976?

PK: They should understand that they are future leaders and should equip themselves with education and knowledge to fill their roles meaningfully as their time has come.

Africa Public Service Day has come and gone... did anyone take note

Article by: Thembinkosi Laati

It is very disappointing to note that not many people remember or, worse, know about Africa Public Service Day which is held annually on the 23rd of June. An important day in the African calendar, Africa Public Service Day (APSD) is meant to reiterate the value of public services to the community.

According to the Department of Public Service and Administration, the day serves as a platform for the public and civil service to showcase and reward good initiatives and achievements in the public sector, equally providing an invaluable opportunity for public servants to promote values such as professionalism, accountability, responsiveness, ethics and performance in the delivery of public services.

Africa Public Service Day emanates from a declaration during the first Pan-African Conference of Ministers of Public/Civil Service held in Morocco in 1994. In the declaration, the ministers agreed that the 23rd of June should be celebrated annually to 'recognize the value and virtue of service to the community'.

In most countries including South Africa, various activities are undertaken under the banner of Public Service Week which culminates with the celebration of Africa Public Service Day on 23 June.

This year, South Africa's Public Service Week kicked off in Mafikeng with the Minister for Public Service and Administration, Ms Geraldine Fraser-Moleketi, introducing Project Khaedu. The project is an attempt to revitalise service delivery by deploying members of the Senior Management Service at the coalface of service delivery in order to expose them to operations, which would hopefully influence the policy making processes in a positive way.

After the celebrations in Mafikeng, all roads led to yet another significant event in Pretoria. The Africa Public Service Day celebrations culminated with the Minister, who has been championing this initiative since inception, leading a panel discussion around this year's theme: 'Promoting good governance with emphasis on anti-corruption and ethics'. The event, which was held at the University of Pretoria, also featured a satellite link to various public service centres across the country.

Among the panel of experts was Commissioner Koko Mashigo. During the discussion Commissioner Mashigo pointed out that the Code of Conduct for Public Servants is an important pillar to enhance good governance and ethical conduct for public servants, which in turn is intended to promote ethos of dedication and service in the public service.

In addition, Commissioner Mashigo said that the Code of Conduct

for Public Servants contains a number of principles that should guide public servants as they carry out their official duties.

"It is hoped that the Code will evoke a commitment to high standards of professionalism among all public service employees. If this ideal is attained, it will contribute significantly to a more effective service delivery and the elimination of corruption in the public service. Moreover, as we strive for the value and virtue of service delivery improvement in the public service, we should also promote the sustainable use of resources. This can be achieved if public servants can inculcate the values of professionalism, integrity, honesty, responsiveness, transparency, courtesy and serving with dignity and pride," she said.

PSC embraces *Take a Girl Child to Work* initiative

Article by: Tinyiko Maluleke

Pictures by: Sammy Morwe

Testimony to its commitment to women empowerment, the PSC hosted 20 school girls as part of the *Take a Girl Child to Work* project. The initiative, which took place on 24 May 2007, is the brainchild of cellular operator, Cell C, and its now in its fifth year. The aim of the initiative is to expose girls to a variety of work



environments with the hope that they would be inspired to consider careers in those sectors.

This year's participants were from Tsako-Thabo Secondary School in Mamelodi. The day's proceedings followed a carefully planned programme that ensured that the girls got as much exposure and guidance as possible. According to Tshidi Dibetle, Special Programmes Officer: "The idea was to ensure that the girls get first hand experience and guidance on the vast careers available in the public sector. Watching someone do a job is far much better than reading about it. We hoped that by visiting and shadowing some of our employees, the girls' perception about the public sector could change for the better, in case they had any misconceptions."

Among others, the programme featured presentations, viewing of the PSC's corporate video, a guided tour of the Commission House, one-on-one interviews with various PSC staff members as well as job shadowing and a round table discussion.

From the girls responses it was evident that the day turned out to be more than they expected. "The day was worthwhile as I got knowledge, exposure, advice and guidance on what I could possibly choose as a career," said Tsakane Mthimunya, a Grade 11 learner.

An elated Sibongile Mbatsane, also in Grade 11, described the day as superb. "As a girl child, I have realised that I am special and that there are plenty of opportunities for me. I am ready to take on the world."



The PSC continues with its sterling work

Compiled by: Kabelo Ledwaba

Over the years, the PSC has been producing reports that have evolved to mark themselves as valuable overviews of public service performance in South Africa. Likewise, 2007 saw the PSC releasing several reports. Below are snippets on some of them.

State of the Public Service Report 2007

In line with previous editions, the 2007 edition of the State of the Public Service Report (SOPS) provides a high-level overview of the progress made by the public service in giving effect to the nine Constitutional values and principles of public administration. While the 2006 edition focused on the capacity of the public service, the 2007 edition focuses on the contribution of the public service towards the achievement of growth and development objectives in South Africa.

The 2007 Report, which contains overviews of selected PSC and other research findings, looks at each of the nine Constitutional principles and values of public administration and then assesses how the public service has promoted it in a manner that contributes to growth and development.

SOPS 2007 also contains recommendations, and also highlights key considerations for enhancing the role of the public service

in the promotion of growth and development.

Gender Mainstreaming Initiatives in the Public Service

Based on data collated during the 2005/2006 financial year, this Report highlights the important strides that have been achieved around gender mainstreaming. It also identifies areas which need attention and makes recommendations on how these can be addressed in order to advance gender mainstreaming in the South African public service.

Evaluation of Employee Assistance Programmes in the Public Service

Although Employee Assistance Programmes (EAPs) have been operating in the South African public service and as a function within human resource management for decades, few comprehensive studies have been conducted into their functioning and efficacy in addressing the problems of workers in public service workplaces.

Also, in the light of the growing number of employees needing assistance due to organisational transformation, increased work stress, as well as the impact of HIV and AIDS in the workplace, it is imperative to ensure the optimal functioning of EAPs in the public service. It was therefore the aim of this project to investigate EAPs within the public service to determine their functioning, efficacy as well as the drivers of their effectiveness.

Measuring the Effectiveness of the National Anti-Corruption Hotline

At the request of Cabinet, the PSC has been managing the National Anti-Corruption Hotline (NACH) for the public service since September 2004. The Hotline (0800 701 701), which is toll-free and operates 24 hours a day and seven days a week, provides

members of the public as well as public servants with an easily accessible instrument to report corruption in the public service.

This Report reflects on the effectiveness of the Hotline. It also provides a statistical analysis of cases of alleged corruption reported to the NACH in respect of national and provincial departments.

An Audit of Government's Poverty Reduction Programmes and Projects

With the advent of democracy in 1994, one of the government's key priorities was to eradicate poverty. Now, more than a decade later, poverty still remains a challenge. Nonetheless, apart from the social security programmes which are currently major instruments for redressing poverty, both national and provincial departments have been implementing a broad range of interventions to address poverty.

Although these programmes have largely been allocating funds to the neediest sectors in the country, the impact of some of them has still been limited, especially amongst the ultra poor. Concerns raised about these programmes include poor coordination, poor integration of service delivery, lack of proper processes, exclusionary practices and a lack of monitoring and evaluation.

The PSC therefore decided to undertake a series of evaluations of government's poverty reduction programmes. In preparation for such an evaluation, the PSC first undertook an audit of poverty reduction programmes and projects as a first phase of the project. Among others, the aim of this Audit was to gain a better understanding of the definitions used to describe poverty, interventions implemented to address it and criteria used to measure the effectiveness of interventions.

Twenty Ten here we come!!!

Compiled by: Kabelo Ledwaba

With 2010 just around the corner, *Izwi* dispatched a team to solicit views on a variety of issues from a panel comprising acclaimed sports fanatics. In fact, the aim was to ask politically incorrect questions... questions that no one would dare ask. Well, the answers did not disappoint either.

Panel Member Number 1: Ayanda Ndlondlolozi

Ayanda, a diehard Mamelodi Sonsdown fan, is an amazing soccer player - with a hooker's physic (eeehhh, before your imagination deserts you, we are talking rugby here!). Unfortunately, his dreams of donning the Bafanya Bafanya jersey went up in smoke when he joined the public service in 1996 as his work demands interfered with his training at his beloved club.

There is currently a shortage of milk in the country. Leading to and during 2010 what do you think should

be done to curb the shortage?

We could import some milk but I am afraid that we would not know which milk is from which country. Remember that some countries we have trade agreements with often get hit by Mad Cow Disease.

We could also look at investing heavily in powder milk, however, I still do not know which powder milk is full cream and which is less 2% fat.

What should we do as a country to ensure that there are repeat visits after the world cup?

We should bid and ensure that we host every competition available, e.g. World Cash Heist Championships, Global Car Stripping Awards and Alcohol Drinking Championships; although I think the Aussies and the Irishh could give us a run for our money on the latter.

There is currently a shortage of imported beer, including Aramestel. On the other hand, the Ruffians love their Vodka and the Yankees prefer Jeff Daniels on the rocks. If we find ourselves in a situation where we have to sell

only umqombothi, how would you mix it to make it more palatable?

It's easy, you mix Umqombothi, Mampoer, Cupenhig-ma and Klippiess; and waaalaa!... you have a Proudly South African bottle of Rainbow Nation 2010 Limited Edition Concoction. You just have to make sure that anyone who buys it signs an indemnity form first.

There are many unemployed people in the country. At the same time, skills shortage has been identified as an issue. Do you have any solutions for those companies building stadia?

This goes back to my suggestion about bidding for all sorts of competitions. Some may need new venues. Car Guards must also be making a lot of money, tax free. I mean at times I would park just to make a call and therefore not step out of the car but when I am about to leave there will be someone close to my door demanding R2.00. So, it's a pity that some people are not as enterprising.

There has been good development around labour, e.g. minimum salaries for domestic workers and employees in the hospitality industry. Do you think similar initiatives could be introduced in other sectors?

I think we should also consider changing titles. That could help in changing people's perceptions and how they relate to one another. For instance, Minibus Taxi Drivers could be called Low Flying Pilots.

There are constant complains about lack of quality strikers? Any suggestions?

I hear from the doubting Thomasses that this was caused by the quotas in other sports. I mean a large number of people of colour are geared towards joining the national teams of rugby, swimming and cricket. The more melanin on your skin the better. That certainly left a vacuum, but this vacuum could be filled if PIFA could change the rules regarding country of origin. Lets face it some countries are doing badly now that their best players are based in Heelbro. If we could select whoever is in the country we could have a great squad.

Saving, either under the mattress or otherwise, is just not a favourite hobby for most South Africans. As a result many would still be without a decoder in 2010. Any ideas around this problem?

When I grew up there were not too many households with TV sets. So we will go to those who had TVs (remember, they were the size of your typical computer screen and in black and white) and pay 10 cents to watch. On a Saturday, you could get a good value for your money, as you would watch sports (say from 15:00) and other programmes such as Ngomqibelo / Kamokibelo.

I see that some people still use this approach, especially around malls on a Saturday or Friday. You would find them watching through the windows of an electronics shop. And they don't even pay a cent, *nogal*.

Panel Member Number 2: Eugene Du Prè

Eugene is a talented forward left winger. His talent could go to waist if ZAFA does not introduce a quota that makes it mandatory to include ageing players of NO colour.

There is currently a shortage of milk in the country. Leading to and during 2010 what do you think should be done to curb the shortage?

Launch a health campaign claiming that the fatty deposits in milk are a potential danger to cholesterol levels, and launch a sponsored buy-two-and-get-one-free campaign on slow selling beer brands and fruit juice.

What should we do as a country to ensure that there are repeat visits after the world cup?

- Do not close the brothels that are planned and offer discounted travelling packages; and
- Propose to PIFA that whenever Ingland plays Jemeni and they fear the cost of vandalism that they rather host these games in SA... local fans could teach them a thing or two about vandalism. I believe, indunas, ag sorry, Chiefs fans are good at this.

There is currently a shortage of imported beer, including Aramestel. On the other hand, the Ruffians love their Vodka and the Yankees prefer Jeff Daniels on the rocks. If we find ourselves in a situation where we have to sell only umqombothi, how would you mix it to make it more palatable?

- For a beer taste, add huge portions of hops and bitters
- For a whiskey taste, add hops and soda water
- For a vodka taste, add unsweetened apple juice, soda water and bitters
- For a wine taste, add vinegar, soda water and bitters or
- Simply claim that umqombothi does not have side-effects and remind customers that it is nourishing and has constantly demonstrated better results than Fiagra.

There are many unemployed people in the country. At the same time, skills shortage has been identified as an issue. Do you have any solutions for those companies building stadia?

Adopt a win-win-deal whereby construction companies are ordered to employ only people who own shacks. This will also speed up the process as most would have vast experience in putting up a shack in just a few hours...

There has been good development around labour, e.g. minimum salaries for domestic workers and employees in the hospitality industry. Do you think similar initiatives could be introduced in other sectors?

Perhaps introduce a Flat Rate of R15.00 payable to Car Guards, doesn't matter whether you have parked for 5 minutes or 5 hours.

That could also encourage people to use public transport.

There are constant complains about lack of quality strikers? Any suggestions?

Appoint KOSHATU general administrator as Second Assistant Coach. After all, he has decades' of experience to share...

Saving, either under the mattress or otherwise, is just not a favourite hobby for most South Africans. As a result many would still be without a decoder in 2010. Any ideas around this problem?

Take Fodakom up on its claim to be the biggest supporter of supporters of sport in South Africa and demand free decoder deals to its customers over this period – they cannot legally decline because of their advertisement...

Panel Member Number 3: Justice Kgoedi

Justice (or Juice as he is affectionately known) grew up convinced that one day he will be playing *oorkant* for one of the biggest teams. He pursued his dream until he realised that we can't all be soccer stars and being a 'ball boy' when you are no longer a boy can damage one's ego. With his voice, he might make a good soccer commentator.

There is a currently a shortage of milk in the country. Leading to and during 2010 what do you think should be done to curb the shortage?

This could not have happened if we did not turn our back on 'our way of doing things'. I mean goat's milk is a delicacy in most parts of the world and most people outside our metropolitan areas still consider it to be a good and affordable source of calcium. Either we consider this or we can start befriending the Aussies. After all they are known for their love of sheep. Besides, you can never tell what goes into powder milk.

What should we do as a country to ensure that there are repeat visits after the world cup?

Let's face it. Most men from outside the continent descend to South Africa hoping to spot not only the big five, but also some bare breasted maidens. So why don't we capitalise on that and give the perverts what they want and encourage people especially in the cities to embrace their 'roots'. We could also have reed dance holidays, once a month.

There is currently a shortage of imported beer, including Aramestel. On the other hand, the Ruffians love their Vodka and the Yankees prefer Jeff Daniels on the rocks. If we find ourselves in a situation where we have to sell only umqombothi, how would you mix it to make it more palatable?

You don't even have to *dash* it. All you need is a blog or a website (e.g. www.umqombothi.com) dedicated to the beverage. You can then feature men who have successfully raised families, thanks to the old age beer. Can you imagine the endorsements you will be able to feature on the website... with something along

the lines of, "...my wife and I have always wanted more than five kids. And an old friend of mine introduced me to umqombothi..." Trust me the exports will surpass those of perlemoen.

There are many unemployed people in the country. At the same time, skills shortage has been identified as an issue. Do you have any solutions for those companies building stadia?

This suggestion is not only applicable to the building of stadia. I believe Unions can play a crucial role in creating sustainable jobs. If they could make one demand at a time and if it is not met they can go on strike and the employers will be forced to employ someone temporarily and then three to four months later they again make a demand and go on strike if it is not met. If you continue with this trend at least everyone in the country will be employed at least once per quarter. It's a win-win situation.

There has been good development around labour, e.g. minimum salaries for domestic workers and employees in the hospitality industry. Do you think similar initiatives could be introduced in other sectors?

As part of the 'sustainable jobs strategy' and social upliftment initiatives, perhaps MasterCuts and WISA could donate mobile debit and credit card machines to street vendors. Possibly to those with creative placards featuring 'NO Job. Lots of Kids, Cat and Hobby to feed. Go on bless'. After all not everyone carries cash with them.

There are constant complains about lack of quality strikers? Any suggestions?

It's not a matter of us lacking goal scorers. It's a matter of coaches not being able to spot talent. I mean the number of own-goals we have is almost equal to those scored by our so-called strikers. Remember, Pierre 'Eish' Issa? Sphiwe Mkhonza is also not bad when it comes to scoring goals.

Saving, either under the mattress or otherwise, is just not a favourite hobby for most South Africans. As a result many would still be without a decoder in 2010. Any ideas around this problem?

It's simple. Just request those who connect electricity illegally to also in the process make decoder connections. That way, when everyone is connected, then we would not need to pay bioscope licences for repeats of very old and dull movies. After all showing old movies and asking everyone to pay for it; is not the right thing to do.

By The Way: We had several questions relating to Eishkom, homeless affairs, eNutties, the Department of Tricks in Industry, Helkom, etc. But due to the limited space available in the newsletter, we unfortunately had to leave those out.

The new National Credit Catch...

Submitted by: Kabelo Ledwaba

By the look of things, this is not far fetched....

Operator: "Thank you for calling Shooter's Pizza. May I have your ..."

Customer: "Halloo, can I order?"

Operator: "Can I have your multi purpose card number first, sir?"

Customer: "It's eish ., hold on.....eh.... 698-45-54610..."

Operator: "OK... you're Mr Sfisa Ukuthenga and you're calling from 17 Malikabani Street. Your home number is 011 212 0992, your office 011 714 1000 and your mobile is 071 211 9923. And you are calling us using your brother in-law's number, Sinakonke. Right sir?"

Customer: "Yebo! How did you get all my phone numbers?"

Operator: "We are connected to the system sir."

Customer: "May I order your Seafood Pizza..."

Operator: "That's not a good idea sir."

Customer: "How come?"

Operator: "According to your medical records, you have high blood pressure and even higher cholesterol levels, sir."

Customer: "Yini?... What do you recommend then?"

Operator: "Try our Supreme Kilo Shed Pizza. You'll like it."

Customer: "How do you know for sure?"

Operator: "Last month you borrowed a book entitled 'Loose it without Loosing Yourself' from the National Library, sir."

Customer: "OK I give up ... Give me three family sized ones then. How much will that cost?"

Operator: "That should be enough for your family of 10, sir. The total is R149.99!"

Customer: "Can I pay by credit card?"

Operator: "I'm afraid you have to pay us cash, sir. Your credit card is over the limit and you owe your bank R3 720.55 since January. That's not including the late payment charges on your housing loan; and your little daughter's pre-school fees, sir."

Customer: "I guess I have to run to the neighbourhood ATM and withdraw some cash before your guy arrives."

Operator: "You can't sir. Based on the records, you've reached your daily limit on ATM withdrawals today."

Customer: "Never mind just send the pizzas, I'll have the cash ready. How long is it gonna take anyway?"

Operator: "About 45 minutes sir, but if you can't wait you can always come and collect it on your Green Double Cab"

Customer: "What!"

Operator: "According to the details in the system, you own a Missan Double Cab, ... registration number ARB 132 GP"

Customer: " *!^ *% ^*%^!7*"

Operator: "Better watch your language sir. Remember on the 15th of July 1997? You were convicted for using abusive language against a Metro police official."

Customer: [Speechless]

Operator: "Is there anything else sir?"

Customer: "Nothing. By the way ... aren't you giving me those 3 free bottles of cola as advertised?"

Operator: "We normally would Sir, but based on your records half of your family members are also diabetic."

Customer: "You know what... just cancel the damn order, my mother in-law has brought us *amagwinya*."

Lessons in Logic

By Ayanda Ndondololzi

If your father is a poor man, it is your fate but, if your father-in-law is a poor man; it's your stupidity.

I was born intelligent, education ruined me.

Practice makes perfect. But nobody's perfect. So why practice?

If it's true that we are here to help others, then what exactly are the others here for?

Since light travels faster than sound, people appear bright until you hear them speak.

How come "abbreviated" is such a long word?

Money is not everything. There's Mastercard & Visa.

One should love animals. After all, they are so tasty.

Behind every successful man, there is a woman. And behind every unsuccessful man, there are two.

Every man should marry. After all, happiness is not the only thing in life.

The wise never marry. And when they marry they become otherwise.

Success is a relative term. It attracts so many relatives.

Never put off work till tomorrow while you can put it off today.

Your future depends on your dreams. So go to sleep.

There should be a better way to start a day, than waking up every morning

Hard work never killed anybody. But why take the risk.

Work fascinates me. I can look at it for hours.

God made relatives. Thank God we can choose our friends.

The more you learn, the more you know. The more you know, the more you forget. The more you forget, the less you know. So, why learn.

A bus station is where a bus stops. A train station is where a train stops. Everyone has a work station; so why must some delegate.

The OPSC host the Zambian Public Service Commission

The OPSC recently hosted a delegation of senior representatives from the Zambian Public Service Commission. This formed part of their information gathering assignment aimed at assisting them with their restructuring process.

The PSC was represented by a delegation comprising:

- Professor Stan Sangweni, Chairperson
- Dr. Eddie Bain, Commissioner
- Dr. Nozipho Mxakato-Diseko, Commissioner
- Ms Caroline Mampuru, Chief Director: PAI
- Dr. Dovhani Mamphiswana, Chief Director: SDQA

According to the Vice Chairperson of the Zambian Public Service Commission, the OPSC was of particular interest to them as its structure and function is different from many in the world, especially those that follow the Commonwealth framework.



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