25 March 2018

PRESS STATEMENT

Department of Labour Educates Community

As part of the initiative to bring services to the people, the provincial Department of Labour Compensation Fund unit staff conducted an outreach programme in Lephalale in March. The purpose of the programme was to improve service delivery in vulnerable areas as mandated by the Compensation for Occupational Illness and Diseases (COID) Act.

This followed an observation by the Department that clients from the villages are not able to access services at all times and rely on telephonic enquiries and third parties.

This in many instances leads to delays in resolving cases due to outstanding information not being provided on time as clients do not have access to quick means of getting the information to the department’s offices.

The programme saw community members from in and around the Lephalale who never had an opportunity to have face to face contact with COID officials because it is not processing in Lephalale Labour Centre. Citizens from Ga-Seleka village were given information on services rendered by the department, whilst those that visited the exhibition stalls at Phahladira Mall were able to check if their employers had registered them for COID and also to check the status of their claims.

“It is of outmost importance that we bring services to our people as they are often given golden handshakes by their employers when they are injured or acquired diseases on duty. This often adds to poverty as most of them are told that they can no longer work due to the injury,” said the Assistant Director for COID Services, Jacob Mpulwane.

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