



**MINISTRY IN THE PRESIDENCY: WOMEN, YOUTH & PERSONS WITH DISABILITIES
REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY
QUESTION FOR WRITTEN REPLY
QUESTION NUMBER: NO. 3363**

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Ms A.M Siwisa (EFF) to ask the Minister in the Presidency for Women, Youth and Persons with Disabilities:

With reference to her reply to question 486 for oral reply on 14 September 2022, based on the national call centre of the National Gender-Based Violence helpline, what (a) number of calls have been registered in each province by the call centre in the past 12 months and (b) assistance was given to the victims who have been assisted?

REPLY:

(a) The number of calls including SMS and USSD in the past year are as follows:

APRIL 2020 – MARCH 2021			
PROVINCE	GBV	NON - GBV	REFERRED
Eastern Cape	367	750	53
Free State	248	464	44
Gauteng	3 176	4 365	429
KwaZulu - Natal	957	2 268	166
Limpopo	566	1 348	71
Mpumalanga	537	1 095	82
North West	380	614	53
Northern Cape	81	131	10
Western Cape	599	852	115
TOTAL	6 911	11 885	1 024

(b) The type of services rendered are psychosocial support, telephone counselling from social workers, referral to field organisations and stakeholders depending on the nature



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of the case either emergency or non-emergency seeking support services. In case of emergency services needed, Emergency Medical Services and SAPS are called directly by the social workers, and they respond to the victim. The system has EMS and 10111 built in which geo-locates the closest police and EMS services and the client in need.

Below is the breakdown of the incident type:

Incident Type	Number of Calls Received: GBV Cases												
	April	May	June	July	August	Septemb	October	Novembe	Decembe	January	February	March	Total
Abandoned Children	5	3	2	2	6	0	2	2	3	4	4	2	35
Abduction/ Kidnapping	1	2	3	2	7	1	0	1	0	2	3	1	23
Assault	35	29	34	36	26	36	29	24	68	26	38	44	425
Bullying	3	3	1	4	7	1	2	29	3	3	4	7	67
Child Neglect	52	52	69	54	37	34	25	0	35	33	28	37	456
Child Pornography	0	1	0	0	0	0	1	86	0	0	0	1	89
Elderly Neglect	15	16	12	9	9	7	10	0	6	7	3	9	103
Emotional Abuse	143	132	130	131	116	99	106	1	123	77	78	79	1 215
Forced Initiation	0	0	0	0	1	1	0	1	0	0	0	0	3
Forced Prostitution	0	0	0	0	0	0	0	1	0	0	0	0	1
Hate Speech	3	1	0	3	2	0	2	1	0	1	1	2	16
Human Trafficking	1	0	0	0	0	0	0	1	1	3	0	1	7



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Incest	2	2	4	3	3	1	0	1	1	2	4	0	23
Indecent Assault	0	1	0	2	5	1	1	1	2	0	1	2	16
Molestation	8	2	3	4	3	0	1	0	1	1	0	3	26
Physical Violence	338	261	290	367	305	263	228	241	326	192	188	185	3 184
Rape/Corrective Rape	27	29	40	48	52	40	48	48	42	51	29	34	488
Sexual Harassment	4	4	9	9	12	4	3	9	7	6	8	7	82
Stalking	1	2	6	10	11	4	3	5	2	6	3	3	56
Verbal Abuse or Intimidation	52	53	51	54	80	42	38	39	57	39	38	49	592
Total	690	593	654	738	682	534	499	495	677	453	430	466	6 911

Incident Type	Number of Calls Received: Non-GBV Cases												
	April	May	June	July	August	Septemb	October	Novemb	Decembe	January	February	March	Total
Behavioural Problems	13	13	15	20	17	16	21	11	22	11	19	22	200
Child Adoption	2	1	1	1	0	0	0	1	0	2	0	1	9
Child Custody/Visitation	47	33	47	35	41	20	18	15	18	21	22	17	334



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Child Maintenance	19	5	5	11	15	2	5	7	9	7	6	9	100
Counselling Death	3	1	2	0	1	0	2	3	4	0	1	2	19
Counselling Depression	14	12	16	15	17	8	12	12	26	15	14	12	173
Counselling Marriage & Relationships	90	66	83	110	101	49	46	53	62	27	27	50	764
COVID - 19	567	253	96	51	17	9	7	5	2	6	5	5	1 023
Economic/Financial Abuse	6	2	3	2	7	1	0	0	0	3	2	0	26
Funding	5	1	1	2	0	0	0	2	1	0	2	4	18
Home Affairs Related	11	7	9	4	6	3	1	3	3	4	3	5	59
Labour Dispute	5	4	2	1	3	2	1	3	1	0	4	1	27
Legal Advice	15	8	19	10	9	8	12	16	21	15	10	23	166
Matric	1	0	1	1	1	1	1	0	1	0	1	0	8
Other type of Incident	1 286	890	748	1 452	1 439	44 7	30 9	33 1	37 5	25 9	24 4	40 5	8 185
SASSA Grants	274	84	56	31	38	19	16	10	20	27	25	23	623
Substance Abuse	20	14	16	16	11	12	5	13	9	8	8	19	151
Xenophobia	0	0	0	0	0	2	0	0	0	0	0	0	2
Total	2 378	1 394	1 120	1 762	1 723	59 7	45 6	48 5	57 4	40 5	39 3	59 8	11 885



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The number for government's National Gender Based Violence Command Centre is 0800 428 428. The clients can also use sms HELP to 31531, skype "HelpmeGBV" for people with hearing or speech disabilities, Website www.gbv.org.za and USSD *120*7867#.



Approved by Minister
Ms M Nkoana-Mashabane, MP

Date: 10/10/2022