

The National Shelter Movement of South Africa (NSMSA)

Presentation to the Portfolio Committee on Women, Youth and Persons with Disabilities

An Overview of the National Shelter Movement of S.A. its Programmes, Services and Challenges

Anisa Moosa

13 May 2025



NATIONAL 24HR TOLL FREE SHELTER HELPLINE 0800 001 005

Introduction

- Background Information on Shelters
- What do Shelters offer GBV Survivors
- Brief History of the NSMSA
- Vision, Mission & Goals of NSMSA
- NSMSA's Activities, Programmes and Services
- Other Activities & Programmes
- Programmes, Achievements & Challenges for 2024/5
- Programmes & Challenges for 2025/6 & Future Plans
- Challenges faced by the NSMSA
 - Non-Financial
 - Financial
- Gauteng Funding Crises
- Recommendations
- Conclusion



NATIONAL 24HR TOLL FREE SHELTER HELPLINE 0800 001 005

Background Information On Shelters

- Shelters play a fundamentally important role in responding to and addressing GBVF
- Shelters offer safe accommodation, provide women with opportunities for healing & re-building their self-worth.
- Importantly, shelters - play a significant role in interrupting and breaking the cycle of violence & preventing femicide.
- Rendering shelter services requires significant expertise, care, and resources. Yet, shelters are often undervalued, with those rendering such services often facing precarious challenges. E.G. burnout
- Currently- no legislative provision for regulation of shelters for victims of GBV and the services they provide.

What do Shelters Offer GBV Survivors

- Critical point of crisis intervention
- Provide safe accommodation with 3 nutritious meals per day
- Space for healing, emotional containment, re-building self-worth & personal empowerment
- Access to health care
- Legal & Psychosocial Support
- Assistance with ID applications
- Empower women with a variety of economic skills & development & tools
- Alternative housing - post shelter e.g. second stage housing. Third stage housing?
- Access to child-care, schooling & educational trips
- Preparation for employment interviews & CV writing

Brief History of the NSMSA

- NSMSA is a nonprofit, non-govt. organisation established in 2008 at a conference nationally
- Serves - umbrella body for 100 shelters in nine provinces of S.A. that are affiliated to the NSMSA
- Focuses on the enhancement and effectiveness of sheltering services for women and their children through shelters in the nine provinces.
- The Nisaa Institute for Women's Development serves as the secretariat

NSMSA Vision and Mission

- The **VISION** of the NSMSA is a society where women and their children are free and safe from gender-based violence.
- The **MISSION** of the NSMSA is the united voice on sheltering of women survivors of gender-based violence and their children in South Africa.

Goals of the NSMSA

- **Advocacy & Lobbying** - rights of abused women & their children in shelters
- **Establish** - provincial shelter network forums for shelters
- **Ensure gender sensitivity** - effective and efficient service delivery to women and their children in shelters using a survivor centric approach
- **Develop Capacity** - NSMSA shelters and service providers on GBV
- **Engage in legislation** - gender based violence and sheltering in S.A.
- **Conduct Research** - GBV & Sheltering
- **Offer space** - mutual support, partnerships & networking, shared experiences & to conduct exchange visits & networking between shelters locally regionally & internationally
- **Conduct** a Sheltering helpline
- **Conduct** a series of **monthly webinars** & an **Annual National Indaba**

Summary: NSMSA Activities, Programmes & Services

- Established a forum for Provincial Representatives from the 9 Provinces
- Capacity building of Shelter Staff & Beneficiaries
- Engage in Legislation affecting GBV & Sheltering
- Conduct Research on Sheltering & GBV
- Networking, partnership development, exchange visits (local, national, Int).
- Engage in Legislation on Sheltering & GBV
- Conduct a 24-hr. helpline
- Conduct a series of monthly Webinars on GBV and Sheltering
- Media & Marketing & Mentoring
- Conduct an Annual National Shelter Indaba (Completed 4th Indaba 16/17 October)
- Piloting a boy child project to enable healing and prevention of intergenerational GBVF

Other Activities & Programmes

- Worked - Mining communities on GBV in Mpumalanga, Limpopo & Northwest
- During Covid NSMSA disbursed emergency funding and PPE – shelters to survive-R19 637 721.85
- NSMSA hosts monthly webinars on GBVF topics.
- A Safety Plan was developed- women wanting to leave abusive relationships Plan available (NSMSA website. www.nsmsa.org.za)
- Presented at all 4 World Conferences on Shelters; Canada; U.S.A; Netherlands; China
- Published a Resource manual “Letting our Power Glow” Activities to build Women’s Power
- Served on the Presidential Interim Gender Based Violence & Femicide Steering Com.
- Made several submissions to the amendments to the recent GBV acts
- Provided year long coaching of shelters in 8 provinces
- Continued media engagement through Print, radio, tv and online submissions
- Serve as a Member of the Global Network of Women’s Shelters (GNWS) board member
- Invited by CTAOP & DG Murray Trust to be part of the Shukutula Team to review funding proposals for community Organisations & CSO’s in Limpopo & the Eastern Cape

Programmes, Achievements & Challenges for 2024/5

Capacity building and Webinars

1. NSMSA Introductory Webinar
2. Solution Focused Therapy Approach and Clients Managing Trauma: Red Flag/Green Flag Recovery Activity
3. Solution Focused Therapy Approach and Children
4. Solution Focused Trauma Recovery and Resilience Rebrief
5. Training on digital facilitated GBVF and digital activism against GBVF for representatives in all provinces.
6. Facilitated an interactive workshop with religious leaders to challenge issues around gender equality that enable GBVF
7. Economic Empowerment Webinar
8. Engage in research interviews in partnership with the University of JHB with shelters in Gauteng
9. Facilitated an interactive workshop with religious leaders to challenge issues around gender equality that enable GBVF
10. Engage men and boys in the prevention of GBVF Workshop and webinar
11. Youth Empowerment Webinar
12. Domestic Violence Legislation through the Lens of the CEDAW Committee- Webinar
13. Dynamics of GBVF Webinar

Programmes, Achievements and Challenges for 2024/5 cont. ...

Capacity Building cont.

14. Empowering Communities to Combat GBVF
15. National Council of GBVF Bill
16. Empowering Teens and Youth Webinar;
17. Sexual Harassment workshops

- **NSMSA Indaba and written Indaba report**
- **NSMSA Helpline**
- **Media coverage – print, interview, online, television and radio**
- **Advocacy with the GCCC for shelters in Gauteng to receive their SLA's.**
- **GNWS Board member and ANWS (Africa Regional Webinars)**
- **UBER**
- **Networking** (Takalani Sesame/Jelly Beanz, Every Women Treaty, SVRI Webinar, Bosmont Methodist Church, South Africa – Lesotho Learning exchange: study tour on GBV Response survivor Centre's, Teddy Bear Clinic panel discussion, Tosunga Banning, Triologue Webinar, Presentation to the DSD Portfolio Committee, National Freedom Network, Digital Activism, UNFPA Presentation)
- **Achievements: completed all listed programmes and engaged in a range of networking activities**
- **Challenges: funding, lack of attendance from religious leaders in workshops, slim line staff**

Programmes & Challenges for 2025/6 & Future plans

- ANWS (Africa Regional Webinars)
 - Modifying safety plan for GBV victims
 - Continue with the activities as outlined in the Implementation Plan (Webinars and Capacity Building)
1. **Address challenges related to Compliance of shelters in accordance with the Norms and Minimum Standards of GBVF shelters in an in-person workshop in Gauteng, Free State and Mpumalanga**
 2. **Conduct an in-person training of NSMSA shelters in Gauteng, Free State and Mpumalanga on a self-growth programme for survivors in shelters**
 3. Participants particularly appreciated the self-growth and self-care activities facilitated during the training
 4. **Support the implementation of the National Strategic Plan with emphasis on Pillar 4 by training stakeholders online in all the provinces**
- Increased media and digital presence, influence and activism
 - Establish formal networks with the private business sector to offer services to those in the workplace as well as a means to access resources
 - Target specific groups, organisations, bodies, universities, businesses, etc to increase reach

Programmes & Challenges for 2025/6 & Future plans cont. ...

- Continue to be at the forefront in the ongoing struggle against GBVF on grassroot, regional and national levels
- Present 3 papers at the 5th World Conference on Women's Shelters as well as report on the Africa Regional Webinar
- Establishment of Boy Child Programme in Shelters
- Institutional Memory Project
- 5th Annual National Indaba
- Monthly webinars
- SHE-E-O Sleepout
- Challenges – Funding (5WCWS/General/Provincial funding for offices/North West)
- Indaba – 3-day, location

- Lack of standardisation of shelter services across the country and within provinces
- Unequal service delivery govt shelters vs. NGO shelters
- Institutional Realignment of shelters
- Partnership & Communication & relationship building with Provincial Govt. Depts.
- Depts. Health, Human Settlements, SAPS, Home Affairs, Correctional Services, Justice at Provincial & national level do not work together to support GBV. & promote sheltering at Govt. and NPO level.
- Relationship with Municipalities very poor
- Need to prioritise Housing - abused women and their children. Dept. Of Human /S & City Councils don't prioritise housing for GBV survivors. This is not for lack of trying and reaching out
- Lack of mental health & substance abuse services for survivors of GBV
- Challenges in receiving follow-up feedback on CGE Report 2022/2023
- PP Report-indicates that there needs to be more shelters and what is being done post the report
- Challenges Experienced by the Gauteng Funding Crises
- Continued Risk to safety of women with decreased operational capacity/suspension/closure of shelters

Non-Financial Impact Cont....

- Decreased service quality to survivors
- Inability to provide comprehensive services address diverse needs of victims related to addiction, mental health, disability, medical, etc.
- Difficulty making day to day operational decisions
- Turning victims away
- Difficulty of 24-hour Helpline to place victims in shelters
- Loss of confidence in and reliance on shelters
- Perpetuating poverty, violence and inequality of women victims
- Staff burnout, despondency, low morale, job uncertainty & instability
- Unable to plan adequately

Challenges Faced by Shelters- Financial

- Funding for survival & sustainability
- DSD provides 41% of funding to shelters- balance to be fundraised by shelters
- Shelters unable to utilise DSD funding for compliance issues, therefore shelters –non-compliant
- Delayed disbursement of funds
- Some shelters receive incorrect amounts (too Much or too Little)
- Salaries for shelter s/w not compatible with DSD s/w; no benefits for shelter staff
- City of JHB does not offer rebates or waivers to shelters for utility bills, some other provinces do so
- Shelters experienced severe challenges by DSD funding Crises.
- SLA's for some shelters have problematic clauses attached.
- Institutional Realignment of shelters- DSD Gauteng wanting to take back services
- Care workers R25.48 – lower than min wage
- Housemother R26.84 – lower than min wage
- Driver/Handyman R24.98 – lower than min wage
- Psychologists hired preferentially at some Khuseleka Centres e.g. Kwa Nabouhle
- Home of Hope established in 2000, has not received any funding; in fact receive pejorative comments from officials

Challenges Experienced with the GDSD in Accessing Funding

- Institutional Realignment Project outlines the following:
 - Mandated to render core services through a variety of programmes to aid or enable target groups to effectively deal with adverse social conditions
 - Increased internal capacity to provide services thus leading to a decreased reliance NPOs
 - Notes a shrinking budget amidst the return of a R554million rands from the department back to treasury
 - Current partnership with NPOs is unsustainable and at the expense of state capacity
 - Retrieval of services will not be considered for residential facilities (at least for now)
 - Reduction in the number of funded NPOs

Challenges Experienced with the GDSD in Accessing Funding cont.

- Municipal compliance
 - Requirements – re-zoning, compliance with health and hygiene requirements, fire safety regulations
 - Not standard and applied consistently across the different regions in Gauteng
 - Cost intensive
 - Time intensive
 - No funding or assistance to meet these requirements
 - GDSD lacks the understanding of processes involved and thus they are not able to provide NPOs with direction
- Lack of communication:
 - Time and approach

Challenges Experienced with the GDSD in Accessing Funding Cont....

- Adjudication of proposals delayed in 2024:
 - Denied services to survivors looking for shelter whilst the rate of GBVF increased from 8 women killed a day to 11 women killed a day
 - Regressive realisation of rights for survivors
- Lack of trust
- Power imbalance – no sense of partnership, no room for discussions and negotiations
- Challenges in KwaZulu Natal, EC and delays in SLA signing in MP

Recommendations

- Increase funding to align with the needs of GBV survivors
- Timely facilitation of SLA signing and payment and disbursement of funds
- Improved and consistent communication with NPO's
- Standardization of services
- Support and guidance with compliance requirements
- Increase minimum wages for shelter staff
- Restoring trust and confidence between DSD and NPO's
- Accountability and transparency



National Shelter Movement of South Africa

Contact the 24hr Toll Free helpline by calling

0800 001 005

Or send an SMS, WhatsApp or Please Call Me to

082 057 8600 / 082 058 2215 / 072 230 7147

Or send an email to

infohelpline@nationalsm.org.za

Conclusion

Thank You for listening!

WWW.NSMSA.ORG

www.youtube.com/@nationalsheltermovement