

WESTERN CAPE PROVINCIAL PARLIAMENT



STANDING COMMITTEE ON FINANCE, ECONOMIC OPPORTUNITIES AND TOURISM

REPORT OF THE STANDING COMMITTEE ON FINANCE,
ECONOMIC OPPORTUNITIES AND TOURISM ON THE
UNEMPLOYMENT INSURANCE FUND'S COVID-19
TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME
PROCESS

As at 26 January 2022

Ref Number:

Report of the Standing Committee on Finance, Economic Opportunities and Tourism on the COVID-19 Temporary Employer/Employee Relief Scheme (TERS) funding process undertaken by the Unemployment Insurance Fund and the response/views of the public in the Western Cape on this process.

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1. Purpose of the Report

The purpose of this report is to report to the House, in compliance with Standing Rule 89(1), on the oversight work of the Standing Committee on Finance, Economic Opportunities and Tourism (the Committee) in respect of the public participation process undertaken from 12 June to 12 July 2021, to determine the views of the public based in the Western Cape, on the Unemployment Insurance Fund's (UIF) Temporary Employer/Employee Relief Scheme (TERS) funding process.

This report includes the background information on the resolution of the Committee to undertake the TERS public participation process, the logistical decisions, the public participation process, the results of the survey that was undertaken, the TERS and non-TERS, but UIF-related, claims submitted to the Committee, and the recommendations and Committee decisions stemming from this process.

2. Background and Context

On 26 March 2020, the Minister of Employment and Labour, Mr T Nxesi, issued a Directive in the Government Gazette (Annexure A), which initiated the COVID-19 Temporary Employer/Employee Relief Scheme (COVID-19 TERS)¹. The COVID-19 TERS, which would be administered through the Unemployment Insurance Fund (UIF), was created to assist employees who had lost income due to the COVID-19 pandemic, and the regulations, which limited economic activity during the various levels of lockdown implemented in South Africa².

On 2 February 2021, almost a year after the COVID-19 TERS was initiated, the Cape Argus reported (Annexure B) that the Western Cape was recorded as (allegedly) having the second highest COVID 19 [TERS corruption cases](#) in the country³, according to a report published by the Non-Profit Organisation, Corruption Watch⁴.

On 3 February 2021, the Standing Committee on Finance, Economic Opportunities and Tourism (the Committee) resolved to request that the UIF brief the Committee on the challenges related to the COVID-19 TERS fund in the Western Cape. The UIF briefed the Committee on 12 May 2021 and the Committee resolved to conduct a public participation process to gage the public's perception on the COVID-19 TERS funding process.

¹<http://www.labour.gov.za/DocumentCenter/Regulations%20and%20Notices/Notices/Unemployment%20Insurance%20Fund/All%20Directives.pdf>

²<http://www.labour.gov.za/DocumentCenter/Publications/Unemployment%20Insurance%20Fund/Frequently-Asked-Questions-UIF-TERS%20for%20Employees.pdf>

³ <https://www.iol.co.za/capeargus/news/western-cape-has-second-highest-uif-TERS-corruption-cases-3387be55-b868-433b-9d83-68fc0c8b3c03>

⁴ <https://www.corruptionwatch.org.za/TERS-corruption-report-companies-seize-the-chance-to-fleece-employees/>

3. Breakdown of the COVID-19 TERS Public Participation Process

As per Section 118 1(a) of the Constitution of the Republic of South Africa, read with Section 28(3) of the Constitution of the Western Cape, the Provincial Parliament must facilitate public participation in its activities and those of its committees.

Following the briefing by the UIF on the financial administration of the COVID-19 TERS funding in the Western Cape and the role the UIF played in supporting citizens in the Province, the Committee RESOLVED the following:

- (i) To conduct a public participation process to gauge the experience of the public in the Western Cape with respect to the UIF's COVID-19 TERS funding process;
- (ii) To limit the interaction/engagement to employees and employers in the Western Cape;
- (iii) That the public participation process would be advertised in mainstream and community newspapers, as well as via paid social media promotion;
- (iv) To utilise additional means of capturing comments/submissions such as a survey/questionnaire that would be linked to the Western Cape Provincial Parliament's website;
- (v) That the submissions could be submitted via email, the questionnaire/survey and via WhatsApp messages and voice notes;
- (vi) To create two separate documents that would capture COVID-19 TERS related claims and non-TERS but UIF-related claims (unemployment benefits, maternity benefits, retrenchment etc.); and
- (vii) That the period for submission of comments would run from 12 June until 12 July 2021.

3.1 COVID-19 TERS Questionnaire/Survey

A questionnaire/survey (Annexure C) was developed for participants, which was used as the employer or employees' submissions. The questions contained in the questionnaire/survey were developed for two reasons. The first reason was to gauge the participants' experiences with the UIF COVID-19 TERS funding process, and the second reason was to collect participants' information in respect of unresolved claims so that this information could be forwarded to the UIF for their immediate attention and assistance.

The questionnaire/survey was uploaded to the Western Cape Provincial Parliament's website and the website link was uploaded to the Institution's social media accounts (Facebook, Twitter and Instagram) under an infographic, which indicated what the questionnaire entailed. This link could also be easily forwarded via WhatsApp and email.

The questions, as agreed to by the Committee, were as follows:

1. Are you an employer or employee based in the Western Cape?
2. Have you as a Western Cape employer/employee and/or your employer submitted a COVID-19 TERS claim to the UIF?
3. How many COVID-19 TERS applications have you as a Western Cape employer/employee and/or your employer submitted to the UIF?

4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds?
5. If your claim has not been resolved, please provide the following information, which will be escalated to the UIF:
 Name: _____
 ID Number: _____
 Where you applied: _____
 Date of application: _____
 Reference number for the claim: _____
6. Were there any delays in receiving your approved COVID-19 TERS pay-out?
7. If you received a COVID-19 TERS pay-out, how many employees were applied for, and how many received their pay-outs?
8. Have you received any response (e.g. remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS pay-out?
9. Have you received any guidance from the UIF on the COVID-19 TERS application process?
10. How did you become aware of the COVID-19 TERS funding?

3.2 Mainstream and Community Newspapers, and Social Media and Mainstream Media Campaign

The questions contained in the questionnaire/survey were also published via adverts in all three Western Cape languages (English, Afrikaans and isiXhosa), in mainstream and community newspapers across the Province. (See Annexure D for all adverts)

The Committee agreed that the adverts should be published predominantly in community newspapers. The adverts were published between 12 June and 17 June 2021.

The adverts appeared in the following mainstream and community newspapers:

- (i) The Argus
- (ii) Die Burger
- (iii) Swartland Joernaal
- (iv) George Herald
- (v) I'solezwe
- (vi) Die Son
- (vii) Weslander
- (viii) Paarl Post
- (ix) Worcester Standard

A social media campaign was also developed for the public participation process, which included an infographic for platforms such as Facebook, Twitter, Instagram and WhatsApp. The request for submissions was uploaded to the various social media platforms every two to five days during the submission period.

A slide was created for the Western Cape Provincial Parliament's website homepage, which linked to the questionnaire/survey. This information, along with a voice recording from the Chairperson was forwarded to mainstream media. A media statement was also released, inviting interested employees and employers to take part in the COVID-19 TERS public participation process.

Participants were able to submit their comments via the website questionnaire, email and WhatsApp messages and voice notes.

3.3 Invitation to Stakeholders and Municipalities to Participate in the COVID-19 TERS Public Participation Process

A letter was sent to all business chambers, organisations and trade unions based in the Western Cape to request that they provide submissions on the UIF's COVID-19 TERS process, and/or to assist by forwarding the information to their members.

A letter was also sent to all Speakers, Municipal Managers and Mayors of the various municipalities across the Western Cape requesting participation in the process and/or assistance in spreading the information to employers and employees within their reach.

The Western Cape Provincial Parliament's Public Education and Outreach unit (PEO) assisted the Committee by forwarding the information and request for participation to its stakeholders as well as the Community Development Worker network.

(Annexure E: List of Stakeholders emailed)

3.4 Call for Comments – Parliamentary Monitoring Group

Initially, the Committee requested paid social media advertising that would specifically target businesses, employers and employees in the Western Cape. However, due to the absence of a policy within the Institution that allowed for paid social media advertising, this request could not be fulfilled.

The Committee thus resolved to recommend to the Western Cape Provincial Parliament that such a policy should be developed to meet the needs of public participation within the 21st century. (See Annexure F)

The alternative was to seek cost-saving initiatives, given the budget constraints, which would allow the Committee to spread awareness of the COVID-19 TERS public participation process across the Western Cape.

Hence, a request was made to the Parliamentary Monitoring Group (PMG) to assist the Committee with spreading awareness about the public participation process by forwarding the information via their Call for Comments function, which reached 3 296 recipients comprising of academics, parliamentarians, journalists, government department and entity officials, commercial companies, Non-Governmental Organisations and ordinary citizens.

4. Results of the COVID-19 TERS Public Participation Process

4.1 Submissions received on the COVID-19 TERS funding process

When the COVID-19 TERS submission period concluded at close of business on 12 July 2021, the Committee had received a total of 70 submissions on the COVID-19 TERS process, as follows:

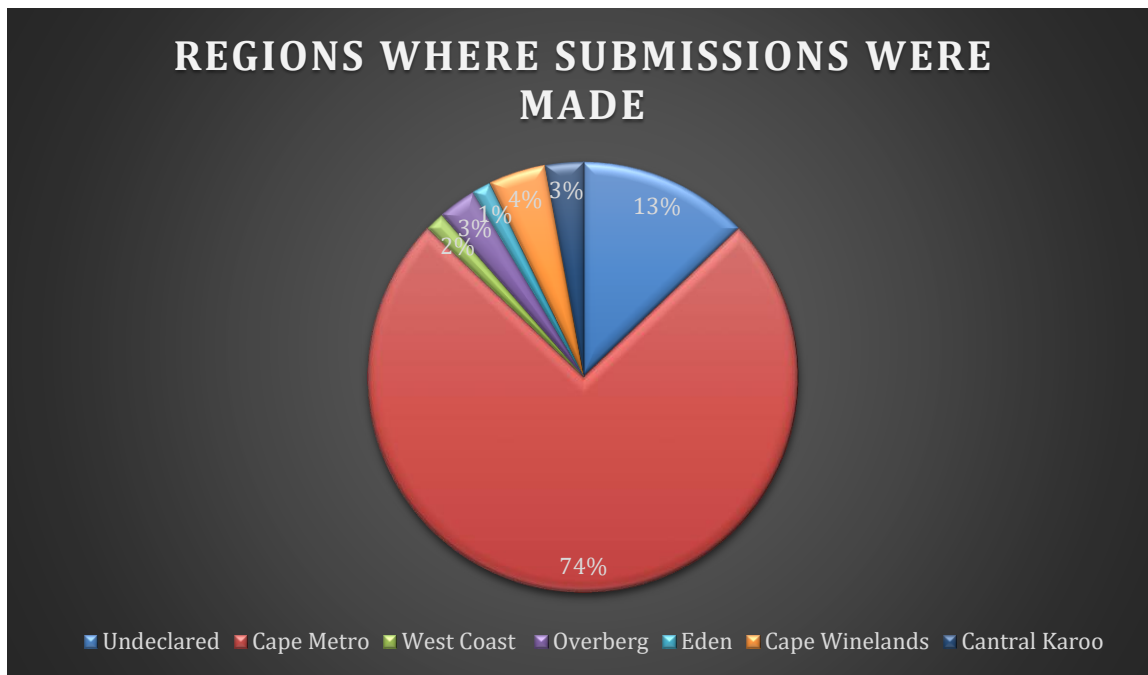
- (i) WhatsApp messages and voice notes – 44 submissions received
- (ii) Emails – 16 submissions received
- (iii) Questionnaire/Survey – 10 Submissions received

In summary, the nature of the submissions were as follows:

- (i) Employee enquiring whether the employer has applied for TERS on their behalf - 9
- (ii) Enquiring whether the employee is still eligible to apply for TERS – 1
- (iii) Employer applied for TERS on behalf of employee but the employee was concerned about the amount of money that was received - 3
- (iv) Employer applied for TERS on behalf of employee but the employees (or some employees) have not received their money – 18
- (v) Employee received TERS money for some months, but not for others - 4
- (vi) TERS application still indicates that the process is pending or no employee found, or there is an error – 11
- (vii) Employer applied for TERS funding but did not complete or submit all required information (such as monthly UIF declarations) - 1
- (viii) Employer returning TERS money to the UIF because full salaries were paid – 1
- (ix) Employees receiving payment but having to work in hours that were missed during lockdown – 1
- (x) Unemployed but has not been able to benefit from COVID relief funding – 1
- (xi) Employer never applied for TERS funding – 2
- (xii) Employee was retrenched and cannot get Unemployment funding because they received TERS funding – 1
- (xiii) Employee was told to stay at home by employer but did not receive any TERS funding – 1
- (xiv) General submission or questions about the TERS funding process – 6
- (xv) Possible fraud issues that were TERS-related – 4
- (xvi) Amendment of application details which resulted in Employer not being able to claim TERS – 1
- (xvii) TERS application system always down and non-functional portholes, no reply from the UIF (poor communication), call centre phones just ringing, long waiting periods (even for appeals) – 5

Regions where submissions were made:

- (i) Undeclared – 9
- (ii) Cape Town Metro – 52
- (iii) West Coast District – 1 (Malmesbury)
- (iv) Overberg District – 2 (Riviersonderend, Caledon)
- (v) Eden District – 1 (George)
- (vi) Cape Winelands – 3 (Wellington, Ceres, Worcester) Central Karoo District - 2 (Beaufort West Municipality, Central Karoo District Municipality)



4.2 Submissions received on the COVID-19 TERS funding process

The Committee also received 53 submissions on non-COVID-19 TERS, but UIF-related matters. The types of claims were as follows:

- (i) Retrenchment Claims – 1
- (ii) Maternity Benefit Claims – 7
- (iii) Unemployment Benefit Claims – 30
- (iv) COVID Relief Funding – 1
- (v) Dependents Benefit Claim – 1
- (vi) Unspecified - 13

5. Engagement with the Unemployment Insurance Fund and Assistance Provided to Claimants

At the conclusion of the submission period on 12 July 2021, it became apparent that the needs of claimants were three-fold. Claimants were in urgent need of their COVID-19 TERS claims being resolved, they wanted consistent communication from the UIF, and many claimants required anonymity because they had been threatened with termination of employment if they made their own enquiries about the progress of the employers' COVID-19 TERS applications.

It was for the reasons mentioned above that the Committee opted to request that the UIF respond to the claimants and report back to the Committee on the progress made in respect of resolving the claims, instead of holding a public hearing with claimants. It was imperative that the claims were addressed by the UIF as a matter of urgency.

The claim information for each claimant was captured in a Matrix of Submissions, which was forwarded to the UIF for their urgent response. The UIF was requested to respond to claimants and resolve their claims where possible. Claimants were informed that their information would be forwarded to the UIF, who would then contact claimants directly. (See Annexure G for the TERS submissions and Annexure H for the Non-TERS submissions)

The Matrices of Submissions (TERS submissions and Non-TERS but UIF-related submissions) were forwarded to the UIF on 14 July 2021 and the UIF was requested to brief the Committee on their responses to the claimants. On 11 August 2021, the UIF briefed the Committee on the responses to the claimants and highlighted where claims had been resolved or where they were still in the process of resolving those claims.

In order to protect the claimants' rights to privacy, respect the claimants' requests for anonymity, and to comply with the provisions of the Protection of Personal Information Act, 2013 (Act 4 of 2013), the Committee did not broadcast the names of employers and employees during its public engagement with the UIF. Instead, claimants were referred to as "Employer 1" or "Employee 1" etc. The matrices also did not divulge other personal information such as contact details, ID numbers and claim reference numbers.

5.1 Response from the Unemployment Insurance Fund

On 11 August 2021, the UIF briefed the Committee on its responses to claimants. The Committee and the UIF identified a number of challenges in respect of the claims and UIF processes. The challenges were as follows:

- (i) Many of the unresolved cases in the Matrices of Submissions were cases where the UIF was unable to confirm receipt of payment with claimants;
- (ii) The main contributor to the delay in remuneration, according to the UIF, was due to inadequacies in applications and the employer not submitting the applications timeously;
- (iii) In several cases there seemed to be delays in remuneration that were not attributed to application deficiencies, which could not be explained;

- (iv) There was a common issue of individuals completing incorrect documentation, and there was an information gap about the application process, which left potential applicants frustrated, “being sent from pillar to post” to find the correct information;
- (v) There were power dynamics at hand, as some employees were afraid to approach employers to discuss matters pertaining to UIF. Some employees did not understand labour relations, nor their rights in terms of the employer-employee relationship;
- (vi) The UIF often claimed in some of its responses to the submissions that the institution was unable to contact individuals, but the members of the public indicated that they themselves found it difficult to contact the entity, the call centre or local labour offices, in order for their queries to be attended to;
- (vii) Employers are required to confirm receipt of COVID-19 TERS funding to the UIF. However, due to non-compliance with accountability mechanisms, the UIF had to implement an audit process to track the money, which was an additional expense for the entity;
- (viii) The UIF was not always aware of the number of employees in each company – employers should declare their employees regularly;
- (ix) The COVID-19 pandemic and subsequent lockdown measures and regulations had stretched the UIF’s human capital beyond its means, which created challenges for the entity that were unprecedented;
- (x) Some employers often divided the COVID-19 TERS funding, intended for a single or few employees, amongst all their employees, which caused further challenges;
- (xi) The UIF’s Portal was designed to be a self-service portal and not to handle large volumes of applications received, which has been experienced during the lockdown periods;
- (xii) Many of the unresolved cases in the Matrices of Submissions were cases where the UIF was unable to confirm receipt of payment with claimants; and
- (xiii) Complications arose when employers were not registered with the UIF, which forced the UIF to compel unregistered employers to be registered in terms of Sections 6 and 32 of the Basic Conditions of Employment Act, 1997 (Act 75 of 1997). If there was further non-compliance, the UIF would escalate the matter to the Special Investigating Unit.

5.2 Outstanding Responses and Unresolved Claims

The Committee noted that there were 41 submissions that were still ongoing matters, which needed to be resolved. It was also noted that only 60% of the claims had been responded to by the UIF.

It was acknowledged that the UIF was affected by the pandemic, which had a direct impact on the entity’s capacity. However, the pandemic also revealed the extent of the non-compliance by employers, especially in respect of the non-registration of employees in the Western Cape, which was considered to be fraudulent by auditors and investigators. The Committee further noted that the public service in the country was disrupted by the pandemic when some government workers were not declared as essential services, which led to backlog issues such as with the UIF claims.

The Committee requested that the UIF responds to the remaining claimants and submits a report updating the Committee on its progress by 25 August 2021. As at the date of publishing, no progress reports had been received from the UIF on the unresolved matters.

6. Recommendations, Resolutions/Actions

6.1 The Committee NOTED the following:

- (i) The COVID-19 TERS provided much-needed relief to employers and employees under unusual circumstances, when many entities were unable to continue with normal business activities; and
- (ii) All organs of government recognise the enormity of certain initiatives during the pandemic, the limited capacity of government to move swiftly and to project-manage such innovations, and to ensure that sufficient resources are allocated to ensure the effective implementation thereof.

6.2 The Committee RESOLVED that:

- 6.2.1 A letter be written to the Minister of Employment and Labour requesting a report from the UIF, updating the Committee on the unresolved claims (as requested at the meeting of 11 August 2021, which the Committee had not received thus far);
- 6.2.2 The UIF provide the Committee with an update on the investigation in respect of companies/employers in the Western Cape, who received TERS funding but did not transfer the funding to their beneficiaries/employees;
- 6.2.3 The WCPP engage with the National Council of Provinces (NCOP) and National Assembly to take up the matter of the challenges identified through the TERS public participation process, such as proper engagement with employer associations and the private sector, IT system and administrative failures, the lack of compliance from employers in respect of UIF-related matters, the lack of monitoring and evaluation capacity and the lack of security and enforcement capacity within the UIF and the Department of Employment and Labour. The NCOP should also consider engaging in unscheduled visits to labour offices (The NCOP may invite the Committee to these visits if the offices fall within the Western Cape);
- 6.2.4 The WCPP engages with its Public Education and Outreach unit to find more innovative ways to reach more citizens in the Western Cape (especially in non-metro areas) such as engaging with more labour offices across the Province in respect of labour matters; and
- 6.2.5 The WCPP considers revising its advertising policy to include alternative and electronic media, including social media platforms.

- 6.3** The Committee further RECOMMENDED that the South African Revenue Service assist various government departments, especially the UIF and the Department of Unemployment and Labour, to automate some of their systems and data, as they have done with the Department of Trade, Industry and Competition.

7. Concluding remarks

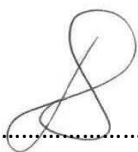
At the conclusion of the COVID-19 TERS public participation process and engagement with the Unemployment Insurance Fund, the Committee noted the following:

- (i) The level of frustration experienced by employers and employees with the delays and other administrative problems experienced with the TERS process;
- (ii) The difficulty that the public service experiences in respect to adjusting to new challenges such as the COVID-19 pandemic and the TERS. Special managerial skills and resources were needed to allow for quick adaptation to the service delivery that was required in these circumstances;
- (iii) Public service was disrupted because of the pandemic and many government offices were closed because they were not declared as essential services. In the future, government should acknowledge that certain public services are essential and should continue despite disruptions; and
- (iv) A number of members of the public, who used the service provided by the Western Cape Provincial Parliament during the TERS public participation process, were able to have their cases/claims resolved, or were able to receive proper feedback on why their claims have not been able to be addressed.

The Committee would like to thank its procedural and administrative staff for their hard work and dedication to effecting the logistical and administrative requirements for the UIF TERS public participation process and the compilation of the report.

At the date of publication, the Committee continued to receive UIF-related queries from the public. The Committee has committed to continue to assist with the resolution of these respective matters.

Report to be considered.



.....
Adv. D Baartman, MPP

Chairperson of the Standing Committee on Finance, Economic Opportunities and Tourism

8. Annexures

- Annexure A: Government Gazette Number 43161 – COVID-19 Temporary Employee/Employer Relief Scheme
- Annexure B: Cape Argus article by Sisonke Mlamla – “Western Cape has second highest UIF TERS corruption cases”
- Annexure C: Western Cape Provincial Parliament Website Questionnaire/Survey on the UIF’s COVID-19 TERS Funding Process
- Annexure D: Adverts – The Argus, Die Burger, Swartland Joernaal, I’solezwe, George Herald, Die Son, Weslander, Paarl Post and Worcester Standard
- Annexure E: List of Stakeholders emailed
- Annexure F: Letter to the Office of the Speaker (Request for Paid Social Media Policy)
- Annexure G: Matrix of Submissions for the UIF’s COVID-19 TERS process
- Annexure H: Matrix of Submissions for the Non-COVID-19 TERS, but UIF-related matters

GENERAL NOTICES • ALGEMENE KENNISGEWINGS

DEPARTMENT OF LABOUR

NOTICE 215 OF 2020


COVID-19 TEMPORARY EMPLOYEE / EMPLOYER RELIEF SCHEME
(C19 TERS), 2020

No. R.

2020

DIRECTIVE BY THE MINISTER OF EMPLOYMENT AND LABOUR IN TERMS OF REGULATION 10 (8) ISSUED BY THE MINISTER OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS IN TERMS OF SECTION 27 (2) OF THE DISASTER MANAGEMENT ACT, 2002 (ACT NO. 57 OF 2002)

I, Thembelani Waltermade Nxesi, the Minister of Employment and Labour, in terms of Regulation 10 (8) of the Regulations issued by the Minister of Cooperative Governance and Traditional Affairs in terms of section 27 (2) of the Disaster Management Act, 2002 (Act No. 57 of 2002) has determined that it is necessary to implement steps in respect of the administration of the COVID-19 through the Covid19 Temporary Employee / Employer Relief Scheme to prevent an escalation of the COVID-19 infections funded through the National Disaster Benefit .



MR. T. W. NXESI, MP

MINISTER OF EMPLOYMENT AND LABOUR

DATE: 25/03/2020

CAPEARGUS / NEWS



The Corruption Watch report on Covid-19 Temporary Employer/Employee Relief Scheme (Ters) corruption at work revealed that the Western Cape has the second-highest cases of alleged corruption. Picture: Henk Kruger/African News Agency (ANA)

Western Cape has second highest UIF TERS corruption cases

By Sisonke Mlamla  Feb 2, 2021



Cape Town - The Corruption Watch report on Covid-19 Temporary Employer/Employee Relief Scheme (Ters) corruption at work revealed that the Western Cape has the second-highest cases of alleged corruption.

According to the 126 reported cases of alleged TERS corruption identified in the report, Gauteng recorded 57 cases, followed by Western Cape 15 and KwaZulu-Natal 12. With the big metropolitan municipalities, the City of Joburg leads the way with 30, followed by the City of Tshwane 18, City of Cape Town 14 and eThekweni 9.

ANNEXURE C – COVID-19 TERS Questionnaire/Survey



PUBLIC PARTICIPATION SURVEY ON COVID-19 TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME (TERS)

Employers and employees in the Western Cape: What has been your experience of the COVID-19 Temporary Employer /Employee Relief Scheme (COVID-19 TERS) funding process? Share your experience with the Standing Committee on Finance, Economic Opportunities and Tourism by completing this questionnaire.

Section 1 ...

Kindly provide the following general information before completing the survey.

1. Kindly provide your full name for the record: *

Enter your answer

2. Are you an employer or employee based in the Western Cape? *

Employer

Employee

Other

3. Have you as a Western Cape employer/employee and/or your employer submitted a COVID-19 TERS claim to the UIF? *

Yes

Other non-TERS UIF related matter

(i) The Argus

WEEKEND ARGUS SUNDAY

Sunday, June 13 2021 5

Education is the most powerful weapon which you can use to change the world.

MILLEN WINDOLA
Nelson Press Photo winner

PUPILS GROWTH

Education department records teacher posts backlog

THE WESTERN CAPE Education Department (WCED) took more than 8000 million to fill a backlog of 2000 teacher posts associated over the past 10 years.

Responding to a written question in the provincial legislature this week, Education MEC, Dianne Diefenbach said since 2012, the province had to create a 4 900 teaching posts to meet the demand of an increasing number of pupils. But only a little over half of these posts were created.

"The WCED has not been in a position to increase the number of posts sufficiently to cope with the increase in learner growth in the province for the past 10 years. The cumulative increase in the backlog of posts from 2012 was 2 450 education posts, while the actual need (learner growth) is 3600 learners per

class for 4 466 education posts. This is a projected shortfall of 2 046 education posts," she said in response.

Every year, the department enters into a two-year long collective agreement with labour and school governing bodies to go over how many new posts the department can afford to meet the growing demand. Since last year, no new posts were created until April to accommodate growing numbers of pupils.

Currently, the province has 13 060 sections for nearly 3.1 million pupils, a figure that grew by 18 160 from the previous year.

Schools' spokesperson, Kerry MacCallan, said the number of posts were purely determined by the budget.

"No posts were added for 2021 when the process completed last year in August, as it was not financially possible at that time to add more posts despite the expected growth in



KCFM | JOL.CO.ZA
COOK FOR A DREAM
MUCH for a Dream aims to break a Guinness World Record for the most people cooking online at the same time while raising funds for the Red Cross Disaster Relief.



MUCH for Recovery volunteers at a monthly support meeting before the pandemic. - SUPPLIED

Help Reach for Recovery create awareness for breast cancer

WESTERN CAPE
SOUTH Africa's oldest breast cancer support organisation Reach for Recovery (RRC) is partnering up with the provincial government to create awareness about the disease.

Established in 1967, the non-profit organisation aims to provide social and emotional support to newly diagnosed breast cancer patients and their families.

The organisation has 200 volunteers who visit patients at 130 treatment centres across South Africa. All volunteers are breast cancer survivors that are providing necessary support.

In their 2019/2020 financial year, volunteers supported 6 296 women and supported them on breast health.

Chairperson of the organisation's Cape Peninsula branch, Carla Lind, said the organisation wanted to provide patients with knowledge that enabled them to take control of their lives again.

"Contact with a breast cancer survivor who has been through a similar experience can make a big difference. They will feel less alone and can discuss things with the volunteer that they might not feel comfortable sharing with a family member or a doctor," she said.

She added, "Face-to-face contact is important as gives patients hope to see how well the volunteer is doing."

In light of the Covid-19 pandemic, the work that the organisation does has been greatly affected, as it relies on being present in person.

"We have opened via WhatsApp and email as lockdown restrictions have prevented us from visiting patients in hospitals," Lind said.

She added, "Initially, knowing how long this pandemic is going to last, but we are committed to developing plans and methods that put down the backbone of 2020, and give new perspectives on living a purposeful life beyond the pandemic."

Lind said, "We want to assist patients in making informed decisions and providing them with psychosocial information forms a big part of this. There needs to be a rapid awareness of what signs and symptoms to look for."

Some of the work that the organisation has included are: volunteer, financial assistance, long-term projects at a reasonable cost and data for South meetings.

Lind said there was more for cooperation within the organisation and one does not have to be a breast cancer survivor to assist.

"We need help with administrative, research, fund-raising and education too," she said.

A breast cancer survivor or a volunteer can contact Reach for Recovery by emailing: reachforrecovery@reachforrecovery.co.za or call 029 962 3873.

Taxi body slashes fares for struggling families of pupils

MANIFESTO WINDOLA
THE CAROLINA Taxi Association in Alberton says its local taxi fares are too high for struggling families in an effort to lessen the strain on parents whose financial means were severely affected by Covid-19 and the soaring unemployment rate.

As of 1 June, night pay is 15 per cent, down from 20. "We are from the community tax cuts forward to request that we reduce the fares but given that job opportunities are still in a crawl at Covid-19 and that some learners may have lost their studies, the trustees decided that we reduce the taxi fares for school learners," said the association's deputy secretary, Nelson Mafhelela, 66.

But Mafhelela, 48, secretary of the association's executive committee, said the price reduction was merely acknowledging that learners in tough financial situations need to go to school. "We want our kids to go to school. The 15 per cent reduction is a small concession, but it could allow them... taxi fare to go to school," she said.

Mafhelela said it was crucial to give back to the community, which is the backbone of the taxi industry. "We had to analyse carefully. We then said we are not looking back on making profits."

"Our sole focus is to help the community. Learners have to attend extra classes, are worried to catch up. It was feeling that we reduce the price because taxi are available when they are not," said Mafhelela. "Our executive committee is very thoughtful, and they're not just looking at the week but the long term."

The association's chairperson, Sibho Tshepo, 37, said, "We've decided that all children, whether they are going to school or not, will pay half price. But we've assumed that it will help financially school learners who can't afford to go to school. Thus if parents send their children to school other than for school purposes, it is a charity on top for the community."



CAROLINA Taxi Association cut local taxi fares by half for school learners. - MANIFESTO WINDOLA

Wes-Kaapse Provinsiale Parlement
Western Cape Provincial Parliament
IPalamente yePondo leIshona Koloni

HAVE YOUR SAY
EMPLOYERS AND EMPLOYEES BASED IN THE WESTERN CAPE: WHAT HAS BEEN YOUR EXPERIENCE OF THE COVID-19 TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME (TEMS) FUNCTIONING PROCESS?

1. How well has the process worked for you?
2. How well has the process worked for your employees?
3. How well has the process worked for your business?
4. How well has the process worked for your industry?
5. How well has the process worked for your community?

Send to: Ms. D. Boshoff MP, Chairperson of the Standing Committee on Human Resources Development

Twitter followers rally behind Ravensmead feeding scheme

REMIWA AFRIKA
REMIWA AFRIKA
THE GARDEN of Blessings Feeding scheme has been an early hit destination since its inception in lockdown level 5 thanks to Twitter.

Tracy Mene, a single mother from Ravensmead, started the feeding scheme with the help of her church, church, a year ago. Many children in her community had to skip the meals they used to receive at school. Despite the help of a social grant, many people struggled to feed their families.

Mene started feeding 30 to 60 people a week, that number has grown to 380 people who receive a warm meal every Sunday. During the week, her team makes sandwiches and breakfast for school children.

In addition, they regularly collect and hand out food baskets, hygiene packs and clothing to the people of Ravensmead.

"We've had strong support from far away than 4000 Twitter followers and people on the social media also did not let us down."

"I have made some good friends on Twitter and the more I figured people I could not meet because of the lockdown that we have, but I did not expect the overwhelming support," she said.

She added, "Because of the help that I receive from Twitter, we can keep



TRACY MENE is making a positive contribution to her community, one meal at a time. - SIBICAZI AFRIKA via News Agency 247

doing what we do. People do not know the impact that their donations have and how far a small donation goes."

Mene, who is currently running a blanket drive, said she was amazed at the power that Twitter has and how much a simple tweet can do for a community.

"When I shared the news about the blanket drive, someone donated 100 pairs of socks, another person offered 500 pairs, and we received a donation of 2000 masks. Twitter has helped me help my community," she said.

Some of the other donations that she's grateful for are four tables, four gas cylinders, two gas burners and pots that were all donated for use on a Sunday when meals are prepared.

Mene added, "A lot of thought goes into adding for materials online. I always take a look at what the community is in immediate need of before I take it to Twitter."

Over the last three months, she has used two hand-ovens with the help of her Twitter followers. The two ovens added a considerable total of nearly R11 000 for the feeding scheme. The first oven was a 5000 Rand investment and the second was a giveaway, with a overnight stay at a top Cape Town hotel.

EDITOR'S CHOICE
2021/22

1. How well has the process worked for you?
2. How well has the process worked for your employees?
3. How well has the process worked for your business?
4. How well has the process worked for your industry?
5. How well has the process worked for your community?

Send to: Ms. D. Boshoff MP, Chairperson of the Standing Committee on Human Resources Development



100-year-old Doreen Jacobs came in a wheelchair to the Mediclinic Geneva vaccination site on Monday, but that was only only because a wheelchair gives her a "shortcut". Photo: Alike de Beer. RIGHT: Doreen Jacobs in the non tiring room after being vaccinated. Photo: Judy Muller

Active 100-year-old vaccinated

Alike de Beer

Among the over-60s who received their Covid-19 vaccination at Mediclinic Geneva on Monday 14 June was 100-year-old Heather Park resident Doreen Jacobs.

In December, the 100th birthday celebration of this remarkable woman received coverage in *George Herald*. "On our way here, Doreen already wanted to know where we were going to eat," said Glynnis Kuscus, her 'adopted daughter' and carer for the past 27 years. "She loves eating out and we do it often. That is why it is important for her to take the vaccine."

At the age of 100 years and seven months Jacobs says she still enjoys good health, but "it is a bit up and down at the moment".

She survived a serious, simultaneous TB and meningitis infection at the age of 55 and has had her fair share of hospitalisations. "I think the good Lord doesn't want me upstairs, because He knows I'll turn everything upside down," she chuckles.

She loves reading (still without glasses), knitting and sewing and she makes marmalade and green fig preserve - from her own trees - every year. Jacobs also enjoys travelling and views her cellphone as her lifeline to chat with friends and family in Canada, Australia and England.

She has been a widow since 2007 when her second husband passed on. She has no children, but loves children and was a teacher in her younger years. Jacobs was an active sportswoman and coach, and

owns the title of honorary president of the South African Hockey Association and the 2012 Sport Legend Award in hockey.

Inentingsperseel gekritiseer en geprys

Alike de Beer

'n 75-jarige atgetedere van George was ywerig om die Covid-19-enting te ontvang en vier ure voor die elektroniese datatruksaatsedel (EVDS) vir die publiek geopen het, het hy en sy vrou reeds goegester.

Toe hulle teen verlede week nog nie hul tweede SMS-ontvang het om 'n afspraak by 'n inentingsperseel te bevestig nie, het hulle besluit hulle gaan net instap. "Ons was by Harry Comay-hospitaal, maar hulle het ons dadelik ingelig dat daar nie genoeg entosowe was nie. Ons is toe na George-sentrumkliniek toe waar daar teen 08:30 reeds 'n paar mense gestaan en wag het met dieselfde gedagte as ons. Van hulle was oor die tagtig en het gesê hulle om daar te kom." Volgens die klare het die perseel aan hulle bevestig daar is genoeg doosie vir instapklare, maar is hulle aangest om eers terug te kom omdat die mense wat afspreek het, eerste gehelp word. Hy het eger op diens aangedring aangesien die oer mense reeds baie moeite gehad het om daar te kom. "Daar was slegs 12 persone - ses binne die kliniek en ses mense agter ons. Die helfte het afspreek gehad. Die perseel het uiteindelik toegegee en ons wat ingestap het, is ingent, hoewel ons eers om 10:45 daar uit is. Dit is nie aanvaarbaar nie."



Mense wat afspreek sal voorkeur gee om persone wat reeds instap by 'n inentingsperseel. Met die opening van die George-sentrumkliniek as perseel verlede week, het die publiek van vroeg af al aangemeld vir hul inentings. Foto: Alike de Beer

nie en jy was goegsaai aan die einde van 'n dag, maar ons het dit gedoen. My taak was om die mense vooraf te sê en in te lig oor die entosof en nwe-efekte. Die rede vir die hoë getalle inentings is daarin opgesluit dat die logistieke beplanning topptatiba was en dat elkeen sy deel gedoen het."

Hy het wel gesê die perseel was almal vsmatiks en het ook erse die inentingsentrum by Harry Comay-hospitaal in baie goed georganiseer.

George Herald het uit 'n ander bron 'n plunipie vir die George-sentrumkliniek ontvang. 'n Egsaar het verlede Donderdag, 10 Junie, sonder 'n afspraak na die kliniek gegaan waar 'n persoonlidi hul kontaknummer geneem het. Hulle is die volgende dag gebel om in te kom vir hul inenting en hulle het gevoel die diens was goed.

Afsprake ver van huis

Kligtes van twee egsaare uit Riversdal het die koerant ook bereik. Die een egsaar het saam geregistreer. Die EVDS het vir haar 'n afspraak in Riversdal gegoe vir inenting, maar haar man s'n was in Swetlendam. Die tweede egsaar, reeds in hul 80's het heel aan die begin geregistreer, maar het tot nog toe geen afspraak-SMS-ontvang nie. "Instap help ook nie, want in Riversdal gaan mense al van verlede Donderdag af elke dag. Dan moet hulle die volgende dag weer terug. Klaretyklik kry hulle net 50 doosie en hulle doen content net vir instap-inentings," kla die vrou.

NA BLADSY 7

Wes-Kaapse Provinsiale Parlement
Western Cape Provincial Parliament
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HAVE YOUR SAY
EMPLOYERS AND EMPLOYEES BASED IN THE WESTERN CAPE: WHAT HAS BEEN YOUR EXPERIENCE OF THE COVID-19 TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME (TERS) FUNDING PROCESS?

Share your experience with the Standing Committee on Finance, Economic Opportunities and Tourism. Please indicate the following:

- Are you an employer or employee based in the Western Cape?
- Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.
- How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.)
- Have you experienced any challenges when applying for the COVID-19 TERS funding or with the payout of approved funds? If you have, please elaborate.
- If your COVID-19 TERS claim has not been settled, please provide us with your name, ID number, where you applied, the date of the application and the reference number for the claim.
- According to the UIF, the average number of working days for the COVID-19 TERS payment to be made is five days. How many working days did it take for your approved COVID-19 TERS funding to be paid?
- If you have received a COVID-19 TERS payout, how many employees were applied for and how many received their payouts?
- Have you received any response (for example confirmation advice) from the UIF indicating which employees have been approved for the COVID-19 TERS payout?
- Have you received any guidance from the UIF on the COVID-19 TERS application process?
- How did you become aware of the COVID-19 TERS funding?

Share your experiences and thoughts with the Western Cape Provincial Parliament's Standing Committee on Finance, Economic Opportunities and Tourism by email (cadara@wpp.gov.za) or send your notes and messages on WhatsApp (cellphone number: 082 372 1893). Kindly note that this request for information is only applicable to employers and employees residing in the Western Cape. Please include your full name and contact details when submitting any comments to the Standing Committee. Submissions must be addressed to Ms J. Adams, Proprietor/Officer, Employers, employees and organisations who are interested in making a person submission to the Standing Committee must indicate it when submitting comments. Submissions must reach the Proprietor/Officer by no later than 23:00 on Monday 12 July 2021.

Further information will be published on the Western Cape Provincial Parliament's website (www.wpp.gov.za).

Issued by Alike de Beer/Barnes (MPP), Chairperson of the Standing Committee on Finance, Economic Opportunities and Tourism.

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+ CONTACT Ukuphelela training for more detail on registration
044-871 2770 / 079 183 1387

Youth mentorship offered in the park

Likhona Ithamba Foundation presented a free mentorship in the park programme on Saturday 5 June.

In partnership with Make a Mark Youth Development (MAMA) the theme of the day was celebrating youth month and creating sustainable opportunities for the youth.

Founder of Likhona Ithamba Foundation Nosiphiso Lisa says the day was a huge success.

"We have hosted two events before and around 30 people attended the event. We had the Saldanha Bay municipality junior mayor as one of the guests, the SRC President and the West Coast College

compass manager were among other guests.

"The purpose of these gatherings is to create a platform where young people can be empowered through information."

Sanele Gamede, founder and CEO of Iada Holdings and MAMA believes that the park is a suitable space where young people can share ideas without having to dress or try to meet a certain standard.

"It is a space where young people can be free and refreshed," he says. There will be future events and many are looking forward to it.

For more information contact Nosiphiso Lisa on 082 550 059.



The group gathered at Louwville sport field on Saturday 5 June. Photo: Supplied



Shamiela Sarlie, managing director of Blossom Care Solutions.



Bongani Baloyi, ICT training facilitator and project coordinator for the Digitate Lab.



Chef Allister Esau, heads the Culinary Academy programme.

YES Hubs connect youngsters to careers

Noluvu Ludidi

Seeing their students reach their full potential, gives the Genesis Hub based in Louwville, so much joy.

The YES Hubs connect youth and the community to global best practice in training and technology, specially located and designed to address barriers to youth employment and economic inclusion.

A range of activities takes place at a YES Hub, enabling innovation and a cross-pollination of ideas, seeding points for new business. Youth energy coupled with networks, market access and industry inputs are the right mix of ingredients for small business development to thrive.

The Genesis Hub team is there to help achieve these goals. Although she is based in Johannesburg Shamiela Sarlie, managing director of Blossom Care Solutions says the team provides the students with nurturing support and give their all.

Sarlie is an attorney by profession, but has been involved with Blossom Care Solutions since 2019.

"Blossom Care Solutions partnered with YES4Youth in 2019. YES has been a tremendous support in providing a secure environment from which we operate and we are perfectly aligned in terms of what we hope to achieve, namely, addressing unemployment among youth by providing critical work experience for youth across the country," says Sarlie.

Prior to his service at the Genesis Hub, Bongani Baloyi managed to cement his entrepreneurship skills and also acquired experience amounted in two years of networking and system engineering and three years of ICT skills and training and facilitating.

Baloyi is currently an ICT training facilitator and project coordinator for the Digitate Lab sponsored by Vodacom, at the hub. Baloyi says his vision for the Hub going forward is promoting digital and ICT paid

courses to the community for free. "To open networking, hot-spots for the community in aiding individuals to take part and develop greater understanding of technology knowledge, skills and also researching."

Also committed to developing the youth is Allister Esau.

Esau, a chef, is currently heading the Culinary Academy programme. He is also the founder of Chef's Hangout, a hospitality consultant and training company and the director of the South African Chef's Association. At the hub Esau is working with eager chefs who want to develop their skills and absorb as much knowledge as possible.

"The Hub gives everyone a platform to develop and build a solid foundation that will allow you to achieve," says Esau. He believes that the experience and commitment of the Genesis Hub team makes everyday powerful.

"The team is full of energy and passion, looking at every opportunity to create value to the youth and the community."



Wes-Kaapse Provinsiale Parlement
Western Cape Provincial Parliament
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LUG JOU MENING

WERKGEWERS EN WERKNEMERS GEBASEER IN DIE WES-KAAP: WAT IS JOU ERVARING VAN DIE BEFONDINGSPROSES VAN DIE COVID-19 TIDLIKE WERKGEWER WERKNEMER HULPSKEMA ("TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME" OF TERS)?

Doel jou ervaring met die Standaarde Komitee oor Tsaaisie, Ekonomiese Gevelwende en Toerisme. Dit asseblief die volgende: a:

- Is jy 'n werkgewer of werknemer wat in 'n situasie gebaseer is?
- Het jy 'n werkgewer of werknemer wat in 'n situasie gebaseer is, 'n COVID-19 TERS-ers by die WVF aangehoort? Indien ja, hoe so? Indien nee, wat asseblief daarop uit.
- Hoeveel COVID-19 TERS verskaffings het jy, as 'n Wes-Kaapse werkgewer of werknemer, by die WVF aangehoort? Hoeveel is dit, en hoeveel is die grête verskaffings vir jou aansoek gedoen is nie?
- Het jy enige uitdagings ondervind as jy aansoek gedoen het om COVID-19 TERS-bekendstelling of wat die afstelling van beskikbaarheid betref? Indien wel, wat asseblief daaraan uit.
- Indien jou COVID-19 TERS-ers nog nie afgehandel is nie, verstaan asseblief jou saak standstilletoestand, waar jy aansoek gedoen het, die datum van die aansoek in die verspreidingsreël van die WVF.
- Volgens die WVF is vyf die drie grête van grête verskaffings wat dit neem om 'n COVID-19 TERS-bekendstelling te maak. Hoeveel verskaffings het dit gemaak soveel as die grête van grête bekendstelling van die WVF?
- Indien jy 'n COVID-19 TERS-uitbetaling ontvang het, soveel soveel verskaffings is aansoek gedoen om hoeveel van hulle het uitbetaling ontvang?
- Het jy enige probleme ondervind by die afstelling van hulle uitbetaling van hulle uitbetaling van hulle uitbetaling van die WVF of 'n COVID-19 TERS-uitbetaling ontvang?
- Het jy enige kennis van die WVF se COVID-19 TERS-uitbetaling ontvang?
- Hoe het jy jou COVID-19 TERS-bekendstelling hanteer?

Doel jou mening en gedagtes met die Wes-Kaapse Provinsiale Parlement se Standaarde Komitee oor Tsaaisie, Ekonomiese Gevelwende en Toerisme per e-pos: standaardekomitee@wvfc.gov.za of in persoon in die kantoor van die Standaarde Komitee se Voorliggings Room (geleë aan die 2-deurs, Prinsesaalgebou, Wersigweg, Kaapstad, 8001). Die kantoor is oop van Maandag tot Donnerdag van 08:00 tot 17:00. Kontaknommer: 021 312 7633. Meer asseblief verskaffings en inligting met betrekking tot die WVF se werkgewer- en werknemers se kennis van die Standaarde Komitee se Voorliggings Room (geleë aan die 2-deurs, Prinsesaalgebou, Wersigweg, Kaapstad, 8001). Kontaknommer: 021 312 7633. Kontaknommer: 021 312 7633. Kontaknommer: 021 312 7633.

Verder inligting sal op die Wes-Kaapse Provinsiale Parlement se webwerf (www.wvfc.gov.za) beskikbaar wees.

Wesreks deur adv. G. Baartman (JP), Voorseter van die Standaarde Komitee oor Tsaaisie, Ekonomiese Gevelwende en Toerisme.

Open Minded needs space to work

Noluvu Ludidi

Creating a space where young people can get together and grow and learn is the mission of The Open Minded non-profit organisation.

In order to do this, they are in need of a space which they can use as their very own youth centre and the necessary resources to achieve this. Ashley Constant, founder of The Open Minded explains that the organisation is not based on what they think the youth want, but they approach the youth to get their inputs and what their needs are.

Constant says he sees many young people around the West Coast with nothing to do when it comes to extra curricular activities and they need a space where this can all happen.

"Our team members and collaborating partners cover a vast number of industry sectors. Most of us have accomplished great things at a young age and that is why we came together to give guidance to the youth of the West Coast," says Constant.

At the youth centre young people will be able to develop their skills in the various



The Open Minded work with many local young people. Photo: Gretelle Petro

programmes. These programmes include, arts and culture, science and technology, eSports and so much more.

Constant says they will provide an environment for the youth to interact with each other in a safe and encouraging manner and offer opportunities for them to connect with professionals in industries

which they are interested in.

"We will promote a culture of entrepreneurship by collaborating with the appropriate government sectors and departments as well as the private sector. This is why we need a space to work."

If you would like to assist send an email to Constant to info@openminded.co.za

(vi) Worcester Standard



Onderneming skenk komberse

Net! Easy Pay het verlede Donderdag (10 Junie) 50 komberse aan die Awendrus-tehuis vir bejaardes geskenk om hulle hardie winter warm te hou. Francois Zoubert van Net! Easy Pay sê hulle hou elke jaar 'n Kerste vir die bejaardes, maar weens Covid-19 kon hulle dit nie verlede jaar doen nie. Hulle het besluit om komberse aan Awendrus, Huis Silwerjare in Grabouw en Heberg Kinderhuis in Robertson te skenk. Foto: Dominique Ietha



Skool kry geskenkpkakies

Nita Brand-prokureur het die gr. 7-leerders van Overbaas NGK Primêr met geskenkpkakies verras. Die leerders was baie opgewonde en is baie dankbaar vir die geskenkpkakies.



Farm workers get first vaccinations at Ceres Hospital

The MEC for Agriculture, Ivan Meyer, and the Executive Mayor of the Cape Winelands District Municipality, Dr Ilma von Schlicht, visited Ceres Hospital's Covid-19 Vaccination site on Monday (14 June) to witness the first round of vaccinations for agricultural workers over the age of 60. The Mayor, who received her first dose of the vaccination a few weeks ago, shared with the agricultural workers how relieved she was after receiving the first dose. She also stated, "through immunisation we can protect our loved ones and make sure that we are fit and healthy to work." The Witzenberg agricultural sector employs a huge number of permanent and seasonal labour to help harvest the export fruit that the area is so well-known for. Vaccination will help protect the community's economic development by ensuring that crowd immunity is achieved. Von Schlicht (left) and Meyer (centre) are here with some of the agricultural farmworkers that received their first dose of the vaccine.

Salga gives BVM PPE

The Breede Valley Municipality received a donation of personal protective equipment (PPEs).

The donation was made by the South African Local Government Association (Salga) Western Cape last Tuesday (8 June).

It was the second round of PPEs donated through Salga's Staff Members Solidarity Fund.

The donation comes as part of the fund's contribution to identified municipalities across the nine provinces.

The first round of donations in the Western Cape was made to Oudtshoorn and Thabetswainkloof municipalities in February.

Salga's national executive committee (NEC) meeting held on 18 April 2020 recommended earlier that councillors,

municipal officials and Salga staff make a financial contribution towards the

response to the Covid-19 pandemic.

The Solidarity Fund was created as a platform for all South Africans from the public and private sector, civil society as well as the public in general, to unite the nation in the response against the economic impact of the Covid-19 pandemic.

Salga employees established its own fund which Salga staff members contributed to.

The targeted beneficiaries for the PPEs are frontline workers responsible for the provision of essential services, such as municipal waste collectors, municipal health services officials, cemetery maintenance officials, water and sanitation officials and other employees fitting into the category of frontline workers.

The package includes disposable coveralls, disposable gowns, surgical gloves as well as

heavy duty gloves.

The municipalities were identified because of the rising numbers of infections in those areas.

For the first round of the donation, Salga Western Cape identified Theewaterskloof and Oudshoorn Municipalities as beneficiaries of the fund.

For the second round, Langeberg Municipality and Breede Valley Municipality were identified. The distribution is made possible through a partnership with these municipalities.

"It is a privilege for Salga – as the sphere of government closest to the communities, to be able to contribute towards curbing spread of Covid-19, by ensuring that essential workers in our municipalities are able to protect themselves," said Khalid Mullaige, Provincial Director of Operations, Western Cape.

Wes-Kaapse Provinsiale Parlement
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LUG JOU MENING

WERKLOOSE EN WERKLOOSE GEBREKE IN DIE WES-KAAP: WAT IS JOU ERVAARING VAN DIE BEWONERSPROSES VAN DIE COVID-19-TYDELIKE WERKLOOSE WERKLOOSE-HULPSKEMA ("TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME" OF TERS)?

Wat jou ervaring met die Staande Komitee oor Finansiële, Ekonomiese Solidariteit en Toerisme (SKoFET) se werksaamheid betref:

- Het jy 'n werkloosheid van werkers wat in die Wes-Kaap gebaseer is?
- Het jy 'n werkloosheid van werkers wat in die Wes-Kaap gebaseer is, in COVID-19-TERS, in die WWT (werkloosheid) of in die WWT (werkloosheid) in die Wes-Kaap?
- Hoeveel COVID-19-TERS-gebruikers het jy in die Wes-Kaap? (aantal van werkers wat in die WWT (werkloosheid) in die Wes-Kaap gebaseer is)
- Het jy enige verligtings- of ander maatregte wat jy aanpak gedurende die COVID-19-TERS-tydperk gehad het? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?
- Indien ja, COVID-19-TERS is nog nie afgesluit nie, watter soort verligtings- of ander maatregte het jy aanpak gedurende die COVID-19-TERS-tydperk gehad? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?
- Volgens die WWT (werkloosheid) of die WWT (werkloosheid) het die proses van die COVID-19-TERS-gebruikers in die Wes-Kaap gebaseer is?
- Indien ja, COVID-19-TERS-gebruikers ontvang hulle maatskappijvergoedinge in 'n ander manier as hulle van voorheen ontvang het?
- Het jy enige verligtings- of ander maatregte wat jy aanpak gedurende die COVID-19-TERS-tydperk gehad het? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?
- Het jy enige verligtings- of ander maatregte wat jy aanpak gedurende die COVID-19-TERS-tydperk gehad het? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?

Wat jou ervaring met die Wes-Kaapse Provinsiale Parlement se Staande Komitee oor Finansiële, Ekonomiese Solidariteit en Toerisme betref:

• Het jy enige verligtings- of ander maatregte wat jy aanpak gedurende die COVID-19-TERS-tydperk gehad het? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?

• Het jy enige verligtings- of ander maatregte wat jy aanpak gedurende die COVID-19-TERS-tydperk gehad het? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?

• Het jy enige verligtings- of ander maatregte wat jy aanpak gedurende die COVID-19-TERS-tydperk gehad het? Indien ja, watter soort verligtings- of ander maatregte het jy gehad?

Maandag 12 Junie 2021 om 10:00.

Verder: infoline, of na die Wes-Kaapse Provinsiale Parlement se webwerf (www.westcape.gov.za) soek 'n voorbeeld.

Uitgawe deur alle 9 Kaapse (PPP), Verskille van die Staande Komitee oor Finansiële, Ekonomiese Solidariteit en Toerisme.



Chicken Xpress opens

Chicken Xpress, situated in High Street, Worcester, was opened officially last weekend among great interest and jubilation. The franchise is spreading across the country through a well-implemented and sustainable store roll-out programme. The Chicken Xpress brand is truly South African and has its values firmly based in the local community. So, if you @TrustTheFlava, visit as soon as possible! Meet Worcester's Executive Mayor, Antoinette Steyn, at the opening with Mohammed Ashraf Mayat,...



KOLLEGAS: Die werknemers van die Victoria-hospitaal in Wynberg verwelkom Dinsdag die Wes-Kaapse minister van gesondheid, dr. Nomafrench Mboombo, met sang. Foto's: ANELE MFAZWE

SENTRUM 'N GROOT HULP

COVID-onverwante siektes het nie in die niet verdwyn nie.

Dit was Dinsdag by die Victoria-hospitaal die boodskap van die Wes-Kaapse minister van gesondheid, dr. Nomafrench Mboombo.

Mboombo was die gaspreekter by die opening van die Wynbergse hospitaal se nuwe nood-sentrum.

Sy sê sy verwelkom die opening van die nood-sentrum.

Volgens Mboombo sal die nood-sentrum dienslewering vir pasiënte in die suidelike voorstede verbeter.

Sy sê verder die nood-sentrum sal nie net met Covid-19-gevalle help nie, maar ook mense met ander siektes waarmee die hospitaal daagliks te doen kry.

Sy verduidelik: "Terwyl ons steeds op Covid-19

ANELE MFAZWE
a.mfazwe@ie.com.za

gefokus is in die vorm van veilighospitale insasvoorts, moet ons ook onthou dat ander siektes as Covid nie met vakansie is nie."

Volgens haar is trauma-gevalle steeds onder die grootste oorsake van hospitalisasie in die Wes-Kaap.

Sy sê dis veral oor naweke wat op maandeinde val.

Die mayor-lid belas met gemeenskaps-diesate en gesondheid, dr. Zakhid Badroodien, sê op sy beurt die nood-sentrum sal help om van die druk op die gesondheidsstelsel te verlig.

Hy sê: "Die nood-sentrum is 'n baie belangrike ruimte waarin die pasiënte die meeste sorg benodig. Sommige pasiënte het nie familieëde rondom hulle wanneer hulle in die



BLY VERSIGTIG: Die Wes-Kaapse minister van gesondheid, dr. Nomafrench Mboombo, sê nie-Covid-siektes is steeds met ons.

hospitaal toegelaat word nie.

"Daarom is dit belangrik vir die personeëde om die pasiënte daai sorg te gee.

Die Wes-Kaapse gesondheidsloof, dr. Keith Cloete, sê die hospitaal is amper soos 'n familie-set-up. Hy sê dit is toegesom van die moeilike take goed uit te voer.

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LUG JOU MENING

WERKGEWERS EN WERKNEMERS GEBASEER IN DIE WES-KAAP: WAT IS JOU ERVARING VAN DIE BEFONDINGSPROSES VAN DIE COVID-19 TYDREKKE WERKGEWER WERKNEMER-HULPSKEMA ("TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME" OF TELES)?

Deel jou ervaring met die Standaard Komitee oor Finansiële, Ekonomiese Geleentehede en Toetse. Dit bestaan uit die volgende afdelings:

- Is jy 'n werknemer of werknemer wat in die Wes-Kaap gebore is?
- Het jy 'n werknemer of werknemer wat in die Wes-Kaap gebore is, 'n COVID-19-TERS is jy by die WVF ingesluit? Indien jy'n onsekerheid het, kan ons dit help op te los.
- Het jy 'n werknemer of werknemer wat in die Wes-Kaap gebore is, 'n COVID-19-TERS is jy by die WVF ingesluit? Indien jy'n onsekerheid het, kan ons dit help op te los.
- Het jy enige uitdagings ondervind toe jy aansoek gedoen het om COVID-19-TERS-berediging of met die aansoek van goedgekeurde besuise? Indien ja, wat is die oorsaak daarvan?
- Indien ja, COVID-19-TERS het nie afgehandel in die verstrekte tydperk, ja, maar, identifiseer waarom, wat jy aansoek gedoen het, die oorsaak van die aansoek en die verwerkingstydperk van die afdeling.
- Volgens die WVF is jy 'n baie gereëlde getal verhoor wat dit meen om 'n COVID-19-TERS-berediging te maak. Hoeveel verhoore het dit geduur voordat jou goedgekeurde COVID-19-TERS-berediging uitbetaal is?
- Indien jy 'n COVID-19-TERS-berediging ontvang het, memo's ontvangte verhoore, is daar enige probleme in verband met hulle het uitbetaal ontvang?
- Het jy enige probleme ondervind in betrekking tot die WVF uitbetaling van die afdeling wat werknemers van die COVID-19-TERS-berediging ontvang?
- Het jy enige uitdagings van die WVF oor die COVID-19-TERS-aansoekproses ontvang?
- Hoe het jy van die COVID-19-TERS-berediging bevrees gevoel?

Deel jou ervaring en getuienis met die Wes-Kaapse Provinsiale Parlement se Standaard Komitee oor Finansiële, Ekonomiese Geleentehede en Toetse per e-pos (vaco@wcp.gov.za) of as 'n kommentaar op WhatsApp (whatsapp:087 372 7485). Hierdie aanbod lê open tot 17 Junie 2021 om 15:00. Dit is 'n belangrike geleentheid om jou stem te laat hoor in die Wes-Kaap. Stuur asseblief jou reaksie na die Standaard Komitee se e-posadres: vaco@wcp.gov.za of die Standaard Komitee se kantoor: 135 Albert Street, Woodstock, 661 965 3643. Voorleggings sluit op 17 Junie 2021 om 15:00.

Volgende inligting sal op die Wes-Kaapse Provinsiale Parlement se webtuiste (www.wcp.gov.za) gepubliseer word.

Uitgesluit deur alle D. Baartman (DPL), Voorsitter van die Standaard Komitee oor Finansiële, Ekonomiese Geleentehede en Toetse.

Leiers vra hulp teen gangsters

DIE polisie se teen-bende-eenhede moet vir 'n maand of langer in die Strand ontlooi word om die gemeenskap te beveilig, gloit Jan Frieslaar, voorsitter van die Strand se gemeenskapspoliseringspan.

Hy't gloer op Jeugdag gesê die gemeenskappe in Broadlands Park, Casablanca, Moriel's Cottage en Enjilville lewe in vrees vir die bendes.

Volgens hom is agt jongens wat glo by bendes betrokke was, die afgelope maand doodgeskiet. Talle ander is gewond.

Oerlogsone
Frieslaar sê mense wat geweldsmisdad pleeg, kry te maklik borge.

Maandagrand was Broadlands Park 'n oerlogsone, in drie skietvoorvalle is twee vermeende gangsters gewond.

'n Kerkluiser sê die ouers van beoënde moet ophou 'n living maak uit hul kinders se bende-aktiwiteite en hulle moet die geweld eerder help bekamp. - Ian Beard



SakePost



Landbou in W-Kaap 'veerkragtig'

Suid-Afrika se ekonomie het in die eerste kwartaal vanjaar met 'n geannaliseerde en aangepaste kwartaalike groei van 4,6% verbeter.

Diezelfde verslag het egter aangedui dat die landbou sektor se prestasie in die eerste kwartaal in 2021 met 3,2% gedaald het.

Die kwartaalike groei koersbenadering, wat die eerste kwartaal in 2021 met dieselfde kwartaal in 2020 vergelyk, toon egter dat die landbou-ekonomiese produksie met 7,5%

gestyg het. Dr. Ivan Meyer, die Wes-Kaapse minister van landbou, het gesê dit is goeie nuus. "As dit op 'n jaargrondslag beskou word, ondersteun die jongste BBP-gegevens ons siening dat die landbou sektor tot die ekonomiese herstel van die Wes-Kaap sal bydra," het Meyer gesê.

Die Wes-Kaapse ekonomie van die departement van landbou, Tshabo Morokong, benadruk dat 'n ontleding van die data van sommige van die tuinbou produkte wat vir die Wes-Kaap

belangrik is, 'n kwartaalike toename in die eerste kwartaal van 2021 op 'n jaargrondslag toon.

"Die nominale landbou-bruto-inkomste uit rooibos (140%), agtervrugte en ander vrugte (15%), groente (9%), blomme en bolle (24%) toon 'n toename in vergelyking met dieselfde kwartaal in 2020," het Morokong gesê.

Suid-Afrikaanse uitvoervolumes van enkele geselekteerde landbou produkte wat vir die Wes-Kaapse ekonomie van Januarie tot Maart 2020 en in dieselfde tydperk in 2021 noodsaaklik is, toon ook positiewe groei.

Uitvoervolumes toon 'n toename in prulmediante en sloop (115%), perske en nektariens (verwerk; 57%), perske en nektariens (vaars; 34%) en bessies (2%). "Met die langdurige goeie reën sal die landbouprestasie na verwagting in die komende kwartale verbeter," het Morokong gesê.

Meyer het bygevoeg landbou in Suid-Afrika is onder druk weens beleidsomskertheid wat veroorsaak word deur ontiening sonder versagting. "Landbou in die Wes-Kaap bly egter veerkragtig, soos blyk uit ons jongste uitvoergegevens."

Rare classic Cape-made Constance is sold by Christie's

History was made in the Cape Winelands when a rare bottle of Grand Constance 1821 reached a record breaking R420 000* at the Cape Fine & Rare Wine Auction on Saturday. This is one of roughly 12 bottles known to still exist globally, from an allocation originally destined for the Emperor Napoleon Bonaparte. This historic lot was acquired by a UK-based Christie client.

This significant moment and price was the marquee lot in a day characterised by lively bidding from bidders who had placed their bids in person and online from across the world in the auction's first ever hybrid format event. At the end of play on 22 May 2021, the unsold results for this year's auction stood at R2 219 290.

"Following a year that has impacted the South African wine industry like no other, the Cape Fine & Rare Wine Auction today became a beacon of resilience, showcasing the tenacious spirit of the country's wine makers – and the massive favour they carry with wine enthusiasts globally."

"Today, wines representing the rarest and finest South African wines available today, including bottles meticulously preserved since the 1960s, wines produced

under South Africa's pioneering Old Vine Project, and the highest quality wines from some of the country's most successful vintages – 2009 and 2015, as well as a rare bottle of Grand Constance 1821 all contributed to the impressive showcase.

The auction was held in association with acclaimed auction house, Christie's, and live streamed from the Rupert Museum in Stellenbosch. The enigmatic Charlie Foley once again brought the gavel down on 110 items of 368 lots during an impressive showcase of spirited bidding.

The unsold results showed that just under 2 140 litres of wine was sold, with an auction high rand per bottle of R778 on average for 750 ml – an 18% increase against 2019's R660. The average price per bottle of white wine was R490 for a 750 ml bottle.

The best white wine performers were DeMorgenzon Reserve Chardonnay 2016, and David & Nadia Hoë-Steen Mixed Case and DeMorgenzon Divas 2017. For red wines the Cabernet Collective 2009 mixed case of 12 landed the gavel at an impressive R21 500.

The average price per bottle for red wines was R694.

Other popular lots on the day were:

● Fortified: Highest bid received was for Monis Vintage Tawny Port 1990 at R1 050 per bottle. The average for fortified was R692 per bottle.

● Noble Late Harvest or sweet wines: Highest bid received was for the Nederburg Edelkeur 1999. The average on sweet wines was R1 812 per bottle. (Correcting for the price on the Grand Constance 1821 isn't factored into the average.)

Top buyers on the day were private buyers, 95,8% by value – this is in line with global statistics indicating the positive impact virtual auctions have on the fine-wine market. With virtual auctions' ability to amplify reach from regional to global audiences, this modern format is proving not only to be far more profitable – but also more popular.

This is largely attributed to online auctions providing more inclusivity, with online bidding facilitating access to the super-rare and fine-wine market for private bidders.

This year, 82% of all sales by value went to South African buyers.

*All figures above are unaudited and exclude VAT.



Rare wine auction at Christie's in London.

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LUG JOU MENING

WERKGEWERS EN WERKNEEMERS GEBASEER IN DIE WES-KAAP: WAT IS JOU ERVARING VAN DIE BEGROUWINGSPROSES VAN DIE COVID-19 TYDSELRE WERKGEWERS-EMPLOYEE HULPSKEMA (TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME) OF TERSI?

Deel jou ervaring met die Standaat Komitee oor Finansiële, Bronniese Geleenthede en Toelae. Die aanstellings is soos volg:

- Het jy 'n werkgewer of werknemer wat in die Wes-Kaap gebaseer is?
- Het jy, as werkgewer of werknemer wat in die Wes-Kaap gebaseer is, 'n COVID-19-TERSI-ek by die WAF ingedien? Indien jy 'n ingedien het, het aanstellings daarop uit?
- Hoeveel COVID-19-TERSI-voorrage het jy, as 'n Wes-Kaapse werkgewer of werknemer, by die WAF ingedien? (Hier word die verloop na die gelyk verloop van die aanstelling gedra.)
- Het jy enige uitdaging ondervind toe jy aansoek gedoen het om COVID-19-TERSI-bekendstelling van die uitbetaling van goedgekeurde fondse? Indien wel, het aanstellings daarop uit?
- Indien jou COVID-19-TERSI-ek nie aangenom is nie, verneem aanstellings jou naam, identifiseringsnommer, waar jy aansoek gedoen het, die datum van die aansoek en die verneemingsnommer van die ek.
- Volgens die WAF is vyf die drie getalentele getal verliese wat dit toon om 'n COVID-19-TERSI-ek te maak. Hoeveel verliese het dit gemaak voordat jou goedgekeurde COVID-19-TERSI-bekendstelling uitbetaal is?
- Indien jy 'n COVID-19-TERSI-ek ontvang het, verneem hoeveel werknemers is aansoek gedane en hoeveel van hulle het uitdaging ontvang?
- Het jy enige inligting (vooroordeel 'n betelingsprobleem) van die WAF ontvang om aan te sla water werknemers vir die COVID-19-TERSI-ek uitbetaling gedien?
- Het jy enige inligting van die WAF oor die COVID-19-TERSI-ek ontvang?
- Hoe het jy aan die COVID-19-TERSI-ek bekendstelling bewaargene?

Deel jou ervaring en gedagtes met die Wes-Kaapse Provinciale Parlement se Standaat Komitee oor Finansiële, Bronniese Geleenthede en Toelae se per e-pos (sake@wcpa.gov.za) of as stenoograaf en boodskapper op WhatsApp (Gefoonummer: 082 372 7462). Neem aanstellings kennis dat inligting met betrekking tot werkgewers en werknemers wat in die Wes-Kaap woon. Sluit aanstellings jou soos aan en ken alle besonderhede in verneem jy kan kontak aan die Standaat Komitee. Sluit jou logging moet gelyk word aan die Z. Adams, Presidensiale Komitee. Werkgewers, werknemers en organisasies wat belangstel om personele moerings aan die Standaat Komitee te maak, moet dit aanlyn verneem hulle kommentaar indien. Aanloggings, insa die Presidensiale Komitee bereik toe nie later as Maandag 12 Junie 2021 om 15:00.

Verdere inligting sal op die Wes-Kaapse Provinciale Parlement se webtuiste (www.wcpa.gov.za) gepubliseer word.

Liggaak deur ed. O. Beertman (BPP), Voorleer van die Standaat Komitee oor Finansiële, Bronniese Geleenthede en Toelae.

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- Ons glo aan vroeë intervensie met noodsaaklike terapie.
- Ons bied nasorg vir leerders.
- Ons wenresep het sy eie unieke en finansiële uitdagings aangesien ons grootliks van skenkings afhanklik is nadat ons jaarlikse geldinsamelings groot skipbreuk weens die uitwerking van Covid-19 gely het.
- Hiermee doen ons 'n beroep op die gemeenskap en skole om die skool te ondersteun, hetsy met 'n enkele skenking of maandelike bydrae. Enige bydrae maak 'n verskil.

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CLEO – 21 Junie – Wishing you a birthday filled with sweet moments and wonderful memories to cherish always. Happy birthday. From: Grandma, Auntie Aunty, Uncle Ashwin and all the other family.



LUMA (Baai) FREDERICKS – Baie geluk met jou seide verjaardag. Wens jou emmers vol liefde en knuwaens vol seëninge. Lekker verjaar – Liefde - Daddy, Mommy, Luke en teltie tesche

MEMORIAM
In Memoriam



VIOLET ADAMS
– 19 Junie - Nog 'n verjaardag in die hemel. Ons mis Ma nog baie, maar weet u is veilig en geliefd in die hemel. Lekker verjaar. Baie liefde – Bettie en kinders

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Happy birthday to a mother sister/aunt **FELICITY** 14 Junie, a day we all will never forget, you in our hearts and thoughts and never forgotten. Dear God please give her a big hug and bouquet of roses. Happy birthday Visiële in heaven.
Lowie Cyril (brother) sister in law, children and broer-in's daughters



17 Junie, sal ons nooit vergeet om 'n broer, oom, pa te verloor. Mag jy 'n vreugdevolle verjaarsdag hê in die hemel. Die gemis is groot & lora dag, sekondes en minute. Jy sal altyd n ons gedinge en harte by **ADAM (CORNETTE)**. Vanc jou

geliefde broers en susters.



My dearest Uncle, on this special day, we are missing you so very much. As you rejoice and dance amongst the stars, we're celebrating with you here on earth. Have a blast on your birthday in heaven, Uncle! Have fun, but remember to keep your halo on. From: Chesney, Carmen, Charney and Casey



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Getye, Son & Maan
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	Woensdag 06:33	Donderdag 07:34	Vrydag 08:10	Saterdag 08:28	Sondag 11:35	Maandag 12:40	Dinsdag 00:55
Maan	1479 - 4.60	1480 - 4.60	1481 - 4.60	1479 - 4.60	1478 - 4.60	1476 - 4.60	1476 - 4.60
Lang	13:50	14:58	15:44	16:24	17:08	17:59	18:34
Son	07:46	07:30	07:30	07:30	07:30	07:31	07:31
Maan	12:19	12:52	13:21	13:55	14:24	15:01	15:42



TENDERKENNISGEWING: T66/20/21
VOORSIENING EN AFLEWERING VAN EEN (1) LIGTE MOTORVOERTUIG
Tenders word hiermee aangereig vir die voorsiening en aflewering van een (1) ligte motorvoertuig, soos in die aansoeklike tenderdokumente gespesifiseer.
Tenderdokumente kan by Jo-Mari van der Westhuizen by die Swartland Munisipale Kantore op die hoek van Hill en Piet Heilablaas (onges. Chabos-rogang), Malmesbury Dist. 022 487 5070 verkry word. 'n Nalatigheidskontaktno. van R120.00 is aan die Swartland Munisipale Kantore vir die ophaal van hardkopie tenderdokumente. Die elektroniese tenderdokumente is gratis op aanvraag beskikbaar.
Kontaktes op alle tenderslike dokumente, in 'n gesleëte koerier, diétdag gemaak. **TENDER T66/20/21 VOORSIENING EN AFLEWERING VAN EEN (1) LIGTE MOTORVOERTUIG** moet voor 18:00 op Vrydag, 2 Julie 2021 in die tendersbus by die Munisipale Hoofkantoor, t/y Kerk- en Voorstekestrate, Malmesbury ingedien word. Geen kwotasies sal laat, elektronies of per faks aanvaar word nie.
Tenders sal geïntakeer word ingevolge die Raad se Voorkeurskrigingsbeleid om die aangegote spesifikaas. Die kontak sal ingevolge die R592-soekpuntestelsel geïntakeer word. Die Voorkeurskrigingsbeleid is gedurende normale kantoorure ter insae by die munisipale kantore beskikbaar.
Die Swartland Munisipaliteit onderskryf en ondanks die Regering se Swart Ekonomiese Ontwikkelingsprogram en is daartoe verbind om die aangegote van die verlate reg te stel. Tenders wat vir die voordele van die Wet op Bredesgebode Swart Ekonomiese Ontwikkeling (B-BBEE) sal kwalifiseer, moet Bylaag MB6 6.1 (deel van die tenderdokumente) volledig voltooi. **Werkverkeers MOET ook in paragraaf 6.1 geleë word.** Tenders wat versiek om oorspronklike of geligte B-BBEE-statuslike verifikasiekaarte of gewaarmerkte afskrifte daarvan in te dien, ten einde hul B-BBEE-gradering te verifieer.
Hierdie tender is onderwerp aan die Algemene Tendervoorwaardes, en indien van toepassing, enige ander Spesiale Tendervoorwaardes. Tenders moet ook 'n gedagdeunde en goedgekeurde verskanderingsvertroude dokumente in die Swartland Munisipaliteit se regeringsbede. Die tenderaar moet 'n goedgekeurde motorvoertuigverkeers en voertuigverkeers, ondersteunende individuele nava.
Tender mag sleps op die uitgeleëte tendersdokumente ingedien word. Swartland Munisipaliteit word nie daartoe verbind om die teëgte, 'n geleëte van 'n tender of 'n tender in geteel te aanvaar nie.
Tegiese navas rakende hierdie tender kan aan minn. Roxien Steyn by tel. 022 487 9400 gemaak word.
JJ SCHOLTZ
MUNISIPALE KANTORE
MALMESBURY
15 Junie 2021
MUNISIPALE BESTUURDER

Ekstra klasse op Malmesbury
Is jy 'n ouer onderwyser wat 04-05-05 leerders wil help om hulle wille skoolverkeers potensiaal te bereik. Komse in te beide Afrikaans en Engels.
Jana Maass
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juffroumaass@gmail.com

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LUG JOU MENING
WERKGEWERS EN WERKNEMERS GEBASEER IN DIE WES-KAAP. WAT IS JOU EINDING VAN DIE BEFONDINGSPROSES VAN DIE COVID-19 TIDLIEKE WERKLOOSHEID WERKNEMER-HELPPLANSAK (TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME) OF TERSI?

Deel jou mening met die Staaie Kaapse oor Finansiële, Diensniese Geleentehede en Toerisme (ou aasleef die volgende aan):

- Is jy 'n werkgewer of werknemer wat in die Wes-Kaap gebore is?
- Het jy, as werkgewer of werknemer wat in die Wes-Kaap gebore is, 'n COVID-19-TSIS-rol by die WWT ingedien? Indien jy 'n rol ingedien het, het dit aansielig daartoe?
- Hoeveel COVID-19-TSIS-voorslagings het jy, as 'n Wes-Kaapse werkgewer of werknemer, by die WWT ingedien? (Hier word nie verwys na die groot werknemers of wie aansoek gedoen is nie.)
- Het jy enige uitdaginge ondervind toe jy aansoek gedoen het om COVID-19-TSIS-aansoeking of met die uitbetaling van godgekeurde fondse? Indien wel, binu aansoeking daartoe?
- Indien jou COVID-19-TSIS-rol nog nie afgesluit is nie, verstaan aansoeking jou naam, identifikasie, waar jy aansoek gedoen het, die datum van die aansoek en die veringsaanmerke nie die nie.
- Wanneer die WWT in 'n tyd die gemiddelde getal werkeers wat in 'n COVID-19-TSIS-betaling te maak. Hoeveel werkeers het dit gemaak voordat jou godgekeurde COVID-19-TSIS-betaling uitbetaal?
- Indien jy 'n COVID-19-TSIS-aansoeking ontvang het, wanneer het werkeers in verhoed gemaak en hoeveel van hulle het uitbetaalings ontvang?
- Het jy enige realiteitsbeoordelings betrekings met die WWT ontvang om te bevestig werkeers vir die COVID-19-TSIS-rol betrekings gedien?
- Het jy enige leiding van die WWT oor die COVID-19-TSIS-aansoeking ontvang?
- Hoe het jy van die COVID-19-TSIS-betaling bewus geword?

Deel jou mening en gedagtes met die Wes-Kaapse Provinsiale Parlement se Staaie Kaapse oor Finansiële, Diensniese Geleentehede en Toerisme per e-pos (adaar@wcp.gov.za) of as deminutasie en bevestiging op WhatsApp (tel:022 487 5070). Neem aansoeking kennis dat hierdie versoek om insigling met betrekking tot op werkgewers en werknemers wat in die Wes-Kaap woon. Sult aansoeking jou wille naam en kort adresadres in te dien met 'n kortverkeer aan die Staaie Kaapse Stuur. Voorslagings moet gemaak word met die 2 Adams, Prinsendreef, Malmesbury, werknemers en organisasies wat betrekking aan spesifieke veringsaanmerke van die Staaie Kaapse is maak, moet die aansoek wanneer hulle kennisniese indien. Voorslagings moet die Willedeleentehede betrek teen die laer na as **Maandag 22 Julie 2021 om 15:00**.

Wetniese indigting sal op die Wes-Kaapse Provinsiale Parlement se Willedele (www.wcp.gov.za) gepubliseer word.

Uitgesaak deur o/y D. Swartman (LPP), Voorsteer van die Staaie Kaapse oor Finansiële, Diensniese Geleentehede en Toerisme.

ANNEXURE E: List of Stakeholders emailed

Category	No. of Stakeholders
Public Education and Outreach	Network of Community Development Workers
Stakeholders – Public interest organisations (through PEO)	189
Business Chambers in the Western Cape	23
Labour/Trade Unions	175
Parliamentary Monitoring Group (Call for Comments)	3 296
District and Local Municipalities in the Western Cape	All Speakers, Mayors and Municipal Managers of all municipalities in the Western Cape (1 Metro, 5 District and 24 Local Municipalities)

ANNEXURE F – Letter to the Office of the Speaker (Request for Paid Social Media Policy)



Wes-Kaapse Provinsiale Parlement
Western Cape Provincial Parliament
IPalamente yePhondo leNtshona Koloni

*KOMITEES
COMMITTEES
LIKOMITI*

Name: Zabeedah Adams
Tel: +27 (0)21 487 1641/079 664 9151
E-mail: zadam@wcpp.gov.za
Date: 21 September 2021

Hon M Mqasela
Speaker of the Western Cape Provincial Parliament
7 Wale Street
Cape Town

Mr R Adams
Secretary of Western Cape Provincial Parliament

Dear Honourable Speaker and Mr Adams,

RE: Establishment of Policy to allow for Paid Social Media Advertising

The Standing Committee on Finance and Economic Opportunities and Tourism (the Committee) has recently concluded its inquiry into the Unemployment Insurance Fund's Temporary Employer/Employee Relief Scheme (TERS) funding process in the Western Cape. During the preparation to undergo this process, the Committee indicated that it would like to undertake paid social media advertising, as advertising in mainstream and community newspapers has not been as effective as a social media strategy could be.

At the time, the Committee was informed that paid social media advertising was impossible as there were a number of elements that needed to be considered, that the current supply chain system was unable to procure this service, and use of the credit card was impossible as the policy did not allow for this. Furthermore, in the absence of a policy that addressed paid social media advertising, the institution would not be able to fulfil this request.

On 11 August 2021, the Committee discussed this matter again and concluded that it is of utmost importance to have a policy in place that allows Committees to utilise paid social media advertising and other online media platforms for matters within the Committees' mandates such as legislation and public participation. The Committee agrees that this is a much more modern, efficient and effective way of targeting the public for various matters.

Posbus 648, Kaapstad
8000, Suid-Afrika

PO Box 648, Cape Town
8000, South Africa

PO Box 648, Ekapa
8000, Mzantsi Afrika

www.wcpp.gov.za
+27 21 487 1600

The Committee, therefore, would like to request that the Speaker and Secretary creates a policy that allows for the utilisation of paid social media and other online media platforms for public participation, as a matter of urgency, please.

Sincerely,

ADV. D BAARTMAN, MPP
CHAIRPERSON: STANDING COMMITTEE ON FINANCE, ECONOMIC OPPORTUNITIES AND
TOURISM

ANNEXURE G – COVID-19 TERS Submissions



STANDING COMMITTEE ON FINANCE, ECONOMIC OPPORTUNITIES AND TOURISM SUBMISSIONS RECEIVED DURING THE COVID-19 **TEMPORARY EMPLOYER/EMPLOYEE RELIEF SCHEME** PUBLIC PARTICIPATION PROCESS AS AT 12 JULY 2021

The Standing Committee on Finance, Economic Opportunities and Tourism undertook a public participation process to gauge the public's experience with the UIF's COVID-19 Temporary Employer/Employee Relief Scheme (TERS) process. Members of the public in the Western Cape were also asked to provide their TERS claim details if their claims were not settled.

The deadline for comments was 12 July 2021.

The following comments were received via WhatsApp messages and voice notes:

S u b n o .	NAME	CONTA CT NUMB ER	SUBMISSION	COMMENT	UIF COMMENTS
1	Employ ee 1	██████	My husband and I had COVID in July 2020. I would like to know if my employer, Employer 1, applied for TERS funding for us. The employer said that we can apply but did not tell us if they did.	Ms ██████ was encouraged to ask her employer if they had applied for TERS funding for their employees. A link was provided where she could check if an application was made, and she was encouraged to ask the employer. She has not responded to my messages since then.	In the beginning of Covid19 TERS, employer was applying for their employees through the covid19 process and the UIF processed these claims. However, from 16.10.2020 to date that process was spelt in the later directives. The portal is still opened for claims from 16.10.2020 to lodge claims but for prior periods they are closed. To check whether the client was applied for, we need ID number. To date attempts failed. – Client was contacted 06.08.2021 and refused to provide our office with her ID number and also her husbands ID number and stated that she will contact her employer.
2	Employ ee 2	██████	Please tell me how long after you had covid you can apply for this benefit, because I had covid in Jan.2021 and had to sign AWOL. Can I still apply?	I informed Employee 2 that I have spoken to one of the UIF's call centre assistants and was informed that he may still apply, but that his employer must apply on behalf of him, and that the employer and employee must be	Portal is still open for those claims and employer must apply. Further employer to register with Department of health and then submit application with UIF on behalf of the employee.

				<p>registered with the National Department of Health. He may call the contact centre for more information.</p> <p>Please contact the individual directly.</p>	<p>Client contacted 06.08.2021 and informed.</p>
3	Employee 3		<p>Ever since the COVID-19 Pandemic fee has started I never get a good money, the last one was [bank account balance provided], Which I didn't understand because they say it was January to March.</p> <p>The Company claimed on our behalf but we are too scared to go to Labour because they said we will be fired. They said we are not allowed to go and ask about TERS money in Labour. I do not want to be at risk of losing my job at this stage.</p> <p>Claim information: [REDACTED] Company Name: Employer 2</p>	<p>Due to the fear that her employer would fire her, I informed Employee 3 that I would ask the UIF to contact her directly, and not the employer.</p>	<p>Employer claim Covid19 TERS from 27 March 2020 to 15 March 2021 and was paid.</p> <p>Payment fluctuates based on the average salary and leave income declared by the employer.</p> <p>UIF to inform client and no funds received ,will pass on to RISK unit. Client contacted and notified 06.08.2021 and confirmed that she received all payments reflecting on the system.</p>
4	Employee 4		<p>I work at Employer 2 I didn't get TERS money for January to March can you please check why I didn't get money while other people got it and we work at the same place.</p> <p>Claim Information: ID: [REDACTED] Company Name: Employer 2</p>	<p>Since Employee 4 works at the same place as Employee 3 (above), I indicated that Please contact her directly, and not the employer.</p>	<p>According to our records the client was paid for this period</p> <p>Client was contacted and notified 06.08.2021. The last payment client was supposed to receive a payment of R8227.32 and the employer made a payment of R6200 to the client. Matter was referred to risk management 10.08.2021.</p>
5	Employee 5		<p>I am also working (at) Employer 2, I have a query about the Uif Ters money that I was supposed to get... I didn't get the money, the others did get so my concern is how because the last time I got R2100 for 2 and half months which I think it's not supposed to be like that... So I'm asking for your favour to help me check if what going on to my name at labour... Thank you.</p> <p>Can you please not mention my name if you doing the checks because if you are the person who seem to notice such things they make plans for you to be fired.</p> <p>ID: [REDACTED]</p>	<p>I indicated that I would ask the UIF to contact her directly and not the employer.</p>	<p>Payment amounts fluctuates based on the average salary and leave income declared by the employer</p> <p>01 Jan to March 2021 client is not paid because salary received is more/equal to leave income.</p> <p>Client was contacted 06.08.2021 and notified client claims that she only received the following payments R4027.45, R2057,R2144 and she never received other payments form the</p>

					employer the matter was referred to risk 10.08.2021.
6	Employee 6		<p>This month supposed to get 15 January to 15 March but this month I'm getting R700. The status said supposed to get R4, 500. And in Vineyard hotel we are all crying</p> <p>Company name: Employer 2 ID: [REDACTED]</p>	I indicated that I would ask the UIF to contact her directly and not the employer.	<p>Payment for 01 Jan to 15 March 2021 was 4505.86</p> <p>All the months claimed have been paid.</p> <p>Client contacted 06.08.2021 phone goes straight to voicemail. Client was contacted again 09.08.2021 and call still goes straight to voicemail. SMS sent to client 09.08.2021.</p>
7	Employee 7		<p>My name is [REDACTED]. My ID number is [REDACTED], I am employed by Employer 2 in [REDACTED] in Cape Town. My company says they have applied for my TERS for October to December 2020 and also January to March 2021 but on both occasions I did not get the money. I have been trying to find out what happened ever since and they just telling me that there is no information sent to them explaining why. My status says "not processed yet" on the October to December application and on the recent one it's employee not found. Please kindly assist.</p> <p>Company name: [REDACTED] ID: [REDACTED]</p>	I indicated that I would ask the UIF to contact her directly and not the employer.	<p>Only 16 Oct to 31 Dec 2020 is not paid because salary received is more/equal to leave income.</p> <p>The message is displayed on the Payment breakdown report of the user interface.</p> <p>Client contacted 06.08.2021 to no avail. Client contacted gain 09.08.2021 and still no avail. SMS sent to client 09.08.2021.</p>
8	Employee 8		<p>Good day, I am employee based in Cape Town, who has applications which were submitted by the company in July 2020 for 01 July to 15 August TERS, another one from 16 August to 15 September TERS, last one from 16 September to 15 October TERS, which started that application not processed yet. The company is based in Cape Town and it called Employer 3. I'm not sure how many employees they applied for and how many were paid out and how many are not paid out. My name is [REDACTED] and my passport number is [REDACTED]. I phoned the call centre they can see the application but they said they can help the employer as he/she has the right to access the portal. Please if you can help to escalate this application as we last received salary in April 2020 and the TERS in June 2020.</p>	Please contact the individual directly.	<p>0394785/2 to ensure that foreign nationals are declared using www.ufiling.co.za Client is not paid because his details are not yet verified.</p> <p>UIF WC to inform the client of the process and give feedback before the 13th August 2021</p> <p>Client contacted and notified 06.08.2021 and he requested that our office forward him an email that he will forward to his employer in relation to the outcome. Email forwarded 09.08.2021. Matter sent to IES 10.06.2021.</p>

			<p>I don't have the reference number for the application but I once given this with the call centre [REDACTED].</p> <p>And the one was [REDACTED] I never get a feedback on both of them.</p>		
9	Employee 9	[REDACTED]	<p>I'm unemployed at moment but COVID TERS just say still pending, OTP [REDACTED].</p> <p>Applied: 30 April 2021 ID: [REDACTED] Applied telephonically Ref: [REDACTED]</p>	Please contact the individual directly.	<p>Client does not qualify for TERS because he lost employment on the 25 March 2019 and has since been receiving UIF benefits</p> <p>Client to submit continuation of payment at nearest labour centre to receive last payment.</p> <p>The client was called but could not be reached Client contacted and notified 06.08.2021 and a continuation of payment was done an amount of R3453.03 was processed and will reflect in the clients account within 5 working days.</p>
10	Employee 10	[REDACTED]	<p>My employer applied for TERS for its employees for August and September 2020, but this was when we started working and they paid us our full salaries. Now they are not going to give us the money, they are going to send the money back to the UIF. Are they allowed to do this? Then, why did they make the application for us if they knew they were going to pay us a full salary?</p> <p>Please do not give them my name and tell them I made enquires.</p> <p>ID: [REDACTED] Company Name: Employer 4</p>	I informed [REDACTED] that I would ask the UIF to contact her directly and not the employer.	<p>Ters is to compensate employees who experience a loss income because the employer is unable to pay them due to lockdown regulations. Employee was paid 100% of salary.</p> <p>The employer to provide proof of refund.</p> <p>UIF WC to inform the client of the process and give feedback before the 13th August 2021 Client contacted and notified 06.08.2021.</p>
11	Employee 11	[REDACTED]	<p>My name is [REDACTED] from Rivieronderend in the Western Cape, between Caledon and Swellendam. We were at home from 26 March 2020, during the lockdown. We were at home for a month with no income, and for the next few months, we were also at home at some points. This went on for three to four months when we were working intermittently. We did not get paid. We first applied for TERS on 6 April 2020, and we</p>	Please contact the individual directly.	<p>[REDACTED] No Ters claim and registered with UIF.</p> <p>[REDACTED] No Ters claim and registered with UIF.</p> <p>[REDACTED] No Ters claim and registered with UIF.</p>

		<p>So the media reports saying everything is sorted with TERS is a lie!!! I am yet to receive my money from the UIF.</p> <p>ID: [REDACTED] Company name: Employer 6 Applied online on TERS Porthole on 10 August 2021 Company ref: [REDACTED]</p> <p>Only got paid 4 payments, the others was never paid from AUg20-Dec20. After lodging several discrepancies online, calling the call centre to log disputes, following up every day on progress of my query. The fault is not with the Employer but with the UIF department as I am 100% sure my employer did all they were supposed to. For 2021 my whole company did not receive any TERS for Jan 21 – Mar 21 extension period as mentioned by Pres. Ramaphosa. I have been mailing Marsha Bronkhorst and team as well hoping to hear back but to this day nothing yet. Hoping you could assist! I am losing too much because my family is most affected by this lack of funds due to me.</p> <ul style="list-style-type: none"> • How many COVID-19 TERS submissions have you as a Western Cape employer/employee and/or your employer submitted to the UIF? Seven. • Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds? Yes, my Payouts after Aug 20-Dec20 was zero on the online Payment status check!! I have queried with UIF who asked that we lodge discrepancies which we did ... but still no payout. • How many working days did it take for your approved COVID-19 TERS funding to be paid? 30 • If a COVID-19 TERS payout was received, how many employees have applied for it? 30 • If a COVID-19 TERS payout was received, how many employees received their payouts? 28 • Have you received any response (for example remittance advice) from the UIF indicating the 		<p>Client contacted 06.08.2021 and notified. Matter referred to IES 10.08.2021.</p>
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			<p>amount of employees that have been successful in receiving the COVID-19 TERS payout? No.</p> <ul style="list-style-type: none"> • Have you received any guidance from the UIF on the COVID-19 TERS application process? Yes. • How did you become aware of the COVID-19 TERS funding? Media, internet, my company 		
14	Employee 14		<p>I am [REDACTED] from Bridgetown Athlone Area. My personal experience with the COVID relief fund is very dull. I did not manage to secure any help from the COVID relief. I haven't been employed since May 2019 and I also couldn't get my UIF when going to apply for it. I did not benefit from COVID relief finding and I am struggling to survive looking after my 66-year-old pension mother. I sometimes receive help from my community when they give food parcels but it's not every day. The covid relief funding did not approve my request for R350.</p> <p>I haven't been working since 2019. I stayed away as I was not happy with my working conditions. Ever since May 2019 and I don't know if they were using my employee reference to take any TERS.</p> <p>I applied for UIF on the 23 February 2021. Lost reference as my cellphone fell into water. My employer gave me incorrect information on my Ui19 and when I asked for a new Ui19 form then he refused to help me. On my Ui19 my employer put 13 for absconded that's why UIF department did not help me.</p> <p>Company Name: Employer 7 ID: [REDACTED]</p>	Please contact the individual directly.	<p>No claim for Ters</p> <p>If the client lost employment in May 2019 he/she does not qualify for Ters because Ters started paying on 27 March 2020.</p> <p>UIF WC to contact the client and check why the unemployed claim was not approved and give feedback before the 13th August 2021.</p> <p>Client [REDACTED] contacted 06.08.2021 and notified that she does not qualify for TERS.</p>
15	Employee 15		<p>I'm just sharing our views on temporary relief funding, our contract was in 2019 but since the lockdown we never receive any relief funding me and my brother works for the same company we have contact numbers from the office the Employer 8. Designation Assistants, I'm [REDACTED].</p> <p>The company never applied for TERS. We still worked during lockdown and received normal wages, however, we never got from TERS funding but they said we work for government.</p>	I informed [REDACTED] that the employer may only claim TERS funding if employees did not work due to the lockdown or had to work reduced hours and could not get paid normal wages and salary.	<p>Employer may only claim TERS funding if employees did not work due to the lockdown or had to work reduced hours and could not get paid normal wages and salary.</p> <p>UIF WC to inform the client of the process and give feedback before the 13th August 2021.</p>

					Client contacted 06.08.2021. Unfortunately, ██████████ passed on and the mother promised to deliver the message to his brother ██████████
1 6	Employee 16	██████	<p>I just wanted to know what's happening with our TERS because our bosses don't fill us in and we are still waiting from October last year already.</p> <p>We work at Employer 9 and is this TERS claim I don't know the reference and what date the claim was made. Our company falls under ██████████.</p> <p>ID: ██████████</p>	Please contact the individual directly.	<p>The only applications we received was 27 March to 30 June 2020 and the three of them have been paid</p> <p>No other applications were submitted.</p> <p>Client contacted 06.08.2021 and notified.</p>
1 7	Employee 17	██████	I just know something... Last year I received a COVID TERS fund but I only got it for March last year and so I just saw last month when I was searching... That I did receive another money for October last year which I had never received from my employers... And what confused me is that all the other workers did receive all their money that the where supposed to get... But besides me and the other three employees.	██████████ was asked to provide her full name, ID number, name of employer, and claim reference number if she had it, but she never responded.	Client contacted 06.08.2021 and again 09.08.2021 more then once to no avail. SMS sent to client 06.08.2021.
1 8	Employee 18	██████	<p>I'm working at a private liquor store in ██████████ in the Overberg so I started here last year March, I just wanted to know can I apply for the TERS benefits cause my employees never applied for me. As you know most of the year we were closed or working reduced hours so I asked them to fill in my forms so they did and I mailed my forms but no response, so I can't apply for myself only your employer. I have (asked my employer for an update on the status of the application) but my status still says no employee found.</p> <p>Company Name: Employer 10 ID: ██████████</p>	<p>██████████ attached pictures of her claim, which will be forwarded to the UIF.</p> <p>Please contact the individual directly.</p>	<p>Employer did not apply Ters for the client</p> <p>UIF WC to call the client to request ID so that the status of her claims can be checked.</p> <p>Client contacted 06.08.2021 and again 08.08.2021 more then once to no avail. SMS sent to client 08.08.2021.</p>
1 9	Employee 19	██████	Since the lockdown started, we had to work in our hours, which I myself worked 376 hours... for some reason, it was a government decision, and we did not get any days off either. There was an application for TERS money but we never received TERS pay out. The employer applied for the TERS... we are four employees, where two	██████████ was asked if her employer had applied for TERS funding again once the work hours were reduced, again. She said that the employer said that they did not apply.	<p>The only application we have is from 27 March to 30 April 2020 and has been paid.</p> <p>No further application received from employer. Client contacted 06.08.2021 and again</p>

			<p>received money but others did not. I think the application was made in March.</p> <p>Company Name: Employer 11 ID: [REDACTED]</p> <p>I do not have the reference number for the claim.</p> <p>Then with the second lockdown, liquor stores were only open Monday to Thursday, and we did not receive our full 45 hour wages. We received less for working 34 hours a week. And now liquor stores are only open again from Monday to Thursday, and they have started reducing the pay again.</p> <p>The employer has not applied for TERS again.</p>	Please contact the individual directly.	08.08.2021 more than once to no avail. SMS sent to client 08.08.2021.
20	Employee 20	[REDACTED]	<p>I have a discrepancy from last year of July/Aug, still waiting on payment.</p> <p>The Company applied online for all employees as a whole so I don't have that info (on claim reference number). Only that my online application shows application not processed yet for 9 months now the discrepancy was for the month of July/Aug 2020.</p> <p>ID: [REDACTED] Company name: Employer 12</p>	Please contact the individual directly.	<p>Application were made from 01 April to 22 August 2020 and they have all been paid</p> <p>Client contacted 06.08.2021 and the phone number provided its incorrect.</p> <p><i>(Checked – number provided on document is the same as number supplied via WhatsApp)</i></p>
21	Employee 21	[REDACTED]	<p>I applied for my UIF in Oct 2020. According to the Labour Dept, can't they pay me out my UIF money because I finished work on the 27 July 2020. But TERS pay me out till the 15 August 2020. Now because of that I can't get paid. I'm currently unemployed and am a single mother because I got retrench. As I am not earning a salary and could not even apply for this R350 grant I had to struggle to put food on the table for me and my kids. I had to borrow money just to make ends meet. I hope that u can help me with my application because I don't know what to do anymore. At the labour dept they keep on telling me that my application is with the assessors for almost 9 months now. I have to go stand in the queue at 4 in the morning every time just to be turned away. Please help.</p> <p>ID [REDACTED] Place of Application: Ceres</p>	Please contact the individual directly.	<p>Client has been paid Unemployment benefits in full</p> <p>Ters paid until date of termination</p> <p>Client contacted and notified on 06.08.2021 Unemployment benefits claim paid in full 08.07.2021.</p>

			Case reference no: [REDACTED]		
2 2	Employee 22 (Submitted via email and survey. Survey input was submitted twice)	[REDACTED]	<p>I have TERS problem for Oct - Dec 2020 and Jan - March 2020, it says not processed yet it's been four months now. I call labour, they say I must open a case they did labour e-mail me after a week an e-mail says there's an internal error on their side technicians are busy fixing it. What I would like to know how long must I wait it's been months already.</p> <p>My co-workers got all the payments but I didn't, very sad. I'm an employee (in) hospitality.</p> <p>ID: [REDACTED] Company Name: Employer 13</p>	I informed [REDACTED] that I would ask the UIF to contact her directly.	<p>Both periods have the error message below</p> <p>Employee do not qualify for TERS payments. No contribution received by SARS.</p> <p>The message is displayed on the declined claims on the portal accessible to the employer</p> <p>Client contacted and notified 06.08.2021 client informed us that she will inform her employer. Matter referred to IES 10.08.2021 .</p>
2 3	Employee 23	[REDACTED]	<p>I would like to do follow up regarding uif- ters for period of the 16.10.20 - 31.12.20 as my company keep on telling us they did applied already for us.</p> <p>ID: [REDACTED] Company Name: Employer 14 Company applied on 11 March 2021 for period 16 October to 31 December 2020.</p>	Please contact [REDACTED] directly.	<p>ID number provided is invalid</p> <p>Client was contacted and notified 06.08.2021 client only received payment for July and August and the employer states that the money was paid back to the fund the matter was referred to risk 10.08.2021.</p>
2 4	Employee 24	[REDACTED]	<p>I wondering if you can check for me if Employer 14 got paid the uif ters for October to December 2020? We were working short hours as we were operating on weekends and public holidays. So, we were paid less than usual.</p> <p>ID: [REDACTED] Company Name: Employer 14 Does not have claim reference number.</p>	Please contact [REDACTED] directly.	<p>Yes payment for Oct to Dec has been paid on the 07 July 2021.</p> <p>Information Accessible on the Ters portal through the employer or the client can check using the ID Number</p> <p>Client contacted 06.08.2021 and client states that she only received payment of R1500 in the month of July and never received any other payment matter was referred to risk 10.08.2021.</p>
2 5	Employee 25	[REDACTED]	<p>Was wondering if can you help me check for me if there's any changes on my uif ters payment for Oct to Dec 2020 or if Employer 14 got paid? We've been working short hours and time.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	Please contact [REDACTED] directly.	<p>Payment not made due to the error message below</p> <p>Employee do not qualify for TERS payments. No declaration as contributor is made to the UIF after Feb 2019. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee.</p>

					Client contacted 06.08.2021 and the number provided does not go through. Matter referred to IES 10.06.2021.
26	Employee 26		<p>May you please check if my Company applied for UIF TERS, the October to December period? My Company name is Employer 14.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	Please contact the individual directly.	<p>Application made and paid on the 07/07/2021.</p> <p>Client contacted 06.08.2021 and she states that she only received a payment of R1600 other payments the client never received the matter was referred to risk management 10.08.2021.</p>
27	Employee 27		<p>My name is Employee 27 wondering if you can check if for me if I got paid the UIF TERS for October to December 2020.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	Please contact the individual directly	<p>Invalid ID/Passport</p> <p>The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee Client contacted 06.08.2021 and again 09.08.2021 to no avail. SMS sent to client 09.08.2021.</p>
28	Employee 28		<p>Employer 14... yes they did apply for us and we never get the money from October till and it shows on Portal that they did apply and they also confirmed that.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	Please contact the individual directly.	<p>Application made and paid on the 07/07/2021</p> <p>Client was contacted and notified 06.08.2021 and she states that she only received a payment of R500 and never received other payments the matter was referred to risk management 10.08.2021.</p>
29	Employee 29		<p>I would like to know if you could help me and check out if the company did apply for me for the uif ters. I would like to check the claim for October to December last year and this year also.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	Please contact the individual directly.	<p>Payment not made due to the error message below</p> <p>Employee do not qualify for TERS payments. No declaration as contributor is made to the UIF after Feb 2019.</p> <p>The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee Client was contacted and notified 06.08.2021 the employer only made declarations 22.07.2021. Matter referred to IES 10.08.2021.</p>
30	Employee 30		<p>I'm working for Employer 14. I don't know if you could help me about the TERS money that we struggle to get</p>	Please contact the individual directly.	Application made and paid on the 07/07/2021.

			<p>from October to December 2020. My payment status does not change, saying same thing for months. I need help.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>		<p>Client contacted and notified 06.08.2021 and the client states that she never received any TERS payments the matter referred to risk management 10.08.2021.</p>
3 1	Employee 31	[REDACTED]	<p>I would like to know if my company did apply for UIF TERS under my name since October last year.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	<p>Please contact the individual directly.</p>	<p>Application made and paid on the 07/07/2021 Client contacted and notified 06.08.2021 and the client states that she never received any TERS payments matter referred to risk management 10.08.2021.</p>
3 2	Employee 32	[REDACTED]	<p>I would like to know if my company did apply for me for UIF TERS, thanks u... If u could help me please to check for October and December 2020.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	<p>Please contact the individual directly.</p>	<p>Application made and paid on the 07/07/2021 Client contacted and notified 06.08.2021 and the client states that she never received any TERS payments matter referred to risk management 10.08.2021.</p>
3 3	Employee 33	[REDACTED]	<p>I wanted to check if you can help about UIF TERS to check if my company apply for me for Oct to Dec 2020 and July.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	<p>Please contact the individual directly.</p>	<p>Application made and paid on the 07/07/2021 Client contacted and notified 06.08.2021 and the client states that she never received any TERS payments matter referred to risk management 10.08.2021.</p>
3 4	Employee 34	[REDACTED]	<p>I would like you guys to please check for me what is the matter regarding our Oct-Dec payment because we have been waiting for too long... I'm working under Employer 14. Thank you.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	<p>Please contact the individual directly.</p>	<p>Payment not made due to the error message below</p> <p>Employee do not qualify for TERS payments. No declaration as contributor is made to the UIF after Feb 2019. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</p> <p>Client contacted and notified 06.08.2021 declarations were only updated 22.07.2021 matter referred to IES 10.08.2021.</p>
3 5	Employee 35	[REDACTED]	<p>Can you guys assist me please with UIF?? I'm having problems with my UIF TERS, the company said they did apply for me but I haven't got any funds since last year July so I don't</p>	<p>Please contact the individual directly.</p>	<p>16 Aug to 15 Oct 2020 not paid. Claims will be re processed. 16 Oct to 31 Dec 2020 paid on the 07/07/2021</p>

			<p>know what to do anymore, so I was wondering if you can assist me?</p> <p>ID: [REDACTED] Company Name: Employer 14</p>		<p>Client was contacted and notified 06.08.2021 in relation to the above. She did confirm all payments that she received.</p>
36	Employee 36	[REDACTED]	<p>I wondering if you can check for me if Employer 14 got paid the UIF TERS?</p> <p>Please check for October to December 2020.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	<p>Please contact the individual directly.</p>	<p>Payment not made due to the error message below</p> <p>Employee do not qualify for TERS payments. No declaration as contributor is made to the UIF after Feb 2019. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</p> <p>Client contacted 06.08.2021 phone went straight to voicemail and again 08.08.2021. SMS sent to client 09.08.2021 matter referred to IES 10.08.2021.</p>
37	Employee 37	[REDACTED]	<p>May you please check if my Company applied for UIF TERS, the October to December period? My Company name is Employer 14.</p> <p>ID: Company Name: Employer 14</p>	<p>Please contact the individual directly.</p>	<p>No ID number provided - [REDACTED]</p> <p>Query sent to risk management 10.08.2021 a payment of R8860.39 from Oct - Dec was not received by client but paid into the companies bank account.</p>
38	Employee 38	[REDACTED]	<p>I'm working at Employer 14 since 2019 but the company give us a letter for 6 months at home but we don't get any income like UIF TERS. Can anyone help me? From February this year I didn't get anything like UIF TERS. My company told us my stay at home till July, we still at home, we still don't get anything. They say they are waiting on feedback from Head Office.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>		<p>Client has been paid from 27 March to 15 Oct 2020.</p> <p>16 Oct to 31 Dec 2020 Payment not made due to the error message below</p> <p>Employee do not qualify for TERS payments. No declaration as contributor is made to the UIF after Feb 2019. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee Client contacted 08.08.2021 and notified. Matter referred to IES 10.08.2021.</p>
39	Employee 39	[REDACTED]	<p>I work for Employer 14. I was laid off in February and I applied for normal UIF, up until now I didn't get anything. The other thing is the company applied for Oct/December TERS but</p>	<p>Please contact the individual directly.</p>	<p>Employer to declare foreign nationals on www.ufiling.co.za</p>

			<p>we didn't get anything yet. I just want to confirm if the company got paid. I work at Western Cape, [REDACTED]. If you ask the HR they will block you. Even the managers also block us. We are dying of hunger.</p> <p>Passport number: [REDACTED] Company Name: Employer 14</p>		<p>Payment from 01 July to 31 Dec 2020 not made due to non - declaration / verification. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee Client contacted and notified 08.08.2021 and notified. Matter referred to IES 10.08.2021.</p>
40	Employee 40	[REDACTED]	<p>My name is [REDACTED] working for Employer 14 in Cape Town. I want to know if the company applied UIF TERS for me because I last worked in February this year and the company said we are on six months lay off so I only get R2 400 in May till now am just waiting.</p> <p>ID: [REDACTED] Company Name: Employer 14</p>	Please contact the individual directly.	<p>Only 16 Oct to 31 Dec 2020 not paid due non declaration/verification on www.ufiling.co.za. <u>The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</u></p> <p><u>Client contacted and notified 08.08.2021. Matter referred to IES 10.08.2021.</u></p>
41	Employee 41	[REDACTED]	<p>I would like to check on my TERS status. I want to check October last year up to till March this year, my company name is Employer 15... they keep on saying they still waiting for a code. Last time we check with them they said I must give them at least 3 weeks.</p> <p>ID: [REDACTED] Company Name: [REDACTED]</p>	Please contact the individual directly.	<p>16 Oct 2020 to 31 March 2021 not yet paid</p> <p>Claim to be re cycled.</p> <p>Client contacted and notified 06.08.2021 in relation to the below.</p>
42	Employee 42	[REDACTED]	<p>I work for a big retail company and I'm the only one within my department who didn't receive any TERS funds... colleagues got 4-5 payments.</p> <p>ID: [REDACTED] Company Name: Employer 16</p>	Please contact the individual directly.	<p>27 March to 31 May 2020 paid</p> <p>01 June to 15 Sept 2020 not paid due to the error message below:</p> <p>Salary received during shutdown period is more or equal to the Normal Salary. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</p> <p>Client contacted 06.08.2021 and again 08.08.2021 to no avail. SMS sent to client 08.08.2021.</p>

4 3	Employee 43	[REDACTED]	<p>I was wondering if u can assist me regarding TERS. I haven't received any TERS money since June month 2020... It just shows no employee found all the time.</p> <p>ID: [REDACTED] Company Name: Employer 17 Do not have claim reference number</p>	Please contact the individual directly.	<p>Cannot pick any claim on the system</p> <p>2516454/5 did submit application for other employees. The employer knows that they apply for all employees that were affected by the lockdown. UIF WC to inform the employee to ask why the employer did not apply for him.</p> <p>Client contacted 08.08.2021 and notified she stated that she will communicate with her employer.</p>
4 4	Employee 44	[REDACTED]	<p>I'm from Worcester in the Western Cape. I just wanted to know if there might be someone who can help me with some questions please. It's in connection with the COVID-19- TERS - funding. I am 45, male and unemployed.</p> <p>I was a temporary seasonal worker working for Employer 18. I work through them for Employer 19. What is the exact total we had to get in the wine industry? And up to what period could we receive the COVID-19 funds. Capacity is responsible for providing for us. Our work usually receives a deduction and this is now before the COVID-19 pandemic. I wanted to know if they were entitled to deduct the money while I read on the internet and news that the employers had nothing to do with the money given by our government to help us especially when we were retired and unemployed on that stage. I do not understand it and just wanted to know, is there anyone who one can contact in respect of the problem.</p>	I explained that the TERS payment was dependent on the salary and that the TERS funding was dependent on whether the employer applied and whether workers were only paid partial salary or no salary at all due to the lockdown/COVID. [REDACTED] was given the call centre number for enquiries. Please contact [REDACTED] directly to answer his questions.	<p>The reason for different benefit amount is: Payment fluctuates based on the average salary and leave income declared by the employer. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee UIF WC to contact the client on how to fix the average salary and leave income.</p> <p>Client contacted 06.08.2021 and again 08.08.2021 to no avail. SMS sent to client 08.08.2021.</p>

The following comments were received via Email:

S u b n o.	NAME	CONTACT NUMBER	SUBMISSION	COMMENT FROM UIF
4 5	Employee 45	[REDACTED]	<ul style="list-style-type: none"> Are you an employer or employee based in the Western Cape? Yes 	<p>The UIF to contact client and obtain UIF reference number.</p> <p>06.08.2021 the contact number provided does not exist an email</p>

		<ul style="list-style-type: none"> • Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate. Yes, the Services SETA Internship Programme students and all temporary cashiers of the Municipality applied for these benefits because of their wages/salaries that was calculated based on the hours and days they spend at work. • How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) The municipality submitted once during this period for two programmes. • Have you experienced any challenges when applying for the COVID-19 TERS funding or with the payout of approved funds? If you have, please elaborate. No. • If your COVID-19 TERS claim has not been settled, please provide us with your name, ID number, where you applied, date of the application and the reference number for the claim. Not Applicable. • How many working days did it take for your approved COVID-19 TERS funding to be paid? (The average number of working days for payment is five days according to the UIF.) Settled. • If a COVID-19 TERS payout was received, how many employees received their payouts? 30 SETA and 9 Financial Cashiers applied and received the pay-outs during this period. • Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? Yes. • Have you received any guidance from the UIF on the COVID-19 TERS application process? Yes. • How did you become aware of the COVID-19 TERS funding? Through the Department of Labour. 	<p>forwarded to employer 09.08.2021.</p>
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4 6	Employee 46	[REDACTED]	<ul style="list-style-type: none"> • Are you an employer or employee based in the Western Cape? Yes • Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate. Yes, for two employees. • How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) April May June July August • Have you experienced any challenges when applying for the COVID-19 TERS funding or with the payout of approved funds? If you have, please elaborate. Apart from delays at the start we were not able to claim all the months the scheme lasted - not sure why • If your COVID-19 TERS claim has not been settled, please provide us with your name, ID number, where you applied, date of the application and the reference number for the claim. Don't have info to hand but can supply • How did you become aware of the COVID-19 TERS funding? Radio <p>(Documents attached) These are the last docs submitted [attached] in September 2020 - since then no further payments. We applied online and the ID numbers [REDACTED]. I don't recall the ref number. The last claim was submitted online via the TERS website, late November or early December 2020.</p>	<p>[REDACTED] was paid from 27 March to 15 Sept 2020, that is the only application received. The UIF attends the submitted applications, it is the employees responsibility to check why the employer didn't apply for other months and the employer must contact UIF. UIF WC to call the employee and give feedback before 13 Aug 2021 Client contacted 06.08.2021 to no avail and again 09.08.2021. SMS sent to client 09.08.2021.</p>
4 7	Employer 20	david.gempires@kaapagri.co.za [REDACTED]	<p>After numerous follow up requests (to the UIF), we have not had the courtesy of a reply.</p> <p>The Employer 20 group specialises in retail and trade in agricultural, fuel and related retail markets in Southern Africa. With its strategic footprint, infrastructure, facilities and client network, Employer 20 follows a differentiated market approach. In support of the core retail business, Employer 20 also offers, grain handling and agency services. Notwithstanding this, as a direct consequence of the various lockdown levels experienced to date, Employer 20 and some of its operating divisions and respective employees have been negatively affected. This pending fraudulent matter within the department (TERS) which we were informed by a TERS official, was the reason which has prohibited</p>	<p>Client to be contacted telephonically since no ID/UIF reference number provided. UIF WC to contact the client and give feedback before 13 Aug 2021</p> <p>[REDACTED] Client contacted and he also gave us an ID number of one of his employees [REDACTED] client states that their company can't apply for TERS reason being that there is a company that applied for TERS using their companies reference number matter was referred to risk management 10.08.2021.</p>

			<p>Employer 20 from registering on the TERS National Disaster Application System, as well as timeously submitting all required company, employee and payroll information to allow for a successful claim submission. Many of Employer 20's employees were unable to work due to the various regulatory restrictions imposed by the Government to limit the spread of the Covid-19 virus.</p> <p>We as a company wish to protect as much as possible, the most vulnerable, and want to do as much as we can to safeguard our employees, enabling them to look after themselves and their families. Their livelihoods are a priority and also important for the long-term sustainability of our business. We are extremely concerned about the negative impact your delay in assisting us has had on our employees, as they have to date not received the required benefits due to them, and on which they are financially dependent on during the tough economic conditions currently experienced.</p> <p>In light of the above, we kindly request your urgent intervention and assistance in this matter.</p>	
4 8	Employer 21	tes@crystal-events.co.za	<p>This submission listed a number of issues related to changing of bank account. The business has not been able to claim TERS for a number of months and is in danger of closing its doors. Employer 21 has not received a response from UIF TERS yet. The Application status showed "Employees not found" on 23 May, and Employer 21 was also unable to make amendments on the system. Employer 21 contacted the call centre as well and was advised that that the applications were in the system but that she needed to wait for TERS to update their system.</p> <p>[Documents, including emails to the UIF were attached describing all the steps taken in the process]</p>	<p>Client to be contacted telephonically since no ID/UIF reference number provided.</p> <p>UIF WC to contact the client and give feedback before 13 Aug 2021</p> <p>An email was sent to the client 06.08.2021 as there is no contact number our office is currently awaiting feedback.</p>
4 9	Employer 22	ian@crescotours.co.za	<p>Employer 22 applied for TERS and had difficulty claiming as his claims would say "Application not processed yet" for quite some time. He had made contact with the UIF regarding this matter but there still seemed to be issues with the processing and payments. The application for the October to December payment still reflected as "Application not processed yet" on 15 June 2021. He needed more information about what was outstanding for his claim for period 7 as well as period 8.</p>	<p>Client to be contacted telephonically since no ID/UIF reference number provided.</p> <p>UIF WC to contact the client and give feedback before 13 Aug 2021</p> <p>Client contacted 06.08.2021 and again 09.08.2021 to no avail. An email was sent to the client 09.08.2021 currently awaiting feedback.</p>
5 0	Employer 23		<p>TERS Application was submitted for employee, but status said that the applicant was not verified by uFiling and (SARS or Home Affairs).</p> <p>[Application with Application Status and ID attached].</p>	<p>Client to be contacted telephonically since no ID/UIF reference number provided.</p> <p>UIF WC to contact the client and give feedback before 13 Aug 2021</p>

				An email was sent to the client 06.08.2021 as there is no contact number our office is currently awaiting feedback.
5 1	Employee 47 (Received via Survey and Email)	[REDACTED]	<p>My name is [REDACTED] and I'm an employee based in the Western Cape. My previous employer, Employer 24, claimed COVID-19 TERS on my behalf for the period of 16th October 2020 - 31st December 2020.</p> <p>TERS paid an amount of R 17,038.00 to Employer 24 on the 13th of April 2021, however they refuse to pay me. They have also NOT returned the TERS amount to The Department, they still have the money and this is FRAUD.</p> <p>I have sent numerous emails to the addresses below and I have been trying to report this matter Since April 2021.</p> <ul style="list-style-type: none"> • Covid19TersSupport@labour.gov.za • kedibone@thehotline.co.za • uif@thehotline.co.za • fraud@labour.gov.za • office@thehotline.co.za <p>I want to report my company and I want you to investigate the matter, but nobody from the UIF, or TERS Department has contacted me. Please advise on a way forward and what is needed from me.</p> <p>ID: [REDACTED]</p> <p>[Has included proof of payment (screenshot), which indicates payment was processed by UIF.]</p>	<p>[REDACTED] also sent this email to Ms Noulene Plaatjies from the Department of Labour who forwarded it to Mr Desmond Brown and Cwayita Mvunge, also from the Department of Labour for their attention. Mr Mawele Ntamo and Mr David Esau were cc'd.</p> <p>Please contact the individual directly.</p> <p>7608200023086 was paid from 01 April to 31 Dec 2020</p> <p>Matter to be referred to Risk management if money was never paid to the employee.</p> <p>Client contacted 06.08.2021 and notified. Client currently has an ordinary benefit claim that has a pending, pending removed 06.08.2021 payment will be processed 10.08.2021.</p>
5 2	Employer 25	[REDACTED]	<p>Employer 25 has been trying to claim since April 2021 on the Non Sector Over 60 at TERS; however, they have had continuous struggles with systems that are down and portholes that are non-functional.</p> <p>They started the claim process on 23 April 2021 and have been struggling to load an employee with co-morbidities that has applied for TERS. They have had the company registered with the Department of Health but could get him loaded on the TERS system as it is always down.</p> <p>He has tried to contact Commissioner Bronkhorst and other UIF officials but has not had any response to emails. He he has tried calling the</p>	<p>Employer to register with NOH and submit application on behalf of the employees</p> <p>Client contacted and notified there is no application submitted on behalf of the client, client is currently waiting for the department of health. ID [REDACTED]</p>

			<p>contact centre in Pretoria but the phones are just ringing.</p> <p>The situation was still not resolved at 17 June 2021 and [REDACTED] has not heard back from the UIF. A case was lodged with the Department ([REDACTED]) but nothing has been done.</p>	
5 3	[REDACTED]	[REDACTED]	<p>It is now exactly 3 months ago that I (made contact) for the first time (14 March 2021), and in the meantime our plight has been forwarded to a few people, including Marsha Bronkhorst, Eunice Mazibuko and Gladstone Mathabathe. The documentation which my boss [REDACTED] had to appeal with, was apparently submitted in January already. I have informed Mr Mathabathe of it, but no answer from anybody. The employees of Employer 26 received their final assistance from TERS in October 2020, and the final 6 months' funding was never received, although we are entitled to it.</p> <p>Now everything has gone quiet, and I do not know who to contact to enquire about what is going on. I am very sure that all these people cc'd into this email are receiving their salaries, while many of us received our last salaries in March 2020. Employer 26 is only opening fully in September this year, which means 18 months of no income for us!</p> <p>I beseech you to see if there is anything anyone in the Dept. of Labour can do to help. This situation we are in is causing such tremendous heart ache and hardship.</p>	<p>An email was sent to the client 06.08.2021 and client replied back with the phone number [REDACTED] and ID number [REDACTED] currently there is no application on the system and client was notified.</p>
5 4	Employer 27	082 494 5475 lesley@ceb isaconferen ces.co.za	<p>As a company (Employer 27) we followed the necessary and processed an appeal of the TERS Codes and received a notice of success of appeal. We then submitted the necessary information on 5 May 2021. To date we have not received any feedback and the system just says both applications for both periods have not been processed yet. I wonder if I could ask for your intervention as every time we call the call centre they simply suggest we continue to wait. But on the 30 June 2021 we would have not received any income for 6 months?</p> <ul style="list-style-type: none"> • Submission of appeal - 6 April 2021 • Notice of success of appeal – 5 May 2021 • Application submitted for period 16 Oct – 31 Dec - 5 May • Application submitted for period 1 Jan – 31 Mar - 5 May 	<p>Client was contacted and notified 06.08.2021. Payments received from [22/04/2020 – 12/12/2020] were paid into the companies bank account standard bank account, account number - [REDACTED]</p> <p>No declarations were made after 19 February 2021 matter referred to IES 10.06.2021.</p> <p>ID: [REDACTED]</p>

			<ul style="list-style-type: none"> Application still not processed for period 16 Oct – 31 Dec – 22 June 2021 Application still not processed for period 1 Jan – 31 Mar – 22 June 2021 	
5 5	Employer 28	[REDACTED]	<p>Our company's (Employer 28) TERS applications were made by our accountants for, I'm told, all the periods since TERS was opened until current.</p> <p><i>There were some months last year that we were receiving full salary while the SA borders were closed & we were operating repatriation flights.</i></p> <p><i>But we returned to reduced salary when the borders opened early October 2020.</i></p> <p><i>Our accountants are [REDACTED], so I think it's important to note that there may be language challenges as well as understanding the SA procedures with regards to TERS claims.</i></p> <p>I'm told that they've made some progress, but I can't find anything on the TERS site.</p> <p>These are my details;</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> ID number: [REDACTED] <p>[REDACTED]</p> <ul style="list-style-type: none"> Company registration number is [REDACTED] UIF reference number [REDACTED] <p>If you could assist me with an update regarding my claim, I would appreciate it so much.</p>	<p>[REDACTED] paid from 01 April to 31 May 2020</p> <p>Other periods there was no claim. Failed bank verification, UIF WC to contact the client and give feedback before 13 Aug 2021</p> <p>Client contacted 06.08.2021 and notified how ever client did not receive payments from 01.04.2020 – 31.05.2020 matter referred to risk management 10.08.2021.</p> <p>16 Oct to 31 Dec 2020 not yet paid.</p> <p>The December payment was paid into a foreign bank account with account number - [REDACTED]</p>
5 6	Employer 29	[REDACTED]	<p>I'm writing to you in response to a community article, about Employer/Employee relief scheme. Employer 29 have members who supply meat to meat vendors as their core business.</p> <p>These members want to know if they are eligible to qualify for this scheme, since they have also been impacted negatively by the COVID 19 pandemic in 2020. Startup capital have been depleted they are left with nothing.</p>	<p>[REDACTED] was advised that the TERS fund is a special UIF benefit to pay employees that are not being paid or are being paid less as a result of COVID-19. Employers may apply for TERS on behalf of their employees, which they must give the money to once it is received.</p> <p>If the businesses within the [REDACTED] are UIF-contributing businesses facing distress and are unable to pay their employees as a result of the lockdown, then those employees may benefit from the TERS fund.</p> <p>The UIF's pamphlet on the TERS benefit was forwarded to [REDACTED].</p>

				An email was sent to the client 06.08.2021 to provide contact details our office is currently awaiting feedback.
5 7	Employer 30	E nadine.Pettigrew@joshengen.org.za	<p>Employer: [REDACTED]</p> <p>I have claimed for 2 companies, but when the CIPC requirement started, I waited for 2 submissions to pay out. Submitted 17 July 2020 and 26 August 2020, the 2 submissions were approved, but not paid out due to not being a CIPC company, but a non-profit (church). I am still waiting. Please find attached 3 separate email strains where this was queried.</p> <p>It is a good (payment) turnaround time especially later, but once the CIPC requirement came in... problems!</p> <p>CASE ID: [REDACTED]</p> <p>[Documents attached: UIF/TERS Dispute Letter, ID copies, Applications, Bank Confirmation letter]</p>	<p>Payment not made because it failed bank verification, employer to email us bank confirmation so a manual bank verification can be done. UIF WC to contact the client and give feedback before 13 Aug 2021</p> <p>Both contact details provided does not go through an email was sent to the client 08.08.2021 with feedback and also asking the client to provide correct contact details.</p>
5 8	Employer 31	E david@bufet-world.com	<p>Employer 31 Sector Appeal and the relevant documents that were submitted to the UIF now 3 times already.</p> <p>You will recall that there was a time that UIF shut down everything and we then had to resubmit all Appeals again here at the end May.</p> <p>The process is unbelievably slow since you first have to phone the Call Centre and then indicate that you would like to lodge an appeal.</p> <p>Then you wait for an email to request you to submit the documents.</p> <p>Then you submit the documents and then...YOU HAVE TO WAIT.</p> <p>We follow up twice every week to ask for progress.</p> <p>You are just told that they can see all the documents have been received and they will re-escalateand you wait until you follow up and get the same information week after week.</p> <p>Now in Employer 31's case the Appeal gets dismissed and they say they will send you a letter with the reasons but that also never comes.</p> <p>[Documents attached: Supplier invoices, TERS appeal, eFiling SIC code, Letter of Authority, Bank Detail confirmation]</p>	<p>[REDACTED] was also in contact with Commissioner Bronkhorst's office, which acknowledged his email on 8 July 2021. Please contact the individual directly.</p> <p>Client was contacted and notified 06.08.2021 because of the nature of the business client does not qualify for TERS for that period the company falls under agriculture the employer further stated that they are a supplier to the tourism sector.</p> <p>Company REF: [REDACTED] ID: [REDACTED]</p>

59	Employer 32		<p>It is most unfortunately with immense frustration that I write to you regarding ongoing challenges that we are encountering with TERS payment(s) from the Department of Labour. It is my sincere hope that you might offer me some assistance and/or recommendations on how best to expedite this matter. We are in the unenviable position of overseeing a staff complement in dire financial straits, in our case, redeeming their pensions and having to sell their properties in order to make ends meet!</p> <p>Travel and Tourism South Africa are encountering tremendous challenges with the process of claiming from the UIF / TERS Department. Below find an example of the umpteenth response received from the UIF Contact Centre, after three months and the equivalent of nine hours of telephonic communication.</p> <p>It has been three months today since our first appeal on 7 Apr and to date still no reply / answer from TERS.</p> <p>Only reply from call centre is that they have received all necessary documentation for appeal, all is in order and they can open all files and have send it to head office for approval on 09 June. When asked if we do qualify the answer was YES but we need to wait on e - mail from head office before we can submit claim ...just to be clear this is still for the period Oct - Dec 2020... Jan / Feb / Mar 2021 is also outstanding. We have a 3rd new claim in progress to be submitted as from 28 June 2021</p> <p>I / we are in the hands of "head office" with no date that they can give us by when we will get an answer ...very frustrating!</p> <p>CASE ID: [REDACTED]</p>	<p>No contact details provided to contact the client.</p>
60	Employer 33	info@seagrill.co.za	<p>Please could you assist? We were told to get a manual approval process in-order to apply for the two lockdown periods October-Dec and Jan-March. We were told to wait as per the email below to be patient. No one is able to assist us as the call centre agents all say the same thing - to wait.</p> <p>Our info: [REDACTED]</p> <p>Uif # [REDACTED]</p>	<p>Period 16.10.2020 to 15.03.2021 is sector based, thus employers must qualify via the SIC codes. However, if employer feel they qualify and the portal denies then entry then , they must lodge an appeal through the call centre .</p> <p>However, application period prior to 16.2021 is now closed. UIF WC to contact the client and give feedback before 13 Aug 2021 Email sent to client 06.08.2021 on the email client was notified and also requested to provide contact</p>

			We have not been able to claim or claim for the next period that's coming. If you can please direct us to someone who can escalate our issue.	details. Client responded back with his phone number [REDACTED] and all the necessary was explained.
6 1	Employer 34	023 449 1000 manager@ skdm.co.za	<ul style="list-style-type: none"> • Are you an employer or employee based in the Western Cape? Employer • Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate. No TERS claims submitted. • How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) No TERS claims submitted. • Have you experienced any challenges when applying for the COVID-19 TERS funding or with the payout of approved funds? If you have, please elaborate. N/A • If your COVID-19 TERS claim has not been settled, please provide us with your name, ID number, where you applied, date of the application and the reference number for the claim. N/A • How many working days did it take for your approved COVID-19 TERS funding to be paid? (The average number of working days for payment is five days according to the UIF.) N/A • If a COVID-19 TERS payout was received, how many employees received their payouts? N/A • Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? N/A • Have you received any guidance from the UIF on the COVID-19 TERS application process? Yes. • How did you become aware of the COVID-19 TERS funding? The [REDACTED] became aware of the COVID-19 TERS funding by reading the government notice CF03/2020 by Department of Labour and by reading the COVID-19 TERS BENEFIT-EASY-AID information pamphlet developed by the UIF. 	<p>Employer was supposed to claim TERS for employees affected by lock down regulations</p> <p>Most period have closed, employer will have to submit disputes. UIF WC to contact the client and give feedback before 13 Aug 2021</p> <p>The employer was contacted 06.08.2021 and he stated that they are a local government and that they did not apply for TERS and no employee was affected by the lock down regulations as they all received their salaries.</p>

The following comments were received via the WCPP Online Survey:

S u b n o.	NAME	ID NUMBER	SUBMISSION	COMMENT
6 2	Employee	[REDACTED]	<p>1. Are you an employer or employee based in the Western Cape? Employee</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p>Yes, The company I am working for applied for TERS, but never did do the monthly uif declarations. Now my TERS payment is hanging there until the company will do the declarations from 2019.</p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Six</p> <p>4. Have you experienced any challenges when applying for the COVID-19 TERS funding or with the payout of approved funds? If you have, please elaborate.</p> <p>Yes, my employer did not declare the monthly UIF contributions since 2019. No my Sept - Dec 2020 TERS application is put on hold. My employer also did not apply for TERS benefit from Jan - March 2021 yet.</p> <p>5. ID number: [REDACTED]</p> <p>Applied online</p> <p>Date of Application: 24 May 2021</p> <p>6. Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? No</p> <p>7. Have you received any guidance from the UIF on the COVID-19 TERS application process? No</p> <p>8. How did you become aware of the COVID-19 TERS funding? On the internet.</p>	<p>[REDACTED] was paid from 27 March to 15 Oct 2020.</p> <p>16 Oct to 15 March 2021 still to be paid.</p> <p>Client was contacted 06.08.2021 and notified.</p> <p>Tel: [REDACTED]</p>

6 3	Employee 49	[REDACTED]	<ol style="list-style-type: none"> 1. Are you an employer or employee based in the Western Cape? Employee 2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate. Yes, problem started with the extension UIF TERS for the other months we didn't had problems my company applied for the October to December TERS then April money was deposit in my bosses account everyone received R 10 500 except me. I received R 1500 I went to my boss and explain the situation she said she will contact her book keeper to sort it out during that period. I checked my status almost every day on the UIF TERS porthole, I went back to my boss and she assured me her bookkeeper did submit my claim again. 2 weeks past again I phone in to the DOL. They check for me and gave me a reference number 2 weeks past I phone again I just got another reference number again a week past they told me my boss must pay back the funds I received and apply for a discrepancy claim. I waited again can't remember how long than my status change to application not process yet and it's been like this for over a month. 3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Ten 4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds? Yes. Bad. 5. ID: [REDACTED] Applied in Cape Town on 21 February 2021 6. Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? No 7. Have you received any guidance from the UIF on the COVID-19 TERS application process? No 	<p>Only 16 Oct to 31 Dec2020 not paid. Payment fluctuates based on the salary/leave income declared by the employer.</p> <p>The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</p> <p>No contact details provided to contact the client.</p>
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			8. How did you become aware of the COVID-19 TERS funding? News .	
6 4	Employee 50	██████████	<p>1. Are you an employer or employee based in the Western Cape? Employee</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p>Yes, my previous employer is frauding with my credentials I'm no longer working for them I laid a complaint but nothing happened yet my reference number is ██████████ They also getting money for people that's not working there and now he is refusing to give my UIF forms.</p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Eight</p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds? Yes, Employer applied for it and took the money.</p> <p>5. ID: ██████████</p> <p>Applied through Employer 35 - My employer applied.</p> <p>Applied on 30 April 2020.</p> <p>Reference: ██████████</p> <p>6. Have you received any guidance from the UIF on the COVID-19 TERS application process? No</p> <p>7. How did you become aware of the COVID-19 TERS funding? Media.</p>	<p>Matter to be referred to Risk management for investigations because the money was paid directly into employer's bank account.</p> <p>Matter referred to risk management 10.08.2021 the contact details we got of the client from Siyaya does not exist.</p>
6 5	Employee 51		<p>1. Are you an employer or employee based in the Western Cape? Employee</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p>Yes, challenging in the beginning, but the financial support to the employees and company was of great value to sustain jobs</p>	No contact details provided to contact the client.

		<p>and recover post hard lock down. There were some delays with payments at the end.</p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Three.</p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds?</p> <p>Yes. Delays with the last 2 payments compared to the first payment received</p> <p>5. How many working days did it take for your approved COVID-19 TERS funding to be paid? (The average number of working days for payment is five days according to the UIF.) Three.</p> <p>6. How many working days did it take for your approved COVID-19 TERS funding to be paid? (The average number of working days for payment is five days according to the UIF.) 150</p> <p>7. If a COVID-19 TERS payout was received, how many employees received their payouts? 150</p> <p>8. Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? Yes.</p> <p>9. Have you received any guidance from the UIF on the COVID-19 TERS application process? Yes.</p> <p>10. How did you become aware of the COVID-19 TERS funding? Media.</p>	
66	Employee 52	<p>1. Are you an employer or employee based in the Western Cape? Employee</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p>Yes, only received 2 payments... Didn't receive nothing after that.</p>	No contact details and ID number provided to contact the client.

			<p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Two.</p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds?</p> <p>Yes. Employer never submitted while I was on a 30 percent cut on salary.</p> <p>5. How many working days did it take for your approved COVID-19 TERS funding to be paid? (The average number of working days for payment is five days according to the UIF.) 60</p> <p>6. Have you received any guidance from the UIF on the COVID-19 TERS application process? No.</p> <p>7. How did you become aware of the COVID-19 TERS funding? Company informed me.</p>	
6 7	Employee 53		<p>1. Are you an employer or employee based in the Western Cape? Employer</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p>Yes, I am a sole Proprietor in the travel industry, I have appealed and it was approved to apply for TERS extortion. It's been 3 months and no progress.</p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Six.</p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds?</p> <p>Yes. The 2nd phase is a problem after my appeal was approved to apply as a sole proprietor in the travel industry and calling numerous times no progress and the call centre can't help you either.</p>	<p>Client paid from 27 March to 15 Oct 2020.</p> <p>16 Oct to 15 March 2021 not paid with error message below:</p> <p>Employee do not qualify for TERS payments. No contribution received by SARS.</p> <p>The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</p> <p>UIF WC to contact the client and give feedback before 13 August 2021.</p> <p>No contact details provided and the contact details that are on Siyaya goes straight to Voicemail. SMS sent to client 09.08.2021 matter referred to IES 10.08.2021.</p>

			<p>5. ID: [REDACTED]</p> <p>Applied Online Applied on 12 April 2021 Reference Number: [REDACTED]</p> <p>6. Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? No.</p> <p>7. Have you received any guidance from the UIF on the COVID-19 TERS application process? No.</p> <p>8. How did you become aware of the COVID-19 TERS funding? Facebook Page</p>	
6 8	Employer 36	[REDACTED]	<p>1. Are you an employer or employee based in the Western Cape? Both.</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate. Yes, we have 6 employees and from the period October - December period to date, 2 did not receive payments.</p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Six.</p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds? Yes. We encountered problems since the Oct-Dec submission whereby 2 Employees have not received any payments, status reflect no declaration is made after Feb 2019 but other staff is still receiving TERS.</p> <p>5. ID: [REDACTED]</p> <p>Applied Online Applied on 8 March 2021 Reference Number: [REDACTED] Contact number: [REDACTED]</p> <p>6. Have you received any response (for example remittance advice) from the UIF</p>	<p>16 Oct to 15 March 2021 not paid with error message below:</p> <p>Employee do not qualify for TERS payments. No contribution received by SARS. The message is appearing on the declined claims which accessible to the employer who applied on behalf of the employee</p> <p>Client was contacted and notified in relation to the above matter referred to IES 10.08.2021.</p>

			<p>indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? No.</p> <p>7. Have you received any guidance from the UIF on the COVID-19 TERS application process? No.</p> <p>8. How did you become aware of the COVID-19 TERS funding? Facebook Page</p>	
69	Employer 37		<p>1. Are you an employer or employee based in the Western Cape? Employer</p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p>Yes, applied for normal TERS-UIF claims for our staff who had to stay at home as a result of the hotel industry being crippled.</p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) Four.</p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds?</p> <p>Yes. Long delays. Poor communications. No real feedback.</p> <p>5. How many working days did it take for your approved COVID-19 TERS funding to be paid? 7</p> <p>6. If a COVID-19 TERS payout was received, how many employees have applied for it? 6</p> <p>7. If a COVID-19 TERS payout was received, how many employees received their payouts? 6</p> <p>8. Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? Yes</p>	<p>Client to provide UIF reference number.</p> <p>There are no contact details provided to contact the client.</p>

		<p>9. Have you received any guidance from the UIF on the COVID-19 TERS application process? <i>Yes.</i></p> <p>10. How did you become aware of the COVID-19 TERS funding? <i>TV News/Press/Social Media</i></p>	
70	Employer 38	<p>1. Are you an employer or employee based in the Western Cape? <i>Employer</i></p> <p>2. Have you, as an employer or employee based in the Western Cape, submitted a COVID-19 TERS claim to the UIF? If you have, please elaborate.</p> <p><i>Yes, we submitted claims from April to June 2020. Understandably there were hitches such as poor communication and problematic employee accounts. What really concerns us is (1) the company got a payment it was not entitled to (2) staff got payments they were not entitled to (3) staff got more than they were entitled to (our understanding is that TERS would top up the employee to UIF rates, not full salary) and (4) we heard of companies who were able to pay full salaries and did, and then claimed from TERS and were paid as well as other instances where employees were topped up to full pay and passed TERS audits.</i></p> <p>3. How many COVID-19 TERS submissions have you, as a Western Cape employer or employee, submitted to the UIF? (This does not refer to the number of employees applied for.) <i>Three.</i></p> <p>4. Have you experienced any challenges applying for the COVID-19 TERS funding, or with the pay-out of approved funds?</p> <p><i>Yes. Overpayments per my previous answer.</i></p> <p>5. How many working days did it take for your approved COVID-19 TERS funding to be paid? <i>20</i></p> <p>6. Have you received any response (for example remittance advice) from the UIF indicating the amount of employees that have been successful in receiving the COVID-19 TERS payout? <i>Yes.</i></p>	<p>Client to provide UIF reference number.</p> <p>There are no contact details provided to contact the client.</p>

			<p>7. Have you received any guidance from the UIF on the COVID-19 TERS application process? Yes.</p> <p>8. How did you become aware of the COVID-19 TERS funding? The President's speech.</p>	
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ANNEXURE H – Non-TERS but UIF-Related Submissions



STANDING COMMITTEE ON FINANCE, ECONOMIC OPPORTUNITIES AND TOURISM
NON-TERS UIF RELATED SUBMISSIONS RECEIVED DURING THE COVID-19 TEMPORARY
EMPLOYER/EMPLOYEE RELIEF SCHEME PUBLIC PARTICIPATION PROCESS
AS AT 12 JULY 2021

The Standing Committee on Finance, Economic Opportunities and Tourism undertook a public participation process to gauge the public’s experience with the UIF’s COVID-19 Temporary Employer/Employee Relief Scheme (TERS) process.

The submissions below are non-TERS related submissions, but are related UIF matters.

The following comments were received via WhatsApp messages and voice notes:

Su b n o.	NAME	CONTACT NUMBER	SUBMISSION	COMMENT	UIF COMMENT
1	Claimant 1	[REDACTED]	<p>I applied for a UIF claim in January 2021. It is June and I have not received any feedback. They have said that the assessor is still working on it and will get back to me. I have tried calling the Atlantis Office but no one is answering the phone. I really don’t know what to do anymore. This is a retrenchment claim. I was retrenched in December 2020. I put in a claim for retrenchment on 4 January 2021.</p> <p>ID: [REDACTED] Company Name: Company 1 CRM Case Number: [REDACTED]</p>	Please contact [REDACTED] directly.	<p>The payment was done on the 29th July 2021</p> <p>Continuation for the second payment to be made 28 days after the receipt of the last payment</p>
2	Claimant 2	[REDACTED]	<p>I got complaint I’m still waiting on my maternity benefits from 31st March. I don't even have a reference number. I submit my forms on 31st of March they said I must come back in 8 weeks’ time. I went there 10th of May they said they reject my papers but they will submit it on 14th of May again... then I must come back in 6 weeks’ time but I can come between 3 weeks I went 2 times last week... the one guy show me they never submit again my forms and I must go fetch new stuff an submit again.</p> <p>They say provincial office in town reject my papers don't know why I'm waiting already 14 weeks for my money, nothing. Thank u they let me go up and down Mitchell's plain branch I came from Cape town labour they don't want to help me....with a baby in the rain.I went there with Ceasar pains last week they let me turn around</p> <p>ID: [REDACTED]</p>	Please contact [REDACTED] directly	The claim has been approved and payment captured with the next sign date of 7 August 2021. The client has been informed.

3	Claimant 3	[REDACTED]	<p>I would like to follow up on my maternity benefit application.</p> <p>ID: [REDACTED] Made the claim at Somerset, Western Cape Ref no. [REDACTED]</p>	Please contact [REDACTED] directly	The client was called on 26 and 28 of July 2021 without success. There is an open period which requires a ui.19 with the new termination date and the client submitted a wrong application form ui.2.1 instead of ui 2.3.
4	Claimant 4	[REDACTED]	<p>I wanted to know how do I check if I can claim UIF. I never did in all the time I have worked. Tried once but I didn't have a contact number for one company I worked for so I didn't go back, can you help me please?</p>	[REDACTED] was advised that if they paid UIF in the past and are now unemployed then they could contact the local UIF offices to find out if you are qualified to claim UIF. [REDACTED] was also advised that they may also seek guidance from the provincial office of the Department of Employment and Labour. Contact numbers were provided as well as a link (http://www.westerncape.gov.za/service/claiming-unemployment-insurance), which provides information about claiming for UIF benefits.	Will ask the UIF to contact [REDACTED] directly. The client was contacted on 27 July 2021 and the process of claiming for uif benefits was explained. The client last employment history was in 2013 and unfortunately does not qualify to apply for uif benefits due to time lapse. No ID number
5	Claimant 5	[REDACTED]	<p>Can you please help me with my maternity UIF money, I've been waiting for 2 months and this month am going back at work on 13th. I do not have a reference number.</p> <p>ID: [REDACTED] Bellvel Labour Applied: 2021-03-23</p>	Please call [REDACTED] directly	The last payment was captured on 27 July 2021 for the period of 29 April to 11 July 2021. The claim has been paid in full and marked finalised.
6	Claimant 6	[REDACTED]	<p>Can you please assist me with my maternity UIF claim? I applied online in May 2021. I have called the offices so many times but they do not pick up.</p> <p>ID: [REDACTED]</p>	Please contact [REDACTED] directly.	The applicant submitted a wrong application form ui.2.1 instead of ui 2.3. employment history has not been updated. Correct documents have been

			<p>I try to check using my pin it say my application is pending due to outstanding documents: 1. ID 2. medical certificate 3. bank form 4. work payment</p> <p>Applied online. Case number: [REDACTED]</p>		<p>requested from the client i.e. application form, medical certificate, bank form, ui 2.7 and ui. 19 with the new termination date. Once all the requested documents are received the claim will be processed.</p> <p>Last payment was collected 11 Oct 2020, client to submit continuation to receive balance of payment</p>
7	Claimant 7	[REDACTED]	<p>I have a problem regarding payment that I didn't receive in June. I was paid on the 28th of May first payment that was done under my name.</p> <p>So I was supposed to be paid on the 28th June second payment but I didn't receive any and my status changed to cancelled by paymaster on the 29th of last month.</p> <p>I did continuation of benefits on the 24th of the past month. Please assist, like I really would appreciate your help and I would like to know how many payments I'll receive counting From the credits I've left.</p> <p>I am from Paarl, but currently in PE, but coming back month end. I made the claim on uifiling. This is a normal UIF claim.</p> <p>ID: [REDACTED] Ref No.: [REDACTED]</p>	Please contact [REDACTED] directly.	The applicant claim was paid in full for the period of 1 August to 1 October 2020 on 28 May 2021. The claim has been marked finalised
8	Claimant 8	[REDACTED]	<p>Can you please assist me, I apply UIF maternity benefit in May 2021 for June 2021. They say my application declined because I don't have funds because I get UIF on 2017, but I was working to other companies now I working at other one so I need to appeal, I want to know what must I do.</p> <p>ID: [REDACTED] Claim reference: [REDACTED] Applied at the Labour Office on Cape Town</p>	Please contact [REDACTED] directly.	The employment history was not updated and the new ui.19 has since been captured unfortunately after having been assessed and reassessed the claim has been rejected due to non- availability of credits (13.6).
9	Claimant 9	[REDACTED]	<p>Claim says pending, what does that mean. I've been waiting for my third payment since 21 June...nothing yet. I lost the reference number but the claim was made in March 2021. Made the claim in Cape Town.</p> <p>ID: [REDACTED]</p> <p>Update: 8 July 2021 (11h00)</p> <p>Hi still nothing... and Saturday I must go back to Cape Town by Monday I must be at work and I don't have money, I'm waiting for my money since 21st of June until now.</p>	[REDACTED] was encouraged to call the toll free number (0800 030 007) again or to email the UIF (uifcallcentre@alteram.co.za/GautengPO@labour.gov.za) to follow up on her claim. She received the money the	<p>Payments have been captured on 8 July 2021 for the period of 21 May to 2 July 2021. The claim has been paid in full and no further payments are due to the client.</p> <p>Claim finalized, paid in full. Last payment was collected on the 8th July 2021</p>

			<p>They say they can see my money but they don't know why I don't get it, then following day I went to labour when they check they show me my money says pending so they said I must wait for a week, now it's more than a week and I don't have money to call them...</p> <p>[I called them on the toll free number]... They said they only help people who apply online then they give me the branch number, I phone them they said my money will be in after 5 days, it's more than 10days today, I've been waiting</p> <p>Update: 8 July 2021 (18h20)</p> <p>Received the money.</p>	<p>evening of 8 July 2021.</p>	
10	Claimant 10		<p>I need a help. I applied for unemployment benefit on 3 March 2021 at Cape town branch CBD, until today nothing, every week I'm going, same story. They said it manual application, it takes long. I need help please.</p> <p>ID: [REDACTED]</p> <p>I never received a reference number because they said it manually claim. The people who are working at home have our files.</p>	<p>Please contact [REDACTED] directly.</p>	<p>The employment history is not updated with the ui.19 submitted. Employer services are unable to capture range declarations. A call log was lodged on 30 June 2021 at Cape Town LC. Follow up with HQ on call log status has been done. Once feedback is received we will contact client.</p>
11	Claimant 11		<p>Good day, I made continuation of benefit on for my second payment on the 18th of June. I haven't received anything. My status hasn't changed from sent to payment. Want to know what's the delay? I applied for Unemployment benefit.</p> <p>ID: [REDACTED] Claim reference no. [REDACTED]</p>	<p>Ms [REDACTED] received payment on 7 July 2021, but needed more information about how much credit she has left and when the next date is to do the continuation of benefit. She was advised to call the local offices for this information.</p>	<p>The payment for the period 19 June 2021 to 26 July 2021 has been captured 27 July 2021 with the next sign date of 26 August 2021</p>
12	Claimant 12		<p>I would like to enquire about my payment that I was supposed to receive on Monday the 5th of July. I went to the DOL last week Thursday on the 1st July. I have been waiting since then. Could you please try to assist in any possible way, I really need it. This will be the 4th payment that I'm expecting and I never experienced any difficulties before.</p> <p>ID: [REDACTED] Applied in Mitchell's Plain</p>	<p>Please contact [REDACTED] directly.</p>	<p>The payment for the period 22 June 2021 to 27 July 2021 has been captured on 28 July 2021 with the next sign date of 27 August 2021.</p>
13	Claimant 13		<p>I handed in my forms on the 21st of June 2021 all of my colleagues that was with me who also handed in theirs that day got confirmation messages and pin I have not received any</p>	<p>Please contact Ms [REDACTED] directly.</p>	<p>The employment history has been updated on the system. Client has been informed that the claim will</p>

			<p>messages or pin yet, is it something to worry about?</p> <p>ID: [REDACTED] Company Name: Company 2</p>		<p>be finalized by next week, 05 August 2021. The client is satisfied with the feedback.</p>
1 4	Claimant 14	[REDACTED]	<p>I applied for my UIF online on the 26 of may they told me I will receive a sms in 20 days I just want to know why my status still saying claim in progress. Tried to call local offices, they are not answering the phone.</p> <p>ID: [REDACTED] Applied on uFiling Ref: [REDACTED]</p>	<p>Please contact [REDACTED] directly.</p>	<p>The claim has been approved and Once - off payment captured on 30 July 2021 payment captured for the period of 1 May to 7 July 2021 . The claim has been paid in full and marked finalised</p>
1 5	Claimant 15	[REDACTED]	<p>Can you please help me with my UIF money? I already claimed but I'm waiting for my 3rd payment. They should be pay me yesterday (8 July 2021) but nothing.</p> <p>ID: [REDACTED]</p> <p>I don't have a reference number because I didn't apply online.</p>	<p>Please contact [REDACTED] directly. I have given her the contact details to follow up on her payment but she said they could not help her.</p>	<p>The client was paid from 9 January to 26 May 2021 and has resume work on 21 April 2021. The client does not qualify to receive further payments.</p>
1 6	Claimant 16	[REDACTED]	<p>Can you please help me for payment of unemployment benefit? I applied in cape Town. This is my fourth payment.</p> <p>ID: [REDACTED] Claim reference number: [REDACTED]</p>	<p>Please contact Mr [REDACTED] directly. I have also advised him to contact the local Labour Office as well as the UIF call centre.</p>	<p>Payment has been captured 12 July 2021 for the period of 12 June to 9 July 2021 and the next sign date is 9 August 2021.</p>
1 7	Claimant 17	[REDACTED]	<p>I would like to follow up on my UIF unemployment benefit application. Submitted an application online on uFiling.</p> <p>Applied on 10 June 2021. ID: [REDACTED] Case no. [REDACTED]</p>	<p>Please contact Mr [REDACTED] directly. I have also asked him to contact the call centre and Local Labour offices in the meantime as he has not followed up on his claim yet.</p>	<p>Once -off Payment captured on 14 July 2021 for the period of 28 May to 4 July and claim marked finalised as the benefits were paid in full. No further payments are due to the client</p>
1 8	Claimant 18	[REDACTED]	<p>I have filed the claim last year on the 17 of April but I was only approved this year. So I made request payment I was supposed to get money this week but I did not (as at 10 July 2021). My claim reference number is [REDACTED], the status says sent to paymaster and it is my first time.</p> <p>ID Number: [REDACTED]</p>	<p>Advised to call the Local Labour Offices and call centre in the meantime.</p>	<p>Once- off Payment captured on 13 July 2021 for the period of 1 April to 7 May 2020 and claim marked finalised as the benefits were paid in full. No further payments are due to the client</p> <p>Claim paid in full, finalized Last payment was collected on the 13th July 2021</p>
1 9	Claimant 19	[REDACTED]	<p>Applied in February and did get my first payment in May and am still waiting for my second payment since last month, the 14th, I was there at</p>	<p>Advised to call the Local Labour Offices</p>	<p>Once-off Payment captured on 18 May 2021 for the period 16 August</p>

			the Department of Labour in Bellville, Monday (5 July 2021) but I still waiting. ID: [REDACTED] UPDATE: Received money on 10 July 2021	and call centre in the meantime. Received money 10 July 2021	2020 to 8 April 2021. The claim has been marked finalised as the benefits were paid in full.
20	Claimant 20	[REDACTED]	I applied on the 1st of June on uFiling and my status was saying sent to assessor, since then. I did continuation on the 3rd of this month (July 2021) then received an SMS that said I must wait for 5 days to be paid but it was cancelled by paymaster. Can you please check for me what's happening please? This is my second time applying, I stopped it before because I got a job then it ended. Called the call centre but no one answered. ID: [REDACTED]	Please contact the individual directly	Once off Payment captured on 27 July 2021 for the period 19 May to 4 July 2021. The claim has been marked finalised as the benefits were paid in full Claim paid in full, finalized Last payment was collected on the 28 July 2021
21	Claimant 21	[REDACTED]	Can you please Check for me My UIF money please I apply on 28 May till now no money in. I didn't Receive Any payment. Have tried to call the contact centre, but no response. Went to Labour Office on Tuesday (6 July 2021). ID: [REDACTED] Case No [REDACTED] Applied at Labour Office in Bellville	Please contact the individual directly.	The payment captured on 28 July 2021 for the period 24 March to 13 May 2021. The client has resumed work.
22	Claimant 22	[REDACTED]	I want to check my status for unemployment benefit. I already submitted at Department of Labour. My status, it says approved but I want know when the money will be in. ID: [REDACTED]	Please contact the individual directly.	The continuation of payment has been captured for the period of 22 June to 14 July 2021 with the next sign date of 14 August 2021. Payments collected 10 Aug 21

The following comments were received via Email:

S u b n o .	NAME	CONTA CT NUMBE R	SUBMISSION	COMMENT	
23	Claimant 23	[REDACTED]	From Hilda Julie on behalf of [REDACTED] for Maternity Benefit – ID: [REDACTED]. Claim still was not paid by 18 June 2021. [Supporting documents such as application, salary schedule and ID attached.]	Please contact [REDACTED] directly	The continuation of payment has been captured for the period 1 December 2020 to 31 March 2021 and it is a once -off payment. The claim has been paid in full and marked finalised Claim paid in full, finalized Last payment was collected on the 28 July 2021

2 4	Claimant 24	[REDACTED]	<p>[REDACTED] submitted this information on behalf of [REDACTED] from Raithby, who does not have a computer.</p> <p>[REDACTED] has struggled to receive UIF unemployment (ordinary) benefit because his employer gave the incorrect ID number and he was not informed of this. Please see attached hand written note and personal documents submitted on [REDACTED] behalf.</p>	Please contact the individual directly	<p>The client alleges that the application was submitted in Somerset West LC. A request to retrieve the file from the LC has been forwarded to Ms Damons. The application has not been loaded on VO.</p> <p>No ID number</p>
2 5	Claimant 25	[REDACTED]	<p>I [REDACTED] - didn't year anything since April of my UIF case. I already apply 15 January 2021.</p> <p>25 April I stand in a queue for 6 hours, at Bellville labour department when we get to the front at 13:00 they put our names on a list and said they will phone us we must go home. When the lady phone me she said I am not registered. I tell her but I am registered 15 January 2021 already. She was cross with me and throw the phone down, and didn't phone me or the woman and man with me at all. Every month we are on time with our UIF payments, but when I have to claim I do not get paid or response from them. They do have all my documents. I do not know what to do next. My profile still said paid 11/02/21. But no payment in my account. Is there anything I can do?</p>	Please contact the individual directly.	<p>The client was requested to submit the updated ui.19 as the employment history was not updated. The employment history has been updated and the claim has been processed. The payment was captured on 29 July 2021 for the period 16 January to 30 July 2021 Payment collected 02 Aug 2021</p>
2 6	Claimant 26	[REDACTED]	<p>This is [REDACTED]</p> <p>I just need to know if a very stressful situation will be resolved, as my ex-employer, Company 3, is aware of the fact that I am an epileptic and stressful situations will give me seizures, relating to stuff I cannot handle by myself, I notice with my UIF profile under UIF contributions only shows my salary I earned under for December 2020, and the starting date January 2015 underneath that. As the UIF claims department says I must ask my ex-employer why my UIF contributions are not declared under my UIF contributions, I</p>	Please contact the individual directly.	<p>The claim has been approved and payment captured on 28 July 2021 for the period 3 to 10 January 2021 and a once-off payment. The claim has been marked finalised</p>

			need to know will that also be solved regarding my application for my unemployment benefits.		
27	Claimant 27 (Received via WCPP Online survey and email)	[REDACTED]	<p>My name [REDACTED], I'm an employee in the Western Cape. I was retrenched on the 31st of December 2020. I applied for my UIF benefits on the 14th of January 2021 via UFILING.</p> <p>For the last 5 months I have made over 70 Phone calls to the call centre to get feedback on my claim, every time I speak to a call centre consultant I get a different story, for example, my claim is with the admin department, then my claim is with the claims department, then I need to wait for 35 working days, then they can't tell me where my claim is, then the number I phoned (call centre) is out of service, then they can't find my claim or case number or ID number on the system. Then I get an email from the department requesting documents which I have uploaded 3 x already on the secure link that was provided to me.</p> <p>Then after 5 months I get an SMS telling me that my claim has been rejected. When I phoned the call centre they told me the reason for the rejection is because of outstanding documents which I have uploaded ALREADY.</p> <p>I have also e-mailed the requested documents: I please need my CLAIM to be approved so that I can get my benefits, it has been 5 MONTHS ALREADY.</p> <p>Attached, see latest email from UIF & my response to them as well as my supporting documents attached. Please assist as I'm desperate.</p> <p>Case number: [REDACTED]</p> <p>CASE ID: [REDACTED]</p> <p>Request to send supporting documents</p> <p>ID Number: [REDACTED]</p>	[All documents to be forwarded to UIF] Please contact the individual directly.	The claim has been approved and payment captured on 29 July 2021 for the period of 1 January to 31 March 2021. Further payment will be processed by finance Payment collected on the 29 July 2021

28	Claimant	[REDACTED]	<p>[REDACTED] was retrenched in December 2020 and submitted a claim via uFiling on 10 February 2021. ID: [REDACTED] Case Number: [REDACTED]</p> <p>My first follow up call was on 15 March 2021, at which point I was advised that I need to submit my UI.19 docs and salary schedule. The call centre agent emailed me a secure upload portal link, to which I uploaded the requested docs. I called back and it was confirmed that my docs were received and were being sent to the assessor.</p> <p>My next follow up was on 7 April, where the agent advised that the documents were NOT forwarded on as the agent said on the 15th of March, but that she did. On the 12th I received an email requesting my documents to be uploaded in PDF format (Needless to say that the files I uploaded initially was in PDF and I have emailed the exact same file I uploaded).</p> <p>My next call was on the 3rd of May where the agent advised me that I will get an answer by the 7th of May as that is when the 21 working days expired. On the 7th of May I called in, and was told that my docs were only submitted on the 14th of April, and as such I can only get an answer on the 14th of May. When I called in on the 14th, I was advised there were "open spaces" next to some of my previous employers from 2004 and 2008 (almost 15 years ago!!) and from there it was an uphill battle to get these spaces "closed" as the vernacular went. After numerous calls and holding on and being told "angaas" (actually said to me), I was assisted by a centre agent called Sydney [REDACTED] that managed to assist to get these "open spaces" closed.</p> <p>From there it was an uphill battle to get my claim approved. Finally on the 26th of May I spoke to an agent called Melissa that finally helped me to get my claim approved, and while we were busy with my Continuation of Benefits (COB) the line cut out. It must be noted that I did not</p>	Please contact the individual directly.	The continuation of payment has been captured for the period of 1 January to 22 July 2021 with the next sign date of 22 August 2021
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		<p>receive a SMS or an email stating my claim has been approved, however after the call cut I called back a few times to confirm that my claim has indeed been approved and that my COB is sent to the paymaster. This is case [REDACTED].</p> <p>Once my COB was submitted I received a SMS stating my UIF pin and that it will take 5 (five) working days for the claim to be processed. on the 2nd of June 2021 I called back to follow up, and was advised that the SMS is incorrect, but that the correct working time is 7-10 working days. During this time I have called in a few times to ensure that everything is in order and that NOTHING IS OUTSTANDING. I then called in again on 9 June 2021 to follow up on the claims status, where I was told to wait until the following day and see if my claim was processed, and if not to contact back to query the status. I then called on the 10th of June (working day 11 from submitting COB) and then dealt with a very arrogant gent called Phumlani that came with all sorts of stories from I submitted at the incorrect time to his story changes that a COB takes 7-10 working days and then it takes 10-15 days, upon which I called him out. Long story short, he was to investigate the matter and revert back to me 30-45mins later. After 50mins I did not receive a call and then called in again and spoke to an agent called Osisisi, and she investigated and reverted that I needed to submit 3 months bank statements prior to me being retrenched, upon which I asked why it was necessary, upon which I was told it was due to my payout being over R25k (this fact is not mentioned anywhere in the FAQ nor anywhere on the DoL webpages) besides that, my next question was why, with me calling in daily, why this was not asked of me prior to the 10 working days expiring, and that question stumped everyone I asked (see last statement in previous paragraph). Needless, I did submit said statements and actually</p>		
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		<p>managed to get a confirmation email from Osisisi that statements had indeed been sent to the Admin dept. I was told this would take another 5-7 working days to which I said no, it has been dragged out too long. I requested a manger to assist me, but they were all either "busy" or in "meetings", but received promises that a manager WILL call me (a statement I have heard many times over the course of this daytime soapie).</p> <p>On Friday 11 June I called in again and was told that I needed to submit another COB, which I could not do as there was a time lock on the CoB, which is well, as it would have pushed the process out by another 10 working days at least. I then refused and called in again on Monday 14 June 2021 and was told by a call centre supervisor that "all is ok, but that Admin WILL email me that same day, to which I am still waiting for an email. The following day I called in AGAIN and was advised by agent called Malusi, and he aid "all is fine, but I spoke to admin and they will send me an email to confirm my details and to get my claim processed, to which I am still waiting for an email. I called in again on Thursday as nothing, and was told "Just be patient". On 18 June 2021 I called AGAIN, and was AGAIN told to resubmit the CoB, to which I refused as I was told THREE times by a call centre supervisor to not submit a new CoB until the current one is sorted out</p> <p>During this entire process, I cannot even begin to tell you how many times I got conflicting information or just ineptitude, and in some cases pure arrogance.</p> <p>Please sir, is there any way in which you can possibly assist in helping expedite payment of my claim that is approved and meets all the correct criteria with all relevant and requested documents submitted? I understand there is a backlog, but to wait 4.5 months for a claim that should, even with</p>		
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			<p>backlogs, not take more that two months to complete. We are now at 16 working days after my submission of CoB.</p> <p>Every time I call in it gets "escalated" or I will get a call back which never materializes, and nothing gets done. I have had confirmations on numerous times that everything is in order and that payment will be done "soon", but nobody can tell me when or what the actual status is. There is so much more to this that I have omitted, but all my calls have been recorded and is available from wherever the UIF call centre keeps their records. My family is in dire straits, and all I ask is assistance in getting my claim processed and paid out so that I can provide for them until I can find employment again.</p>		
29	Claimant 29	[REDACTED]	<p>I have applied for uFiling Benefits ahead of my retrenchment date which was 31 December 2020. I am still battling to secure work and am in desperate need of my UIF. I applied previously on 17 December 2020 and have heard nothing further. I have been battling for 6 months to resolve this, to no avail. As you can appreciate during these times, work is scarce and I need to cover my bills, etc.</p> <p>I as well as Deputy minister Michael Bagraim have also emailed you both on numerous occasions. There was 1 document outstanding which was proof of my banking account which I submitted immediately'. Please can you urgently assist, as we are now mid-June 2021 and I haven't received anything? Case Number: [REDACTED]</p>	Please contact the individual directly.	The employment history was updated and claim forwarded for processing. Application has been approved and payment captured 30 July 2021 for the period 1 January to 29 July 2021 with the next sign date of 31 August 2021
30	Claimant 30	[REDACTED]	<p>My husband handed in his complete application via eFiling on 13 March. All documentation was downloaded to the link the send us and from there nothing on his status has changed. He phones on a weekly basis and it started with we have to wait 35 days then phone again, then it was 27 days etc. etc. The last phone call they told him we will be getting a mail in 72 hours and</p>	Please contact the individual directly.	The payment has been captured on 26 July 2021 for the period of 1 July to 23 July 2021 with the next sign date of 23 August 2021.

			that was two weeks ago. He was retrenched from Company 4. We are about to be evicted, can you please help us? His details are [REDACTED], ID: [REDACTED]		
3 1	Claimant 31	[REDACTED]	<p>I have been trying to claim for my UIF since November last year as I was retrenched in June last year. I have had no success what so ever, my constant phoning and emailing various departments has got me nowhere. I am a single mother trying to juggle university fees and I am needing my UIF money urgently. I really don't know who else to turn to as I have all the documentation from my company and there does not seem to be anything outstanding. Please could you advise or help.</p> <p>ID No. [REDACTED]</p> <p>[Documents attached: Application, Reference letter, Salary Schedule and Certificate of Service]</p>	Please contact the individual directly.	The applicant has been asked to resubmit the application. The first application was completed incorrectly. The applicant was informed through email on 27 July 2021.
3 2	Claimant 32	[REDACTED]	<p>23 June 2021: I worked for Company 5 for 15 years. I retired on 30 October 2020, giving my late boss who passed away on the 3rd November 2020 a one months letter of Retirement, ending 30th October 2020. I left after 15 years with not a cent, and he refused to give me my U1-19 form ...unknown to me the reason being. I found out that I was never listed and eight months later I'm still waiting on my UI-19 form from the pharmacy. [REDACTED], the labour inspector, has been asking them but no response and now apparently he's given them 14 days to respond or else he's going to do an audit. Just to let you know, there was no contracts, no payslips, and no payments for public holidays... It's taken eight months and to no avail. I opened uFiling, sent UI-49, UI-28 and then after all that, the labour department told me to start all over again from the start, as I'm still not listed.</p>	Please contact the individual directly.	This matter is dealt with by Employer Audit Services

			<p>1 July 2021: Latest story in connection with the UI-19 forms from Bantry Bay Pharmacy. Between the bookkeeper and [REDACTED], they are now after 8 months completing the form, as they were given 14 working to submit or face an audit on the pharmacy. I have spoken to Paul yesterday and he said he would be doing it and emailing it to inspector [REDACTED] from the labour department. [I will have] 4 years gross salary soon. After that been done. Is there any way you could assist me in anyway so that things run smoothly at the labour department, so I indeed receive my UIF please.</p> <p>[REDACTED] wanted me to send him a copy of my letter of retirement, which I have ... and feeding the department over all this time that I resignedso I sent [REDACTED] the copy of my retirement letter yesterday, as he knew very well that I retired. [Retirement letter attached] Case number: [REDACTED]</p> <p>2 July 2021: Is considering taking the case to CCMA for unfair labour practices</p>		
33	Claimant 33	[REDACTED]	<p>Need feedback and intervention. [REDACTED] has tried to go in to the offices in Bellville but she has a spinal injury and wasn't able to continue standing in the queue.</p> <p>ID: [REDACTED]</p>	Please contact the individual directly.	Illness claim to continue and the last payment has been captured on 27 July 2021 for the period 25 June to 23 July 2021. The claim has been paid in full and marked finalised
34	Claimant 34	[REDACTED]	<p>To date, I have still not received any feedback, nor any payments. It's now seven months since I made application online.</p> <p>After [REDACTED] email, stating that I should resubmit my UI-19 "as there may be something wrong with it" (and not telling me WHAT was wrong), I managed after several attempts, to get through to the call centre. I was told that the Salary Schedule was "not the correct form", and given a link to upload the correct one. I did this, managed to get through again, to check that it was received and was told that they now have everything they need</p>	Please contact the individual directly.	The claim has been approved and once off payment captured on 27 July 2021 for the period 26 March to 8 April 2021. The claim has been paid in full and marked finalised

			<p>and the application will be processed.</p> <p>Two months later and numerous more unsuccessful attempts to get through to the call centre, I then went to the satellite UIF office in Simons Town. They took in all the hard copies of my forms and told me I would get an SMS within a few days, once they had re-processed everything, and that I should return in 2 weeks.</p> <p>I returned in 2 weeks... only to be told that I should not have come, as I need to wait 35 working days for them to process the re-application. That will be sometime in early August - 9 months after my initial application.</p> <p>To make it scarier, I encountered two more people in the queue, last week, in exactly the same circumstances as myself. Both retrenched in November (like myself - I was actually retrenched in your offices, in a mediation hearing held by [REDACTED]), both made online applications and neither of them have had ANY feedback, whatsoever. Carbon copies of my own situation!</p> <p>I am being lent money every month, to cover my rent and medical aid (I am on my own) and I have to pay this money back. I am absolutely desperate to get some relief from UIF, considering that I have paid into the fund for 30 years, without claiming.</p>		
35	Claimant 35	[REDACTED]	<p>My daughter was retrenched at the end of October 2020, having worked for the same company for over 5 years, and until now has not had a single payment from the UIF. Each time she phones she gets told either to resubmit her forms or that her claim has been escalated and to wait 10 working days. To date this has achieved absolutely nothing. On checking the status of her claim online she sees that</p>	<p>Please contact the individual directly.</p>	<p>The claim has been approved and payment captured on 29 July 2021 for the period 1 April to 28 July 2021 with the next sign date of 28 August 2021.</p>

		<p>the last date registered was 23 February 2021 even though she has been in contact many, many times since then, each time told to wait 10 working days.</p> <p>In the last communication on 8th June my daughter was once again asked to resubmit her documents and also requested to submit a UI19 form and salary schedule from her employer in 1997 (24 years ago). This medical practice is no longer in existence and dating that far back is surely irrelevant. It definitely seems to us as if they making it impossible to have a successful claim.</p> <p>As you can imagine being without an income since October is becoming rather critical and [REDACTED] is becoming very despondent and is really concerned that she will not be able to meet her bond and medical aid repayments or other commitments. She has phoned the number of [REDACTED] on a number of occasions only to have call not answered and message box full.</p> <p>We would be so grateful if you are able to give us any advice of who best to contact to get this matter resolved as soon as possible because as an ordinary member of the public one cannot get past the call centre stage.</p> <p>[Documents attached: Salary Schedule, Application, ID, Proof of Account]</p>		
36	Claimant 36	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>My initial application online via ufiling was April 29th to which I received a response stating I would be contacted following 35 days. The 35 days passed hence I sent the first follow up email on May 13th to which I received the standard reply of receipt. Thus to date (24 June 2021) I have not received any other contact. Please contact me to inform me on the state of my application. ID: [REDACTED]</p>	Please contact the individual directly.	<p>The client has been requested to furnish us with retirement policy through email on 27 July 2021. Documents have been received on 28 July 2021 and sent to assessor 28 July 2021 to process the claim.</p> <p>Payment collected 10 Aug 2021</p>

			<p>Case number: [REDACTED]</p> <p>Update: 9 July 2021 (Email from [REDACTED] to Commissioner Bronkhorst):</p> <p>I applied via the U19 on line on the 28th March 2021, I received an automated response stating that someone will contact me in 35 days, this never happened. I tried numerous times calling to Pretoria office as well as the call centre without any success as the numbers stayed engaged. I then sent an email on the 13th of May and again on the 21st May to the labour email address, again I received an automated response.</p> <p>I urgently ask you for your intervention as I can't get answers via emails or telephonically from the labour department.</p>		
37	Claimant 37	[REDACTED]	<p>Has sent a few emails to the Social Relief Fund for R350 SASSA COVID Social Relief Grant, and from April, August, December, February, January, March and November, he was asked to produce a UIF and tax reference and did not receive an income at all.</p> <p>[Handwritten note attached]</p>	Requested that the Procedural Office for the SC on Social Development forward this to the SASSA contacts.	The client resigned and due to that termination reason he does not qualify to claim for uif benefits and the claim has been rejected.
38	Claimant 38	[REDACTED]	<p>[REDACTED] was employed by Company 6 and retrenched in December 2020. We have tried to get UIF to pay out her UIF but always get the same answer it is with someone, and further no help from them.</p> <p>She paid UIF for 40 years and now they can't assist her.</p> <p>ID: [REDACTED]</p>	Please contact the individual directly.	The claim has been approved and payment captured on 29 July 2021 for the period 1 January to 28 July 2021 with the next sign date of 28 August 2021.
39	Claimant 39	[REDACTED]	<p>I submitted my claim in June. 17 June see response below and to date (9 July 2021) have received no further word or payments? Please can you assist me?</p> <p>Dear [REDACTED]. UIF: Mr/Mrs [REDACTED]. Your request for payment Case No: [REDACTED] has been received and will be processed within 5 working days.</p>	Please contact the individual directly.	The last payment has been captured on 21 July 2021 for the period 13 May to 23 May 2021. The claim has been paid in full and marked finalised
40	Claimant 40	[REDACTED]	<p>I submitted all my documents to the Department of Labor in Somerset West on 24 December 2020. The official said I have to wait 8 weeks for the fund to pay out. If it does not happen I have to come back, nothing happened</p>	Please contact the individual directly.	Call log has been lodged for the reversal of payment on 27 July 2021. Client will be informed once payment is reversed, which has a 7-day turn around time.

			<p>and I went back. Since then, I visit the offices every 2-3 weeks as they tell me to do.</p> <p>On the 1st of June 2021 I was there again and I had to go to the bank again for a state, because a re-application is then done.</p> <p>I returned on the 6th of June 2021 and asked for a progress report and I'm not sure, but it looks like the money was paid out on February 8th, 2021.</p> <p>This is the amount I need to get - R32 047,02</p> <p>I went to inquire at my deceased husband's bank and there was also no money paid in.</p> <p>I look forward to hearing from you.</p>		
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The following comments were received via the WCPP Online Survey:

S u b n o .	NAME	ID NUMBER	SUBMISSION	COMMENT	UIF COMMENT
4 1	Claimant 41	[REDACTED]	Non-TERS but UIF related claim: Applied in Woodstock on 6 December 2016.	Please contact the individual directly.	There is no record of application on Siyaya or VO. The last working day was 4 January 2015. There is no contact number for the client
4 2	Claimant 42	[REDACTED]	Non-TERS but UIF related claim: Date when claim was made: 4 June 2021 Applied online. Claim reference number: [REDACTED]	Please contact the individual directly.	The claim has been approved on 30 July 2021 and payment has been requested on 30 July 2021. The payment can be captured on Monday 2 August 2021 since the application was only approved today 30 July 2021
4 3	Claimant 43	[REDACTED]	I submitted my UIF claim on the 15th March 2021 and am still waiting for my claim to be paid. I have phoned many times only to be put on hold and then the phone dies. Date when claim was made: 15 March 2021 Applied via UIF Online Application Claim Reference number: [REDACTED]	Please contact the individual directly.	The claim has been approved on 26 July 2021 and payment captured 28 July 2021 for the period 17 March to 27 July 2021 Payment collected 28 July 2021

44	Claimant 44	[REDACTED]	Date when claim was made: 31 January 2021 Applied online. Claim reference number: [REDACTED]	Please contact the individual directly.	The claim has been approved on 28 July 2021 and payment captured on 29 July 2021 for the 1 January 2021 to 26 May 2021. Payment collected 02/08/2021
45	Claimant 45	[REDACTED]	Date when claim was made: 15 April 2021	Please contact the individual directly.	The claim has been approved and payment captured on 18 June 2021 for the period 14 May to 17 June 2021. The client started working on 1 June 2021
46	Claimant 46	[REDACTED]	Date when claim was made: 5 June 2021 Applied in Bredasdorp	Please contact the individual directly.	The employment history has not been updated on Siyaya. An updated ui 19 has been requested from the client
47	Claimant 47	[REDACTED]	Date when claim was made: 15 January 2021 Applied in Goodwood.	Please contact the individual directly.	The claim has been rejected because the client did not provide copy of an id when applying. The client was contacted on numerous occasions but without success
48	Claimant 48	[REDACTED]	Date when claim was made: 1 June 2021 Applied in Paarl.	Please contact the individual directly.	There is no application on the system and the employment history has not been updated. The documents has been requested from Paarl LC. An email was sent through to the DD:LCO to assist with this application
49	Claimant 49	[REDACTED]	Date when claim was made: 30 June 2021	Please contact the individual directly.	Claim processed and approved. Payment to be made on the 03 August 2021
50	Claimant 50	[REDACTED]	Date when claim was made: 1 June 2021 Applied in Fort Beaufort.	Please contact the individual directly.	Payment has been reversed due to failed bank verification. Remit is on hold. Client to submit UI.49 and UI.2.8 at his nearest labour centre in Eastern Cape, as this is not a Western Cape Client.
51	Claimant 51	[REDACTED]	Date when claim was made: 1 June 2021	Please contact the individual directly.	There is no application on the system and the employment history has not been updated. We are unable to contact the client as there is no contact details provided

5 2	Claimant 52 (Submitted twice)	[REDACTED]	No other information available.	Please contact the individual directly.	The last payment was captured on 10 May 2021 for the period 9 April to 30 April 2021. The claim has been paid in full and marked finalised
5 3	Claimant 53	[REDACTED]	Date when claim was made: 9 March 2021 Applied online. Claim reference number: [REDACTED]	Please contact the individual directly.	The last payment was captured 14 July 2021 for the period 4 February to 1 June 2021. The claim has been paid in full and marked finalised