

Navrae  
Enquiries  
IMibuzo

**LOREN ARRIES**  
**(PROGRAMME CO-ORDINATOR)**

Telefoon  
Telephone  
IFoni

**0800454647**

Faks  
Fax  
IFeksi

**674-2342**

Verwysing  
Reference  
ISalanthiso

**SAFE SCHOOLS CALL**  
**CENTRE HELPLINE**



**Wes-Kaap Onderwysdepartement**

**Western Cape Education Department**

**ISEbe IeMfundo IeNtshona Koloni**

CIRCULAR : 0099/2000  
EXPIRY DATE : NONE

**TO: CHIEF DIRECTORS, DIRECTORS, AREA AND CIRCUIT MANAGERS, PRINCIPALS AND GOVERNING BODIES, EDUCATORS AND LEARNERS OF PUBLIC PRIMARY AND SECONDARY SCHOOLS**

**BRIEF SUMMARY:** *Reporting of school crime and abuse*

**SUBJECT: SAFE SCHOOLS CALL CENTRE: REPORTING OF SCHOOL CRIME AND ABUSE**

The Western Cape Education Department's Safe Schools Call Centre has now established a telephone line. The aim is to assist educators and learners to teach and learn in a safe, crime free, school environment. The centre forms part of the Safe Schools Programme.

The Call Centre's toll-free telephone number is:

**0800 45 46 47**

We would appreciate your co-operation in reporting the following matters:

- Arson
- Assaults
- Burglaries
- Corporal punishment
- Fraudulent school reports
- Killings (gang- or traffic-related)
- Robberies
- Shootings
- Vandalism
- Hijackings
- Drug abuse
- Alcohol abuse
- Abuse of learners and educators
- Rape
- Sexual harassment
- Teacher abuse
- Any other form of abuse

The following procedures should be used when reporting **vandalism** or **burglaries** or any of the above-mentioned incidents:

- Contact a police station
- Obtain a case number

- Inform the area office and the circuit manager
- Fax a report to Safe Schools at **021 674 2342** or **021 403 6331**, giving details of:
  1. The number of items stolen
  2. Damage to buildings
  3. Means of entry
  4. Whether there is an alarm system in the
    - Administration block
    - Classrooms
  5. Whether the alarm is in working order and connected to an armed response company.

### Information line

The Call Centre also provides an information line on the following:

- Abortion
- Alcoholism
- Drug abuse
- HIV/AIDS
- Racism
- Teenage pregnancies

### What service does the Call Centre provide?

#### Access:

The toll-free line will be open from **Mondays to Fridays** between **8:00 am and 7:30 pm**. Weekend calls will be recorded and responded to on Monday mornings.

#### Language preference:

Call Centre operators will be able to speak to you in Afrikaans or English or Xhosa

#### Referral agency:

We provide initial on-line counselling for callers who need help. The Centre also acts as a referral agency for trauma counselling, assaults, rape and teenage runaways.

#### Networking:

The Centre currently networks with the Department of Welfare, psychologists and other relevant service providers in an attempt to create a safe learning environment at schools.

We would be grateful if you would inform your learners, educators and parents about the services of the Safe Schools Call Centre.

**SIGNED:**  
**HEAD: EDUCATION**  
**DATE:**

---

Meld asseblief verwysingsnommers in alle korrespondensie / Please quote reference numbers in all correspondence /  
Nceda ubhale iimombolo zesalathisa kuyo yonke imbalelwano  
Grand Central Towers, Laer-Parlementstraat, Privaatsak X9114, Kaapstad 8000  
Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town 8000

Close this circular

Maak omsendbrief toe

Buyela emva