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TO: **DEPUTY DIRECTORS-GENERAL, CHIEF DIRECTORS, DIRECTORS, DEPUTY DIRECTORS, CIRCUIT TEAM MANAGERS, HEADS: CURRICULUM CO-ORDINATION & ADVICE, IMG MANAGERS, AND PRINCIPALS AND GOVERNING BODY CHAIRPERSONS OF PUBLIC PRIMARY AND SECONDARY SCHOOLS**  
**SHORT SUMMARY: THIS CIRCULAR INTRODUCES THE REVISED SAFETY IN SCHOOL SCIENCE POLICY AND PROTOCOL**

BRIEF SUMMARY: *Reporting of school crime and abuse*

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

1. This circular must be read in conjunction with Circular 0099/2000 and does not replace that circular, but reiterates the function of the Safe Schools Call Centre and encourages the ongoing reporting of ALL school crime and abuse. The school must take the initiative in encouraging the community to report all incidents of crime and violence to the Safe School Call Centre. This could be done through safety-related messages in all school correspondence sent to parents.
2. The Safe Schools Call Centre
  - can be reached at toll-free number **0800 45 46 47**;
  - provides immediate, free, online communication to learners, parents and teachers needing help, guidance or information regarding education-related issues (The aim is to assist educators and learners to teach and learn in a safe, crime-free school environment.);
  - is open from Monday to Friday, 07:00 to 16:00, and is situated at the WCED Head Office on the second floor;
  - provides a service in the three official languages of the Western Province: Afrikaans, English and Xhosa;
  - serves as a co-ordinating centre from which referrals are made to appropriate agencies and from which vital information is disseminated to the relevant parties; and
  - is linked with an extensive network of service providers that support the work of the Call Centre.
3. Current Operations

Callers receive online debriefing during crisis calls and, during non-crisis calls, are directed, when necessary, to the counselling agencies of the Western Cape Education Department, non-governmental organisations and community organisations.

Members of school communities are encouraged to telephone the toll free number **0800 45 46 47** with regard to the following:

Emergency or Crisis
<p>Call Centre agents respond to these calls immediately. They will contact the South African Police Services or the applicable emergency service with regard to the following:</p> <ul style="list-style-type: none"><li>• <b>Gang violence</b> Gang violence and its disruption of normal teaching and learning have reached alarming proportions in some areas of the Western Cape. The Call Centre will ensure that schools receive assistance in dealing with gang presence on the school premises, gang intimidation and threats, gang shootings and gang killings.</li><li>• <b>Trauma</b> The Call Centre will provide assistance in the event of any traumatic incidents, such as accidental deaths, suicides, hijackings, missing persons, bomb scares and weapons on</li></ul>

school premises.

### School Crime

The Call Centre responds to all incidents of school crime by offering advice on the procedures that need to be followed and by informing the relevant authorities with regard to the following:

- Property-related crime at schools, such as burglaries, arson, theft, robberies and vandalism
- Physical assault, for example stabbings, fighting and intentional inflicting of injuries

### Abuse

Child abuse in communities and in educational institutions has become a serious problem. All abuse calls are handled sensitively. Initial counselling or guidance, based on the Abuse No More Protocol is given when necessary. The Call Centre responds to the following forms of abuse:

- Physical or emotional abuse
- Child neglect
- Sexual abuse and rape
- Sexual harassment
- Corporal punishment
- Substance abuse
- Racial discrimination
- Child trafficking or teenage runaways

### General Queries

The Call Centre provides information or advice on the following:

- Teenage pregnancies and abortion
- HIV/AIDS
- General educational matters, such as governing body issues, suspensions, expulsions, trespassing, behavioural problems, school fees, registration of pupils, school uniform and compulsory school attendance

### Service Providers

The Call Centre networks with a wide range of service providers: inter- and intra-dependent, non-governmental organisations, community organisations and faith-based organisations. These organisations contribute to the Safe Schools' efforts to create a safe learning environment at our schools, and are valued for their time, commitment and support.

4. Make our school environment safe. Help by reporting all incidents of school violence, vandalism, crime and any other form of abuse to the Safe Schools Call Centre at toll-free number

**0800 45 46 47.**

**You are not alone. We are here for you.**

**SIGNED: PA VINJEVOLD**  
**HEAD: EDUCATION**  
**DATE: 2012:08:24**

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