



National Prosecuting Authority
South Africa

THE THUTHUZELA CARE CENTRE (TCC)



THUTHUZELA
CARE CENTRE

Turning Victims Into Survivors



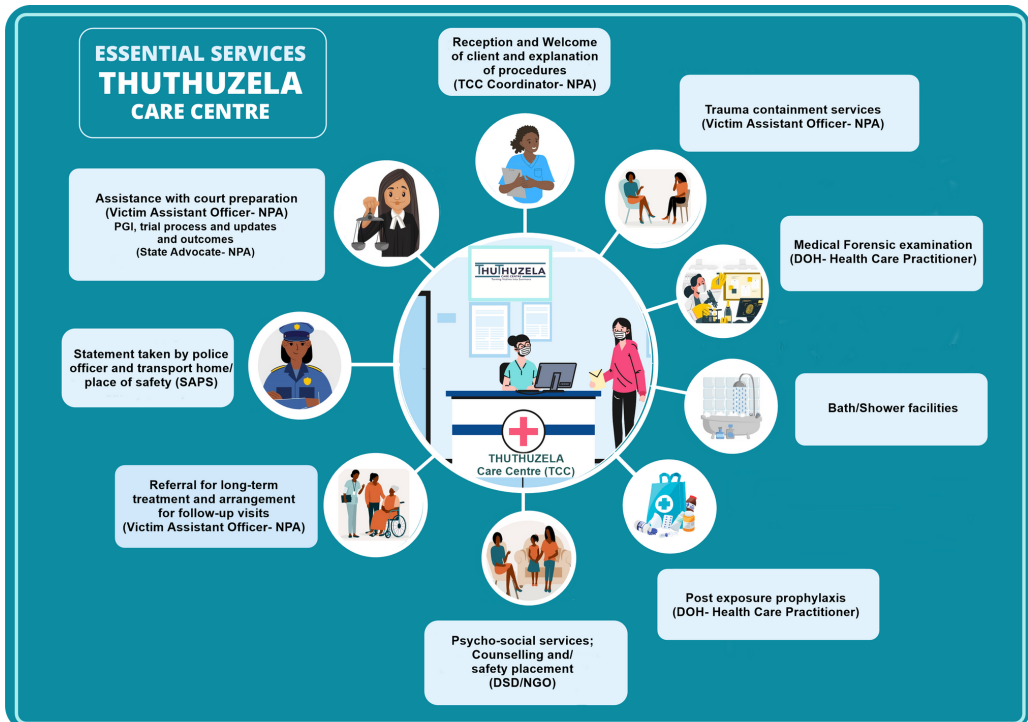
The Thuthuzela Care Centre (TCC) model provides the most comprehensive pre-trial services for victims of gender-based violence, which are: psycho-social, medical and legal services. The model adopts a victim centered approach in the management of gender-based violence which includes respect, comfort, restoring dignity and ensuring justice for all vulnerable groups including girls, boys, women and men.

Thuthuzela Care Centres (TCCs) are one-stop facilities aimed at reducing secondary victimisation, improving conviction rates and reducing the cycle time for finalisation of TCC reported gender-based violence cases.

TCC sites provide psycho-social, medical, and legal services under one roof by multiple stakeholders.

Gender-based violence cases include but is not limited to rape matters, sexual assault, domestic violence, and trafficking in person offences.

Services offered at the Thuthuzela Care Centres (TCCs)



- Welcome and comfort from a TCC official (TCC Coordinator or Victim Assistant Officer) or nurse (DOH) or non-governmental organisation (NGO).
- Trauma containment arranged and/or provided by the Victim Assistant Officer.
- An explanation of how the medical examination will be conducted and whether clothing might be taken for evidence collection.
- A consent form is signed allowing the health care practitioner to conduct the medical examination.
- During the medical examination a nurse will be present.
- After the medical examination, the victim may take a bath or shower at the TCC.
- A police officer will interview the victim and take their statement.
- A social worker or nurse will provide counselling.
- A nurse arranges for follow-up visits, treatment, and medication for Sexually Transmitted Infections (STIs), HIV and AIDS.
- A referral letter or appointment will be made for long-term counseling.
- The victim is offered transportation home by police officer.
- The victim is referred to a place of safety, where required.
- Consultation with a specialist TCC State Advocate takes place before the case goes to court.
- The State Advocate is also responsible for prosecutor guided investigation of the matter.
- Court preparation is conducted by a Court Preparation Officer at court.
- An explanation of the outcome and update of the court process by the State Advocate is given to the Victim Assistant Officer.
- The victim is kept informed of the progress of the matter at court through the victim assistant officer.
- The TCC also provides additional services to address the needs of the victim regarding food, comfort packs and clothing as part of restoring the dignity of the victim.

Thuthuzela Care Centre operations: How does the TCC work?

Step 1

You can report gender-based violence offences directly to a TCC or to a police station.

Step 2

TCC staff will assist to get you immediate psycho-social and medical services at the Centre.

Step 3

TCC staff will arrange for psycho-social intervention and where needed referral to specialised psychological services.

Step 4

TCC staff will assist you to register a docket with the police. A docket can be registered immediately or at a later stage.

Step 5

TCC staff will arrange for on-going counselling as well as keep you informed of court proceedings. Where the matter proceeds to trial, a court preparation officer will provide the necessary court preparation.

Step 6

A State Advocate, appointed to the TCC as a specialist in GBV matters, will track your case from when reported, monitor and guide the investigation of the case until prosecuted.

Caring for the young victims

TCCs are child friendly environments and are equipped to provide a safe space for children to tell their story and receive appropriate care and services.

Various national departments and donors have also contributed to making the model child-friendly.

This includes the use of specialised equipment, child-friendly furniture, two way-mirrors, close-circuit TV and educational material that aids child witnesses to testify at court.



Impact of Thuthuzela Care Centres

The TCC model has improved the process of reporting and prosecuting gender-based violence offences. The model further reduces secondary trauma to victims as the entire pre-trial services and process takes place in a dignified and friendly environment.

At the heart of the success of the TCC model is the professional psycho-social, medical and legal interface and a high degree of cooperation between victim and service providers from reporting through investigation and prosecution of the crime, leading up to conviction of the offender.

Increased levels of awareness-raising and pro-active prevention strategies have resulted in an increased number of cases being reported at both TCCs and police stations.

The TCC model has produced increased conviction rates and the imposition of more severe sentences by the courts to convicted offenders.

Furthermore, the model has contributed to the empowerment of victims and improved trust in the Criminal Justice System.



Eastern Cape Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PPROVINCIAL & CLUSTER MANAGER/S CONTACTS
Eastern Cape	Alfred Nzo DM	Bizana TCC St Patrick's Hospital Hope St, Bizana 4800	031 334 5247 031 334 5248	Adv. Maggie Tserere 046 602 3064 Adv. Buyisiwe Nkala 046 602 3031 Adv. Samukeliswa Hlongwane 046 501 2691
	Alfred Nzo DM	Matatiele TCC Taylor Bequest Hospital 1 Main Street, Matatiele 4730	043 702 4159 043 702 4160 043 702 4161	
	Amathole DM	Butterworth TCC Butterworth Hospital Cnr Scanlen & Geach St, Butterworth, 4960	047 491 2506	
	Amathole DM	King Williams Town TCC Grey Hospital 54 Kings Road King Williams Town 5601	043 642 1070	
	Buffalo City MM	Mdantsane TCC Cecilia Makiwane Hospital 4 Billie Road, Mdantsane 5219	012 845 7604 012 845 7605	
	Chris Hani DM	Cradock TCC Cradock Hospital 30 Hospitala street Cradock 5880	048 801 8011 048 801 8012 048 801 8013	
	Chris Hani DM	Komani TCC Frontier Hospital Corner Kingsway & Livingstone Rd, Queenstown 5319	043 702 4162 043 702 4163 043 702 4164	
	N Mandela MM	Gqeberha Dora Nginza TCC Dora Nginza Hospital Spondo St, Salt Pan, Gqeberha, 6059	041 045 0419	
	O Tambo DM	Libode TCC St Barnabas Hospital Nyandeni Region Stand 1, Port St Johns Road, Libode 5160	043 702 4141 043 702 4142	
	O Tambo DM	Lusikisiki TCC St Elizabeth Hospital Lusikisiki 1 R61, Main Street, Lusikisiki, 4820	039 253 5071	
O Tambo DM	Mthatha Sinawe TCC Mthatha General Hospital 68 Blakeway Rd, Umtata Central, Mthatha 5100	043 702 4157 043 702 4158		

Free State Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL AND CLUSTER MANAGER/S CONTACTS
Free State	Fezile Dabi DM	Sasolburg TCC Metsimaholo District Hospital 8 Langenhoven Street Sasolburg, 1948	016 973 3997 016 973 1679	Adv. Nqwenelwa Mazwi 051 410 6000
	Lejweleputswa DM	Welkom TCC Bongani Regional Hospital Mothusi Road, Thabong Welkom 9463	057 355 4109 057 355 4106	
	Mangaung MM	Bloemfontein TCC National District Hospital Roth Avenue, willows Bloemfontein 9301	051 448 6032 051 448 2232	
	Thabo Mofutsanyane MM	Bethlehem TCC Phekolong Hospital 2117 Riemland Road Bohlokong Bethlehem 9701	058 304 3023 058 304 3523	



Gauteng Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL AND CLUSTER MANAGER/S CONTACTS
Gauteng	Ekhurhuleni MM	Tembisa Masakhane TCC Tembisa Hospital Cnr Flint Mazibuko & Reverend RTJ Namane Drive, Tembisa, 1632	012 845 7259 012 845 7260	Adv. Vuyokazi Ketelo 012 845 6165 Ms. Carina Coetzee 012 845 6072
	Ekhurhuleni MM	Vosloorus Sinakekelwe TCC Thelle Mogoerane Regional Hospital 12390 Nguza Street Vosloorus Ext 14, 1486	012 845 6722	
	Johannesburg MM	Lenasia South TCC Lenasia South Hospital 03 Cosmos Street, Lenasia 1821	011 211 2093 011 211 0632	
	Johannesburg MM	Soweto Nthabiseng TCC Chris Hani Bara Hospital Old Potchefstroom Road, Diepkloof 1864	011 220 4017 011 220 4018	
	Sedibeng DM	Kopanong TCC Kopanong Hospital No. 2 Casino Road Duncanville, Vereeniging 1939	016 428 5625 016 428 5959	
	Tshwane MM	Laudium TCC Laudium Community Health Centre Corner Bengal & 25th Avenue Laudium, 0037	012 374 3710 012 845 6586	
	Tshwane MM	Mamelodi TCC Mamelodi Day Hospital Casualty Department 9472 Serapeng Street & Tsamaya Road Mamelodi East 0122	012 845 6779 012 845 6780	

Kwazulu Natal Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL AND CLUSTER MANAGER/S CONTACTS
KwaZulu Natal	Amajuba DM	Madadeni TCC Madadeni Hospital Section 6 Madadeni 2951	034 328 8241	Adv. Omashani Naidoo 031 334 5192 Adv. Mzoxolo Rusi 031 334 5179 Adv. Dawn Coleman- Malinga 033 3912 8730
	eThekwini MM	Chatsworth TCC RK Khan Hospital R.K Khan Circle, Westcliffe 4092	031 401 0241	
	eThekwini MM	Phoenix TCC Mahatma Gandhi Hospital Phoenix Unit 2 100 Phoenix Highway Phoenix 4068	031 502 5245 031 502 5246	
	eThekwini MM	Umlazi TCC Prince Mshiyeni Memorial Hospital Ward C4 Off Mangosuthu Highway Umlazi 4061	031 906 5243	
	iLembe DM	Stanger TCC Stanger Regional Hospital Corner King Shaka St & Patterson Rd, Stanger, KZN 4450	033 334 5040	
	King Cetshwayo DM	Empangeni TCC Ngwelezane Hospital Cnr Thanduyise & Ngwelezana Rd, Empangeni 3880	035 794 1471	
	Ugu DM	Port Shepstone TCC Port Shepstone Regional Hospital Bazley St, Port Shepstone, 4240	039 688 6021	
	Umgungundlovu DM	Edendale TCC Edendale Hospital Moses Mabhida Rd Plessislaer, Edendale, Pietermaritzburg, 3201	033 395 4352	
	Umkhanyakude DM	Jozini TCC Othobothini Community Healthcare Centre Msiyane Area, Main Street, Jozini 3969	035 572 9002 Ext 1051	

Limpopo Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL & CLUSTER MANAGER/S CONTACTS
Limpopo	Capricorn DM	Seshego TCC Seshego Hospital Corner Bookelo & Mandela Street 0742	015 045 0315	Adv. Patamedi Mogale 012 845 6152
	Capricorn DM	Mankweng TCC Mankweng Hospital Houtbosdorp Road Sovenga 0727	015 223 0483 015 223 6152	
	Greater Sekhukhune DM	Dilokong TCC Dilokong Hospital R37 & Modikwa Platinum Road, Driekop 1129	012 845 7816 012 845 7817	
	Mopani DM	Giyani TCC Nkhensani Hospital Giyani Parliament & Giyani factory Unit Next to Giyani TVET Ground Section Giyani 0826	015 812 0227 015 812 0233	
	Sekhukhune DM	Groblerdsdal TCC Groblerdsdal Hospital 18 Voortreker Street Groblerdsdal, Limpopo 0470	012 845 7254 012 845 7257	
	Vhembe DM	Musina TCC Musina Hospital White Road Street, Musina, 0900	015 534 0446	
	Vhembe DM	Tshilidzini TCC Tshilidzini Hospital R 524 Punda Maria Road Tshisaulu 0945	015 045 0222 015 045 0223	
	Waterberg DM	Mokopane TCC Mokopane Hospital Dudu Madisha View Mokopane 0600	015 960 9918 015 960 9919	

Mpumalanga Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL & CLUSTER MANAGER/S CONTACTS
Mpumalanga	Ehlanzeni DM	Kabokweni Themba TCC Themba Hospital Kabokweni Main Road 1245	013 796 2072	Adv. Christa du Plessis 013 045 0652
	Ehlanzeni DM	Nelspruit Rob Ferreira TCC Rob Ferreira Hospital cnr of Piet Retief Street and Madiba drive Nelspruit 1200	013 692 2059	
	Ehlanzeni DM	Tonga TCC Tonga Hospital Hospital Main Road, Tonga Village Tonga View, 1224	013 780 9230 013 780 9231 013 780 9232 013 692 2054	
	Nkangala DM	Emalahleni Witbank TCC Witbank Provincial Hospital Mandela Avenue Witbank 1035	013 243 6718 013 243 6719	
	Gert Sibande DM	Evander TCC Evander Hospital Corner Bolgna Street & Lausanne Evander 2280	017 811 2031 013 243 6704	
	Gert Sibande DM	Ermelo TCC Ermelo Hospital: 1 Joubert St. Ermelo 2350	011 224 4854 017 632 2211 017 632 1333	



Northern Cape Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL & CLUSTER MANAGER/S CONTACTS
Northern Cape	Frances Baard DM	Galeshewe TCC Galeshewe Day Hospital Tyson Road Kimberly 8301	053 830 8900 053 830 8919	Adv. Mooketsi Molaudi 053 807 4546
	Kgalagadi DM (John Taolo Gaetsewe)	Kuruman TCC Kuruman Hospital N14 Main Road Kuruman 8460	012 845 7602 012 845 7603	
	Namakwa DM	Springbok TCC Dr Van Niekerk Hospital HIV/AIDS Counselling Unit, Hospital Road Springbok 8240	027 712 1551	
	Pixley Ka Seme DM	De Aar TCC Central Karoo Hospital Causality Department Van Der Merwe Street De Aar, 7000	012 845 7601	
	Siyanda DM	Upington TCC Dr Harry Surtie Hospital 26 corner Upington Drive and Turner Street Upington, 8801	053 807 4589 053 807 4591	



North West Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL & CLUSTER MANAGER/S CONTACTS
North West	Bojanala DM	Rustenburg TCC Job Shimankane Tabane Hospital Corner Heystek & Bosch street Rustenburg, 0299	014 045 0002 014 045 0004	Adv. Joseph Phelane 018 381 9005
	Dr. Kenneth Kaunda DM	Klerksdorp TCC Tshepong Hospital Benji-Oliphant Road Jouberton Klerksdorp 2570	018 465 2828	
	Dr. Kenneth Kaunda DM	Potchefstroom TCC Potchefstroom Hospital Corner Chris Hani & Kuris Private Bag x938 Potchefstroom, 2531	018 293 4659	
	Ngaka Modiri Molema DM	Mahikeng TCC Mafikeng Provincial Hospital Lichtenberg Road Mafikeng, 2745	018 383 7001 018 383 7002	
	Dr Ruth Segomotsi Mompoti DM	Taung TCC Taung District Hospital Magistrate Road Taung, 8584	018 388 0905 018 388 0906	



Western Cape Province

PROVINCE	DISTRICT	TCC LOCATION	TCC CONTACT NO	PROVINCIAL & CLUSTER MANAGER/S CONTACTS
Western Cape	Cape Town MM	Atlantis TCC Wesfleur Hospital Wesfleur Circle Atlantis 7349	021 487 7394	Ms. Lizelle Africa 021 487 7390 Adv. Mark Kenny 021 487 7029 Mr. Garry Titus 021 487 7287
	Cape Town MM	Karl Bremer Hospital Bellville TCC Karl Bremer Hospital, M5 Building, Corner Mike Pienaar and Frans Conradie Boulevard, Bellville 7530	021 487 7317 021 487 7318	
	Cape Town MM	Heideveld TCC Heideveld Emergency Centre Heideveld Road Heideveld 7764	021 487 7101 021 487 7102	
	Cape Town MM	Khayelitsha TCC Khayelitsha District Hospital Corner Walter Sisulu & Steve Biko, Khayelitsha 7784	021 487 7382 021 487 7383 021 487 7384	
	Cape Town MM	Mitchells Plain Mitchells Plain Hospital 8 A Z Berman Dr, Lentegeur, 7785	021 377 4300	
	Cape Town MM	Victoria Hospital Wynberg TCC Victoria Hospital Clinic Forensic Unit 1 Alphen Rd, Wynberg 7800	021 799 1235	
	Cape Winelands DM (Boland)	Paarl TCC Paarl Hospital Hospital Street, Paarl, 7646	021 487 7312 021 487 7313 021 487 7322	
	Cape Winelands DM (Boland)	Worcester TCC Worcester Hospital Murray Street, Worcester 6849	021 487 7392	
	Eden DM	George TCC George Provincial Hospital Corner of Davidson and Langenhoven Road, Heatherlands, George 6530	012 842 1511 012 842 1512	

- I have been raped ... what do I do?
- Do NOT wash or change clothes – Clothes can provide important evidence of the rape.
- Report the rape to someone you trust, the police or the TCC, as soon as possible.
- If there is no TCC, go immediately to the nearest clinic/hospital for medical assistance.

EMERGENCY CONTACTS

Lifeline 0800 555 555

Childline 0800 123 321

Emergency 10111

AIDS Helpline 0800 012 322

Stop Gender Violence 0800 150 150

GBV Command Centre (DSD) 0800 428 428

Shelter Helpline 0800 001 005

Rape Crisis 021 447 9762

Need help? Email: TCC@npa.gov.za

PROSECUTING WITHOUT FEAR, FAVOUR OR PREJUDICE

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