

bokgabane

botoka le botoka – better and better

from the Royal Bafokeng Operations Room

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PROJECT SPOTLIGHT

PMO ENTITY of 2011

Health and Social Development Services (HSDS)

In 2011, HSDS managed to complete fifteen projects and successfully managed ten programmes in the PMO's Operations Room website.

According to the RBN Social Relief Policy, the Royal Bafokeng seeks to build a caring and integrated system of social development services that responds to the socio-economic challenges faced by the Royal Bafokeng community. In order to achieve this, the Health and Social Development Services department works with various external organisations ranging from non-governmental community based organisations to government departments such as the Provincial Social Development Department, Department of Health and many more.

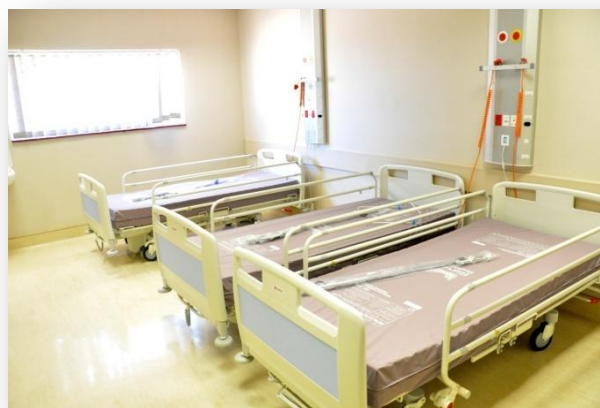
Some of the projects completed by HSDS in the past year include:

- **Improved effectiveness and efficiency of casework services**

This project was initiated in response to the identified need to improve the efficiency and effectiveness of casework service rendered to the community, as well as making the services more accessible to the community. The scope of this project was to implement a new streamlined system in order to formalise, code and expand casework services to all five regions in the RBN. The planned start date of this project was 1 October 2008 and the planned end date was 31 October 2011. As with any project of this magnitude, this project brought with it many unexpected challenges. When asked about the lessons learnt, the project manager noted the importance of thorough planning and effective stakeholder management as critical to the success of any project.

- **Upgrade of Primary Health Care Centres in the RBN**

By their own admission, Primary Health Care (PHC) services in the Bafokeng cluster of clinics (Phokeng Health Centre, Luka Clinic & Chaneng) was not at an accepted standard for HSDS. This project aimed to improve Primary Health Care services in these clinics by renovating and refurbishing each of them. The project was planned to run from 1 July 2008 to 31 July 2010. The project started, as planned, on 1 July 2008, however, the project finished well behind schedule due to interdependency on the contractor. The contractor experienced cash flow problems due, seemingly, to poor planning on their part. Penalties were enforced and the project was eventually completed on 16 February 2011.



- **2011 Youth tournament**

One HSDS project directly targeted at the youth was the 2011 Youth day tournament. The event took place on 16 June of last year—Youth day. The project was aimed at commemorating Youth day by means of a Youth tournament at Tsitsing stadium. Eight soccer and netball teams from the five RBN regions participated, with all the winners and runners up receiving trophies and medals. In addition, the project set out to foster a good relationship amongst Bafokeng Youth, and to share information on opportunities with the Youth in the RBN. The event was furthermore used to introduce the Bafokeng Youth Executive Committee and Regional Youth Coordinators, and to create a platform for young people to have fun. The project was completed successfully as planned.



- **Rape, domestic violence and human trafficking awareness and education**

Violence against women has been referred to as "*the most pervasive yet least recognized human rights abuse in the world*". The RBN Trauma centre, which is managed by HSDS, identified a need to make the public aware of issues like these within the RBN communities; giving life to the 'Rape, domestic violence and human trafficking awareness and education' project. The project attempted to provide 360 educational and awareness presentations/campaigns in the five RBN regions. Seventy two campaigns per region were planned to take place from 1 February 2010 to 31 January 2011. These included large public campaigns directed at the members of the community, small presentations directed at community structures (e.g. Makgotla) and school presentations targeting the learners and educators. The project was completed a month later than planned, on 28 February 2011. It took place in all 29 RBN villages and the beneficiaries included the community as a whole, children, the disabled, senior citizens, women and the youth.

- **Facilitate the establishment of Aged Soccer Team**

Studies have shown that exercise improves the cardiovascular health of a person: it can lower blood pressure, reduce the risk of heart disease as well as help control stress. The risk of other illnesses such as stroke and diabetes are also reduced. Exercise can also help prevent or delay the onset of osteoporosis, which affects the elderly. In an attempt to promote exercise among the elderly in the Bafokeng community, HSDS initiated the establishment of an aged soccer team project. The project was piloted in the North East Region (Tsitsing village) with the intention of rolling it out as a programme to all regions. The project aimed to encourage and promote active ageing and wellness through exercise. The success of this pilot project was evident at the RBN year end function when two of the aged soccer teams took to the field. This success will surely prompt the expansion of this concept to the other RBN regions...



These are but a few of the HSDS success stories from 2011. Others include management of the Luka Youth Centre, the Emergency Medical Rescue Services. HSDS' impact on life in the RBN is clear.

FEATURED PROJECT

2011 Year End Function

Project manager: Refilwe Mushi

Year end functions are traditionally held to acknowledge the efforts of *staff* members through the year, to provide a platform where managers and employees can interact away from the pressure-filled work environment and, important in a large organisation such as the RBN, improve networking amongst employees in different entities and departments.

The Public Affairs department was challenged to come up with an idea that would unite all RBN employees. They decided on Meropa, Setswana for drum, as the event's theme. The event took place at the Lebone II campus on 25 November 2011.



From here everyone moved to the breath-taking Lebone amphitheatre, where the employees were treated to a crash course in the art of drumming. In his remarks, Kgosi Leruo explained that "drumming is a metaphor for our organization, where we need to stay together, even as each individual does something a little different. Today you'll be asked to embrace drumming as a way to show that each person, regardless of age, sex, race or position within the company has an equal part to play in our overall sound, our rhythm, our message. With this activity, we intend to break down barriers of race,



The project commenced on 20 September 2011 with planning and organising of the event and concluded on 15 December 2011 with the submission of the close out report.

A bus was arranged to transport staff from the various RBN offices, i.e. Legato, Bafokeng Plaza and the Civic centre to the Lebone II premises. During registration, employees received a breakfast snack and branded hats, necessary in the unrelenting Phokeng sun, which also indicated the colour of the teams they were assigned to. The event started with a welcoming speech by Kgosi and a brief opening ceremony held in the school hall.

Teams were specifically made up of individuals from different entities or departments in order to facilitate networking. Each team member had to take part in one of four activities; cooking a *potjie*, choreographing and performing a team dance, designing and making costumes for the dancers or creating a team banner. The best performing teams were awarded prizes.



language, gender and status that sometimes divide and demoralize us.”

The 2011 Maropa year end function was an event that is sure to be remembered by all RBN staff members. May this event, and others like it, continue to unify the RBN and its employees.

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Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
December 2011	942 visits from 48 countries (721 – SA; 30 – US; 28 – UK) 489 unique visits	39.38%	00:03:26	2.85
November 2011	1667 visits from 40 countries (1450 – SA; 41 – US; 26 – UK) 727 unique visits	34.61%	00:05:01	3.23
October 2011	1809 visits from 52 countries (2123 – SA; 30 – US; 22 – UK) 785 unique visits	32.61%	00:05:31	3.55

PROJECT MANAGEMENT CORNER:

Plan your work and work your plan

Thorough planning of your projects and programmes allow you to do 2 things differently:

- 1. TAKE CONTROL OF YOUR TIME** - If you think that you have no time available then you only have one choice: to take control of your time. Your project will not be a success just because you wish it to be. Plan your time weekly and daily and commit to a schedule of when you are going to work.
- 2. FOCUS ON THE RIGHT ACTIONS** - Planning allows you to focus in on the essential actions that will add to the success of your project. Take the time to plan your actions. If your day is fully booked and you have only one hour available for an action, what actions will you decide to do with that time? Prioritise and focus on actions that add the most value to your project.

Bokgabane Quiz:

Have a go at the Bokgabane Quiz! Three winners will be randomly selected from the correct responses.

1. In which HSDS project, completed in 2011, did the project manager learn the importance of thorough planning?
2. Which department managed the 2011 Year End Function project?
3. Name the two things that you can do differently if you plan thoroughly.

Last month's winners: Please come collect your prizes from the PMO.

Congratulations to:

1. Refiloe Rankoko
2. Mapiti Maseloane
3. Bobby Segoe

BOKGABANE:

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Please send your answers, queries and/or comments on Bokgabane to the PMO at pmo@bafokeng.com