

# INgxenye 1

## Iqhaza Le-CCG

### OKUHLOSIWE NGALESI SIFUNDO

Isifundo 1.1 sihlose ukwethula umfundi ezifundweni Ezizisisekelo Ze-CCG futhi sinikeze umfundi amakhono ayowadinga njengoMnakekeli Womphakathi.

### Imiphumela Yesifundo

Ekupheleni kwalesi sifundo abafundi kufanele bakwazi:

- Ukuchaza i-Operation Sukuma Sakhe
- Ukuchaza iqhaza le-CCG kwi-Operation Sukuma Sakhe
- Ukuchaza iqhaza le-CCG emphakathini
- Ukuchaza ukuthi isimilo kanye nokugcinwa kwemfihlo kusebenza kanjani kwi-CCG
- Ukubonisa amakhono akhethekile njengokufundisa, ukukhulumela abantu, ukukhulumisana, ukukhuthaza umphakathi kanye nawokuhlonza nokuthumela endaweni efanele adingwa yi-CCG
- Ukuchaza izindlela ama-CCG angazinakekela ngayo

### Okuqukethwe Kulesi Sifundo

- Ukufingqwa kwe-Operation Sukuma Sakhe
- Inqubo yokufunda, ukufeza nokubika ngezidingo zomphakathi, zomuzi nezamaklayenti
- Isimilo Nokucina Imfihlo
- Amakhono adingwa ngama-CCG
- Ukunakekelwa komnakekeli

### Kutholakala

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### 1. Ukufingqwa

#### a. Kungani idingeka i-Operation Sukuma Sakhe (OSS)?

Abantu baKwaZulu-Natal (KZN) banezinsalele eziningi ezifana nobubha nendlala, ukungasebenzi, udlame olubhekiswe kwabesifazane nezingane, izifo ezifana nezinkinga zehliziyi, ingculaza negciwane layo, i-TB kanye nezingozi zomgwaqo. Eziningi zalezi zinsalele zixhumene. Uma umuntu engasebenzi, kungenzeka angabi nemali yokuthenga ukudla futhi lokhu kwenza kube nzima ukuhlala enempilo. I-Operation Sukuma Sakhe inxusa abantu baKwaZulu-Natal ukuba 'basukume bakhe' i-KZN ndawonye ngokubhekana nezinkinga ezifana nobubha, ukungasebenzi, ubugebengu, ukudla izidakamizwa, ingculaza negciwane layo ne-TB, esezicekele phansi imiphakathi. Kunezinto ezinhle e-KZN, njengokubambana emphakathini kanye nobuntu. Ngokusebenzisana nohulumeni ukuze kunikezwe usizo, kuBanakekeli Bomphakathi (ama-CCG) basiza ekwakheni imiphakathi enempilo.



#### b. I-Operation Sukuma Sakhe isebenza kanjani?

I-Operation Sukuma Sakhe (OSS) uhlelo likahulumeni olusiza uhulumeni kanye nomphakathi ukuba basebenzisane ukuze kuxazululwe izidingo emphakathini. I-OSS imayelanna nokwakha impilo engcono emiphakathini futhi ingasebenza kuphela uma umphakathi usebenzisana nayo.

#### c. Ngubani obandakanyekayo kwi-Operation Sukuma Sakhe?

UHulumeni usebenzisana nabaningi abambisene nabo njengezinhlango zomphakathi kanye nomphakathi ngokwawo, ohlangana ndawonye kwi-War Room ekumaWadi. I-War Room inamalungu avela emaqenjini entsha, emaqenjini abesifazane, abaholi bezenkolo nabamasonto, izinhlaka zabezendabuko (amakhosi, izinduna namagoso, njll.), abezemidlalo, abamabhizinisi, asebekhulile kanye nezinye izindikimba zabezamasiko. UMsebenzi Wokuthuthukiswa Komphakathi, uMnakekeli Womphakathi kanye nabasebenzi bakaHulumeni bangamalungu abaluleke kakhulu e-War Room.

### 2. Iyini indima yoMnakekeli Womphakathi (CCG) ku-Operation Sukuma Sakhe?

I-CCG ingelinye lamaqhawe ayinhloko emphakathini futhi inesibopho sokuqoqa ulwazi olubalulekile mayelana nemizi oluzosiza ekuxazululeni izinsalele zomphakathi. Ibuye ibe umsizi ozama ukufundisa amalungu ekhaya mayelana nokunakekelwa kwempilo nezinsizakalo zezenhlahlakahle nokuthi angaluthola kuphi usizo. I-CCG kufanele ibuze imibuzo ebalulekile (ihlonze) ukuze ithole ukuthi ziyini izidingo futhi iqonde ukuthi izowatsheleli amalungu omphakathi (ifundise) nokuthi izowathumela kuphi amaklayenti ukuze athole usizokalo ezibalulekile (ithumele endaweni efanele).



Uma sibuzwa imibuzo, sihlonza amaklayenti. Lokhu kusho ukuthi siqoqa ulwazi olubalulekile lokusiza uhulumeni aqonde izidingo zomphakathi nezemizi ukuze bonke basebenzisane basize ukuxazulula lezi zinsesele.

I-CCG isebenzisa lolu lwazi ukuze:

- Ibuyisele ulwazi kuma-War room oluzosiza uhlelo lwe-OSS ukuba luhlangabezane nezidingo zomphakathi
- Ifundise amaklayenti mayelana nezinsizakalo zokunakekela impilo nezenhlalakahle
- Iqonde izidingo ezithinta ezempilo futhi ithumele amaklayenti esikhungweni sezempilo
- Iqonde izidingo usizo bese ithumela amaklayenti lapho ezothola khona usizokalo usizo
- Iqhubeke ibheke amakhaya ukuze ibone ukuthi ikhona yini intuthuko noshintsho
- Ibike ngenqubekela-phambili yamakhaya emihlanganweni yama-CCG

UMnakekeli Womphakathi uphathina othembekile oqoqa ulwazi mayelana nezinsesele ezibhekene nemiphakathi futhi afundise imiphakathi ngezinto ezibalulekile. Ngenxa yalesi sizathu, i-CCG inikezwa inani elithile lemizi bese ivakashela umuzi ngamunye ukuze:

- Iqonde izidingo zamakhaya
- Isize abantu bathole usizo abaludingayo
- Ifundise amalungu emakhaya ukuba aphilile ngendlela enempilo futhi avimbele izifo
- Ihlonze bese ithumela abantu kwezinye kwiklayenti ukuze bathole ukunakekelwa nokusekelwa
- Ilandelele emakhaya ukuze iqinisekise ukuthi balutholile usizo abaludingayo

### Iyini inqubo yokuqonda, ukufeza nokubika ngezidingo zomphakathi, zomuzi nezekhasimende?

Izinyathelo ezikule nqubo: Izinyathelo eziseMfanekisweni 1 zibonisa ukuthi uqala kanjani ukwenza umsebenzi wakho ngokuqoqa ulwazi mayelana nomphakathi nangokufundisa umphakathi.

**Isinyathelo 1:** Uyonikezwa ithuluzi Lokuthola Imininingwane Yekhaya Mayelana Nobubha futhi uthole nokuqeqeshwa okuyokusiza ukuba ugcwalise leli thuluzi emzini ngamunye. Ithuluzi Lokuthola Imininingwane Yekhaya Mayelana Nobubha linemibuzo ezosiza wena nohulumeni niqonde izidingo zekhaya. Lokhu kusho ukuthola imininingwane ngekhhaya.

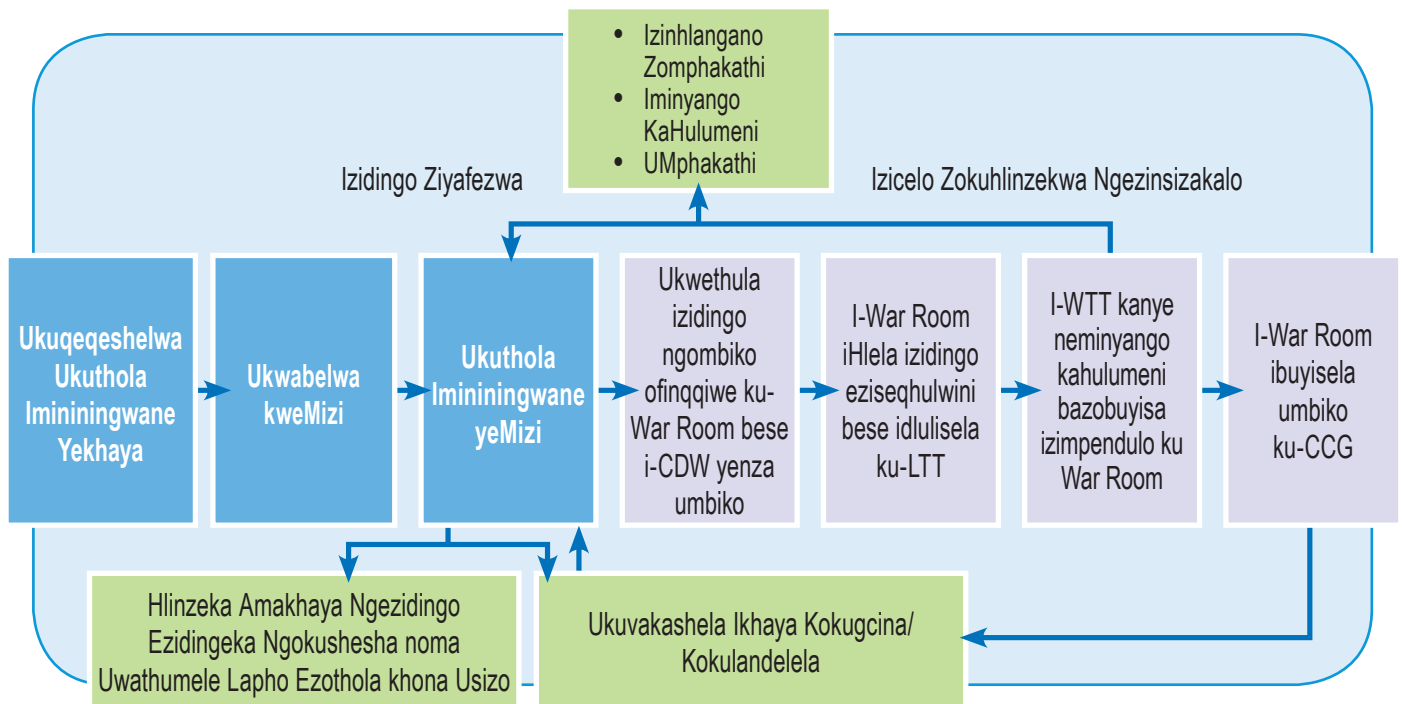
**Isinyathelo 2:** Uyonikezwa inani elithile lemizi kwiwadi. Le mizi ithembele kuwe ukuba unikeze i-War Room ulwazi mayelana nezidingo zayo.

**Isinyathelo 3:** Uyobe usuhlangana namalungu ekhaya bese ubuzwa imibuzo usebenzisa ithuluzi Lokuthola Imininingwane Yekhaya Mayelana Nobubha. Uma usuligcwalisile ithuluzi Lokuthola Imininingwane Yekhaya ngalinye eliqondene nawe, uyokwazi ukuthi ziyiphi izidingo zalel' ikhaya. Kungathatha cishe amahora amabili ukugcwalisa ithuluzi Lokuthola Imininingwane Yekhaya.

**Isinyathelo 4:** E-War Room, I CCG yeyethula izidingo zamakhaya ku CDW noma uNobhala, ziyahlanganiswa zenziwe umbiko othunyelwa kwiThimba Elijutshiwe Lomasipala Wendawo.

**Isinyathelo 5:** IThimba Elijutshiwe we War Room lizokunikeza umyalezo, kanye nohlelo lokuthi lezi zinsizakalo zizonikezwa kanjani kwiwadi kanye nasemakhaya othole imininingwane yayo.

**Isinyathelo 6:** Ngemuva kokuthola imininingwane yekhaya nangesikhathi ulandelela, uyobuzwa amalungu ekhaya, uwafundise ngokuphila ngendlela enempilo; uwafundise ngezifo nezinsizakalo ezibalulekile futhi uwathumele lapho ezothola khona ukwelashwa, ukunakekelwa, usizo lwezenhlalakahle nokusekelwa. Uyothola namanye amathuluzi azokusiza ukuba ubuze imibuzo futhi ugcine amarekhodi alokho okwenzile. La mathuluzi enzelwe ukusiza wena ukuthi wenze umsebenzi wakho ngendlela engcono. Uyophinde uchazele amalungu ekhaya ukuthi luyini uhlelo lokufeza lezi zidingo zawo ozitholile nokuthi uyowazisa kanjani ngezinyathelo ezithathwa yiminyango efanele (isib. uMnyango Wezempilo, uMnyango Wezenhlalakahle) ukuze kufezwe lezi zidingo.



UMfanekiso 1: Inqubo yokuqonda, ukufeza nokubika ngezidingo zomphakathi, zekhaya nezamaklayenti

### 3. Kungani ama-CCG ebalulekile ku-Operation Sukuma Sakhe?

- Ningamalungu okuqala ethimba lezempilo nokuthuthukiswa komphakathi abona amaklayenti agulayo noma adinga usizo lwezenhlalakahle
- Yinina enithintana namalungu ekhaya kuqala
- Ningabanye bokuqala ukuthola ngokuqubuka kwesifo esithile bese nazisa umtholampilo
- Niyaqonda ukuthi umphakathi usebenza kanjani kuhlenganise nomthelela wamasiko nezinkolelo
- Nixhumanisa umphakathi nemitholampilo, nosizo lwezempilo nezenhlalakahle yemiphakathi
- Nisiza imindeni iqonde izimo zayo futhi ningayeluleka ukuthi ingayithola kanjani (isib. imali yesibonelelo)
- Nisiza ekuqapheleni ukuhlukunyezwa emindenini futhi nisize ngokuyithumela ezindaweni zosizo
- Nisiza imindeni ukuba ithole usizokalo ezizoyisiza ekuthuthukiseni izimpilo zayo

### 4. I-CCG kufanele yenzeni emakhaya nasemphakathini?

Ama-CCG kufanele enze okulandelayo:

- Anikeze ukunakekela kwasemphakathini okuyisisekelo ekhaya
- Ahlole isimo sempilo sawo wonke amalungu ekhaya bese enakekela abagulayo
- Abheke izimpawu eziyingozi bese ethumela amaklayenti esikhungweni sezempilo
- Agququzele impilo futhi afundise emakhaya nasemphakathini
- Aqiniseke ukuthi amalungu omndeni ahlala (anamathela) futhi alandele ukwelashwa njengoba eyalelwe abasebenzi basesikhungweni sezempilo. Athole labo abanganamatheli ekwelashweni bese ebathumela esikhungweni sezempilo
- Ahlole amakhadi ezempilo ukuze aqiniseke ukuthi amaklayenti ayaqhubeka nokwelashwa futhi akulandela njengoba eyalelwe abasebenzi basesikhungweni sezempilo

- Aqale futhi akhuthaze amaprojekthi omphakathi njengamaqoqo okusekelana
- Abambe iqhaza ekukhuthazeni umphakathi ukuze ulwe nezifo ngemikhankaso yokuqwashisa kanye nenzinsizakalo zezempilo ezinikezwa ezikhungweni
- Asize imiphakathi ibambe iqhaza ezinhlelweni zokulwa nobubha isib. izingadi zokudla
- Axhumanise umphakathi nemitholampilo
- Asize ekuxhumaniseni umphakathi neminye iminyango kahulumeni – Imali yeziBonelelo zikaHulumeni, uMnyango Wezasekhaya, uMnyango Wezemvelo, uMnyango Wezabasebenzi, uMnyango Wokuthuthukiswa Komphakathi, uMnyango Wezemfundo, njll
- Athole ukuthi ziyini izidingo zemindeni, bese eyithumela ezinsizakalweni ezifanele lapho izothola khona usizo oluhlobene nesidingo esithile – izinhlangano zendawo ezingekho ngaphansi kukahulumeni (ama-NGO), izinhlangano zomphakathi (ama-CBO), izinhlangano zezenkolo (ama-FBO), inhlango elwisana nokuphuza utshwala nezidakamizwa (SANCA), inhlango elwisana nesifo somdlavuza (CANSA), inhlango elwa nobugebengu kanye nokubuyiselwa kwabahlukumezi (NICRO), ukukhuliswa kwabantwana abasebancane (ECD) – iziNkulisa, iziNdawo zeziNgane zezeNhlalakahle, iNhlango yabagula ngeNgqondo (Mental Health Society), iNhlango yabaNgezwa (Society for the Deaf), iNhlango yabaNgaboni (Society for the Blind), ukuNakekelwa kwabaKhubazekile (Cripple Care), iNhlango eluleka ngezinkinga zemindeni nemishado (FAMSA), amaqoqo okusekelana ahlukahlukene, njll



## 5. Isimilo Nokugcina Imfihlo

I-CCG iyingxenye ebaluleke kakhulu ye-OSS futhi umphakathi kufanele ukwethembe. Ngakho-ke kufanele ube umuntu othembekile futhi ongacina ulwazi luyimfihlo. Kufanele futhi ubakhathalele abantu bese wenza ngendlela ethile. Lokhu kusho ukuthi kufanele ube nesimilo esihle futhi wazi indlela yokugcina izinto ziyimfihlo.

### Siyini isimilo nokugcina imfihlo?

**Isimilo** uhlelo lwemithetho okufanele sonke siyilande lapho sisebenzisana namaklayenti ethu. Ngokwesibonelo, ukuqinisekisa ukuthi iklayenti lakho lazi yonke imininingwane yenqubo ethile noma ukuhlola ukuze lokhu kulisize lenze isinqumo mayelana nokuthi liyafuna yini ukuhlola noma cha.

**Ukugcina imfihlo** ukugcina imininingwane yekhasimende yangasese noma isimo sezempilo, isib. isimo se-HIV noma ukuhlukunyezwa ekhaya, kuyimfihlo kungaziwa ngabanye abantu ngaphandle kwethimba labasebenzi abaqeqeshiwe ongase udinge kubo usizo ukuze usize iklayenti lakho. Lokhu kubalulekile ikakhulukazi uma kuziwa kumarekhodi akho amayelana nekhasimende. [bheka Isifundo 1.3 mayelana Ukurekhoda Nokubika].

## Isivivinyo

Cabanga ngemfihlo ethile onayo empilweni yakho. Bhala phansi isizathu esisodwa noma ezimbili ezingenza ukuba utshele othile ngale mfihlo.

Ezinye zezizathu kungase kube yilezi:

- Utshela umngane wakho/umngane wakho omkhulu/uphathina wakho yonke into
- Ufuna iseluleko mayelana nokuthi yini ongayenza ngenkinga yomuntu akutshele yona
- Ubufuna ukubonakala ubalulekile – ‘Ngazi okuthile wena ongakwazi’
- Umane waphunyuka – ‘Ngikhohliwe ukuthi bekuyimfihlo’
- Uzizwe uphoqelekile ukuba uyikhulume
- Kukhona okubuze ukuthi kukhona yini okwaziyo ngalesi simo futhi ubungafuni ukuqamba amanga

## Isivivinyo

Kuyinto evamile ukufuna ukuthululela isifuba sakho kothile ngenxa yesinye salezi zizathu. Cabanga ukuthi WENA ubungazizwa kanjani uma wawuthululele isifuba sakho kothile futhi lowo muntu waxoxela omunye ngaphandle kwemvume yakho. Kubhale phansi lokhu ngaphansi kwekholomu ethi ‘Imizwa’.

Manje cabanga ngokuthi ingase ibe yini imiphumela yokutshela abanye abantu imfihlo yomunye ngaphandle kwemvume yakhe. Kubhale phansi lokhu ngaphansi kwekholomu ethi ‘Imiphumela’.

Imizwa	Imiphumela

### Ukudlala Indima Yothile

Hlukanani nibe amaqoqo amathathu. Eqenjini lokuqala, celani amalungu amabili ukuba elinye libe i-CCG elinye libe ilungu lekhaya (isib. umama noma udadewenu). Eqenjini lesibili, celani amalungu amabili ukuba elinye libe i-CCG elinye libe uphathina we-CCG. Eqenjini lesithathu, celani amalungu amabili ukuba elinye libe i-CCG elinye libe umngane oseduze kakhulu we-CCG.

Ilungu lekhaya uphathina noma umngane oseduze ubona i-CCG iphuma emzini wakwaShongwe. Bacela i-CCG ukuba ibatshela ukuthi kwenzekani kulo muzi. Kufanele ithini i-CCG kubo?

Amanye amalungu eqembu kufanele abhale phansi lokho i-CCG ekwenze kahle nokuthi kungathuthukiswa kanjani.

Okulandelayo, celani amanye amalungu eqenjini ngalinye ukuba adlale indima ye-CCG kanye nelungu lekhaya, uphathina we-CCG nomngane oseduze we-CCG. Ngamunye ubona incwadi yamaphuzu ye-CCG ihleli phezu kwetafula, futhi uyayithatha. I-CCG iyambona enza lokhu. I-CCG kufanele ithini kuye?

Amanye amalungu eqembu kufanele abhale phansi lokho i-CCG ekwenze kahle nokuthi kungathuthukiswa kanjani. Amanye amalungu eqembu kufanele abhale nokuthi yiziphi izinyathelo okufanele zithathwe i-CCG ukuze ivimbele lokhu ukuba kungaphinde kwenzeka. Iqembu ngalinye kufanele likulungele ukwethula imiphumela yalo kulo lonke iqembu.



### Isivivinyo Seqembu

Xoxani ngendima yakho njenge-CCG emphakathini wakini.

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## 6. Yimaphi amakhono akhethekile i-CCG ewadingayo ukuze isebenzelane nemizi nemiphakathi?

Njenge-CCG, udinga amakhono athile angakusiza emsebenzini wakho ukuze usize amalungu ekhaya. Uyobe usebenzisana nezinhlobo eziningi zabantu emakhaya. Kuyoba nolwazi oluningi okudingeka uluqoqe kubantu. Ngenkathi uqoqa imininingwane, kungenzeka kube nemibuzo oyibuzayo ukuze uthole ulwazi olugcwele ngomndenini. Nizoxoxisana ngezinto eziningi ezibalulekile emndenini, ubafundisa futhi ubaqquguzela ngendlela elungile yokuphila ngaphambi kokuba ubadlulisele kwezinye izinhlelo zosizo. Abantu bangabuza imibuzo eminingi mayelana nengxoxo yenu. Kuzoba nesikhathi lapho kudingeka uqoqe umphakathi ukuze ukhulume ngezinkinga eziphathelene nawo. Kunamakhono ozowadinga ukuze wenze umsebenzi wakho kangcono. Lapho uwasebenzisa la makhono, uyothuthuka ekwenzeni umsebenzi wakho.

Kunamakhono amahlanu akhethekile i-CCG ewadingayo ukuze ithuthuke:

- Amakhono okuxhumana
- Amakhono okusiza
- Amakhono okukhulumela abantu
- Amakhono okukhuthaza umphakathi kanye
- Namakhono okuhlonza nokuthumela endaweni efanele

### a. Amakhono okuxhumana

Kubaluleke kakhulu ukuba uxhumane nabantu ngendlela abayiqondayo. Njenge-CCG uyobe uxhumana namaklayenti akho, nomtholampilo, nezinsizakalo zezenhlahalakahle, ama-NGO, nomphathi wakho kanye nama-War Room lapho uyochaza khona izidingo zomphakathi. Ukuxhumana namaklayenti akho kuyofaka nokuxoxa ngezihloko ezihlukahlukene

futhi ezinye izinto eniyoxoxa ngazo kuyoba yizinto ezibucayi kakhulu. Yindlela okhuluma ngayo namaklayenti akho eyowenza alwethembe ulwazi owanikeza lona futhi akwethembe nawe futhi akuhloniphe. Ngezinye izikhathi kungadingeka ukuphinde okushoyo ukuze iklayenti liwuzwe ngokucacile umyalezo. Kudingeka uqaphele kakhulu indlela okhuluma ngayo nendlela oshukumisa ngayo umzimba futhi uqaphele nezwi lakho uma ukhuluma.



### Kusho ukuthini ukuxhumana?

- Amazwi esiwasebenzisayo asho into efanayo kumuntu owezwayo. Ngezinye izikhathi into oyishoyo ingase imdide umuntu ngoba engawazi amagama owasebenzisayo. Ukuxhumana okuhle kumayelana nokuqinisekisa ukuthi usebenzisa amagama owaqondayo wena kanye nekhasimende
- Isimo sezwi lakho asimcasuli umlaleli. Uma ukhuluma ngendlela eyenza umuntu azizwe eyisilima, uyomcasula lowo muntu. Wena kanye namaklayenti akho nonke niyafunda futhi niyathuthuka, ngakho kufanele ukhulume nabantu ngendlela enenhlonipho. Isimo sezwi lakho sibaluleke kakhulu lapho ukhuluma. **Umsebenzi:** Nikeza ezinye zezibonelo zakho zendlela enhle nambi yokusebenzisa izwi/isimo sezwi
- Indlela oshukumisa ngayo umzimba wakho ingase iyisize ingxoxo yakho noma iyilimaze. Ukukhomba umuntu ngeminwe lapho ukhuluma kungase kumcasule lowo muntu. **Umsebenzi:** Nikeza ezinye zezibonelo zakho zendlela embi yokushukumisa umzimba
- Ukulalela. Ukuxhumana kuthinta nokulalela abantu ukuze uqonde ukuthi yini abayizwayo noma abayidingayo
- Ukuqaphela (ukubheka) kubaluleke kakhulu. Akukhona nje kuphela ukubona ukuthi iklayenti libukeka kanjani kodwa nokuqonda lokho okubonayo. Kanti futhi, uyothi ukuqalaza endlini ngaphakathi nangaphandle ukuze ubheke noma yiziphi ezinye izidingo zaleli khaya

**Ngokwesibonelo**, uma umuntu ethi uyajabula ukukubona, kodwa izwi lakhe liphezulu futhi linolaka futhi engamamatheki noma akubheke emehlweni futhi ekufulathele, ungase ube nomuzwa wokuthi akaqondile lokho akushoyo.

Njenge-CCG njalo uma uxhumana namaklayenti, kufanele uqale ngokubingelela. Kufanele ulalelise lokho iklayenti elikubuza khona, ngoba kuyodingeka uliphendule, kungaba ngokulifundisa ngezempilo noma ngokulithumela kwezinye kwiklayenti.

Phakathi nayo yonke ingxoxo, kunezinto wena njenge-CCG ongase uzenze ezilimaza ukuxhumana. Lokhu kungaba:

- Ukukhuluma ngasosonke isikhathi nokunganiki iklayenti ithuba lokukhuluma
- Ukungena iklayenti emlonyeni
- Ukubonakala uluhlaza, kungaba ngesimo sezwi lakho noma ngokushukuma komzimba
- Ukwenza sengathi ulalele kodwa ube ungezwa ngempela ukuthi iklayenti lithini (bheka amakhono okulalela ngezansi)
- Ukukhomba umuntu ngeminwe ngesikhathi umtshela okuthile

**Amakhono okulalela ayingxenye ebaluleke kakhulu yokukhulumisana. Njenge-CCG kufanele uqoqe ulwazi oluningi kwiklayenti. Amaklayenti nawo ayokutshela ulwazi olubucayi nolunzima, njengesimo sawo se-HIV noma ukuhlukunyezwa. Lokhu kuyoba nzima kakhulu kwiklayenti nakuwe njenge-CCG; ngakho-ke kufanele ube namakhono okulalela amahle ukuze usize iklayenti likutshela lolu lwazi.**

### Kungani amakhono okulalela ebalulekile?

Uma ungalalelisisi kahle, kungaba nzima kakhulu ukwenza izinto. Lapho abantu abaningi becabanga ngokulalela okuhle, bacabanga ukuthi kufanele nje bavumele iklayenti likhulume kuphela. Kodwa ukuzwa ukuthi omunye umuntu uthini ngempela nakho kubalulekile. Lapho ulalela, kufanele wamukele lokho okushiwo umuntu futhi uzame konke okusemandleni akho ukuba uqonde ukuthi usho ukuthini.

Njenge-CCG:

- Ufuna iklayenti lakho likhulume nawe. Iklayenti lakho lingayeka ukukhuluma nawe, uma licabanga ukuthi awulilalele uma linokuthile okubalulekile elikushoyo
- Kudingeka wazi lokho okubalulekile kwiklayenti lakho. Lokhu kuzokusiza lapho ufuna isixazululo senkinga ethile. Ngokulalela kahle, uyokwazi ukubuza eminye imibuzo eyosiza wena nekhassimende lakho niithole isixazululo. Ngesinye isikhathi lapho ulalele, ungase uzwe okuthile okushiwo yiklayenti lakho okuzokusiza lapho usubuzo imibuzo
- Kudingeka uthole ulwazi oluningi ngendlela ongakwazi ngayo mayelana namaklayenti akho ukuze ukwazi ukuwanikeza insizakalo engcono

Uma ulalelisisa kahle, utshela abantu ukuthi:

- Ngiyazi ukuthi lokhu kubalulekile kuwe
- Nginendaba nawe njengomuntu
- Ngisho noma ngingavumelani nawe kulokho okushoyo, ngiyalihlonipha ilungelo lakho lokukusho
- Angifuni ukukugxeka; ngimane nje ngifuna ukukuqonda kangcono
- Ngifuna uzizwe ukhululekile ukuxoxa nami nganoma yini
- Thembeka lapho usho lezi zinto ngoba abantu bayobona uma ungaqondile ngempela lokho okushoyo

### Amasu okuthuthukisa amakhono okulalela

1. **Khombisa ukuthi unendaba.** Khombisa ukuthi uyaqonda lokho iklayenti lakho elikutshela khona ngokubonakala ukuthi unendaba futhi unqekuzise ikhanda ukubonisa ukuthi uyaqonda noma uthi, 'Ngiyabona. Qhubeka.'
2. **Khombisa ukuthi uyayiqonda indlela iklayenti elizizwa ngayo.** Ngokwesibonelo, ungathi, 'Sindi, ngiyazi ukuthi uthukuthele. Ngitshele ukuthi yini engingayenza ukuze ngisize. Ngifuna ukukulalela.'
3. **Phinda iphuzu:** Phinda usho lokho ocabanga ukuthi iklayenti lakho liqonde ukukusho. 'Ngakho okushoyo ukuthi awuqondi ukuthi uyithole kanjani i-HIV.'
4. **Yazi lapho kufanele uthule khona.** Uma iklayenti lithukuthele futhi lizama ukukhipha okuthile okusengqondweni yalo, kungase kube ngcono ukuba uthule. Uma iklayenti lakho seliqedile ukukhuluma, ungaphinda indlela oqonda ngayo inkinga yalo.
5. **Khombisa inhlonipho.** Ngisho noma ungavumelani nalokho iklayenti lakho elikutshela khona, lalelisisa lokho okushiwoyo. Ngaphambi kokusho umbono wakho, yithi, 'Ngikuzwa uthi. Ingabe ngikuqonda kahle?'
6. **Hlala ugxilile.** Mbheke emehlweni futhi ukhombise ukuthi unendaba naye, khona-ke uyokwazi ukuqonda kahle lokho iklayenti elizama ukukutshela khona.

Hlukanani nibe amaqoqo amabili bese nitshelana imininingwane emi-5 wena nophathina wakho. AWUVUMELEKILE ukubhala phansi imininingwane. Buyisela umbiko eqenjini ngokwethula uphathina wakho eqenjini bese usho imininingwane emi-5 ngaye.

### Isivivinyo Seqembu

Bala ukuthi mangaki amaphuzu okwazile ukuwakhumbula. Lokhu kukhombisa ukuthi kubaluleke kangakanani ukulalelisa lapho ukhuluma namaklayenti akho, ukuze ungeqiwa ulwazi olubalulekile olungakusiza ukuze uthuthukise inhlalakahle yawo.

### b. Amakhono okusiza

Ukufundisa kumayelana nokusiza umuntu noma iqembu labantu ukuba lishintshe okuthile okuzokwenza izimpilo zabo zibe ngcono. Leli ikhono elibalulekile kuwe njenge-CCG njengoba kudingeka uzame ukusiza amaklayenti akho kanye nemindeni yawo bakhethe impilo engcono kanye nezinsizakalo usizo ezingcono ezimpilweni zabo futhi babambe iqhaza ngezimpilo zabo.

### Wenzani osizayo?

Osizayo usiza iklayenti libheke zonke izimo zokuphila kwalo futhi ulicobelela ulwazi oluzolisiza lenze isinqumo esingcono kakhulu kulo. Lokhu kuzwakala kulula, kodwa empeleni, kungaba nzima kakhulu ngoba kungenzeka iklayenti lakho lingafuni ukushintsha into elilimazayo eliyenzayo. Njenge-CCG kudingeka ulungiselele iklayenti lakho ngesidingo sokushintsha, ulimeme ukuba lilalele ulwazi mayelana nokuthi yini okufanele ishintshwe nokuthi kanjani, bese ulilandelela futhi uleseke uma lenza ushintsho. Futhi, khumbula ukuthi ushintsho luthatha isikhathi futhi kuyodingeka uphindele ezihlokweni ezithile nekhasimende lakho njengoba ulisiza ukuba lishintshe.



### Amcebiso Awusizo

Njenge-CCG kudingeka ube umsizi omuhle, uqondise amalunga ekhaya futhi usize amaklayenti akho anakekele izimpilo zawo.

### Yiziphi izimfanelo ezidingwa yi-CCG ukuze ibe umsizi omuhle?

- **Ukukhuluma ungesabi:** Lokhu kusho ukuthi kudingeka ube nesibindi sokukhuluma iqiniso elinzima uma kudingeka. Kunzima kakhulu kodwa amaklayenti akho kudingeka azi wonke amaqiniso ukuze akwazi ukwenza izinqumo ezifanele. Uyolahlekelwa yinhlonipho yamaklayenti akho uma ugwema ukukhuluma iqiniso noma uwatshela amanga. Kubalulekile ukukhumbula ukuthi ukukhuluma ungesabi akufani nokuba nolaka. Ungase utshele iklayenti lakho iqiniso ngezwi eliphansi futhi elinozwelo.
- **Umuzwa wemvelo:** Lokhu ngezinye izikhathi kuthiwa 'into evele ifike ikutshela okuthile.' Ngamanye amazwi, okuthile kukutshela ukuba uphathe iklayenti ngendlela ethile, noma kukutshela ukuthi iklayenti lakho alikutsheli yonke indaba. Ukuba 'nento evele ifike ikutshela okuthile' kuya ngokujwayela futhi lena yinto oyizwa ngaphakathi kuwe.
- **Ukusungula izinto:** Lokhu kusho ukuthi ngezinye izikhathi kuyodingeka usebenzise ikhono lakho



lokubona izinto ngeso lengqondo ukuze ucabange izindlela ezintsha nezihlukile zokubhekana nezinkinga ngoba izindlela ezindala azisebenzanga.

- **Ukuvumelana nezimo:** Njenge-CCG kufanele ukwazi ukucabanga ngokushesha ukuze uxazulule izidingo futhi kungase kudingeke ushintshe indlela yokwenza into ethile ngoba ingasebenzanga kahle.
- **Ukuzethemba nentshisekelo:** Kubalulekile ukuba ubonakale uzothile futhi uzethemba kumakhasimende akho. Athembele kuwe ukuba ube nempendulo, uwasize athole impendulo noma ukuba azi ukuthi kufanele enzeni. Kufanele ubonakale uwujabulela umsebenzi wakho futhi ukujabulela ukusiza amaklayenti akho.
- **Ilungu leqembu:** Uyilungu elilodwa leqembu elikhulu labantu abahlangana ndawonye kwi War Room ukuze basize amaklayenti. Kubalulekile ukuba ukwazi ukusebenzisana namanye amalungu eqembu futhi usebenzelane eduze nabasebenzi bezempilo nabezenhlalakahle ukuze unikeze usizo olusezingeni eliphakeme kumakhasimende akho.
- **Ubuqotho:** Kubalulekile ukuba ube qotho lapho usebenzisana namaklayenti akho futhi amaklayenti akho akholelwe ukuthi unendaba nawo futhi uyokwenza konke ongakwenza ukuze uwasize (Ukuba qotho kusho ukuthi uthembekile, uneqiniso futhi ukhululekile).
- **Ukwethenjwa:** Njenge-CCG, amaklayenti akho kufanele abone ukuthi uzoligcina izwi lakho nokuthi wenza lokho othe uzowenzela khona. Uma amaklayenti akho engakwethembi, ngeke akutshale izindaba zawo futhi ngeke asetembe iseluleko sakho.
- **Uzwelo/isihe:** Leli ikhono lokuzifaka ezicathulweni zekhasimende lakho noma ukuzibeka esimweni salo futhi uqonde ukuthi lizizwa kanjani.



### Isivivinyo Seqembu

Yehlukanisa amalungu ekilasi abe ngamabili. Cela umuntu oyedwa eqenjini elilodwa lababili ukuba ahole uphathina wakhe bazungeze igumbi ebeke isandla sakhe phambi kobuso bukaphathina wakhe. Umuntu oholwayo kufanele avale amehlo futhi alandele isandla sikaphathina wakhe. Umuntu oholayo uvumelekile ukuba ayise uphathina wakhe noma kuphi egunjini futhi amyise nasezindaweni okungahambeki kahle kuzo. Mababe sebhintshana, ukuze umuntu ngamunye abe nethuba lokuholana nelokulandela.

**Chaza** ukuthi uzizwe kanjani ngesikhathi kunguwe oholayo nangesikhathi uholwa. Ucabanga ukuthi lo msebenzi ukhombisani?

Injongo yalo msebenzi ukuhlola ubudlelwano kanye nokwethembana. Njenge-CCG, unjengomholi kulesi sivivinyo – futhi umholi unamandla phezu komuntu oholwayo, futhi ungase uzizwe usesimweni esinamandla. Amaklayenti akho anjengomuntu oholwayo – athembele kuwe njenge-CCG. Ngenxa yalokho, asesimweni esibucayi futhi athembele kuwe. Njenge-CCG, akufanele usisebenzise kabi isikhundla sakho samandla kodwa sisebenziselele ukuhola iklayenti ngendlela enhle newusizo.

### c. Amakhono okukhulumela abantu

#### Yini ukukhulumela abantu?

Ukukhulumela abantu yilapho umuntu noma abantu besekela, bekhuluma, noma benza izinto egameni labo noma benzela othile ocela noma odinga usizo. Ngamanye amazwi, njenge-CCG ungummeli wamaklayenti akho emphakathini ngoba uyosiza amaklayenti akho ekuceleni usizo olunjengemali yesibonelelo sikahulumeni noma ukunakekelwa kwasekhaya. Ummeli angaphinde futhi achazwe njengomuntu okhulumela, olwela noma ovikela ilungelo lakhe noma lomunye umuntu. Njenge-CCG, uyosiza imiphakathi iphakamise izindaba ezimayelana namalungelo ayo (uyimele) futhi usize imiphakathi ihlangane ndawonye ukuze izixazulule (ukukhuthaza umphakathi).



#### Yimaphi amakhono adingwa yi-CCG ukuze ibe ummeli?

Ukuze ube ummeli ophumelelayo, wena njenge-CCG kufanele:

- **Ukhulume ungesabi:** Qina kodwa ube nomusa lapho umelela iklayenti lakho – khumbula ukukhuluma ungesabi HHAYI ukuba nolaka.
- **Umsingathi wezingxoxo:** Yiba okwazi ukuxoxisana nabathile futhi nivumelane ngokungcono kakhulu okuzosiza iklayenti lakho.
- **Ukwazi ukulawula imizwa yakho:** Hlale ulawula imizwa yakho futhi uzothile kodwa uqine.
- **Wazi amalungelo akho:** Hlale uwazi amalungelo akho kanye nalawo amaklayenti akho, ukuze ukwazi ukumela amalungelo akho kanye namalungelo amaklayenti akho.

#### Yiziphi izibonelo zokuba ummeli?

Njenge-CCG ungaba ummeli:

- Ngokuqwashisa imiphakathi ngezimo zempilo nezenhlalo ezithinta amaklayenti akho
- Ngokusiza amaklayenti akhulume alwisane nokucwasa nokubandlulula
- Ngokuhamba namaklayenti akho uye esikhungweni sezempilo noma ehhovisi lezokuthuthukiswa komphakathi ukuze uwasize axazulule noma yiziphi izidingo

### Indaba Eyisibonelo

Ufika emzini wakwaKhumalo. Lapho ungena egcekeni uzwa umsindo wokumemeza ophuma endlini. Uyangqongqoza bese ubuza ukuthi ungangena yini. UNkk. Khumalo uthi ngena bese ethi uyajabula ukukubona. Wena uyabona ukuthi uthukuthele kakhulu. Indodakazi yakhe eneminyaka engu-16, uThembi naye ukhona endlini. UNkk Khumalo uyakuchazela ukuthi bebelwa noThembi ngoba uthole ukuthi uThembi ukhulelwe. Isoka likaThembi lidume ngokuba nezintombi eziningi. UNkk. Khumalo utshele uThembi ukuthi angayi esikhungweni sezempilo ngoba umphakathi uzokwazi ukuthi uyintombazane engaziphethe kahle.

**Funda indaba eyisibonelo ngenhla bese nixoxa ngalokhu okulandelayo ngamaqoqo:**

1. Ungakusingatha kanjani lokhu kungezwani okuphakathi kukaNkk. Khumalo noThembi?

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2. Ucabangani ngokuthi uNkk. Khumalo abe nelungelo lokuvimba uThembi ukuba aye esikhungweni sezempilo?

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3. Ungameluleka ukuba enzenjani uNkk. Khumalo?

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4. Ungawamelela kanjani amalungelo kaThembi?

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### d. Amakhono okukhuthaza umphakathi

#### Kuyini ukukhuthaza umphakathi?

Ukukhuthaza umphakathi yindlela yokuhlanganisa umphakathi ndawonye ukuze ufinyelele kokuthile noma wenze okuthile kube ngcono. Ngokwesibonelo, ukuhlanganisa umphakathi ndawonye ukuze kukhuthazwe abantu ukuba njalo basebenzise amakhondomu futhi benze ucansi oluphephile ukuze banqande ukusabalala kwe-HIV. Imiphakathi kufanele ihlangane ndawonye futhi ithole izixazululo ukuze ixazulule lezi zinkinga. Yingakho kubalulekile ukukhuthaza umphakathi.

Ukukhuthaza umphakathi ngokujwayelekile kudinga abantu abahlukene abaningi ukuze kuphumelele. Kufaka wonke umuntu emphakathini kusukela, kubaholi bamasonto nabezepolitiki. Enye ingxenye yokuhlela umphakathi ukuthola izinto ezizosetshenziswa, okungase kube abantu, amakhono, imali noma izinto ezizosiza emkhankasweni. Kuyodingeka kwenziwe nohlelo lokuthi yini okudingeka yenziwe nokuthi yimiphi imisebenzi iqembu elizoba neqhaza kuyo ukuze lisakaze umyalezo, isib. amamashi, izinsuku zokuhlola, njll.



Akuyona into elula ukushintsha umphakathi. Ziningi izinto ezinomthelela endleleni esiphila ngayo nesenza ngayo izinto njengabantu. Ngokuhlela umphakathi, kungakwazi ukuba kube khona uhlobo oluthile lokufaka ingcindezi kubantu ngabanye, imindeneni noma umphakathi ukuze ushintshe indlela oziphatha ngayo. Ukuhlela umphakathi kufaka nokubambisana njengomphakathi, ukuze kuxazululwe izidingo zethu.

Ukukhuthaza umphakathi kusiza thina, njengomphakathi, ukuba sibambisane ezintweni ezibalulekile ezithinta ukuphila kwethu futhi uma sibambisane njengomphakathi singazinqoba lezi zinkinga.

Abantu bangaba matasa kakhulu ekuphileni futhi ngezinye izikhathi kunzima ukubheka ngale kokuphila kwabo nemisebenzi yansuku zonke, isib. uma kungekho muntu ogulayo emizini yethu kunzima ukubona ukwanda kwe-HIV emphakathini. Ukuhlela umphakathi kungenye indlela yokufunda ngalokho okwenzekayo emphakathini wethu bese sibambisana ukuze kube noshintsho oluzothuthukisa izimpilo zethu. Ukuhlela umphakathi ngeke kwenzeka ngosuku olulolwa. Kwenzeka ngeqoqo lezinyathelo ezithile. Ukuhlela umphakathi kubaluleke kakhulu ukuze kuphumelele uhlelo lwe-OSS ngoba kudingeka sime ndawonye ukuze sakhe umphakathi onempilo.

#### Yiziphi izinyathelo zokukhuthaza umphakathi?

- **Ukuqwashisa okuphelele:** Kubalulekile ukuqwashisa umphakathi ngokunokwenzeka. Iqembu elilwela ushintsho kufanele lihlose ukuba iningi labantu bazi ngenkinga emphakathini kanye nesidingo soshintsho.
- **Ukuhlela umphakathi:** Yiya emphakathini, kubaholi bamasonto nabendabuko ucele ukuba bakweseke. Zama ukuqoqa imali kanye nezinye izinto zomkhankaso, isib. indawo ezosetshenziswa okuzohlanganwa kuyo, usaziwayo wasendaweni ozohamba phambili kulokhu, uxhaso lwezimali oluvela kosomabhezini bendawo, njll.
- **Ukwandisa ukuqwashisa:** Ngokucobelelana ngolwazi emphakathini, abantu basiqaphela kakhulu isidingo sokushintsha.
- **Ukugqugquzela:** Abantu baba nogqozi futhi bakulungele ukwamukela ushintsho ngokubona nokuzwa ngomkhankaso ngolwazi olunikezwa njengengxenye yomkhankaso.
- **Ukukhishwa kolwazi (ukusabalalisa ulwazi):** Uma bebaningi abantu abaziyo ngalo mkhankaso, ngokunjalo luningi ulwazi olusabalaliswayo emphakathini.



### Yimiphi imithombo yabezindaba engase isetshenziswe ukuba kuhlelwe umphakathi?

Kunezinhlombo ezihlukene eziningi zemithombo yabezindaba engase isetshenziswe kuye ngokuthi yiziphi izinto ezikhona nokuthi umkhankaso mukhulu kangakanani. Emkhankasweni kazwelonke, uhulumeni angase asebenzise izindlela ezinjengomsakazo nomabona-kude okuyozwiwa futhi kubonwe inani elikhulu labantu. Uma kuhlelwa imihlangano emincane emphakathini, kungase kusetshenziswe amaphosta kanye nokumemeza ngombhobho.

- Ingoma, inkondlo noma indaba
- Iphosta, ipheshana, i-banner, i-signboard, noma ibhodi elikhulu
- Umbhobho
- Umhlangano
- Umsakazo, umabona-kude, i-cinema, iphephandaba
- I-drama edumile

Zonke izindlela zokwethula ulwazi kufanele zibonakale futhi zizwakale ngolimi lwendawo. Lokhu kusho ukuthi amaphosta kanye nezincwajana, njll., kufanele kube nezithombe eziningi ezinemiyalezo eyinhloko ebhalwe ngolimi lwendawo, futhi kuqondiswe kwabathile ngokweminyaka nangokobulili (abesilisa noma abesifazane).

### Yibaphi ababambiqhaza abangase bacelwe ukuba bahlanganyele ekuhleleni umphakathi?

- Abaholi bendawo
- Ama-NGO asebenza kuleyo ndawo
- Izinhlangotho zikahulumeni njengemitholampilo namahhovisi e-SASSA
- Amabhizinisi azimele, isib., izitolo
- Abasebenzi abangochwepheshe, isib., odokotela
- Umasipala wendawo
- Izikole, othisha
- Izinhlangotho zendawo, isib., izinhlangotho zentsha namasonto
- Abelaphi bendabuko

#### Isivivinyo

1. Cabanga ngokuthi yiluphi udaba ongathanda ukuqwashisa umphakathi ngalo bese wenza ipheshana elinalolu daba.

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2. Bhala phansi uhlu lwemisebenzi oyoyenza ukuze uhlele umphakathi mayelana nalolu daba.

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### e. Amakhono okuhlonza nokuthumela endaweni efanele [bheka iSifundo 1.2 ukuze uthole olunye ulwazi mayelana noKuhlonza Nokuthumela Endaweni Efanele]

#### Yini ukuhlonza nokuthumela endaweni efanele?

Ukuhlonza kusho ukubuza imibuzo ukuze uthole ukuthi zikhona yini izidingo ezihlobene nempilo noma ukuthuthukiswa komphakathi kumakhasimende abukeka enemphilo futhi engenazinkinga. Angabe esenikezwa ulwazi, ukuhlolwa kanye nokwelashwa okufanele ukuze anciphise ingcuphe yawo kanye/noma obunye ubunzima obubangela isifo noma isimo noma anikezwe usizo lwezinsizakalo zezehlalakahle okungenzeka ayazidinga. Lokhu kusho ukuthi athunyelwa endaweni efanele ukuze alandelelwe. Yikho kanye lokho oyobe ukwenza lapho uvakashela imizi.

Ukuhlonza kufanele kwenziwe kubo bonke abantu abaseqenjani lamaklayenti, isib. bonke abantu abasekhaya, abesilisa, abesifazane, abantu asebekhulile, izingane, njll. Lokhu kusho ukuthi, ngokwesibonelo, bonke abesifazane abazingeni lokuthola abantwana kufanele babuzwe imibuzo yokuhlonza ukukhulelwa. Kanti futhi, ngenxa yenani eliphezulu labantu abane-HIV eNingizimu Afrika, wonke amaklayenti aya ocansini kufanele abuzwe imibuzo yokuhlonza i-HIV nama-STI. Akukhathaleki ukuthi iklayenti lingubani, isib. umfundisi esontweni, umholi womphakathi noma umakhelwane wakho. Kuyodingeka ubuze imibuzo yokuhlonza kubo bonke abantu osebenza kubo.



Lapho sihlonza amaklayenti, siqoqa ulwazi olubalulekile lokusiza ekuqondeni izidingo zomphakathi nezemizi ukuze bonke basebenzisane basize ukuxazulula lezi zinselele.

Sicela ukhumbule ukusebenzisa amakhono akho ezokuxhumana owafundile ngoba ukushukuma komzimba, amazwi kanye nendlela okhuluma ngayo kuyobaluleka kakhulu lapho uhlonza, ufundisa futhi uthumela amaklayenti akho endaweni efanele.

Ngemva kokuhlonza, manje sewazi kahle ukuthi ungawathumela kuphi amaklayenti akho nokuthi yiluphi ulwazi oludingwa ikhaya. Ukuthumela kusho ukutshela iklayenti ukuthi maliye kuphi ukuze lithole usizo olubalulekile eliludingayo nokuthi kufanele liphatheni. Ukufundisa iklayenti kusho ukulifundisa ulwazi olubalulekile mayelana nokuthi ikhaya lingazisiza kanjani ukuze liphile impilo engcono.

Ukuphela kwendlela, ongenza kahle ngayo umsebenzi wakho njenge-CCG ukuba ubuze imibuzo. Lokhu kusho ukuthi ukuhlonza kubaluleke kakhulu futhi kudingeka ukwenze kahle kakhulu lokhu ukuze uwuqonde umuzi. Ukuhlonza kungaphezu nje kokubuza imibuzo, kufanele futhi uthi ukubhekabheka indawo okuyo (uqaphele) futhi ulilalelisise iklayenti ngaphambi kokuba ucabange ukuthi uzoleluleka ngani.

Lokhu kusho ukuthi wonke umuntu ekhaya kufanele ahlolwe futhi kufanele ubuze ukuthi yisiphi isikhathi esingcono sokubuya uzohlola amanye amalungu omndeni uma engekho ngesikhathi ulapho. Lokhu kubalulekile ngoba kudingeka wazi ngomuzi wonke.

Uhlelo lwe-OSS lwenze amathuluzi okukusiza uhlonze, ufundise futhi uthumele amaklayenti endaweni efanele. La mathuluzi azokuqondisa kodwa nawe ungazenezelela eyakho imibuzo. Kukhona namathuluzi okukusiza ufundise amaklayenti akho usebenzisa izithombe. Uzofunda kabanzi ngala mathuluzi kamuva. Ngokwesibonelo, uma ubuza imibuzo mayelana nokukhulelwa kowesifazane oazingeni lokuthola abantwana, uyosebenzisa ithuluzi lokuhlonza ukukhulelwa. Uma uzwa iklayenti lakho likhwehlela, akufanele ulihlonze i-TB ngoba kakade selibonisa izimpawu ze-

TB. Kufanele ulithumele esikhungweni sezempilo liyohlololwa i-TB. Ngokuhamba kwesikhathi uyofunda ukuthi yimaphi amathuluzi okufanele uwasebenzise kumaphi amaklayenti futhi ungasebenzisa amathuluzi amaningi ekhasimendeni elilodwa. (Bheka iSiqondiso Sasemizini ukuze uthole uhlu lwamaqoqo amaklayenti kanye namathuluzi okufanele asetshenziswe eqenjini ngalinye).

Kuyodingeka uhlonze futhi ufundise bonke abantu emzini usebenzisa amathuluzi abalulekile ekhasimendeni. Kungase kuthathe isikhathi eside ukuba bonke abantu abasekhaya elilodwa bahlonzwe futhi kungase kudingeke ubuyele kaningi ngaphambi kokuba uhlonze wonke amalungu ekhaya. Kanti futhi izidingo zabantu zingase zishintshe. Ekuqaleni umuntu angase abe nempilo enhle, bese kamuva ubona ukuthi lo muntu useyagula. Lokhu kusho ukuthi kuyodingeka umbuze imibuzo/umhlonze futhi. Uyoya ngokuya ukwenza kahle kakhulu uma usujwayela.

Sicela ukhumbule ukusebenzisa amakhono akho okulalela, okuqaphela, okufundisa nawokuxhumana lapho uhlonza, ufundisa futhi uthumela.

Khumbula futhi nokuthi, kuyodingeka ubuyele emzini ukuze ubone ukuthi amaklayenti alutholile yini usizo futhi asithathile yini isinyathelo okwakuvunyelwene ngaso.

### **Amasu okuhlonza nokuthumela endaweni efanele**

- Buza imibuzo kodwa ube nozwelo ngoba uyobe ubuza imibuzo ethinta umuntu siqu
- Qiniseka ukuthi uhlonze wonke umndeni futhi wadlulisela amalungu ezinsizakalweni ezifanele
- Lalela futhi ubheke amaklayenti nendlu ngaphakathi nangaphandle
- Ungase udinge ukusebenzisa amathuluzi ambalwa ngekhasimende ngalinye ngoba umuntu oyedwa angase abe nezinkinga zempilo ezihlukahlukene kanye nezinkinga zezehlalakahle
- Bhala phansi yonke imininingwane ebalulekile/izinyathelo kanye nalokho oweluleke iklayenti ukuba likwenze noma ukuba liye khona
- Gcina lonke ulwazi luyimfihlo futhi ulugcine endaweni ephephile
- Landelela amaklayenti ubone ukuthi asithathile yini isinyathelo

Kamuva kulesi sifundo, uyofunda kabanzi ngala mathuluzi nezithombe zokukusiza uhlonze, ufundise futhi uthumele.

Lapha ngezansi kunesibonelo sethuluzi lokuhlonza ozolisebenzisa. Leli thuluzi lisetshenziselwa ukuhlonza amaklayenti i-TB. Uyobuza wonke amalungu ekhaya imibuzo ekuleli thuluzi bese ufaka uqhushi ebhulokhini ebhalwe u-yebo noma u-cha. Uma enye yezimpendulo isebhulokhini elinombala, lokhu kusho ukuthi iklayenti kufanele lithunyelwe esikhungweni sezempilo liyohlolwa.

**Hlonza i-TB kuwo wonke amalungu omuzi.**

## Ithuluzi Lokuhlonza I-TB

*Fundela bonke abantu abasemzini le mibuzo elandelayo bese ubathumela ukuba bayohlolwa i-TB esikhungweni sezempilo uma ufake uqhushi KUNOMA IYIPHI IMPENDULO kumabhulokhi anombala ophuzi*

	Y=Yebo	C=Cha
1. Ingabe ubulokhu ukhwehlela isikhathi esingaphezulu kwamaviki amabili?	Y	C
2. Ingabe muva nje ubukhwehlela isikhwehlela esinegazi?	Y	C
3. Ingabe uye wancipha emzimbeni ngaphandle kwesizathu?	Y	C
4. Ingabe uzizwa ungakuthandi ukudla?	Y	C
5. Ingabe uyajuluka kakhulu ebusuku?	Y	C
6. Ingabe ulokhu uba nomkhuhlane ohambisana nokugodola olokhu ubuya futhi uthathe izinsuku ezintathu noma ngaphezulu?	Y	C
7. Ingabe unezinhlungu esifubeni?	Y	C
8. Ingabe uba nephika uma uhamba noma wenza imisetshenzana emincane yasendlini?	Y	C
9. Ingabe unokuvuvukala entanyeni, emakhwapheni noma kwenye indawo?	Y	C
10. Ingabe uke wathintana nothile owelashelwa i-TB noma obelashelwa i-TB ezinyangeni eziyisi-6 ezedlule?	Y	C

**Okufanele kuphawulwe i-CCG:**

**Sicela ufundele iklayenti lokhu okulandelayo.**

- Uma usazi isimo sakho se-HIV futhi unayo i-HIV futhi usunamahora angu-24 ukhwehlela, kufanele uye esikhungweni sezempilo uyohlolwa i-TB

Wonke amakhono okuxoxwe ngawo ngenhla asebenza ndawonye akusize wenze umsebenzi wakho ngendlela engcono kakhulu. Zijwayeze la makhono njengoba uqhubeka nalesi sifundo ukuze akulungiselele umsebenzi wakho uma usubuyela emphakathini. Kubalulekile ukuzijwayeza la makhono futhi kufanele uqhubeke uzama ukuthuthuka ukuze usize amaklayenti akho aphile impilo engcono.

## 7. Ukunakekela abanakekeli

Njenge-CCG, umphakathi kanye nohulumeni badinga usizo lwakho. Uma ufuna ukwenza umehluko emphakathini wakini, kudingeka ube nempilo, kudingeka ukhombise umphakathi isimo sengqondo esihle futhi ubeke isibonelo esihle ngokuphila ngale ndlela obakhuthaza ukuba baphile ngayo.

Njenge-CCG kuyoba khona ezinye izingxenye zomsebenzi wakho ezilula kanti ezinye ziyoba nzima ngoba usebenza ngabantu okungenzeka bayagula noma banezinkinga eziningi. Njengoba uyi-CCG unikezwe umthwalo omkhulu wokusiza abantu. Lokhu kufanele kukwenze uziqhenye ngokuba i-CCG kodwa futhi kungakubangela nokucindezeleka okukhulu.

Ama-CCG ajwayele ukubika izimpawu ezilandelayo:

- Ukungalali ngokwanele
- Ukungadli kahle
- Ukuzizwa ucindezeleke kakhulu
- Ukusebenzisa kabi uphuzo oludakayo



### Amacebiso Awusizo

Kubalulekile njengomnakekeli ukuba nawe uzinakekele!

Kuhle ukuthi uhlale uzihlola, ubone ukuthi uzizwa kanjani. Ngesinye isikhathi siba matasa kakhulu size sikhohlwe ukuzinakekela thina. Ukuze asizane, ama-CCG kufanele abheke izimpawu zokucindezeleka nokugula kwamanye ama-CCG.

### Kufanele uzinakekele!



### Amacebiso Awusizo

Zihlola njalo ngenyanga ubone ukuthi uzizwa kanjani. Ungasebenzisa iphepha lemibuzo elingezansi.

Ngeke ukwazi uvimba imithelela yezifo ezingamahlalakhona noma izifo eziya ziba zimbi njengoba isikhathi siqhubeka kumuntu omnakekelayo. Kodwa, kunezinto ongazenza ukuze unakekele impilo yakho:

- Kwamukele ukuthi ungenza kuphela lokho okusemandleni akho. Uma wenze konke ongakwenza ukuze usize ilungu lomkhaya, ngakho-ke ngeke uzisole uma iklayenti ligula kakhulu noma lishona
- Thatha isikhathi esithile uphumule. Hlela nelungu lomndeni, umakhelwane noma umngane ukuba abheke iklayenti lakho
- Joyina iqembu lokusekelana ukuba nixoxelane ngezindaba nemizwa. Ama-CCG angaqala elawo iqembu lokusekelana
- Naka izidingo zempilo yakho. Khumbula ukuthi uma ukucindezeleka kukukhulu, thola usizo kubeluleki esikhungweni sezempilo noma esontweni
- Qiniseka ukuthi ugezisisa izandla uma uqeda nekhasimende elithile futhi usuhamba kulowo muzi ukuze ungadluliseli izifo emkhayeni wakho noma kwamanye amaklayenti
- Phumula ngokwanele futhi udle ukudla okunomsoco [bheka iSifundo 2.2 mayelana noKudla Ukudla Okunempilo]. Kufanele ubeke amaklayenti akho isibonelo esihle
- Vocavoca umzimba njalo [bheka iSifundo 2.3 mayelana noKuvocavoca Umzimba]. Kufanele ubeke isibonelo esihle
- Ziphathe ngendlela okhuthaza amaklayenti akho ukuba aziphathe ngayo, isib. yidla ukudla okunempilo,

# INgxenye 1

## Iqhaza Le-CCG

# 1

## Isifundo 1.1

Iqhaza Le-CCG  
kwi-Operation  
Sukuma Sakhe

vocavoca umzimba, thembeka kuphathina wakho. Njengeqhawe lomphakathi, amaklayenti akho azobheka ukuthi wena uphila kanjani futhi kufanele ubeke isibonelo esihle

- Thatha isikhathi uphumule ngaphandle kokuzizwa unecala. Vumelana nomphathi wakho ngalokho
- Yiba nengxenye ezintweni ezimnandi, eziphumuza ingqondo
- Cela ukwesekwa ngabanye futhi ukwamukele
- Cela ukwelulekwa kokusekela lapho ukudinga, noma uxoxe nomeluleki omethembayo noma umngane. Lo mngane ubizwa ngokuthi 'umngane okunakekelayo'. Kungaba yinoma ubani, isib. ilungu lomndeni, enye i-CCG noma umngane nje
- Ngenxa yempilo yakho, hlololwa i-HIV, i-TB, umfutho wegazi ophezulu, isifo sikashukela, njll. Lokhu kuyokusiza ukwazi ukuxoxa namaklayenti ngokuthi kunjani ukuhlolwa ngoba uyobe usuke wahlolwa nawe

### Isivivinyo

1. Phendula imibuzo yokuzihlola ngezansi bese nixoxa emaqenjini ukuthi nizozihlola kanjani.

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2. Cabanga ngezindlela ezinhle zokushintsha impilo yakho ukuze ikusize ubhekane nokucindezeleka kwasemsebenzini futhi uphile ngendlela enempilo.

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### Iphepha lemibuzo yokuzihlola yomnakekeli

Zibuze le mibuzo engezansi futhi uma uphendula ngo-‘yebo’ kunoma yimuphi wemibuzo, kudingeka uvakashele umngane wakho okunakekelayo (Umngane wakho okunakekelayo ngumuntu omethembayo ongaxoxa naye).

Imibuzo		Yebo	Cha
1	Ingabe uke waba nenkinga yokugxilisa ingqondo ngenyanga edlule?		
2	Ingabe uke waba nomuzwa wendumalo noma ukuba nexhala ngaphandle kwesizathu ngenyanga edlule?		
3	Ingabe uke waba nenkinga yokuqwasha?		
4	Ingabe uke waba nomuzwa wokuthi zilimaze noma zibulale ngenyanga edlule?		
5	Ingabe uke wagula ngenyanga edlule (umkhuhlane, njll.)?		
6	Ingabe uke wazizwa uwedwa sengathi akukho muntu okusizayo ngenyanga edlule?		

### Ukudlala Indima Yothile

#### Hlukanani nibe amaqoqo bese nidlala indima yalaba abalandelayo:

1. Emhlanganweni womphakathi, hlelani imashi esuka esontweni iye esiteshini samaphoyisa yokuqwashisa umphakathi ngodlame lwasekhaya.
2. Dlalani umdlalo okuthiwa ‘umdlalo wokunqamuka kokuxhumana (broken down telephone game)’. Ofundisayo ubhala phansi ingxoxo enamaqiniso angaba ngu-3-4 bese eyihlebela ilungu leqembu elilodwa. Lelo lungu libe selihlebela ilungu elilandelayo le ndaba. Le ndaba iyadluliswa isuka kwelinye ilungu iya kwelinye eqenjini. Umuntu wokugcina ube esexoxela iqembu lonke le ndaba. Ofundisayo ube esenquma ukuthi ingabe le ndaba ayishintshanga yini kusukela kwilungu lokuqala kuze kufike kwelokugcina.

### Isivivinyo Seqembu

#### **Emaqenjini anabantu ababili lilinye:**

1. Buza uphathina wakho imibuzo esethuluzini lokuhlonza i-TB elingenhla bese nixoxa ngokuthi uyomthumela yini uphathina wakho esikhungweni sezempilo noma cha.

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2. Yimiphi eminye imibuzo ongayibuza ukuze uthole isithombe esiphelele ngalo muntu, noma amanye amalungu omuzi?

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### OKUHLOSIWE NGALESI SIFUNDO

Isifundo 1.2 sihlose ukukucobelela ulwazi mayelana nendlela yokungena emphakathi nasemzini kanye nendlela yokuhlonza nokuthumela amaklayenti endaweni efanele ukuze athole usizo.

### Imiphumela Yesifundo

Ekupheleni kwalesi sifundo abafundi kufanele bakwazi:

- Ukuqonda indlela yokungena emphakathini
- Ukuqonda indlela yokungena emzini
- Ukuqonda nokusebenzisa iSiqondiso Sasemizini
- Ukuqonda nokusebenzisa amathuluzi okuhlonza
- Ukuqonda indlela yokwakha amanethiwekhi ongathumela kuwo amaklayenti kanye nendlela yokuthumela iklayenti endaweni efanele nokulilandelela

### Okuqukethwe Kulesi Sifundo

- Amacebiso okungena emphakathini nasemizini
- ISiqondiso Sasemizini
- Amathuluzi Okuhlonza
- Ukwakha inethiwekhi nokuthumela endaweni efanele
- Uhlu Lwezinsizakalo

# INgxenye 1

## Iqhaza Le-CCG

# 1

## Isifundo 1.2

Ukungena Emphakathini  
Nasemzini Nokuhlonza No-  
kuthumela Endaweni Efanele

### 1. Ngingena kanjani emphakathini?

Qiniseka ukuthi uyazi ukuthi iyiphi indawo owabelwe yona eWadini yakho. Uma ungayazi kahle indawo, khuluma nabangane abahlala lapho noma uyazi indawo ukuze uqonde lapho ozobe usebenza khona. Zilungiselele ngokuthola ukuthi zikhona yini izidingo, ezifana nodlame ezingxenyeni ezithile, ukuze uhlale uphephile. Qiniseka ukuthi uyaliqonda isiko ukuze ugqoke futhi ukhulume ngendlela efanele. Kuhle ukubonakala ezenzakalweni ezibalulekile emphakathini ukuze abantu bakwazi. Ungafunda ngaleyo ndawo ephephandabeni lalapho noma ulalele isiteshi somsakazo sakuleyo ndawo.



Thola ukuthi ikhona yini i-War Room ekwiWodi yakho futhi ube khona emihlanganweni. Kwi-War Room, kufanele uzazise bese unikeza umlungiseleli we-War Room uhlu lwemizi oyinakekelayo. INduna ivame ukuba yilungu le-War Room. Khuluma nokuphethe ngezindlela ezingcono ngawo wonke ama-CCG asendaweni ukuba ethulwe eNduneni naseNkosini. Ngisho noma ungelona ilungu le-War Room okwamanje, kufanele uzazise eNduneni, uyitshele ukuthi uzobe usebenza emphakathini bese uyicela ukuba ikuhlelele umhlangano neNkosi. Emhlanganweni neNkosi, kufanele uyicele ukuba ikwethule futhi yethule nalolu hlelo emphakathini. INkosi nayo iyokwazi ukukutshela izidingo zomphakathi, ongabe usuzidlulisela kwi-War Room. Kufanele uhlale uyazisa iNduna ukuthi kuhamba kanjani yona iyokwazisa iNkosi.

### 2. Ngingena kanjani emzini?

Nasi isibonelo sendlela ongazethula ngayo eMzini lapho uqala ukuya.

'Sawubona, igama lami nginguThandi futhi nginguMnakekeli Womphakathi osebenza oHlelweni Lwe-Operation Sukuma Sakhe. I-Operation Sukuma Sakhe isebenza nemiphakathi ukunikeza izinhloko zosizo ezisisiza ukuba sibhekane nezinkinga zethu njengobubha, ukungasebenzi kanye nezifo. Nginikezwe inani elithile lemizi engizoyinakekela futhi umuzi wakho ungomunye wayo. Ngizoza kaningi lapha. Isizathu sokuza kwami ukukubuzisa imibuzo nokubona ukuthi yiluphi ulwazi oludingayo oluzokusiza uthole usizo olufanele nokusiza i-War Room inikeze usizo olungcono emphakathini. Ngizophinde ngilandelele ukuze ngibone ukuthi ulutholile yini usizo esikhuluma ngalo.

Konke esizoxoxa ngakho kuyimfihlo. Uma kudingeka ngihlanganyele lolu lwazi nodokotela, abahlengikazi noma osonhlalakahle, ngiyokwenza kanjalo kuphela uma ngithole imvume yakho nabanye abasebenzi bomphakathi eWar Room.

Ungangibuza imibuzo noma nini. Uma wena noma ilungu lomndeni wakho ninokuthile enifuna ukukukhuluma nami ngasese, singahlala ukuxoxa ngasese nganoma yisiphi isikhathi esivumelana nawe.

Sisebenza ndawonye njengethimba futhi singanquma ndawonye ukuthi yiziphi izinyathelo okudingeka sizithathe mina nawe. Ingabe uyangivumela ukungena endlini yakho nokukuvakashela njalo?

Ngiyabonga ngesikhathi sakho!

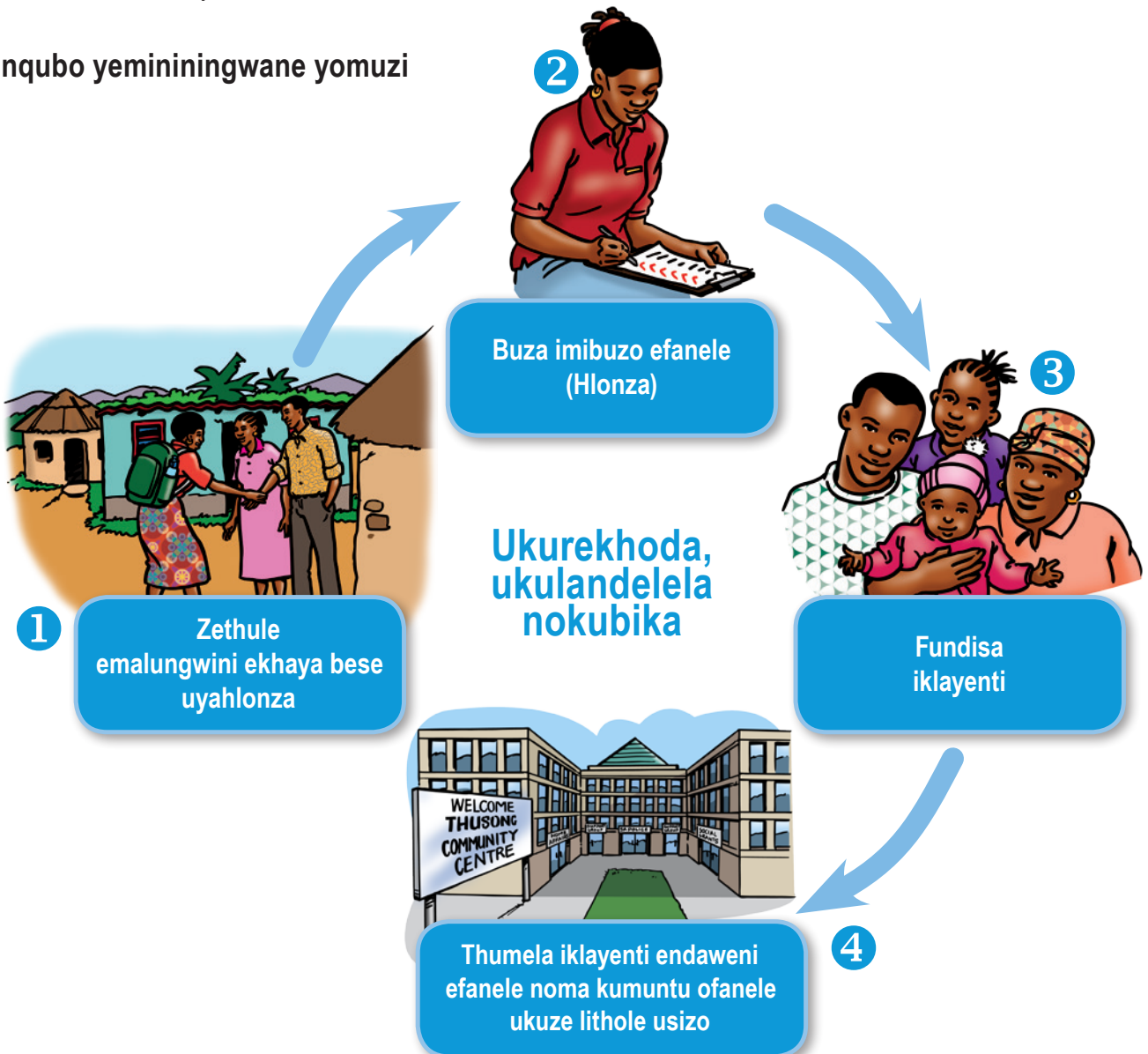
# INgxenye 1 Iqhaza Le-CCG

## 1 Isifundo 1.2 Ukungena Emphakathini Nasemzini Nokuhlonza No- kuthumela Endaweni Efanele

### Uyokwenzani uma usungenile emzini?

Uyothola imininingwane yekhaya uma nje usungenile. Isithombe senqubo yoKuthola Imininingwane yekhaya singasibonisa ngendlela elula lokho oyokwenza emzini.

### 3. Inqubo yemininingwane yomuzi



- I-CCG iyazethula emzini bese ithola ulwazi oluthile mayelana namalungu ekhaya (ubudala, ubulili, isimo sempilo, njll.) isebenzisa ithuluzi Lokuthola Imininingwane Yekhaya [bheka iSifundo 1.3 mayelana Ukurekhoda Nokubika]
- I-CCG ihlonza amalungu ekhaya isebenzisa amathuluzi okuhlonza asencwajani yeSiqondiso Sasemizini (bheka ngezansi ukuze uthole olunye ulwazi mayelana neSiqondiso Sasemizini)
- I-CCG ifundisa amalungu ekhaya nganoma yini eyiphawulile kulo umuzi ngemva kokuhlonza
- I-CCG ibe isithumela amaklayenti kumhlinzeki wezinsizakalo noma kumuntu ongawasiza. Ingase iwathumele esikhungweni sezempilo, kusonhlalakahle noma kwenye inhlangano noma kubantu abathile emphakathini
- I-CCG iyabuyela kumakhasimende ilandelele ukuthi ayile yini lapho ewathumele khona

# INgxenye 1

## Iqhaza Le-CCG

# 1 Isifundo 1.2

Ukungena Emphakathini  
Nasemzini Nokuhlonza No-  
kuthumela Endaweni Efanele

### 4. Yimaphi amathuluzi engiyobe nginawo ayongisiza emizini?

Uyobe uneSiqondiso Sasemizini kanye namathuluzi okufundisa, isib. amathuluzi okuhlonza ayokusiza emizini.

#### a. Yini ISiqondiso Sasemizini?

ISiqondiso Sasemizini siqukethe ulwazi olubaluleke kakhulu okudingeka uluthole eduze. Lolu lwazi lungamaThuluzi Okuhlonza, Imigudu Yokunakekela, uhlu lokuhlola, amasu okufundisa, amathebula nolunye ulwazi oluwusizo. ISiqondiso Sasemizini siyokusiza ukhumbule ukuthi uzothini kumakhasimende akho, kodwa njalo kufanele ubuyele encwadini yokuqeqeshwa ukuze ihlale iyintsha engqondweni yakho. ISiqondiso Sasemizini siyokusiza ukuba ubuze amaklayenti imibuzo ebalulekile, uwacobebele ulwazi olubalulekile futhi uwathumele ezindaweni ezifanele ukuze athole usizo.

Ungase ukhombise iklayenti izithombe eziseSiqondisweni Sasemizini futhi ulichazele lokho okufanele ngabe liyakwenza. Ezinye zezithombe zingaba wusizo ekufundiseni ngezempilo; isib. ungabonisa iklayenti isithombe segceke elingcolile bese ulicela ukuba lisho ukuthi yini eyinkinga kuleso sithombe. Babonise isithombe segceke elihlanzekile ukuze babone ukuthi yini okudingeka yenziwe ukuze bazigcine benempilo bona kanye nemindeni yabo.



### Isivivinyo Seqembu

Hlukanani nibe amaqoqo bese nibheka ingxenye ngayinye yeSiqondiso Sasemizini.

1. Bhekani nibone ukuthi kukhona yini eningakuqondi bese nibuza lowo ofundisayo noma yimuphi imibuzo eningase nibe nayo.

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2. Bhekani amathuluzi okuhlonza, imigudu yokunakekela, uhlu lokuhlola, amathebula, njll., bese nizijwayeza ukubuza imibuzo futhi ninikezane amasu okufundisa namanye amalungu eqembu.

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# INgxenye 1 Iqhaza Le-CCG

## 1 Isifundo 1.2 Ukungena Emphakathini Nasemzini Nokuhlonza No- kuthumela Endaweni Efanale

Zonke izingxenye zeSiqondiso Sasemizini zifakwe umbala ofanayo nowaleyo ngxenye encwadini yokuqeqeshwa yeZifundo Eziyisisekelo ngakho kuyoba lula ukuba ubheke izingxenye ezinemibala efanayo uma udinga olunye ulwazi noma ufuna ukubheka okuthile.

### b. Indlela yokusebenzisa amathuluzi okuhlonza

ESifundweni 1.1 saxoxa ngokuthi yini ukuhlonza nokuthumela endaweni efanale. Kulesi sifundo sibheka izibonelo eziningana zokuthi senzani lapho sihlonza futhi sithumela amaklayenti endaweni efanale.

Izifundo eziningana kule ncwadi yokuqeqesha zinamathuluzi okuhlonza azokusiza ubuze amalungu omuzi imibuzo ethile eyokusiza uqonde ukuthi yimaphi amalungu omuzi okungenzeka ukuthi ayagula noma yiluphi usizo lwezenhalakahle angase aludingi bese 'uwakhetha' ukuze uwathumele lapho ezothola khona usizo. Umuzi ngamunye unamalungu ahlukahlukene ngobudala nangesimo sempilo, ngakho-ke kubalulekile ukukhumbula ukusebenzisa WONKE amathuluzi okuhlonza anikeziwe ukuze uqiniseke ukuthi WONKE amalungu omuzi ayanakekelwa..

**Khumbula** ukuthi lapho ubuza imibuzo kwelinye ithuluzi lokuhlonza, qiniseka ukuthi uphawula noma yiluphi ulwazi olungase ludingeke futhi lube wusizo kwamanye amathuluzi okuhlonza ukuze ungeqiwa yinoma yiziphi izidingo ezingase zibe khona kulowo umuzi.

### Indaba Eyisibonelo

**Funda le ndaba eyisibonelo, sizobe sesiyehlukanisa futhi sikubonise ukuthi uThandi, i-CCG angawuhlonza kanjani lo umuzi ukuze aqiniseke ukuthi zonke izidingo zawo ziyanakekelwa.**

UThandi (oyi-CCG), ngesikhathi evakashele kwaKhumalo (iklayenti), uthola uNkk. Khumalo kanye nengane eneminyaka engu-4 kuphela ekhaya. Ngesikhathi ethatha imininingwane yalo mndeni, uThandi ubhala ukuthi kunabantu abayisithupha abahlala kulo muzi, futhi abane babo abekho ekhaya ngoba bavakashele umngane wabo.

UNkk. Khumalo utshela uThandi ukuthi akukho muntu osebenzayo ekhaya. UThandi uphawula ukuthi uNkk. Khumalo ukhwehlela kabi. UNkk. Khumalo umtshela ukuthi akasazi isimo sakhe se-HIV kodwa omunye wamalungu ekhaya kulo muzi udla ama-ARV. UThandi uthatha leli thuba ukuze afundise uNkk. Khumalo ngokubaluleka kokwazi isimo sakhe se-HIV nesikaphathina wakhe.

UThandi ube esecela ikhadi elithi *Road To Health* lengane eneminyaka engu-4 bese elibheka ukuze abone ukuthi iyithole yonke yini imigomo edingekayo. UThandi ubuza uNkk. Khumalo mayelana nempilo yale ngane jikelele.



### Kufanele aqalephi-ke uThandi?

Njalo nje kungcono ukuqala ngomuntu okhona. Lokhu kusho ukuthi uThandi uzoqala ngoNkk. Khumalo. Ubelokhu ekhwehlela, ngakho uThandi uzosebenzisa iThuluzi Lokuhlonza I-TB. Uzobuza yonke imibuzo eseThuluzini Lokuhlonza I-TB futhi uma noma yiziphi izimpendulo zingena kwibhulokhi enombala, uzothumela uNkk. Khumalo esikhungweni sezempilo ukuze ayohlololwa i-TB.

UThandi uhlonza uNkk. Khumalo esebenzisa iThuluzi Lokuhlonza i-TB. Uthumela uNkk. Khumalo esikhungweni sezempilo ukuze ayohlololwa i-TB ngoba enye yezimpendulo zakhe emibuzweni esethuluzini lokuhlonza i-TB ibikwibhulokhi enombala. UThandi uyazi ukuthi uNkk. Khumalo akasazi isimo sakhe se-HIV ngakho weluleka uNkk. Khumalo ukuba acele ukuhlololwa i-TB ne-HIV esikhungweni sezempilo futhi abatshela abasebenzi basesikhungweni sezempilo ukuthi kukhona ilungu lomuzi elidla ama-ARV. UThandi ubuye atshela uNkk. Khumalo ukuba azise abasebenzi basesikhungweni sezempilo ukuthi kunezingane ezikhona endlini nokuthi enye yezingane ineminyaka engaphansi kweminyaka emi-5 ubudala. Lokhu kubalulekile ngoba uma uNkk. Khumalo ene-TB, le ngane eneminyaka engaphansi kwemi-5 ubudala kuyodingeka ithole ukwelashwa okuzoyivimbela ukuba nayo ithole i-TB.



#### Amacebiso Awusizo

Sebenzisa ithuluzi lokuhlola amathuba e-TB.

UThandi manje uphendukela enganeni eneminyaka emi-4 futhi asebenzise iThuluzi Lokuhlonza Impilo Yengane ukuze ahlole impilo yale ngane.



#### Amacebiso Awusizo

Khumbula ukusebenzisa iThuluzi Lokuhlonza Impilo Yengane.

Eminye imibuzo ebalulekile engasiza uThandi lapho ehlonza:

1. Ingabe le ngane inaso isitifiketi sokuzalwa? Uma ingenaso, uThandi kuyodingeka asize umama/umnakekeli wayo ukuba afake isicelo sesitifiketi sokuzalwa sengane.
2. Ingabe umama/umnakekeli wayo uyayithola imali eyisibonelelo yengane? Uma kungenjalo, uThandi angasiza umama/umnakekeli wayo ukuba afake isicelo semali yesibonelelo.

### Amanye amasu mayelana nokuhlonza

1. Kufanele uqinisekise lokhu lapho ugcwalisa noma yimaphi amathuluzi okuhlonza namaklayenti, uma kufakwe uqhushishi **KUNOMA IYIPHI IMPENDULO** yombuzo osebuhlokhini elinombala (lokhu kusebenza kuwo wonke amathuluzi okuhlonza) **KUFANELE** uthumele iklayenti esikhungweni sezempilo.
2. Ngesikhathi usemzini, kufanele usebenzise amakhono akho okuqapha ubheke isimo ngaphakathi nangaphandle komuzi ukuze ubheke izinto eziyingcuphe ekuphepheni komuzi kanye nanoma yini engase ibangele ukugula [bheka iNgxenye 2: Ukuphila Ngendlela Enempilo].

3. Uma ubuza imibuzo kwelinye ithuluzi lokuhlonza kudingeka ulalelisise ukuze ukwazi ukuthola noma yini engase inikeze umbono mayelana nokuthi kungenzeka kube nezinye izidingo. Yibe usubheka ukuthi akhona yini amanye amathuluzi okuhlonza ongawasebenzisa ukuze uthole kabanzi ngalezi zinkinga. Phinda uye kulo muzi ukuze uhlonze amalungu ayengekho ngesikhathi ufikile ngaphambilini.
4. Endabeni yethu eyisibonelo, kunamanye amalungu amane alo umuzi abengekho ngesikhathi uThandi ekwaKhumalo. UThandi uyobuza uNkk. Khumalo ukuthi yisiphi isikhathi esingcono angabuya ngaso ngokulandelayo ukuze athole la malungu abengekho. Bheka wonke amalungu ekhaya:
  - a. Aneminyaka emingaki ubudala?
    - Ingabe anaso isitifiketi sokuzalwa noma uMazisi kuye nokuthi aneminyaka emingaki?
    - Uma izingane sezineminyaka efanele ukuthi ziye esikoleni, ingabe ziyaya esikoleni noma cha?
    - Buza ukuthi kungani zingayi esikoleni bese uthumela umama/umnakekeli wazo nengane/nezingane kuSonhlalakahle ukuze abhekelele le nkinga.
    - Thola ukuthi lezi zingane zinalo yini ikhadi elithi *Road To Health*, nokuthi ziyitholile yonke yini imigomo? Uma kungenjalo, thumela umama/umnakekeli kanye nengane esikhungweni sezempilo
    - Bakhona yini abangamantombazane asebethombile? (Banikeze ulwazi mayelana nokuvimbela ukukhulelwa kweNtsha)
    - Bakhona yini abangabafana asebethombile – ingabe basokile? Uma kunjalo, hlobo luni lokusoka (okwesintu noma okwezokwelapha)? [Banikeze ulwazi mayelana noKusokwa Kwabesilisa Ngabezokwelapha (MMC)]
  - b. Akhona yini amalungu akhubazekile kulo muzi?
    - Ayayithola yini imali eyisibonelelo sikahulumeni yokukhubazeka?
  - c. Ukhona yini one-TB?
    - Ukhona yini kulo muzi owelashelwa i-TB noma ukhona yini oke welashelwa i-TB ezinyangeni eziyisi-6 ezedlule?
5. Bheka isimo salo umuzi:
  - a. Ikhona yini ingadi yokudla?
    - Uma ingekho – ingabe lo umuzi unayo indawo eyanele ukuba utshale ingadi yokudla engangesicabha?
  - b. Injani inhlanzeko kulo muzi?
  - c. Ingabe banazo izindlu zangasese, amanzi ahlanzekile okuwasha, okudla nokuphuza?
  - d. Uma benezilwane, ingabe izilwane zihlala endaweni evalelekile ukuze zingazikhululi eduze nasendlini nalapho izingane zidlalela khona, okuyinto engabangela izifo, njll?
  - e. Akhona yini amalungu ekhaya asebenzayo? Uma kungenjalo, ungase ubathumele ohlelweni lukahulumeni lokwakha amathuba emisebenzi noma iphrojekthi engenisa imali emphakathini?
  - f. Zikhona yini izimpawu ezithile zokuhlukunyezwa?

## 5. Ayini amanethiwekhi nezindawo ongathumela kuzo amaklayenti?

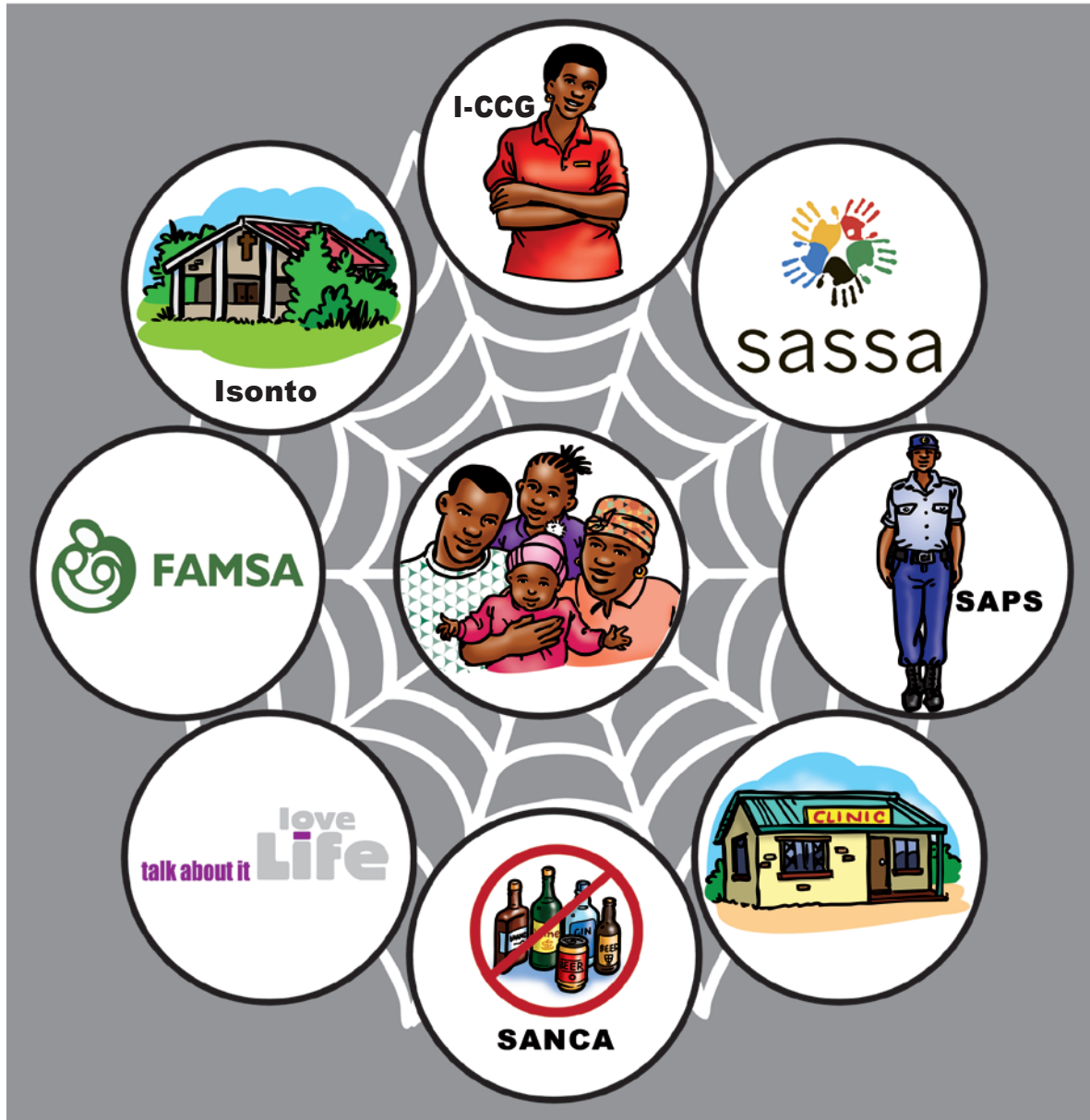
### a. Yini inethiwekhi?

Inethiwekhi ifana nolwembu lwesicabucabu bese kuba iklayenti phakathi nendawo kanye nabo bonke abantu nezinsizakalo ezingasiza iklayenti emaceleni. Lapha ngezansi kunesibonelo sezinto ezimbalwa ezitholakala emiphakathini. Umphakathi wakhiwa yizinhlangano eziningi nabantu abangaba yinethiwekhi yendawo futhi basize ekuxazululeni izidingo eziningi ezibhekene namakhaya. Amasonto, ama-NGO, amabhizinisi, umasipala wendawo, ihhovisi le-SASSA kanye nezikole bonke banamakhono kanye nosizo abangakunikeza lona futhi nabo kufanele babe yingxenye yenethiwekhi yakho.

# INgxenye 1 Iqhaza Le-CCG

## 1 Isifundo 1.2 Ukungena Emphakathini Nasemzini Nokuhlonza No- kuthumela Endaweni Efanele

Inethiwekhi yezindawo zosizo lomphakathi



### Amasu okwakha inethiwekhi

- Yiya emahhovisi kaMasipala wendawo, ayindawo enhle ongaqala kuyo futhi avame ukugcina uhlu lwabahlinzeki bezinsizakalo abasendaweni
- Yiya emitholampilo nasehhovisi lendawo lakwa-SASSA kanye nasesiteshini samaphoyisa ukuze uthole uhlu lwabahlinzeki bezinsizakalo abanalo
- Abaholi bomphakathi nabendabuko nabo bayozazi izinhlangano nabantu abawusizo
- Vakashela amaqoqo okusekelana endawo ukuze uthole ukuthi awasiza ngani amalungu awo
- Thola ulwazi olwengeziwe mayelana nezinhlangano ezithile ngaphambi kokuba uye kuzo. Lokhu kuyasiza ukuba uqonde ukuthi yini ezizama ukuyenza emphakathini futhi uyobe sewazi ukuthi kungani kubalulekile ukusebenzisana ukuze nenze umehluko



Khumbula ukuthi wonke umuntu unokuthile angasiza ngakho, ngisho namaklayenti ethu angaba yingxenye yenethiwekhi yethu ngoba kungaba namakhono amaningi emphakathini, angase asetshenziswe ukuze kusizwe abanye. Isib. umama ohlala ekhaya kungenzeka ufuna ukuzenzela imadlana futhi angase azimisele ukusala nojahidada womunye umama osebenzayo ngemadlana ethile uma ingekho inkulisa.

### b. Kusho ukuthini ukuhlanganisa inethiwekhi?

Wonke umuntu unamakhono ahlukile, amandla nobuthakathaka. Kunezinto esenza kahle kuzo futhi singawasebenzisa la makhono ukuze sisize abanye. Kukhona izinto esingenzi kahle kuzo futhi sidinga usizo ngalezi zinto. Ngokwesibonelo, enye i-CCG (uThandi) ingase ukwazi ukusiza enye i-CCG (uSbu) ngokwenza amapheshana ngoba ikwenza kahle lokho. USbu ukwazi kahle ukuxoxa izindaba futhi angase afundise uThandi indlela yokusebenzisa lokhu uma esebenza ngezinyane. Lokhu ukuhlanganisa inethiwekhi nokwabelana ngezinto esinazo. Uma sidinga usizo emizini yethu, siyazi ukuthi siya kubani ukuze sithole uhlobo oluthile losizo. Siyazi ukuthi yiliphi ilungu lomuzi elenza kahle entweni ethile futhi siya kulelo lungu uma sidinga usizo ngalokho. Kuhle ukwazi abantu kanye nezinhlangano ezingasisiza kanye nalabo esingabasiza nathi.

### Ziningi izindawo ongaqala kuzo ukuhlanganisa inethiwekhi:

- Imihlangano yama-CCG yindawo lapho ama-CCG engacobelelana khona ngolwazi mayelana nezinhlangano nezinto ezithile emphakathini
- Kukhona nethuba lokuhlanganisa inethiwekhi futhi kuxoxwe ngezinsalelo zomphakathi ngesikhathi semihlangano ye-War Room kanye nezenzakalo ezithile emphakathini. Ama-CCG acela abantu emihlanganweni ukuba bacabange futhi basho ukuthi yibaphi abahlinzeki bezinsizakalo abasebenza kuleyo ndawo. Ama-CCG angabe esenezela lokhu ohlwini lwawo

Lezi ezinye izibonelo futhi kunezinye izindlela eziningi zokuhlanganisa inethiwekhi nokwakha uhlu lwezinhlangano ezibalulekile ezingasiza umphakathi [bheka uHlu Lwezinsizakalo ekupheleni kwale ngxenye].

### Amasu okuhlanganisa inethiwekhi

- Ungalokothi ukhulume sengathi akukho lutho ongasiza ngalo. Uma sikhuluma nabanye abantu sibacela ukuba basisize ngokuthile, bangase bafune ukuzwa ukuthi thina singabasiza ngani. Njenge-CCG unamakhono nolwazi olungasiza abanye. Njalo nje cabanga ngezindlela ongacobelelana ngazo nabanye inethiwekhi yakho nalabo oxhumana nabo ukuze bonke bazuze
- Ukuhlanganisa inethiwekhi kunjengokuhlela izinto, okusho ukuhlanganisa izinto eziningi ezihlukene ukuze uzame ukufinyelela emgomeni othile. Lezo zinto kungaba mhlawumbe imali yomkhankaso wokuqwashisa ngokuthile i-CCG engayithola ebhizinisini lendawo, noma kungaba amakhono i-CCG engawathola ngokuhlangua nenhlangano esiza intsha. Izinhlangano kanye nabanye abantu bangasiza ngezindlela eziningi
- Khumbula ukuthi njalo nje ukhombise ukuthi kusiza kanjani ukusebenza ndawonye. Lokhu kusho ukuthi ungamane nje ucele abantu ukuba banikele ngokuthile ngaphandle kokukhombisa ukuthi nawe uyanikela nokuthi uyosiza ngokusemandleni akho
- Yazazi futhi uqonde ukuthi yiluphi usizo oludingwa amaklayenti nokuthi kungani izinhlangano nabantu kufanele bafune ukuzihlanganisa nawe noma ukusebenza nawe
- Ungalokothi uzame ukuphoqelela inhlangua noma umuntu othile ukuba enze into angafuni ukuyenza
- Kubalulekile ukuba lapho uhlangua nabanye uthole igama lomuntu ongaxhumana naye, izinombolo zocingo kanye neminingwane yekheli. Lokhu kuyakusiza lapho uthumela iklayenti ngoba ungalithumela kulowo muntu futhi lowo muntu elizoxhumana naye uyakwazi kanti futhi uyazi nokuthi kungani ulithumele kuye
- Ukuhlanganisa inethiwekhi kumayelana nokwakha ubudlelwano. Lokhu kusho ukuthi kuyodingeka uvakashele izinhlangano kanye nabantu oxhumana nabo futhi ubazise ngalokho okwenzayo ukuze bahlale bezimisele ukusiza amaklayenti akho

- Ukuhlanganisa inethiwekhi kufanele kuhlale kwenzeka. Kufanele ukwazi ukusungula izinto futhi ucabange ngezindlela zokusiza ekwakheni ubudlelwano nezinhlangano ezibalulekile
- Khumbula ukwethembeka njalo nje futhi ungalokothi uthembise noma yini ongeke ukwazi ukuyenza. Njalo nje qiniseka ukuthi lokho enixoxa ngakho kusezintweni ezenziwa i-CCG. Qiniseka ukuthi wonke umuntu uyaqonda ukuthi yini ayivumayo. Ngokwesibonelo, inhlango yentsha akufanele imangale uma usuthumela amaklayenti kuyo. Kufanele kube ukuthi nivumelene nayo, ukuthi uyothumela kuyo amaklayenti akho ayintsha uma edinga usizo
- Ukuhlanganisa inethiwekhi kufanele njalo nje kuhambisane nokwethembeka nomthetho futhi kuhlobane nomsebenzi wama-CCG

### c. Kusho ukuthini ukuthumela endaweni efanele?

I-CCG ngeke yenze yonke into futhi kuyodingeka ithumele amaklayenti kwezinye izinhlangano ezingasiza. Ukuthumela endaweni efanele kusho ukweluleka iklayenti ukuba lithinte ezinye zalezi zinhlangano ukuze lithole usizo uma i-CCG isilihlonzile iklayenti futhi yezwa izimpendulo zemibuzo ebuziwe. Njalo lapho ulithumela endaweni efanele kufanele urekhode ukuze ukwazi ukulandelela lelo khasimende ekuvakasheni okuzayo. Uma uthumela iklayenti endaweni ethile kufanele uqonde ukuthi ziyini izidingo ngempela bese uzihlanganisa nezinsizakalo ezifanele. Lokhu kusho ukuhlonza ngokucophelela bese uthumela iklayenti enhlanganweni efanele kunethiwekhi.

### Amasu okuthumela endaweni efanele

- Qiniseka ukuthi amaklayenti ayaqonda ukuthi kungani ethunyelwa lapho futhi ayayiqonda nendawo athunyelwa kuyo. Uma iklayenti lingathandisi ukuya emnyangweni kahulumeni noma enhlanganweni ethile, zama ukuqonda ukuthi kungani futhi uzame ukusiza lapho ungasiza khona. Qiniseka ukuthi iklayenti liyazi ukuthi yiziphi izincwadi abangase bazidinge
- Ngaphambi kokuthumela amaklayenti, kuyoba kuhle ukuba uvakashele lezo zinhlangano ezikunethiwekhi ukuze wazi:
  - igama lomuntu okuxhunanwa naye, izinombolo zocingo nekheli ozolinikeza iklayenti
  - ukuthi kukude kangakanani
  - izikhathi zokuvula nezokuvala
  - izindleko zezinsizakalo
  - izinhlobo zezinsizakalo ezinikezwa yilezo zinhlangano
  - ukufinyeleleka kwensizakalo, isib. ingabe yindawo enobungane entsheni, kwabakhubazekile (isib. siyakwazi ukungena isihlalo sabakhubazekile), nakwabobulili obuhlukene noma ingabe yindawo efanele uma ucabanga ngesiko, isimo sobulili, ulimi, ubulili, inkolo, njll?
  - ingabe ilungu lomndeni lingakwazi ukuphelezela iklayenti?
- Lonke lolu lwazi lungabhalwa kudayari yakho
- Landelela. Bheka ubone ukuthi iklayenti likwenzile yini lokhu emhlanganweni wakho olandelayo emzini walo. Kubhale nalokhu kudayari yakho
- Uma iklayenti lingasizakalanga, xoxani ngale ndaba emhlanganweni wama-CCG

Okukugcina kubalulekile ukuthola umbiko ekhasimendeni mayelana nohlobo lwensizakalo eliyitholile. Amaklayenti kufanele aqonde ukuthi izinto ngeke zenzeke ngelanga kodwa futhi ngesikhathi esifanayo amaklayenti kufanele apha ngenhlonipho njalo nje. Yingakho i-CCG kufanele njalo nje ibuze iklayenti ukuthi liphathwe kanjani nokuthi umhlinzeki wezinsizakalo kuleyo nhlangano ekunethiwekhi ukhulume ngokucacile yini futhi walisiza ukuba liqonde yonke into. Ukuqapha insizakalo noma abantu abathunyelwe kubalulekile ngoba i-CCG kufanele igcine ulwazi mayelana namanethiwekhi lulusha njalo nje. Uma umhlinzeki wezinsizakalo kunethiwekhi ye-CCG ephatha kabi amaklayenti, lokhu kufanele kuxoxwe nomphathi futhi kuphenywe ukuze kubonakale ukuthi bekuyinto nje eyenzeke kanye noma yinto eyenzeka njalo.

# INgxenye 1

## Iqhaza Le-CCG

# 1 Isifundo 1.2

Ukungena Emphakathini  
Nasemzini Nokuhlonza No-  
kuthumela Endaweni Efanele

### Uhlu lwezinsizakalo

Amaphoyisa e-SAPS	10111
I-AI-Anon Family Groups and AI-Ateen	Ulayini wosizo – 0861 252 666 kuya ku-4pm bese kuthi ngemva komsebenzi 031 539 1142 noma 031 402 1086 noma uMakhalekhukhwini 074 458 3119
I-Alcoholic Anonymous South Africa (AA)	0861 435 722 kusuka ngo-9am kuya ku-2:30 pm ngoMsombuluko kuya kuLwesihlanu bese kuthi ngemva kwesikhathi somsebenzi 031 464 8301 uMakhalekhukhwini 084 551 3941
I-ambulensi	10177
I-ambulensi (Yezibhedlela ezizimele)	082 911
I-Independent Complaints Directorate	031 310 1300
I-Lifeline Southern Africa	0861 322 322 noma 0800 012 322
I-Mothers2mothers	0866 684 377 ngesikhathi somsebenzi
I-Narcotics Anonymous SA	083 900 6962
Inombolo yamahhala ye-Marie Stopes Clinic	0800 117 785 ngesikhathi somsebenzi
I-SAPS Crimestop	08600 10111
Isikhungo Sezingcingo Sokuphepha Kwesikole	0800 454 647 ngesikhathi somsebenzi
Isikhungo Sokuthumela se-HIV-911	0860 HIV 911 (0860 448 911) ngesikhathi somsebenzi Ukuze uthole iNsizakalo Yokwelulekwa Yamahhala Ngomakhalekhukhwini thumela i-SMS ku-45080 ukuze uthole uhlu Uhlu Lwamahhala Kumakhalekhukhwini: Shayela u-*130*448# ukuze ucinge uhlu lwe-HIV-911 kumakhalekhukhwini wakho (Akudingeki mali yocingo ngaphandle kwe-Vodacom)
Isikhungo Solwazi Sentsha SikaZwelonke	08600 96884
I-South African Depression and Anxiety Group (SADAG)	0800 205 026
I-South African National Council on Alcoholism and Drug Dependence (SANCA)	Ulayini wosizo – 031 202 2241 kusuka ngo-8am kuya ku-4pm nangemva kwesikhathi somsebenzi 031 303 2202
Ulayini kaZwelonke ka-Eskom	08600 37566

# INgxenye 1

## Iqhaza Le-CCG

# 1 Isifundo 1.2

Ukungena Emphakathini  
Nasemzini Nokuhlonza No-  
kuthumela Endaweni Efanele

Ulayini kaZwelonke we-HIV Health Care Workers	0800 212 506 ngesikhathi somsebenzi
Ulayini wabafuna ukuzibulala	0800 567 567 noma uthumele i-SMS ku-31393
Ulayini we-Lovelifa Sexual Health	0800 121 900 ngesikhathi somsebenzi
Ulayini Wemali Yesibonelelo Nokukhwabanisa	0800 601 011
Ulayini Wempilo Yabesifazane	0800 116 941
Ulayini weSibhedlela sezingane ezidle ushevu we-Red Cross	021 689 5227
Ulayini we-Swine Flu	0861 364 232
Ulayini Wokuhlukunyezwa Kwabesifazane	0860 150 150
Ulayini wokulwisana neNkohlakalo nokuKhwabanisa	0800 701 701
Ulayini wokuvimba inzalo ezimweni eziphuthumayo	0800 246 432 ngesikhathi somsebenzi
Ulayini wokwelulekwa ngamaLungelo abantu	011 484 8300
Ulayini wolwazi wenhlangano yokuthekela ngegazi (SANBS)	0800 119 031
Ulayini wosizo kaZwelonke we-AIDS	0800 012 322
Ulayini wosizo kaZwelonke we-Narcotics anonymous	083 900 6962
Ulayini wosizo lokwelulekwa ngezoMthetho-Legal Aid South Africa	0800 204 473
Ulayini wosizo lwamaNtombazane naBafana eNingizimu Africa	0861 585 858
Ulayini wosizo lweSifo Sikashukela eNingizimu Africa	011 886 3765
Ulayini wosizo lwezezimpesheni eNingizimu Africa (SASSA)	0800 601 011
Ulayini wosizo mayelana nokukhipha isisu	0800 117 785
Ulayini wosizo mayelana noMdlavuzi eNganeni	0861 113 500
Ulayini wosizo mayelana nomsebenzi ongawufundela	0800 212 641 ngesikhathi somsebenzi
Ulayini wosizo wabanengculaza	0860 100 646
Ulayini wosizo Wemigomo (Vaccine)	0860 160 160
Ulayini wosizo wemishanguzo ye-HIV	0800 212 506 ngesikhathi somsebenzi
Ulayini wosizo weNhlango yeNgculaza kaZwelonke eNingizimu Africa (SANAC)	012 395 9078 – 9090
Ulayini wosizo weZingane eNingizimu Africa amahora angu-24	0800 055 555 noma 031 312 0904 ngesikhathi somsebenzi (08h00 – 16h00)

# INgxenye 1

## Iqhaza Le-CCG

# 1 Isifundo 1.2

Ukungena Emphakathini  
Nasemzini Nokuhlonza No-  
kuthumela Endaweni Efanele

Ulayini wosizo weziNgane eziyizisulu zokuXhashazwa ngokoCansi, ngokweMizwa nangokoMzimba	0800 035 553
Ulayini wosizo woKukhulelwa Kwentsha	0800 035 553
Ulayini wosizo wokunqanda udlame olubhekiswe kwabobulili obuhlukile	0800 150 150
Ulayini wosizo Wokushushunjiswa Kwabantu	08000 RESCUE (0800 073 7283)
Ulayini wosizo woMnyango Wezasekhaya	0800 601 190 ngesikhathi somsebenzi
Ulayini wosizo woMnyango Wezempilo	0800 202 933 ngesikhathi somsebenzi
Ulayini wosizo wenhlangano emayelana noMdlavuza	0800 226 622
Ulayini wosizo woMnyango Wezokuthuthukiswa Komphakathi Wokusetshenziswa Kwezidakamizwa	0800 121 314
Ulayini wosizo woMnyango Wezempilo	0800 005 133

Endabeni yethu Eyisibonelo uThandi ube esethumela uNkk. Khumalo kanye/noma ingane esikhungweni sezempilo ngenxa yezinkinga ezihlobene nempilo futhi njengoba kungekho muntu osebenzayo kulo umuzi, ubathumela kwezenhlalakahle ukuze bathole ukwesekwa ngemali yesibonelelo sezingane.

### Isivivinyo Seqembu

#### Hlukanani nibe ngamaqoqo bese iqembu ngalinye lidlala indima:

1. Ye-CCG evakashele emzini, ibuyele emzini ukuze ihlonze amanye amalungu ekhaya, iwathumele esikhungweni sezempilo.
2. Umtholampilo uhlola uNkk. Khumalo kanye nengane.
3. CCG iyavakasha ilandelela. Iqembu ngalinye kufanele libike elikutholile eqenjini elikhulu. Ungakhohlwa ukubika ngalokho oyokubhala kudayari yakho ngalokhu kuvakasha. Hlanganani ukuze nengezele oHlwini Lwezinsizakalo.

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### OKUHLOSIWE NGALESI SIFUNDO

Isifundo 1.3 sihlose ukukucobelela ulwazi mayelana nokurekhoda nokubika.

### Imiphumela Yesifundo

Ekupheleni kwalesi sifundo abafundi kufanele bakwazi:

- Ukuqonda ukuthi kusho ukuthini uKuqapha Nokuhlaziya (M&E)
- Ukuqonda ukuthi kusho ukuthini ukurekhoda nokubika nokuthi kungani kubalulekile
- Ukuchaza imisebenzi engena ekurekhodeni nasekubikeni
- Ukuqonda ukubaluleka kokulawula ikhwalithi ekurekhodeni nasekubikeni
- Ukuchaza indima yama-CCG ekurekhodeni nasekubikeni
- Ukuqonda ukuthi kusho ukuthini ukugcina imfihlo lapho urekhoda futhi ugcina amarekhodi
- Ukusebenzisa amakhono okurekhoda nokubika kunoma yimaphi amathuluzi okuqoqa ulwazi kuhlanganise nethuluzi Lokuthola Imininingwane Yekhaya

### Okuqukethwe Kulesi Sifundo

- Incazelo ye-M&E
- Ukurekhoda nokubika
- Indima yama-CCG ku-M&E
- Indlela yokuqoqa ulwazi
- Amafomu E-M&E

### Kutholakala

1. HPSU. Monitoring and Evaluation Policy Guidelines Health – M&E policy draft. 2003. Available from: <http://www.mca.org.ls/documents/Health/HEALTH%20-%20M&E%20Policy%20Draft.pdf>
2. CE@UP, HISP, HST. Health Information Systems for Data Capturers (HISDC). Electronic TB Register training presentations. 2009
3. Department of Health and Department of Social Development, 2009. Interactive workbook on data collection and processing for HCBC organisation's community caregivers, supervisors, and managers

### 1. Kuyini Ukuqapha Nokuhlaziya (M&E)?

**Ukuqapha** elinye igama elisho ukubheka inqubekela phambili. Uma 'uqapha' ukudla okuphekayo, uyogada ibhodwe ukuqinisekisa ukuthi lisapheka ngendlela okufanele lipheke ngayo. Uyobheka izinto eziningi njengokuthi:

- Angakanani amanzi asebhodweni
- Ukushisa kwesitofu
- Ukuthi asevuthiwe yini amazambane
- Ukuthi inyama isithambile yini
- Ukuthi kunosawoti owanele yini ekudleni

Lokhu kwenzelwa ukuthi upheke ukudla okumnandi futhi unqume ukuthi kuyadingeka yini uthuthukise ngesikhathi esizayo. Uma usukwenze kahle, usungabelana nabanye lokho okwenzile.

I-CCG iyosebenzisa indlela efanayo lapho yenza uKuwapha Nokuhlaziya.

Sazi kanjani ukuthi umuntu uyagula? – Sibuzwa imibuzo (ukuhlonza). Lokhu kufana nokubheka izinga lamanzi noma ukushisa kwesitofu.

Sazi kanjani ukuthi uba ngcono? – Kufanele sibuze iklayenti ukuthi lisilandelile yini iseluleko sethu futhi sibuze nokuthi ikhona yini intuthuko noma cha – **lokhu ukuqapha**. Lokhu kufana nokubheka ukuthi amazambane asevuthiwe yini noma inyama isithambile yini.

Sazi kanjani ukuthi umuthi usebenzile yini? Sibuzwa imibuzo ukuze sithole ukuthi iklayenti selingcono yini ekupheleni kokwelashwa – **lokhu ukuhlaziya**. Lokhu kufana nokubuzwa umndeni wakho ukuthi ukudla okuphekile kubasuthisile yini nokuthi kumnandi yini.

Isikhathi ngasinye lapho upheka uyaqapha, yindlela efanayo nalapho uvakashela ikhaya isikhathi ngasinye ukuze ubheke inqubekela phambili yekhaya, usuke uqapha impilo kanye nenhlalakahle yalo.

Kuko kokubili ukunakekelwa kwempilo yomphakathi kanye nokuthuthukiswa komphakathi, kubalulekile ukuqapha noma ukubheka izinto eziningi. Ngokwesibonelo, sibheka ukuthi mingaki imizi i-CCG ethatha imininingwane yayo, bangaki abantu abasemzini ngamunye, yiziphi izidingo zabo ezingafinyelelwanga, njll. Ngale ndlela, singarekhoda futhi siqaphe ukuthi yiluphi usizo oludingekayo nokuthi bangaki abantu abadinga lolo sizo. Enye indlela yokwenza lokho ukusebenzisa iThuluzi Lokuthola Imininingwane Yekhaya elikala ukuthi bangaki abantu abadinga luphi usizo emzini othile.

Sonke isikhathi lapho usebenzisa amathuluzi okuhlonza, usuke uqapha impilo yekhasimende; isib., uma ikhaya linelungu eline-TB futhi liye lelashwa, i-CCG izosebenzisa iThuluzi Lokuhlonza I-TB ukuze ibheke ukuthi awekho yini amanye amalungu omuzi aye atheleleka. Nalokhu ukuqapha.

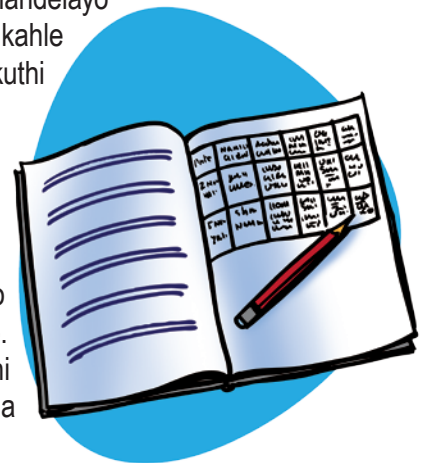
Sonke isikhathi lapho uvakashelela umuzi uyolandelela ukuze ubheke ukuthi iseluleko sakho silandeliwe yini nokuthi iklayenti selinjani, usuke wenza ukuqapha nokuhlaziya (M&E). Ukuqapha Nokuhlaziya kuyingxenye yempilo yansuku



zonke yokuphila komuntu siqu kanye nasemsebenzini. Kubaluleke kakhulu ngoba kususiza ukuze sihlele izinyathelo ezilandelayo njengoba siqhubekela phambili; isib., uma ungalisebenzisi ithuluzi lokuhlonza ukuze uqaphe (ubheke) impilo yamalungu omuzi, uyokwazi kanjani ukuthi ngubani okungenzeka ukuthi uthetheleke ngegcwane elithile futhi ekudingeka ayohlolwa?

Lokhu kusho ukuthi **WENA** njenge-CCG, **UBALULEKE KAKHULU** ngoba ngokwenza ukuqapha nokuhlaziya uyosiza abantu ukuba babe ngcono futhi usize ekunqandeni ukusabalala kwezifo ezithalelanayo ezifana ne-TB. Njenge CCG iyokwazi nokuxwayisa umtholampilo ngokuqubuka kwesifo esithile, uma ngokwesibonelo, uthole amalungu amaningi omphakathi enesifo esithile, ngokwesibonelo, isifo sohudo.

**Ukuhlaziya** kufana 'nokukala' okuthile. Ngokuvamile umkhiqizo wokugcina wento eyenziwayo yiwo okalwayo ukuze kubonakale ukuthi yonke imisebenzi yenziwe njengoba kuhleliwe. Isib., umndeni wakho uyokala ukuthi usuthi kangakanani nokuthi ukudla kwakho bekumnandi kangakanani ngemva kokukudla. Kufanele sazi ukuthi siyawenza yini umehluko. Ngokuhlaziya, siyakwazi ukwazi ukuthi singashintsha futhi sithuthukise kuphi futhi singacobelelana nabanye ngalokho esikufundile. Uma sazi ukuthi kudingeka sishintshe kanjani nokuthi kuphi, singase sikwazi ukuhlela ukuvakasha okulandelayo, isib., uma umndeni wakho uthi awusuthanga uyobe sewazi ukuthi kufanele uhlele ukupheka ukudla okwengeziwe ngesikhathi esizayo. Ngokwesibonelo, uvakasha emkhayeni othile ngesikhathi esilandelayo bese uthola ukuthi abayanga esikhungweni sezempilo ngoba bengakuqondanga kahle lokho okushilo. Ngesikhathi esizayo lapho ubanikeze ulwazi, uyoqiniseka ukuthi bayaluqonda ngokuthi ubacele baphinde basho lokho okushilo.



## 2. Kuyini ukurekhoda nokubika?

**Ukurekhoda** kusho ukuthi i-CCG ibhala konke ekubonayo noma ekuzwayo ngesikhathi ivakashele umuzi. Lena indlela yokurekhoda ukuqapha okwenzayo. Ukugcina amarekhodi kuphinde kukusize ukuba ukhumbule okwenzile nokuthi yisiphi iseluleko osinikeze amaklayenti. Lena ingxenye ebalulekile yokuqapha ngoba ubheka la marekhodi lapho uhlola impumelelo yakho.

### Ukurekhoda okwenzayo kubandakanya:

- Ukurekhoda ukuthi ubani omthumele endaweni ethile nokuthi umthumele ukuthi ayothola yiphi insizakalo
- Ukurekhoda usuku (usuku owamthumela ngalo)
- Ukurekhoda izinsuku zokuvakasha kokulandelela
- Ukurekhoda izinto ezenziwe ngesikhathi sokuvakasha kokulandelela
- Ukurekhoda usebenzisa amathuluzi okuqoqa ulwazi owanikezwe umphathi wakho noma i-War Room

**Ukubika** kusho ukuthi i-CCG izobika njalo kungaba ngomlomo noma ngokuba nengxenye emihlanganweni ye-War Room noma ye-CCG noma ngokubhala phansi bese ihambisa amathuluzi ayo okuqoqa ulwazi kumphathi mayelana nayo yonke imisebenzi yayo.

### Ukubika okwenzayo kubandakanya:

- Ukubika emhlanganweni ye-CCG, isib., yiziphi izimo eziye zatholakala, amaklayenti athuthuka kanjani kwezinye izimo i-CCG ezilandelayo, nokuthi ezinye izimo zaxazululwa kanjani. Lokhu kuvame ukubikwa ngomlomo
- Ukubika ku-War Room lona lolu lwazi olushiwo ngenhla. Lokhu kuyenziwa nangomlomo bese kunikezwa umbiko ofingqiwe obhalwe phansi ku-War Room



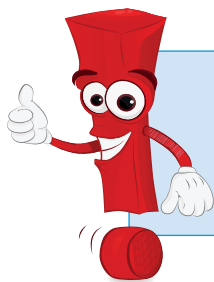
- Ukubika kumakhasimende uma uthole lokhu okuzokwenziwa ku-War Room noma eminyangweni kahulumeni noma ezinhlanganweni zomphakathi eyayithumele kuzo iklayenti. Njalo nje gcina ulwazi oluphathelele namaklayenti akho siqu luyimfihlo

### 3. Iyini indima yama-CCG ekurekhodeni nasekubikeni?

- Kufanele wazi ukuthi yimaphi amathuluzi okuqoqa ulwazi okufanele agcwaliswe nokuthi agcwaliswa kanjani. Lawa ngamafomu okudingeka agcwaliswe nsuku zonke, maviki onke, nyanga zonke ukuze kubikwe zonke izinto ezenziwa ama-CCG
- Kufanele ugcine idayari noma ibhukwana lokubhala lapho ubhala khona konke okwenzayo, izinselele noma imibono ukuze ubuye ubike emihlanganweni yama-CCG

### Isibonelo sendlela ithebula elikudayari ye-CCG elingabukeka ngayo:

Usuku	Igama lekhasimende	Imisebenzi eyenziwe/ usizo oludingekayo	Uthunyelwe kuphi/ kubani/usizo olunikeziwe	Usuku athunyelwe ngalo	Usuku lokulandelela
2 Nov 2012	Jane Xaba	Ukuhlonzwa kwe-TB Imfundo mayelana ne-TB/ HCT	Esikhungweni sezempilo we-TB ne-HCT	2 Nov 2012	9 Nov 2012
5 Nov 2012	S'bo Nxumalo	Imfundo mayelana nodlame lwasekhaya	SASSA	5 Nov 2012	19 Nov 2012



#### Amacebiso Awusizo

#### **KHUMBULA!**

Yiphathise okwezikhali zamantungwa idayari yakho. Lonke ulwazi olukuyo luyimfihlo futhi kufanele lugcinwe luyimfihlo.

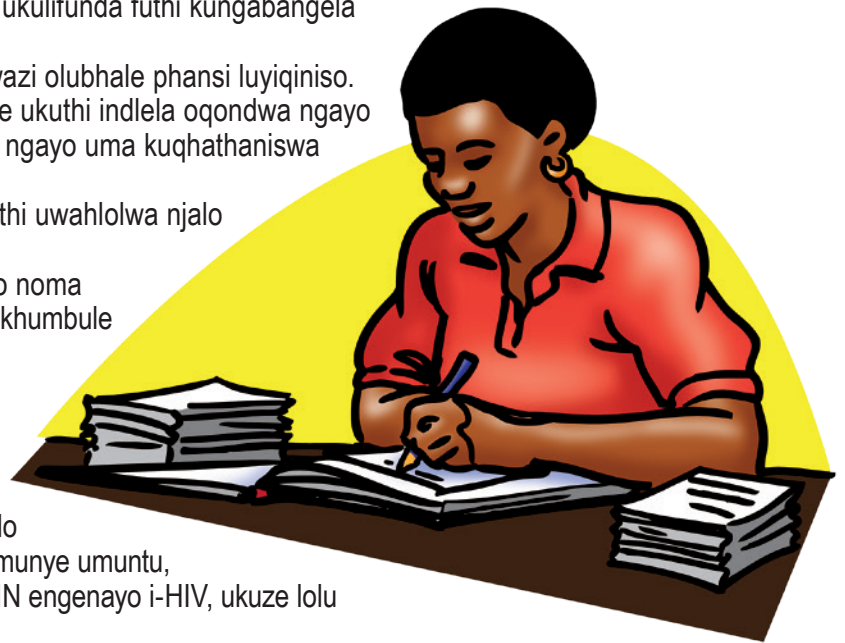
### 4. Kuyini ukugcina imfihlo lapho urekhoda nalapho ugcina amarekhodi?

Ukugcina imfihlo ukwazi imininingwane ethile mayelana nomuntu othile kodwa ungayidaluli kwabanye abantu. Iklayenti ngeke likwethembe uma lingakholelwa ukuthi ulwazi lwalo oluyimfihlo luzovikeleka lungagcini selwaziwa umphakathi wonke. Kufanele ukhumbule lokhu okulandelayo:

- Lapho uxoxa ngezindaba ezenzekile, ungaxoxa ngemininingwane yalezo zindaba kodwa ungawasho amagama abantu noma eminye imininingwane engase ibonise ukuthi ubani lowo muntu (njengekheli)
- Amadayari noma amathuluzi okuqoqa ulwazi akufanele kushiye endaweni lapho abanye bengase bakufunde khona (ngisho namalungu omndeni e-CCG) [bheka iSifundo 1.1 ukuze uthole olunye ulwazi mayelana noKugcina Imfihlo]

### 5. Ikuphi okubalulekile ukuba ukukhumbule lapho ugcwalisa amathuluzi okuqoqa ulwazi?

- Sicela uqiniseke ukuthi azikho izikhala ezingenalutho emafomini akho. Uma ulwazi oluthile lungasebenzi kulowo muntu bhala ukuthi 'N/A' (akusebenzi). Uma ulwazi lungatholakali, 'bhala ukuthi angazi'. Uma ungazi ukuthi uzobhalani, khuluma nomphathi wakho
- Kubaluleke kakhulu ukugcwalisa amafomu ngobunono. Ungaxikizi ngobudlabha ngoba lokho kuzokwenza ukuba ifomu kube nzima ukulifunda futhi kungabangela ukuba kuthathwe ulwazi olungelona
- Kubalulekile nokuqinisekisa ukuthi ulwazi olubhale phansi luyiqiniso. Phinda ubuze umbuzo ukuze uqiniseke ukuthi indlela oqondwa ngayo umbuzo iyafana nendlela ophendulwa ngayo uma kuqhathaniswa nangesikhathi uwubuza okokuqala
- Hlela nomphathi wakho uqiniseke ukuthi uwahlolwa njalo amafomu akho
- Rekhoda lonke ulwazi kwidayari yakho noma ebhukwini lokubhala ukuze kukusize ukhumbule isimo sempilo yekhasimende ngalinye
- Rekhoda ulwazi olubucayi njengesimo se-HIV ngendlela yamakhodi (lokhu kusho ukuthi uma umuntu ene-HIV kuzobhalwa kusetshenziswe igama elihlukile elizokwaziwa ithimba lezempilo kodwa elingeke laziwe yinoma ubani omunye umuntu, isib., HP uma umuntu ene-HIV noma HN engenayo i-HIV, ukuze lolu lwazi lugcinwe luyimfihlo)
- Bheka amalungu ekhaya phakathi endlini bese ubheka nangaphandle komuzi. Lokhu kuyokunikeza ulwazi oluningi. Uyokwazi ukubona izinto ezinjengokuthi bahlanzeke kangakanani bona siqu nokuthi bayayigcina yini indawo yabo ihlanzekile, kanye nokuthi banobudlelwano obunjani, isib. phakathi kwabazali nezingane
- Sebenzisa lolu lwazi ngokucobelelana ngalo namanye ama-CCG kanye nokufunda imikhuba yabo emihle mayelana nokuthi yini eye yasebenza esimweni esithile. Nawo angafunda ezimweni obhekane nazo kanye nemikhuba yakho emihle



### 6. Liyini ithuluzi Lokuthola Imininingwane Yekhaya?

Njenge ngxenye ye-Operation Sukuma Sakhe, iThuluzi Lokuthola Imininingwane Yekhaya lenzelwe ukusetshenziswa ama-CCG. Leli thuluzi liyokusiza ukuba uqokelele ulwazi oluningi ngelungu ngalinye lekhaya oluyokusiza ukwazi ukubona izidingo zalelo khaya. Ithuluzi Lokuthola Imininingwane Yekhaya yincwadi okufanele igcwaliswe ekhaya ngalinye. Irekhoda ukuthi bangaki abantu abahlala kulowo muzi, ubudala babo nesimo sempilo yabo nesezenhlalo.

Uma njenge-CCG, ukwi-War Room ethile, kungenzeka ukuthi kakade usukutholile ukuqeqeshwa kwezinsuku ezinhlano mayelana nethuluzi Lokuthola Imininingwane Yekhaya. Labo abangakakutholi ukuqeqeshwa noma abangekho kwi-War Room, kufanele bacele ukuqeqeshwa kanye namakhopi eThuluzi Lokuthola Imininingwane Yekhaya komasipala bendawo abakuyo.

Uma iThuluzi Lokuthola Imininingwane Yekhaya seliqediwe, liyathathwa liyiswe kwi-War Room yendawo lapho izidingo zayo yonke imizi zifingqwa khona futhi kuxoxwe ngazo.

Kule ngxenye elandelayo kubonakala iSigaba 2 seThuluzi Lokuthola Imininingwane Yekhaya (ikhopi yethuluzi Lokuthola Imininingwane Yekhaya ingatholakala ngaphakathi kwesiKhwama sakho esibelethwayo). Kulesi sigaba, uyonikezwa amakhono azokusiza ukuba ugcwalise iThuluzi Lokuthola Imininingwane Yekhaya noma amanye amafomu okubika noma amathuluzi okudingeka uwagcwalise.

## 7. Uligcwalisa kanjani iThuluzi Lokuthola Imininingwane Yekhaya?

Ithuluzi Lokuthola Imininingwane Yekhaya ligcwaliswa ama-CCG ngesikhathi evakashele umuzi ezothola imininingwane yawo. Lesi sigaba sizogxila ekunikezeni isiqondiso kwi-CCG mayelana nokuthi ligcwaliswa kanjani iThuluzi Lokuthola Imininingwane Yekhaya kwibhulokhi ngayinye njengoba kuboniswe ngezansi:

### Ngokwesibonelo:

#### Umbuzo 2.1

Igama lokuqala nesibongo

- Inhloko/Ibambela leNhloko 01 – okwalo muntu ukufaka kule kholomu – Thandi Khumalo
- Umuntu olandelayo 02 – okomuntu omfake njengo-02 – Bongi Khumalo
  - Noma yiziphi izimpendulo ozigcwalisela **uThandi Khumalo** njalo ziyongena kwikholomu yeNhloko/Ibambela leNhloko 01
  - Noma yiziphi izimpendulo ozigcwalisela **uBongi Khumalo** njalo ziyongena kwikholomu 02
  - Kuyokwenzeka okufanayo ngomuntu ngamunye kwikholomu yakhe u-03, 04, njl
  - Ungabhala amagama abo okuqala aphelele noma ama-inishiyeli abo

		INOMBOLO YOMUNTU					
		INhloko/ Ibambela leNhloko 01		02		03	
		Igama Lokuqala/ Ama- inishiyeli	Isibongo	Igama Lokuqala/ Ama- inishiyeli	Isibongo	Igama Lokuqala/ Ama- inishiyeli	Isibongo
<b>2.1</b>	<b>Igama lokuqala nesibongo</b>		O		O		
	<i>Sicela ubhale igama nesibongo selungu ngalinye lekhaya, uqale ngenhloko noma ibambela lenhloko kwenyuke uqale ezansi uye phezulu. Uma kwenzeka kuba nezinhloko noma amabambela ezinhloko angaphezu kweyodwa, thatha omdala (Bhala ngamagama amakhulu)</i>	I	L		L		
		D	A	I	A		
		N	M	G	M		
		A	U	N	U		
		H	H	O	H		
		T	K	B	K		

### Umbuzo 2.2

Lokhu kubhekiselwa ebudeni besikhathi asebesihlale kulo muzi. Sicela ubhale uphawu oluyisiphambano kwibhulokhi enikeziwe ukuze ubonise ukuthi 1 uthi 'Yebo' noma 2 uthi 'Cha'. UThandi noBongi bahlala kulo muzi ngokuphelele.

- Sicela uphawule ibhulokhi elihambisana no-'1' okunguthi YEBO uma lelo lungu lekhaya lihlale kulo muzi okungenani ubusuku obungu-4 ngeviki esikhathini esingamaviki angu-4 edlule
- Sicela uphawule ibhulokhi elihambisana no-'2' okunguthi CHA uma lelo lungu lekhaya lingahlalanga kulo muzi okungenani ubusuku obungu-4 ngeviki esikhathini esingamaviki angu-4 edlule

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
2.2	Ingabe u-.... uhlale lapha ekhaya okungenani ubusuku obune ngokwesilinganiso ngeviki emavikini amane adlule? 1 = Yebo 2 =Cha	X	1	X	1		1
			2		2		2

### Umbuzo 2.3

Lokhu kubhekisela kubulili belungu ngalinye lekhaya. UThandi noBongi ngabesifazane.

- Sicela ufake uphawu lwesiphambano kwibhulokhi elihambisana no-'1' elithi Owesilisa uma lelo lungu lekhaya lingowesilisa
- Sicela ufake uphawu lwesiphambano kwibhulokhi elihambisana no-'2' elithi Owesifazane uma lelo lungu lekhaya lingowesifazane

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
2.3	Ingabe u-..... ungowesilisa noma owesifazane? 1 = Owesilisa 2 = Owesifazane		1		1		1
		X	2	X	2		2

### Umbuzo 2.4

- Lokhu kubhekiselwa eminyakeni yobudala yelungu ngalinye lekhaya. Lapha kufanele kubhalwe iminyaka esihlanganisiwe ngezinombolo ezigcwele. Uma ingane ingakawuhlanganisi unyaka, sicela ubhale ukuthi 00. Uma ingane ineminyaka engu-5 bhala ukuthi 05, uma umuntu eneminyaka engu-55 ubudala bhala ukuthi 55. Isib., uThandi uneminyaka engu-67 ubudala kanti uBongi uneminyaka engu-56 ubudala

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.4</b>	<b>Uneminyaka emingaki u-....? (iminyaka aseyhlanganisile – ngezinombolo eziphelele) Uma engakawuhlanganisi unyaka = 00</b>	6	7	5	6		

### Umbuzo 2.5

- Uma iNhloko/Ibambela leNhloko 01 (Thandi Khumalo) eshadile, faka uphawu oluthi **X** kwibhulokhi eseduze nenombolo 1 ngaphansi kwekholomu ethi iNhloko/Ibambela leNhloko 01
- Uma umuntu olandelayo 02 (Bongi Khumalo) engakaze ashade/engayedwa uyofaka uphawu oluthi **X** kwibhulokhi eseduze nenombolo 5 kwikholomu 02

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.5</b>	<b>Siyini isimo somshado sika-..... manje?</b> 1 = Ushadile 2 = Bahlalisene (Bahlala ndawonye njengendoda nomfazi) 3 = Umfelokazi/umfelwa 4 = Udivosile/uhlukanisile 5 = Akakaze ashade/ungayedwa	<b>X</b>	1		1		1
			2		2		2
			3		3		3
			4		4		4
			5	<b>X</b>	5		5

### Umbuzo 2.6

- Lokhu kubhekisela ebuhlotsheni belungu ngalinye lekhaya nenhloko yekhaya (umuntu oku-'01'). Sicela ufake uphawu usebenzisa amakhodi aqondile anikeziwe kusuka ku-1-11 eThuluzini Lokuthola Imininingwane Yekhaya. UBongi udadewabo kaThandi

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.6</b>	<b>Uhlobene kanjani u-.... nenhloko yalo muzi? (okungukuthi, nomuntu okukholomu 01)</b> 1 = Inhloko/ibambela lenhloko 2 = Umyeni/unkosikazi/uphathina 3 = Indodana/indodakazi/inganen yashade naye/ingane yokutholwa 4 = Umfowabo/udadewabo/umfowabongamzali munye/udadewabo ngamzali munye 5 = Ubaba/umama/usingababa/usingamama 6 = Ugogo/umkhulu/ukhokho 7 = Umzukululu/umzukulwane 8 = Esinye isihlobo (isib., abasemzini, u-anti noma umalume) 9 = Abantu abangahlobene 10 = Ingane ayinakekelayo 11 = Umshana	X	1		1		1
			2		2		2
			3		3		3
			4	X	4		4
			5		5		5
			6		6		6
			7		7		7
			8		8		8
			9		9		9
			10		10		10
			11		11		11

### Umbuzo 2.7

- Lokhu kubhekisela ekutheni ilungu ngalinye linazo yini iZincwadi eziBalulekile (uMazisi/iziTifiketi zokuZalwa). Sicela ufake uphawu lwesiphambano kwibhulokhi enikeziwe ukuze ubonise ukuthi u-1 okungukuthi 'YEBO' noma u-2 okungukuthi 'CHA' kumabhulokhi anikeziwe. Bobabili uThandi noBongi banomazisi

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.7</b>	<b>Ingabe u-.... unawo uMazisi/iSitifiketi Sokuzalwa/iPhasiphothi/iMvume Yokuhlala Ezweni?</b> 1 = Yebo 2 = Cha	X	1	X	1		1
			2		2		2

### Umbuzo 2.8

- Kule ngxenye, sicela ubhale inombolo kamazisi walelo lungu lekhaya kwikholomu efanele. Le nombolo kufanele ibhalwe yenyuke kusuka phansi kuya phezulu (kuya enhla nekhohlo) kwibhulokhi enikeziwe. Uma kwenzeka ilungu lekhaya lenqaba ukunikeza inombolo kamazisi, sicela ubhale ukuthi 'Wenqabile'

		INOMBOLO YOMUNTU		
		Inhloko/ Ibambela leNhloko 01	02	03
2.8	<b>Bhala inombolo kaMazisi/iSitifiketi Sokuzalwa/iPhasiphothi/Imvume Yokuhlala Ezweni</b> <i>Mqhubi wengxoxo: Bhala wenyuke uqale phansi uye phezulu kumabhulokhi anikeziwe. Uma enqaba, bhala ukuthi wenqabile.</i>	8	8	
		8	8	
		0	0	
		1	2	
		1	1	
		0	0	
		0	0	
		2	5	
		2	0	
		2	5	
		1	0	
		4	5	
		4	5	

### Umbuzo 2.9

- Lokhu kubhekisela ohlotsheni lwencwadi ebalulekile ilungu ngalinye lekhaya elinayo. Sicela ufake uphawu lwesiphambano kwikhodi ehambisana nempendulo usebenzisa amakhodi aqondile anikezwe kusukela ku-1-4 eThuluzini Lokuthola Imininingwane Yekhaya

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01	02	03			
2.9	<b>Bonisa uhlobo lwencwadi yokuzazisa onayo</b> 1 = uMazisi 2 = iSitifiketi Sokuzalwa 3 = iPhasiphothi 4 = Imvume Yokuhlala Ezweni	X	1	X	1	1	
			2		2		2
			3		3		3
			4		4		4

### Umbuzo 2.10

- Lokhu kuqondiswe ekukhubazekeni kwelungu lekhaya elingase libe nakho ngokusebenzisa amakhodi aqondile anikezwe kumabhulokhi afanele. Sicela ufake uphawu lwesiphambano ngaphansi kwekholomu ethi YEBO noma CHA ohlwini luka-1-6 eThuluzini Lokuthola Imininingwane Yekhaya

		INOMBOLO YOMUNTU																		
		Inhloko/ Ibambela leNhloko 01			02			03												
		Yebo		Cha	Yebo		Cha	Yebo		Cha										
<b>2.10</b>	<b>Ingabe u- ..... unakho ukukhubazeka?</b>																			
	1 = Ngokubona (akaboni/ubona kancane impela)																			
	2 = Ngokuzwa (akezwa, uzwa kancane kakhulu)	1	X	1																
	3 = Ngokukhuluma (ukukhubazeka kokukhuluma)	2	X	2																
	4 = Ngokomzimba (isib., udinga isihlalo sabakhubazekile, izinduku noma unelungu lomzimba lokufakelwa)	3	X	3																
	5 = Ngokwengqondo (kunzima kakhulu ukufunda, ingqondo ithatha kancane)	4	X	4																
	6 = Ngokomuzwa (ngokuziphatha, izidingo zengqondo)	5	X	5																
		6	X	6																



### Umbuzo 2.11

- Lokhu kubhekisela ezingeni lemfundo ilungu ngalinye lekhaya elingase libe nayo. Sicela ufake uphawu kukhodi ehambelanayo usebenzisa amakhodi aqondile anikezwe kwibhulokhi efanele ohlwini olusuka ku-1-8 eThuluzini Lokuthola Imininingwane Yekhaya
- Sebenzisa la makhodi ukuze ukhombise izinga eliphezulu lemfundo kwilelungu ngalinye lekhaya eliliqedile

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
2.11	<b>Yiliphi izinga eliphakeme lemfundo u-..... aliqede ngempumelelo?</b> 1 = Akayanga esikoleni 2 = U-Grade R kuya ku-Grade 9 (U-Grade R kuya eBangeni 7) 3 = U-Grade 10/ibanga 8/ufomu 3 4 = U-Grade 11/ibanga 9/ufomu 4 5 = U-Grade 12/ibanga 10/ufomu 5/umatikuletsheni 6 = IKolishi/I-University of Technology/I-Technikon 7 = ImFundo Eyisisekelo Nokuqeqeshwa Kwabadala 8 = IYunivesithi		1		1		1
			2		2		2
			3		3		3
			4	X	4		4
		X	5		5		5
			6		6		6
			7		7		7
			8		8		8

### Umbuzo 2.12

- Lokhu kuhlose ukuthola imininingwane mayelana nelungu ngalinye lekhaya elisafunda esikoleni noma kwesinye isikhungo semfundo
- Sicela ukhombise ngokufaka isiphambano ebhulokhini enikeziwe ku-'1' okungukuthi YEBO kulabo abasafunda esikoleni no-'2' okungukuthi CHA kulabo ABANGAFUNDI esikoleni
- Uma impendulo yalo mbuzo kungu-CHA kudingeka uyeqe yonke imibuzo elandelayo uye kumbuzo No 2.15

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
2.12	<b>Ukufunda esikoleni</b> <b>Ingabe u-..... uyafunda esikoleni manje noma kwesinye isikhungo semfundo / i-ABET?</b> 1 = Yebo 2 = Cha → yeqa uye kumbuzo 2.15		1		1		1
		X	2	X	2		2

### Umbuzo 2.13

- Lokhu kuhlose ukuthola ukuthi lawo malungu ekhaya asafunda ahamba ngezinyawo yini uma eya esikoleni noma esikhungweni semfundo
- Sicela ukhombise ngesiphambano ebhulokhini enikeziwe ku-'1' okungukuthi YEBO kulabo abahamba ngezinyawo ukuya esikoleni kanye no-'2' okungukuthi CHA kulabo ABANGAHAMBI ngezinyawo uma beya esikoleni
- Uma impendulo kungu-CHA yeqa uye ku-2.15 uma imininingwane yomuntu ofanele isigcwalisiwe

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.13</b>	<b>Ingabe u- ..... uhamba ngezinyawo uma eya esikoleni?</b> 1 = Yebo 2 = Cha → yeqa uye kumbuzo 2.15	1		1		1	
		2		2		2	

### Umbuzo 2.14

- Lokhu kuhlose ukuthola isilinganiso sesikhathi okusithatha lawo malungu ekhaya ahamba ngezinyawo, ukufika esikoleni noma esikhungweni semfundo. Sicela ufake isiphambano ebhulokhini enikeziwe ohlwini luka-1-6 eThuluzini Lokuthola Imininingwane Yekhaya
- **QAPHELA:** lokhu kuqondiswe kuphela kulabo abafake u-YEBO ku-2.13

		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.14</b>	<b>Uhamba imizuzu emingaki u- ..... uma eya esikoleni?</b> 1 = imizuzu engaphansi kuka-30 2 = imizuzu engaphansi kuka-60 3 = imizuzu engaphansi kuka-90 4 = imizuzu engaphansi kuka-120 5 = imizuzu engaphansi kuka-150 6 = imizuzu engaphezu kuka-150	1		1		1	
		2		2		2	
		3		3		3	
		4		4		4	
		5		5		5	
		6		6		6	

### Umbuzo 2.15

- Lokhu kuqondiswe emakhonweni elungu ngalinye lekhaya elingase libe nawo. Sicela ukhombise ngesiphambano ebhulokhini elisohlwini olusuka ku-1-18 eThuluzini Lokuthola Imininingwane Yekhaya
- QAPHELA:** lokhu kusebenza kumalungu ekhaya aneminyaka engaphezu kwengu-16 ubudala

<i>Mqhubi wengxoxo: Buza labo abaneminyaka engu-16 ubudala nangaphezulu (Umbuzo 2.15 kuya ku-2.19)</i>		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhloko 01		02		03	
<b>2.15</b>	<b>Unamaphi amakhono u-.....?</b>	1		1		1	
	1 = Amakhono e-computer	X	2	2		2	
	2 = Ukubhaka	X	3	3		3	
	3 = Ukupheka/ukuphekela imicimbi		4	X	4	4	
	4 = Ukupenda		5		5	5	
	5 = Ukubeka isitini		6		6	6	
	6 = Ukuweta		7		7	7	
	7 = Ukuba unogada		8		8	8	
	8 = Ukunikeza ukunakekela komphakathi okwenziwa ekhaya		9		9	9	
	9 = Ukushisela		10		10	10	
	10 = Ukubaza		11		11	11	
	11 = Ukusebenza ngogesi		12		12	12	
	12 = Ukusebenza ngamaphayiphi amanzi		13		13	13	
	13 = Ukunakekela ingane /amakhono e-ECD		14		14	14	
	14 = Ukupulasitela		15		15	15	
	15 = Ukulima		16		16	16	
	16 = Ukuthunga		17		17	17	
	17 = Ukugcina amabhuku ezimali		18		18	18	
18 = Awekho							

### Umbuzo 2.16

- Lokhu kuhlose ukuthola ngesimo somsebenzi samalungu ekhaya. Kubhekisela ekutholeni ukuthi ingabe amalungu ekhaya aye asebenzela umholo wosuku, wenyanga, ahola ngalokho akuthengisile, njll. Sicela ukhombise ngesiphambano ebhulokhini enikeziwe ku-'1' okungukuthi YEBO kulabo abasebenza no-'2' okungukuthi CHA kulabo ABANGAZANGE basebenze
- Uma impendulo embuzweni kungu-CHA, yeqa uye embuzweni No 2.18 uma imininingwane yomuntu ofanele isigcwalisiwe

<i>Mqhubi wengxoxo: Buza labo abaneminyaka engu-16 nangaphezulu (Umbuzo 2.15 kuya ku-2.19)</i>		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhlolo 01		02		03	
<b>2.16</b>	Evikini eledlule, ingabe u-..... wasebenzela umholo wosuku, umholo wenyanga, ukuhola ngokuthengisa noma olunye uhlobo lokukhokhelwa ngokuthile (kuhlanganise umsebenzi wasekhaya okhokhelwayo, inzuzo evela ebhizinisini lakhe, ukulima, njll.)? 1 = Yebo 2 = Cha → yeqa uye ku-2.18		1		1		1
		X	2	X	2		2

### Umbuzo 2.17

- Lokhu kuhlose ukuthola kabanzi ngesimo somsebenzi walabo abaphawule u-'YEBO' ku-2.16. Sicela uphawule ngesiphambano kubhulokhi elisolwini oluku-1-6 eThuluzini Lokuthola Imininingwane Yekhaya

<i>Mqhubi wengxoxo: Buza labo abaneminyaka engu-16 nangaphezulu (Umbuzo 2.15 kuya ku-2.19)</i>		INOMBOLO YOMUNTU					
		Inhloko/ Ibambela leNhlolo 01		02		03	
<b>2.17</b>	Uma kungu-Yebo ku-2.16 ingabe lowo msebenzi .... 1 = Wayeqashwe ngokugcwele? 2 = Kwakuyitoho? 3 = Kwakuyinkontileka? 4 = Wayezisebenza? 5 = Kwakuyi-internship? 6 = Wayevolontiya?		1		1		1
			2		2		2
			3		3		3
			4		4		4
			5		5		5
			6		6		6

### Umbuzo 2.18

- Lokhu kuhlose ukuthola kabanzi ngesimo somsebenzi salabo abaphawulwe ngokuthi 'CHA' ku-2.16 ukwazi izinto abangakhetha kuzo. Sicela uphawule izimpendulo ngesiphambano ohlwini lwemibuzo 1-3 kumabhulokhi ethuluzi Lokuthola Imininingwane Yekhaya ngaphansi kuka-Yebo noma Cha embuzweni ngamunye kule emi-3
- QAPHELA:** lokhu kusebenza kuphela kumalungu omuzi aneminyaka engaphezu kwengu-16 ubudala

<i>Mqhubi wengxoxo: Buza labo abaneminyaka engu-16 nangaphezulu (Umbuzo 2.15 kuya ku-2.19)</i>		INOMBOLO YOMUNTU									
		Inhloko/ Ibambela leNhloko 01			02			03			
2.18	Uma kungu-cha ku-2.16 (akasebenzi) ingabe u-..... angathanda .....	Yebo	Cha		Yebo	Cha		Yebo	Cha		
	1 = Ukufuna umsebenzi?	1	X	1		1	X	1		1	1
	2 = Ukuqala ibhizinisi lakhe?	2	X	2		2	X	2		2	2
	3 = Ukuvolontiya ukuze asize ohlelweni oluthile kodwa angakhokhelwa?	3	X	3		3	X	3		3	3

### Umbuzo 2.19

- Lokhu kuhlose ukuthola kabanzi ngesimo somsebenzi salabo abaphawule ngokuthi 'CHA' ku-2.16 ukwazi ukuthi sebephonse ithawula yini ekufuneni umsebenzi. Sicela ukhombise ngesiphambano ebhulokhini enikeziwe ku-'1' okungukuthi YEBO kulabo asebephonse ithawula kanye no-2 okungukuthi CHA kulabo ABANGAYEKANGA ukufuna umsebenzi

<i>Mqhubi wengxoxo: Buza labo abaneminyaka engu-16 nangaphezulu (Umbuzo 2.15 kuya ku-2.19)</i>		INOMBOLO YOMUNTU									
		Inhloko/ Ibambela leNhloko 01			02			03			
2.19	Ingabe usuphonse ithawula ekufuneni umsebenzi?	NA	1	X	1					1	
	1 = Yebo		2		2					2	
	2 = Cha										

### Ukudlala Indima Yabathile

**Dlalani indima yokugcwaliswa kwethuluzi Lokuthola Imininingwane Yekhaya.**

Ofundisayo uzobonisa ama-CCG ithuluzi. Ikhophi isezikhwameni zawo ezibeletwayo ukuze iwakhumbuze ukuthi yiliphi ithuluzi okufanele alicele kuma-War Room endawo noma abaphathi. Ofundisayo kufanele avumele ama-CCG ukuba agcwalise isigaba 2 futhi avumele i-CCG ukuba ibuze imibuzo ukuqinisekisa ukuthi iyaqonda.

### Isivivinyo

1. Yini ukurekhoda?

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2. Yini ukubika?

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3. Yisho izizathu ezimbili kuya kwezintathu zokuthi kungani ukurekhoda nokubika kubalulekile?

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4. Yimaphi amakhono angakusiza nge-M&E? (isib. ukulalela)

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5. Kusho ukuthini ukugcina ulwazi luyimfihlo futhi uyokuqinisekisa kanjani lokhu?

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### Ngamafuphi:

Konke lokho i-CCG ekufundile kuyahlngana kafushane nje ukukusiza ukuba uhlonze, ufundise futhi uthumele endaweni efanele.

- Amathuluzi okuhlonza asiza i-CCG ukuba iqonde ukuthi ziyini izidingo zekhaya
- Izifundo ezilapha kanye nesiQondiso seMizineSiqondiso Sasemizini nezithombe zaso kanye nemigudu yokunakekela, kusiza i-CCG ukuba ifundise amaklayenti
- Inethiwekhi ye-CCG kanye nohlu lwezinsizakalo, kuyasiza ekuthumeleni endaweni efanele
- Amathuluzi e-M&E asiza i-CCG ukuba ibike ngalokho okwenziwe futhi isize ekucobeleleni i-War Room namanye ama-CCG kanye nabaphathi bawo ulwazi olubalulekile
- Phakathi nayo yonke le nqubo, i-CCG kuzodingeka iqaphele, ilalele, ixhumane nabanye, isize futhi ihlele. La makhono asiza i-CCG ukuba yenze konke lokhu kwenzeka

Ngakho-ke konke okufundile kuyaxhumana ukuze kukusize usize umphakathi.

## 8. Ukucobelelana nokufunda emihlanganweni

Enye yezingxenye ezibaluleke kakhulu ekusizeni abantu ukukwazi ukucobelelana nabo nokufunda emihlanganweni njengemihlangano ye-War Room neyama-CCG. Ama-CCG anemizi namaklayenti amaningi okufanele asebenze ngawo futhi ngeke akwazi ukukhuluma ngayo yonke into kule mihlangano. I-CCG kuyodingeka yazi ukuthi yiziphi izidingo engaziphakamisa emihlanganweni.

### Amasu emihlangano

Lokho eningaxoxa/eningacobelelana ngakho emihlanganweni:

- Yiziphi izidingo ezibaluleke kakhulu kanye nezidingo zomphakathi
- Yini eyenziwe ukuzama ukuxazulula lezi zinkinga (ukuthumela ezindaweni ezifanele, ukufundisa ikhaya kusetshenziswa imigudu yokunakekela)
- Ingabe lezi zinto ziyasebenza? Uma kungenjalo yini enye engenziwa
- Akhona yini amaphuzu amahle okungacobelelwana ngawo futhi kuxoxwe ngawo
- Yini esingayifunda kulokho esikwenzayo? Isib. singakwazi yini ukuthola indlela engcono?
- Khuluma ngokucacile
- Sebenzisa amakhono okuxhumana owafunde kusiFundo 1.1 esikutshela indlela yokusebenzisa izwi lakho, ukushukuma komzimba namazwi
- Njalo nje gcina imininingwane yekhasimende iyimfihlo
- Yiba nokuqiniseka futhi ukukholelwe lokho okushoyo
- Nikeza abanye ithuba lokuphawula. Hlonipha umbono wawo wonke umuntu ngisho noma ungavumelani nawo
- Gcina izinto zilula njalo nje futhi uzame ukushesha ngoba wonke umuntu kufanele athole ithuba lokuba kuxoxwe ngamaphuzu akhe futhi anikeze umbiko
- Amaphuzu ayizihloko okuxoxwa ngawo emihlanganweni kufanele abhalwe phansi. Akudingeki kubhalwe undendende. Ekuqaleni komhlangano, xoxani ngokuthi ubani ozobhala amaphuzu ayizihloko okuxoxwa ngawo kanye nezinyathelo ezizothathwa emihlanganweni. Lokhu kubalulekile ukuze wonke umuntu azi ukuthi yini okudingeka yenziwe ngemva komhlangano futhi kuyonisiza nikwazi ukubheka ukuthi kwenziwa yini lokho uma nihlangana ngokuzayot

- Kuhle nokunquma ukuthi ubani ozoba usihlalo/ozophatha/ozolawula umhlangano uma engekho umphathi. Usihlalo umuntu ozoqondisa umhlangano aqiniseke ukuthi wonke umuntu uthola ithuba lokukhuluma nokuthi wonke umuntu uyahlonipha. Usihlalo akufanele kube nguye obhala lokho okushiwoyo. Kunzima kakhulu ukwenza zombili lezi zinto ngesikhathi esisodwa

### Ukulungiselela ukudlala indima yothile

1. Lungiselelani ukudlala indima yabathile ekupheleni kwalezi zifundo, komhlangano wama-CCG noma we-War Room. Hlukanani nibe amaqoqo. Iqembu ngalinye kufanele lisebenzise EYODWA yezindaba eziyisibonelo (ezitholakala ekugcineni kweNgxenye ngayinye) ukuze lixoxe futhi libhale phansi:
  - Yimaphi amaphuzu abaluleke kakhulu eningawethula emhlanganweni wama-CCG nisebenzisa indaba eyisibonelo eniyinikeziwe?
  - Iqembu ngalinye kufanele likhethe umuntu ozobe eseya emhlanganweni wama-CCG ukuze axoxe ngala maphuzu abalulekile
  - Ummeleli ngamunye uzohlala esikokeleni esiphambi kweqembu elikhulu ukubonisa ukuthi umhlangano wama-CCG uzoqhutshwa kanjani
2. Sebenza namalungu eqembu lakho ukuze nilungiselele izindima ezizodlalwa. Sebenzisani ulwazi olukulezi zifundo kanye nezifundo zezinsuku ezilandelayo ukuze lunisize.
3. Ukudlala indima yothile kuzokwenziwa ngosuku lokugcina lwalezi zifundo.
4. Ngemuva kokudlalwa kwendima, niyoba nengxoxo ukuze nikhombise ukuthi yini esebenzile nokuthi yini engathuthukiswa.





