



# THE GRANT-IN-AID IN SOUTH AFRICA SUPPORT FOR OLDER PERSONS IN NEED OF CARE



# IN NEED OF REGULAR ASSISTANCE



**26%** of older persons have difficulty seeing



**13%** of older persons have difficulty hearing



**25%** of older persons have difficulty walking



**8.8%** of older persons have difficulty washing and dressing



**72%** of older persons' households are living in a detached brick dwelling



**14%** of older persons' households are living in a traditional dwelling



**7%** of older persons' households are living in a room in a backyard of a dwelling



**3-10%** of older persons' households are living in informal settlements



## Kusinda Kwehlela: A Heavy Burden

1st Aug 2023

My name is Nonzuzo Mbokazi I am a senior researcher on the Family Caregiving of Older I in South Africa programme. A part of my responsibilities is sampling participants for the research study. One of the research study sites is KwaZulu-Natal, Nkanyezi. Nkanyezi is a rural settlement under the traditional leadership of Ngwenya. What has made me familiar with Nkanyezi is that my father was raised here. I frequently visited my paternal grandmother in this area throughout my life until her passing away in 2011. Nkanyezi can be considered a disadvantaged rural settlement; and provides us with a rural

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## WATER:

- 63% of households have access to piped water on their property

## TOILET:

- 53% of households make use of a pit latrine toilet

## LIGHTS:

- 88% of households have access to electricity for lighting

## COOKING:

- 74% of households make use of electricity for cooking

Estimates on the number of older persons living in community settings in South Africa who need assistance with at least one Basic Activity of Daily Living (BADL) vary from in one rural area (Harling et al., 2020) to between 38 percent and 49 percent of those aged 65-74 and 75+ respectively (WHO, 2015).

One study estimated around 88 percent of South Africans aged 50+ had ADL difficulties, when instrumental criteria (i.e. Instrumental Activities of Daily Living) such as catching public transport, concentrating and remembering things, or learning a new task, were included (Yaya et al., 2020).

## NORTH WEST

 Population Size: 368,909

OPG only: 301,334  
OPG & GIA: 16,652  
%GIA of OPG: 6%

## FREE STATE

 Population Size: 315,573

OPG only: 231,238  
OPG & GIA: 13,667  
%GIA of OPG: 6%

## NORTHERN CAPE

 Population Size: 139,909

OPG only: 99,593  
OPG & GIA: 13,667  
%GIA of OPG: 12%

## WESTERN CAPE

 Population Size: 818,398

OPG only: 415,646  
OPG & GIA: 15,062  
%GIA of OPG: 4%

## GAUTENG

 Population Size: 1,284,987

OPG only: 779,388  
OPG & GIA: 9,404  
%GIA of OPG: 1%

## LIMPOPO

 Population Size: 671,671

OPG only: 529,393  
OPG & GIA: 54,681  
%GIA of OPG: 10%

## MPUMALANGA

 Population Size: 418,859

OPG only: 295,243  
OPG & GIA: 20,913  
%GIA of OPG: 7%

## KWAZULU-NATAL

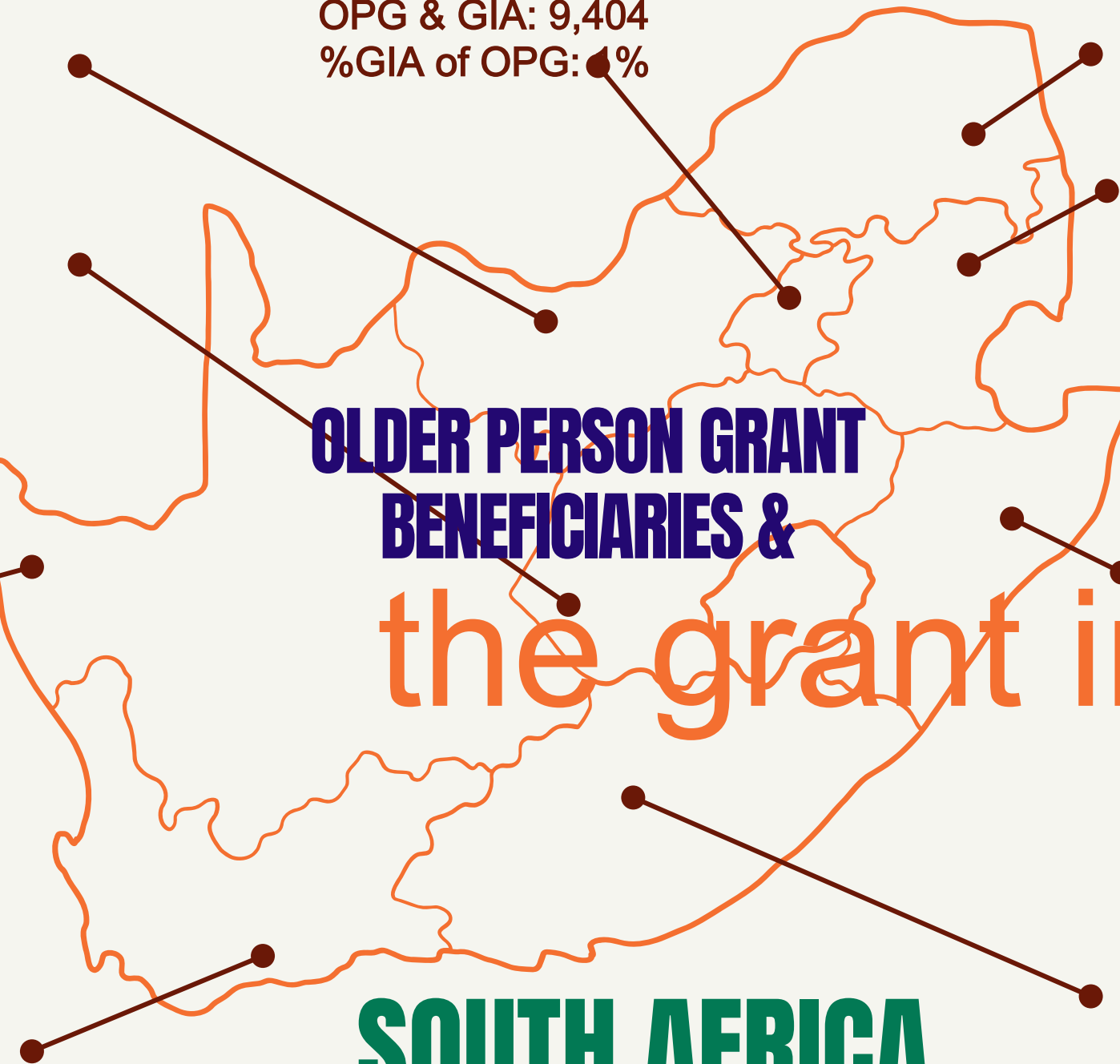
 Population Size: 1,195,130

OPG only: 800,328  
OPG & GIA: 87,887  
%GIA of OPG: 11%

## EASTERN CAPE

 Population Size: 886,965

OPG only: 628,981  
OPG & GIA: 43,585  
%GIA of OPG: 7%



**OLDER PERSON GRANT  
BENEFICIARIES &**

**the grant in aid**

## SOUTH AFRICA

Population Size: 6,099,726

OPG only: 4,088,989  
OPG & GIA: 291,487  
%GIA of OPG: 7%

# METHODS: WHAT WE DID

NATIONAL | PROVINCIAL | LOCAL | HOUSEHOLD



## NATIONAL

Reviewed national reports, SASSA data, information on the application process. Called national hotline.



## PROVINCIAL

Attended and observed Grant in Aid initiatives. Conducted key informant interviews.



## LOCAL

Learnt from 100 interviews with older persons and their caregivers across South Africa.

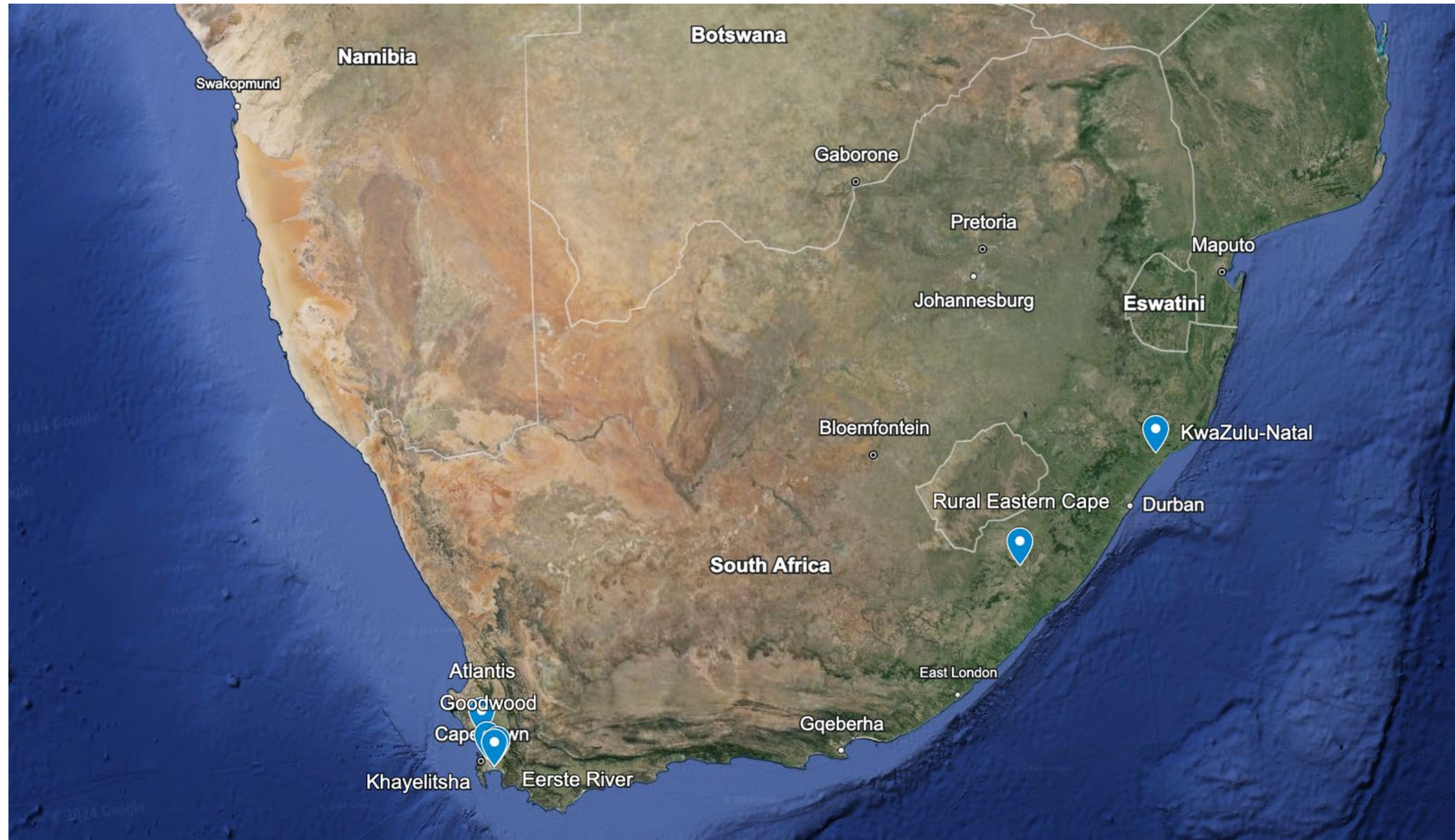


## HOUSEHOLD

Assisted 15 older persons across 6 sites and investigated the specific application process at local SASSA offices.



# RESEARCH SITES IN SOUTH AFRICA



## KWAZULU - NATAL

- 2 RESEARCH SITES
- RURAL AND URBAN
- ISIZULU

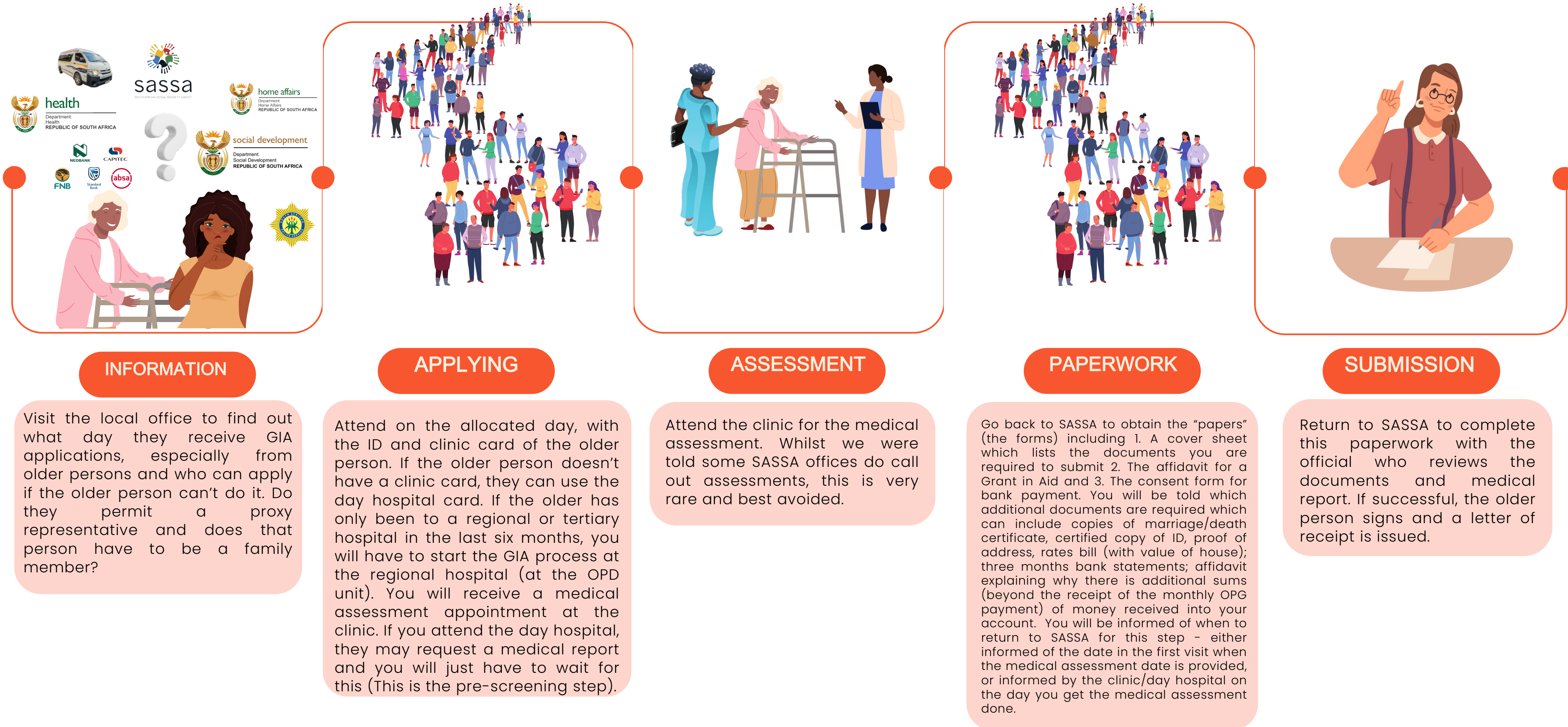
## WESTERN CAPE

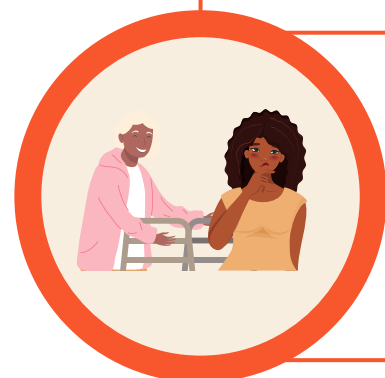
- 4 RESEARCHER SITES
- RURAL AND URBAN
- BLACK, WHITE AND COLOURED

## EASTERN CAPE

- 1 RESEARCH SITE
- RURAL
- ISIXHOSA

# WESTERN CAPE PROVINCE





## ● NATIONAL HOTLINE: WHAT IS A LETTER OF AUTHORISATION?



We were informed that if we want to act as a proxy representative for the older person, we will need to obtain an affidavit from the older person or a doctor's note explaining why the older person can't visit the office themselves. No letter of authorisation was required at the local SASSA offices. Local offices allowed us to apply on behalf of the older person, as long as we had their ID, clinic card and had detailed knowledge of the person. The hotline should have asked us: where is the older person living? Does he/she have a clinic card or a day hospital card?



## ● WHAT DAY CAN I MAKE ENQUIRIES AT THE LOCAL SASSA OFFICE?

If you go to the local SASSA office on the wrong day, you will not be helped and you may queue only to be told that they can't see you as they only do Grant in Aid applications and queries on a specific day. You need to know which days are Grant in Aid application and query days at the local SASSA office.



## ● I DON'T HAVE A CLINIC CARD OR A DAY HOSPITAL CARD WHAT AM I TO DO?

Older persons who do not have a clinic card or a day hospital card will need to open a file at the local clinic or day hospital. However older persons who were seen recently (in the last six months) at a regional or tertiary hospital, need to go to the OPD unit of the regional/tertiary hospital to start the process there.



## ● WILL THEY DO AN ASSESSMENT AT HOME?

Whilst we were informed that some local SASSA offices arrange home medical assessments it is very difficult and takes very long. This is best avoided.



## ● BUT I DON'T HAVE A BANK ACCOUNT, HOW WILL THE FORM BE STAMPED?

If you don't have a bank account, you will have to open one as some local offices including Atlantis and Khayelitsha are only accepting bank payments for GIA applications. At this meeting you will get a return date appointment for SASSA where the older person must attend.



## ● DO I NEED A CERTIFIED COPY OF SPOUSE'S ID AND SPOUSE'S BANK STATEMENT TOO?

For married applicants, they are required to bring a certified copy of their spouse's ID and a copy of the spouse's bank statement. This is not listed on the form but is expected by the local office. The documents required in the Western Cape are

- Marriage certificate or death certificate of spouse
- Certified copy of ID
- Municipal Bill (which include value of property)
- 3 months bank statements (you will need to open a bank acc if you don't have one)
- An affidavit explaining any income being received by the older person, apart from the OPG

# NAVIGATING INSTITUTIONS



- South African Social Security Agency
- Department of Health
- Department of Home Affairs
- Banks
- Police Station
- Library

# KWAZULU-NATAL PROVINCE



## INFORMATION

You have to find out about the GIA at the local office.



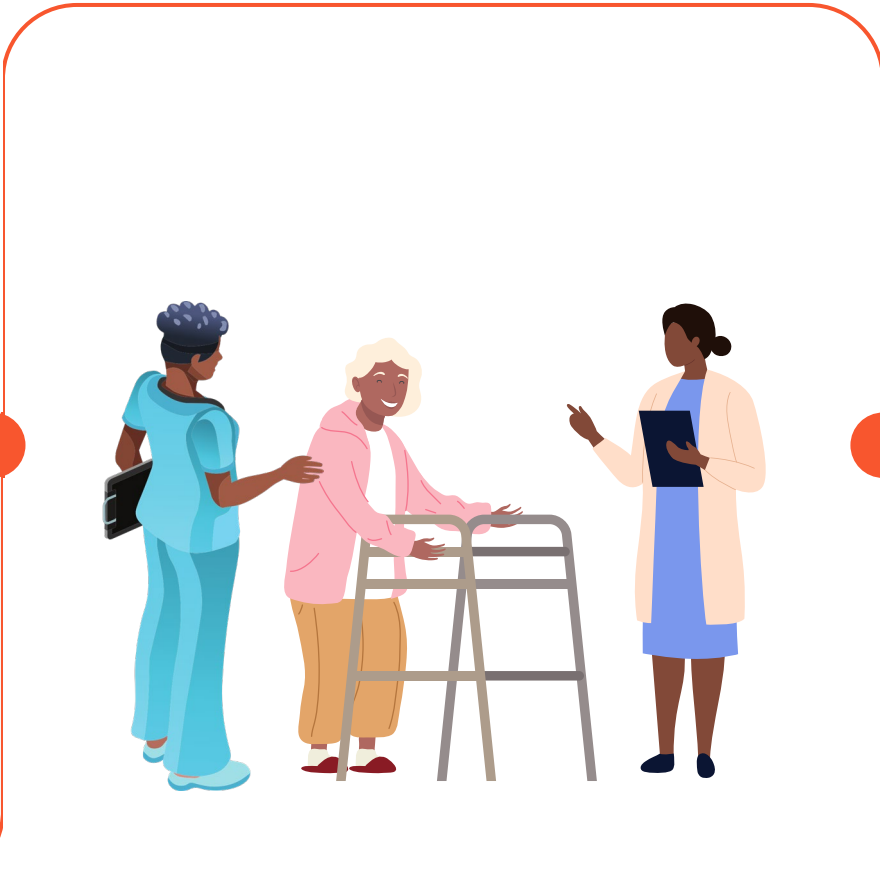
## REFERRAL FORM

Go to the clinic and obtain the Referral form for the Grant in Aid which is completed by a nurse at the clinic.



## APPLY

Go to SASSA with the referral form and all the required documents. You are required to bring a certified copy of your ID, Clinic Card and Marriage Cert / Death Cert and proof of address (letter from ward counsellor if rural area). You are not required to bring recent bank statements. If you have these documents. You are given a date for a medical assessment which takes place at the SASSA office (in most cases).



## ASSESSMENT & SUBMISSION

You go to SASSA for the medical assessment and complete the application with the official following the assessment. After the assessment, you are seen by a SASSA official who issues the award based on their review of the medical report and the submission of all necessary documents.

# ACCESSIBILITY

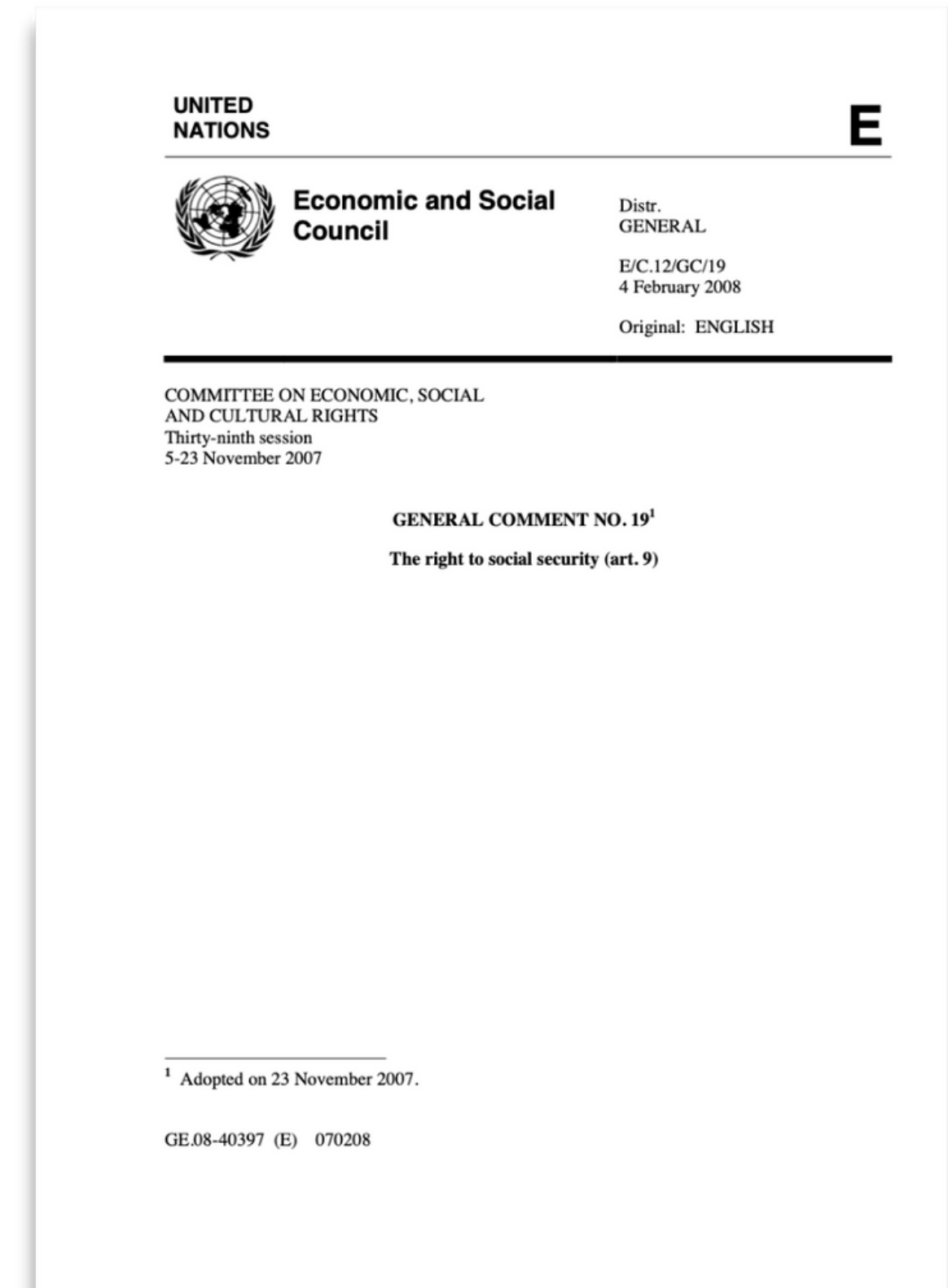
## as part of The Right to Social Security

### National Law

- 2006 Older Persons Act
- Section 12 of the Social Assistance Act 2004, “a person is, subject to section 5, eligible for a grant-in-aid if, that person is in such a physical or mental condition that he or she requires regular attendance by another person.”
- Section 27 of the South African Constitution recognises the right to social security including the right to “appropriate social assistance.”

### International Law

- The Committee on Economic, Social and Cultural Rights states that, inter alia:
  - (b) Eligibility
  - (d) Participation and information
  - (e) Physical access



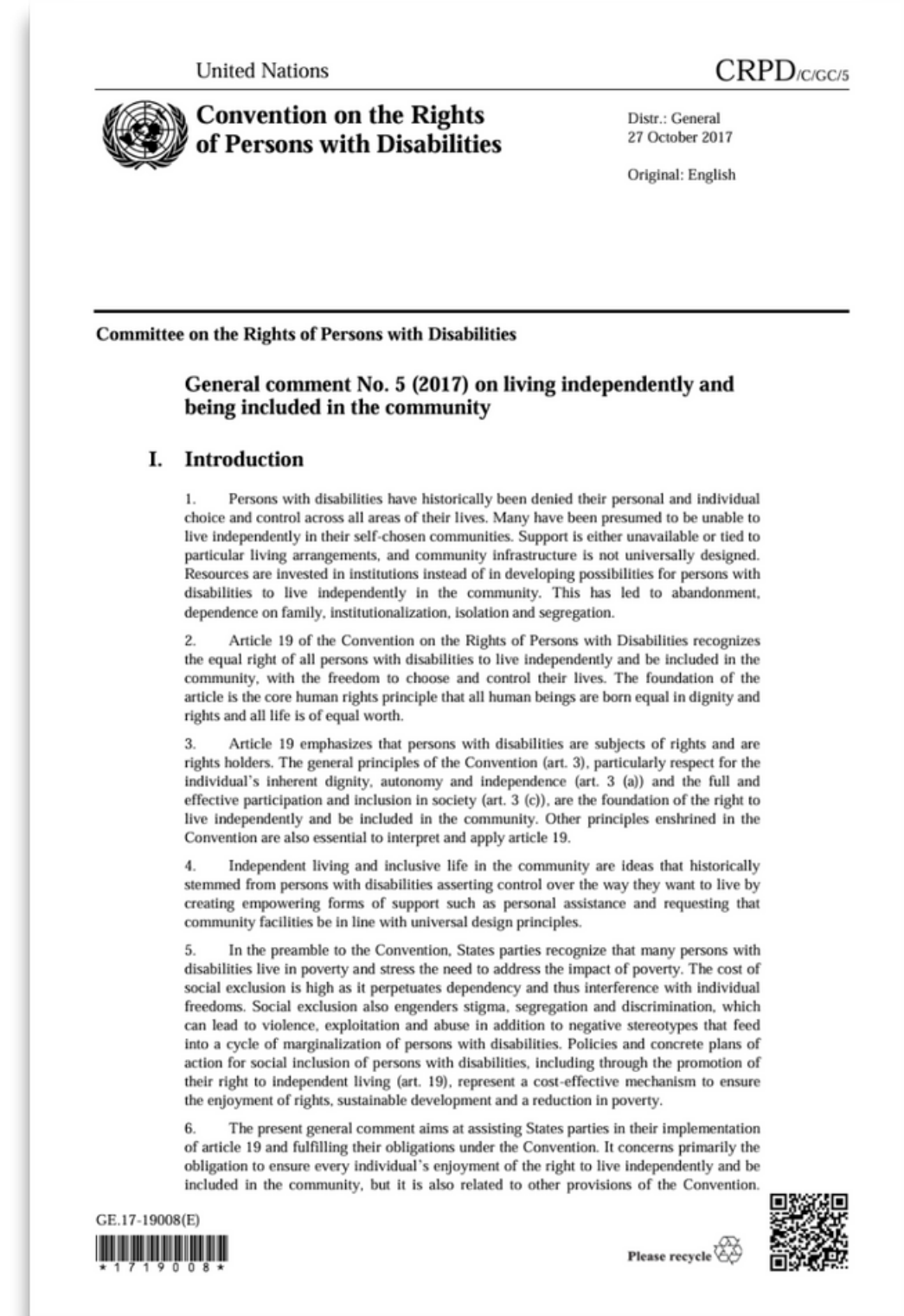
# VIOLATION OF RIGHT OF PERSONS WITH DISABILITIES TO LIVE INDEPENDENTLY

## National Law

**2006 Older Persons Act which enshrines the rights of all older people.**

## International Law

**Article 19 of the Convention on the Rights of People with Disabilities. No 5 on independent living – articles 54 – 68 lay out state obligations including around access.**

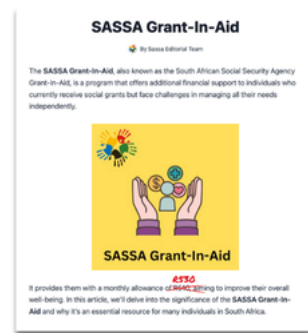


# WAYS FORWARD (1)

## Improve Awareness and Correct Information Independently

### ONLINE GIA MISINFORMATION

NATIONAL LEVEL: SRDSASSAGOV.CO.ZA/GRANT-IN-AID



- DOCUMENT LIST IS INCOMPLETE.
- IF MARRIED, YOU ALSO NEED TO HAVE A SPOUSE'S ID READY
- IF A PROXY APPLICANT, YOU ALSO NEED THE ID OF THE PROXY
- UNCLEAR WHAT IS MEANT BY A 'MEDICAL ASSESSMENT REPORT'. OLDER PERSONS DON'T HAVE A MEDICAL ASSESSMENT REPORT AT THIS STAGE - DOES SASSA MEAN CLINIC CARD OR DAY HOSPITAL CARD - THAT IS REQUIRED OF YOU? THE ASSESSMENT THAT THEY REFER TO HERE IS PART OF THE PROCESS, YOU GET IT THROUGH THE PROCESS LATER ON

#### How to Apply for the SASSA Grant-In-Aid?

##### Step 1: Gather Necessary Documents

Before you start the application process, make sure you have the following documents ready:

- Identification: Your valid South African ID or Birth Certificate.
- Proof of Address: A recent utility bill or a letter from your local chief or councillor.
- Medical Assessment Report: A report from a healthcare professional confirming your need for full-time care.

- COPIES OF PROXY APPLICANT'S ID

##### Step 2: Visit Your Nearest SASSA Office

ON THE CORRECT DAY TO BE ASSISTED.

- Locate your nearest South African Social Security Agency (SASSA) office. You can find this information on the official SASSA website or by asking at your local government office.

##### Step 3: Collect an Application Form

- Once you're at the SASSA office, ask for an application form for the Grant-In-Aid. They will provide you with the necessary paperwork.

##### Step 4: Complete the Application

- Take your time to fill out the application form carefully. Make sure all the information is accurate and complete.

##### Step 5: Attach Required Documents

- Attach the documents you gathered in Step 1 to your completed application form. Double-check to ensure you haven't missed anything.

##### Step 6: Submit Your Application

- Return the completed application form along with the attached documents to the SASSA office staff. They will review your application to ensure it's complete.

IN REALITY, YOU NEED TO VISIT YOUR NEAREST SASSA OFFICE ON THE CORRECT DAY TO BE ASSISTED. EACH LOCAL OFFICE HAS A SPECIFIC DAY FOR ENQUIRIES AND/OR FOR GIA APPLICATIONS.

AN APPLICATION IS NOT 'GIVEN OUT' AND THEY DON'T PROVIDE YOU WITH PAPERWORK. IN REALITY, YOU DON'T 'COLLECT AN APPLICATION FORM'; YOU ARRIVE AT THE SASSA OFFICE ON THE CORRECT DAY FOR GRANT IN AID APPLICATIONS WITH YOUR ID AND YOUR CLINIC CARD AND THE ID OF A PROXY REPRESENTATIVE.

THE INDIVIDUAL APPLICANT DOESN'T COMPLETE THE APPLICATION FORM. THERE ARE SOME FORMS THAT YOU ARE ASKED TO GET STAMPED AND COMPLETE AFTER THE MEDICAL ASSESSMENT.

THIS IS ERRONEOUS BECAUSE YOU ARE NOT 'ATTACHING' ANY DOCUMENTS AND THE DOCUMENTS LISTED IN STEP 1 ARE INCOMPLETE

DOES NOT MENTION ANYTHING ABOUT THE FORMS NEEDING TO BE CERTIFIED AND STAMPED

DOESN'T EXPLAIN THE MEDICAL ASSESSMENT AND WHEN THIS OCCURS IN THE PROCESS.

### ONLINE GIA MISINFORMATION

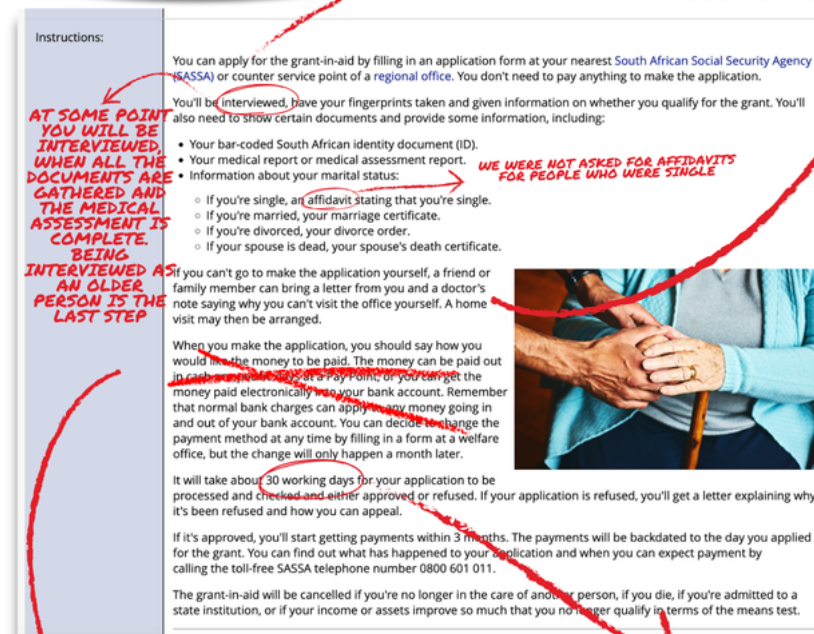
PROVINCIAL LEVEL: D7.WESTERNCAPE.GOV.ZA/SERVICE/GRANT-SOMEONE-WHO-NEEDS-FULL-TIME-CARE-GRANT-AID



YOU DON'T APPLY BY FILLING IN 'AN APPLICATION FORM AT THE NEAREST SASSA OFFICE.'

WE WERE PERMITTED TO ACT AS A PROXY REPRESENTATIVE WITHOUT 'A LETTER FROM THE OLDER PERSON AND/OR A DOCTOR'S NOTE SAYING WHY YOU CAN'T VISIT THE OFFICE YOURSELF.'

THIS REQUIREMENT IS VERY CONFUSING AND WAS ALSO SHARED BY SASSA OFFICIALS ON THE HOTLINE. THIS WILL PREVENT OLDER PERSONS FROM APPLYING AND IS NOT CONNECTED TO THE PROCESS AND REQUIREMENTS AT LOCAL OFFICES.



AT SOME POINT YOU WILL BE INTERVIEWED. WHEN ALL THE DOCUMENTS ARE GATHERED AND THE MEDICAL ASSESSMENT IS COMPLETE, BEING INTERVIEWED BY AN OLDER PERSON IS THE LAST STEP



THE INFORMATION IS NOT DETAILED OR CORRECT.

THE APPLICANT IS NOT PERMITTED TO STIPULATE HOW THE MONEY WOULD BE PAID. IT FOLLOWS THE SAME WAY THAT THE OPG IS PAID, EITHER THROUGH THE SASSA CARD OR A BANK ACCOUNT. IN SOME AREAS, THEY ARE ONLY ALLOWING OLDER PERSONS TO APPLY IF THEY HAVE A BANK ACCOUNT AS THEY ARE NOT FACILITATING PAYMENT ONTO THE GOLD SASSA CARD.

IT DIDN'T TAKE 30 DAYS FOR THE APPLICATION TO BE CHECKED AND APPROVED. IT TOOK ABOUT 30 DAYS TO GET THROUGH THE PROCESS, BUT THE APPLICATION WAS APPROVED ONCE ALL PAPERWORK WAS COMPLETE.

- Display days allocated to GIA applications and queries.
- Display accurate information about the documents required.
- Insert a ticket system for queuing, especially for GIA days.
- Have a wheelchair available on GIA days.
- Review queueing and safety mechanisms for all local offices.
- Have at least one commissioner of oath in each office.

# WAYS FORWARD (2)

## Streamline Application Process and Encourage GIA Drives

- Consistency and support for the use of proxy representatives
- Make the WC process and KZN process a 3-step process
- Review and revise the restrictive requirements for a Grant in Aid, especially in the Western Cape. Review and amend all paperwork accordingly.
- Review practicalities of GIA drives and proactive targeting for all provinces.
- Better coordination and information sharing between SASSA and Dept. of Health (especially regional and tertiary hospitals) regarding the processes for GIA applications.
- Review the medical assessment booking and reporting system, especially the logistics and the ways in which errors can be minimised.
- Train security officers working at the SASSA offices about the grant in aid and best practices for assisting older persons with their application



# WAYS FORWARD (3)

## National Reviews and Prioritisation

- **Remove all unfair treatment/discrimination of older persons living with disabilities**
- **Embark on a thorough review of the Grant in Aid processes and rules**
- **across all provinces**
- **Set up a multi-disciplinary team to advise on the guidelines for assessing 'regular need of assistance.'**
- **Review the DMM and the operation of SASSA doctors operating at clinics compared to operating at SASSA offices.**
- **Develop a plan to improve the uptake Grant in Aid over the coming 10–20 years.**
- **Review whether the Grant in Aid sum is enough to offer 'assistance.'**
- **Provide extra funding for greater information dissemination on Grant in Aid**



THANK  
YOU

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