



SOUTH AFRICAN HUMAN RIGHTS COMMISSION

ADVOCACY AND COMMUNICATIONS ANNUAL REPORT

1 April 2018 – 31 March 2019

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1. INTRODUCTION

1.1 MANDATE: SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission (SAHRC or the Commission) is established by the Constitution of the Republic of South Africa, 1996, as an independent institution with a mandate to:

- A. Promote respect for human rights and a culture of human rights;
- B. Protect the development and attainment of human rights; and
- C. Monitor and assess the observance of human rights for all South Africans.

Under the Constitution, the Commission is also mandated to assert its powers to investigate, and to report on, the observance of human rights; to take steps to secure appropriate redress where human rights have been violated; and to conduct research and educate on human rights.

The SAHRC is also responsible for discharging responsibilities mandated by the following legislation:

- A. The South African Human Rights Commission Act 40 of 2013;
- B. The Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 (PEPUDA);
- C. The Promotion of Access to Information Act 2 of 2000 (PAIA);
- D. The Promotion of Administrative Justice Act 3 of 2000 (PAJA).

The Commission is an “A” rated National Human Rights Institution (NHRI) which adheres to the Paris Principles¹. The Paris Principles serve to guide the nature and functioning of an NHRI and also emphasise the independent nature of NHRIs. They state, among other things that national human rights institutions should:

- A. monitor any situation of violation of human rights;
- B. be able to advise the government, Parliament and any other competent body on specific violations;
- C. educate and inform on issues of human rights; and
- D. be able to use their quasi-judicial powers where these exist.

1.2 STRATEGIC GOALS AND OBJECTIVES

The Commission’s 2018/2019 Annual Performance Plan (APP) advances the strategic priorities set out in the SAHRC’s revised 2015 to 2020 Strategic Plan. The APP gives practical effect to the achievement of the strategic objectives of the SAHRC.

In pursuit of its constitutional and statutory mandates and strategic objectives, the Commission prioritised and advanced advocacy and communications activities which endeavoured to:

- A. Deepen outreach in rural and peri-urban communities;
- B. Utilise innovative outreach activities;
- C. Strengthen links to community media;
- D. Utilise legal clinics to maximise reach to marginalised communities;

¹ Paris Principles, adopted by the UN General Assembly on 20 December 1993, resolution A/RES/48/134.

- E. Enhance the overall visibility of the Commission; and
- F. Strengthen stakeholder relations and fostering strategic partnerships.

Improving the SAHRC's visibility, particularly in rural and marginalized communities, was also a key priority in 2018/2019.

1.3 SAHRC PROGRAMMES

The Commission is broadly structured into four programmes: Administration, Promotion, Protection, and Research.

The following business units form part of the Promotion and Protection Programme and are responsible for these aspects of the Commission's mandate:

Commissioner's Programme (Office of the Commissioners)

The SAHRC's 8 Commissioners (6 full-time, 2 part-time) lead and guide the Commission's work by facilitating South Africa's human rights agenda at international, regional, national and provincial levels.

The Legal Services Unit

The Legal Services Unit (LSU) provides legal services for the protection of human rights in South Africa through the investigation of complaints of human rights violations, through seeking redress through the courts for victims of human rights violations, through Alternative Dispute Resolution (ADR), mediation and negotiation.

The Research Unit

The Research Unit (RU) is responsible for conducting research on the promotion and protection of human rights within South Africa. The RU is also responsible for documenting developments in human rights policy and for monitoring and reporting on these developments.

Provincial Offices

The SAHRC's 9 Provincial Offices (POs) implement operational activities across all three Constitutional mandates at the provincial level.

Advocacy and Communications

The Commission's promotion mandate is operationalised by the Advocacy and Communications Team (Advocomm). Advocomm supports, co-ordinates, and ensures strategic alignment of all advocacy and communications activities conducted across the Commission, including the Commissioner's Programme, LSU, RU, and POs. It is responsible for the SAHRC's advocacy and strategic communications across the provinces; media relations and internal communications.

1.4 REPORT OBJECTIVES AND OVERVIEW

The Annual Advocacy and Communications Report (Advocomm Annual Report) is a consolidated report on the advocacy and strategic communications activities undertaken by the Advocomm Business Unit in pursuit of the Commission's promotional mandate.

The 2018/2019 Advocomm Annual Report reflects on the key activities undertaken by the Commission in implementation of its promotional mandate. It provides a synthesis of critical and pertinent human rights issues emanating from the Commission's advocacy and

communications activities and serves as a cumulative and analytical narrative of the Commission's human rights education, media, and communications activities during the 2018-2019 financial year.

The report summarises the SAHRC's work in relation to: strategic communication approaches utilised in pursuit of its promotion mandate; stakeholder management and the role partnerships play in operationalising the constitutional mandate; advocacy, media and communications activities; and human rights material development. It concludes with an analysis of the realisation and achievement of the SAHRC's 2018/2019 APP targets.

2. ADVOCACY

The Commission defines ‘advocacy’ broadly as human rights-based and people-driven activities aimed at empowering and informing people to effectively realise their rights. Advocacy provides communities with the means to understand and participate effectively in various activities of life by providing literacy, knowledge, skills and the ability to take new opportunities. It instills a conscious awareness that plays a key role in empowering communities and safeguarding them from exploitative practices that impact on the full enjoyment of and access to their basic human rights².

The Commission firmly believes that it is only when people know of their rights that they can effectively participate in activities and decision making processes that affect their lives. The Commission employs various methodologies to fulfil its mandate of raising awareness, educating the public about their rights and advocating for policy change. Since its inauguration in October 1995, the Commission has invested deeply in addressing the general lack of human rights knowledge and literacy in society. The Commission continually strives to expand its existing reach by refining its outreach strategies to improve sensitisation and empowerment of vulnerable groups and communities.

The UN Declaration on Human Rights Education and Training³ provides for the right to know, seek and provide information about all human rights and fundamental freedoms. This makes human rights education and knowledge of rights essential for the promotion of universal respect for, and observance of all other rights. In South Africa, it is critical that communities have the knowledge and information to be able to assert their rights with confidence so as to address the inequalities of the past and the prevailing conditions that continue to perpetuate poverty.

The Commission utilises a process of identifying human rights challenges, placing these on the public agenda, building capacity and support for activities in the search for common solutions and effectively resolving these challenges. The Commission’s advocacy interventions are mainly informed by a process of analysis of the statistics of the complaints it receives; topical issues that are in the public domain such as the media; independent research reports in terms of the extent, prevalence and intensity, as well as the type of requests it receives from various stakeholders.

Following this analysis, the Commission plans for and conducts a range of human rights activities largely aimed at the general public. These activities include public outreach community engagements; strategic stakeholder engagements which can take the form of meetings across sectors of government, civil society, business and organised labour; commemoration of human rights calendar days; supporting key stakeholders in their respective outreach work through active participation as well as the development, production and dissemination of human rights educational materials and messages.

² SAHRC Advocacy & Communications Strategy, 2014

³ <https://www.ohchr.org/EN/Issues/Education/Training/Pages/UNDHREducationTraining> adopted by UN Res 66/137 on 19 Dec 2011

2.1 RURAL OUTREACH THROUGH PUBLIC OUTREACH ENGAGEMENTS

Since 2014 the Commission has successfully utilised public outreach engagements as a model that focuses on specific communities due to their location or vulnerability. In line with the Commission's 2015-2020 strategic focus, these are mainly rural and peri urban communities as well as marginalised and disadvantaged communities, that often have the least access to human rights information and services.

Rural communities face unique multi-faceted challenges which range from poverty, unemployment, inferior infrastructure and a range of vulnerabilities that make them susceptible to human rights violations especially in accessing socio-economic rights. Vulnerable groups such as women, children, older persons, non-nationals, farm workers and persons living with disabilities are disproportionately affected by these challenges.

The term public outreach engagements is an inclusive and broad term that covers the range of activities that the Commission undertakes to proactively reach out or respond to the specific and unique needs of an identified community. Public outreach engagements include information sessions, roadshows, door to door campaigns, training workshops, dialogues, conferences, seminars, symposiums, road shows, help desks, roundtable discussions, focus group discussions, site inspections, walk about, help desks, exhibitions and distribution of educational and promotional materials.

The role of public outreach engagements is multi-fold, namely to:

- a. Advance basic awareness and understanding of human rights, in particular socio-economic rights which directly relate to the lack of access or provision of basic services;
- b. Empower communities with information on how to access human rights;
- c. Serve as a means of taking the Commission and its services directly to communities;
- d. Allow communities to engage directly with the Commission on human rights issues affecting them at a local level and;
- e. Provide opportunities for communities to receive on the spot advice and lodge complaints relating to human rights violations for resolution by the Commission.

Stakeholders such as government departments and state agencies, Chapter 9/10 bodies, civil society formations as well as mainstream and local media are invited to participate in the Commission's engagements for a collaborative approach.

During the 2018/2019 period, the Commission conducted **484 outreach engagements out of an expected 450; and** the engagements reached **55 537 people** as appears in annexure A. This exponential increase from the previous year was a result of the Commission having increased the targets for each provincial office, so as to serve and reach more people.

The engagements were undertaken in mostly rural, semi -rural and peri-urban areas serving needy communities in outlying areas, villages, schools, farming areas and informal settlements

throughout all the nine provinces. The engagements covered the human rights issues that are topical to each community, including socio-economic and equality rights.

2.1.1 Key Human Rights Issues and Recommendations from Public Outreach Engagements

Similar to previous years, service delivery of basic services is of uppermost concern to affected communities. The lack of provision of basic services often leads frustrated communities, especially in urban and peri-urban areas, to embark on protest action.

The key socio-economic rights issues emerging from the public outreach engagements include:

- a. Inadequate health care services such as shortage of doctors and medicines;
- b. Lack of provision of adequate clean water and sanitation and non-completion of vital water projects by municipalities; and
- c. Poor quality of education in rural schools such as unstable infrastructure, the lack of learning materials, lack of birth certificates for children - particularly in border regions, inadequate provision for children with disabilities and the continued administration of corporal punishment.

The key equality issues include:

- a. Sexual and gender-based violence directed against women, children and female students at institutions of higher learning;
- b. Secondary victimization of members of the lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) community in reporting complaints of discrimination or violence - particularly from health care providers and the police respectively;
- c. Discrimination against persons with albinism;
- d. Violence against and displacement of non-nationals;
- e. Non-availability of Constitutions and other educational materials in indigenous languages;
- f. Accessibility of public spaces for persons with disabilities;
- g. Inadequate old age facilities; and
- h. Forced evictions of farm workers and farm dwellers, low wages for women, seasonal and migrant workers, and child labour and isolated reports of deprivation of the right to vote by farm owners.
- i. The Commission is concerned that these issues are not new, as the Commission consistently raises these in various interventions such as investigations, public enquiries, complaints and reports⁴, with specific individual recommendations. Thus this report does not make individual recommendations for each finding and instead provides a generic summary of recommendations which is applicable to all the findings.

Recommendations emerging from the public outreach engagements:

- a. The Commission monitors and ensures the implementation of all recommendations made in all previous and current interventions;
- b. The Commission adheres to its Complaints Handling Procedures processes, provides regular updates to individual complainants and ensure redress;

⁴ Available at www.sahrc.org.za

- c. The Commission obtains progress reports from relevant government departments on regular intervals to assess the extent of progress made in the implementation of such commitments in terms of development plans for communities.

3. STAKEHOLDER MANAGEMENT

The Commission’s stakeholder management strategy acknowledges that the organisation’s activities involve engagement with individuals, organisations and entities with a vested interest in the mandate of the Commission. The Commission therefore maintains ongoing relationships with a broad range of strategic partners so it can effectively deliver on its mandate.

3.1 Key National Strategic Stakeholder Engagements

The strategic partnerships that the Commission maintains seek to achieve:

- a. Improved visibility;
- b. Strengthened relations
- c. Shared resources and
- d. Expanded networks

3.1.1 Sectors Engaged

During 2018-2019, AdvoComm’s national office participated in **44 substantive strategic stakeholder engagements** reaching **1 233 stakeholder** participants as follows:

Stakeholder Engagement	Outcomes/Impact
<p>Human rights issue: Access to justice- Section 34 of the Constitution</p> <p>Problem statement: Communities in rural and semi-rural areas experience challenges in accessing justice and enjoyment of human rights and remain on the margins of society. The realities of the lack of infrastructure, limited development and continued poverty in turn perpetuate the marginalisation of such communities and increase the risk of possible violations of human rights, which in turn leads to non-realisation of socio-economic rights. Community advice offices provide an invaluable service by offering free basic legal advice or information to such marginalised communities, referring cases to institutions and generally address specific socio-economic problems affecting the community.</p> <p>Activity: AdvoComm sought and held a formal stakeholder engagement on 12 November 2018 with the National Alliance for Development of Community Advice Offices (NADCAO), a national representative body of various community advice offices that are situated in rural, semi-rural and peri-urban communities throughout the country. This engagement builds on previous collaborations in the Commission’s development, production and roll out of the Commission’s Train the Trainers Manual. AdvoComm worked in liaison with the local advice offices in rolling out of ‘Train- the Trainers’</p>	<p>The engagement with NADCAO confirmed that community advice offices participate as partners and benefit from the Commission’s human rights awareness initiatives. However, the Commission needs to improve on shortening the complaint form, communicating with complainants by providing regular updates, speedily resolving complaints and deal with systemic issues as class actions than individual complaints.</p> <p>NADCAO reiterated its commitment to continued collaboration with the Commission in the promotion and realisation of access to justice to communities.</p>

<p>(TOT) workshops by training some of the advice office staff as well as working together to identify potential participants for such training.</p>	
<p>Human rights issue: Access to justice-Section 34 of the Constitution</p> <p>Problem statement: The Commission’s status as a national human rights institution with a broad mandate means that anyone can approach it with a human rights issue or complaint. This includes those in conflict with the law such as awaiting trial detainees, convicted prisoners and communities in need of free legal advice and services. Where human rights are violated, the courts or other bodies with the power to make determinations of such violations may be approached for assistance. In addition to the Commission, Legal Aid SA is one such institution that provides free legal services to people who cannot afford them and who qualify for legal aid and its satellite justice centres throughout the country, with most of its interventions focusing on correctional facilities and areas closer to courts of law.</p> <p>Activity: AdvoComm sought and held a formal stakeholder engagement with Legal Aid SA on 8 August 2018. This engagement builds on previous collaboration on a public information awareness campaign during the 16 Days of No Violence Campaign against Women and Children⁵.</p>	<p>The engagement leads to improved collaboration, wherein Legal Aid SA’s legal practitioners will participate in the Commission’s outreach interventions, provide free legal services to communities in need and thus promote access to justice to communities.</p>
<p>Human rights issue: Children- Section 28 of the Constitution</p> <p>Problem statement: The Commission acknowledges that whilst South Africa has made significant strides such as near universal school enrolment and the extension of the social grant system, however, other challenges such as continuing poor quality of education, escalating rates of violence against children and deepening poverty continue to adversely affect children in the country⁶. In prioritising complaints about violations of children’s rights, in the 2017-2018 financial year the Commission developed, produced and disseminated educational materials in the form of a poster, colouring book and fact sheet meant for children as part of its Child Friendly Campaign. The aim of the campaign is to to empower children with information to enable them to identify human rights violations and report these to the Commission directly and thus enhance children’s access to justice.</p> <p>Activity: The Commission, through its Western Cape provincial office and CESVI, a Cape Town based international non-governmental</p>	<p>The engagement promoted the child participation principle as a core value, so that children are heard, seen and represent themselves in issues affecting them. The children indicated that the materials were age appropriate, easy to understand but that they were not catering to the needs of children with visual impairments. The children’s comments were insightful and will assist the Commission in designing appropriate educational awareness materials in the future.</p>

⁵ SAHRC AdvoComm Cumulative Monthly Report Nov 2017

⁶ SAHRC and UNICEF Report, *Global Goals for Every Child: Progress and Disparities Among Children in South Africa 2016*

<p>organisation working on the rights of children conducted focus group discussions to review and evaluate the child friendly poster and colouring book as part of the human rights month activities.</p>	
<p>Human rights issue: Socio-economic rights/ service delivery- Section 26-27 of the Constitution</p> <p>Problem statement: In carrying out its promotional mandate, the Commission has consistently conducted public outreach engagements in various forms at community levels. This includes information sessions, roadshows, presentations, dialogues, indabas, exhibitions etc. The activities aim to create awareness or enhance the public’s understanding of human rights so as to deepen a human rights culture and expand the Commission’s reach and visibility. In the main, the Commission’s outreach activities take place in areas that fall under district and local municipalities. However, communities are increasingly resorting to protest action against the lack of, or poor service delivery, which protests sometimes turn violent and lead to destruction of infrastructure and also impacts negatively on the realisation of other rights.⁷</p> <p>In addition, the Commission receives funding from the State through National Treasury to carry out its work. However, given the current fiscal challenges encountered by the State, the financial resources available are increasingly becoming limited and this impacts on the Commission’s ability to effectively reach all communities in need of human rights information. It is therefore important for the Commission to foster collaborative working relationships with other government funded institutions that have a public participation mandate so that communities benefit meaningfully, such as the South African Local Government Association (SALGA). SALGA is a public entity that represents, promotes and protects the interests of local government, with the aim of improving service delivery.</p> <p>Activity: The Commission held a dialogue with the South African Local Government Association (SALGA) on 25 July 2018.</p>	<p>The engagement with SALGA was part of a series of ongoing engagements with the Commissioners and Gauteng provincial office. The parties agreed to formalise the collaboration through a draft Memorandum of Understanding, which includes the support of municipalities in the Commission’s outreach activities. Cooperation by municipalities will enhance the quality and level of services that communities can obtain at local level.</p>
<p>Human rights issue: Access to justice- family law- Section 34 of the Constitution</p> <p>Problem statement: The Division of the Master of the High Court supervises the administration of deceased estates, to ensure the orderly</p>	<p>The Commission’s staff were capacitated with information and knowledge on the importance of drawing up a will and the legal</p>

⁷ SAHRC Human Rights in Community Protest pamphlet, 2018 and SAHRC National Investigative Hearing into Impact of Protest Related Action on the Right to Basic Education, 2016

<p>winding up of the financial affairs of the deceased and protection of the financial interests of heirs. However most people die intestate, without having drawn wills that govern how their estate- property and assets will devolve upon their death. This is mainly due to a lack of information and knowledge on the law of inheritance.</p> <p>During September, the Law Society of South Africa annually hosts a national wills week as part of the access to justice outreach initiative. Various participating attorneys throughout the country participate in educating people about the importance of a will, inheritance and assist in drawing up wills for free.</p> <p>Activity: The Commission hosted an internal seminar for its staff on intestate and testate succession on 17 Sept 2018.</p>	<p>ramifications of intestate succession, as part of the broader promotion of access to justice initiative of the legal fraternity. Commissioner Sibanyoni provided his services on a pro-bono basis and assisted four staff members to draw up their wills.</p>
<p>Human rights issue: Access to information- Section 32 of the Constitution through a commemorative calendar day.</p> <p>Background: The International Right to Know Day is commemorated on 28 September each year to mark the importance of the right of access to information as a right necessary for transparency, good governance and accountability. More broadly, it also aims to highlight the realisation of various other rights including the right to freedom of expression and socio-economic rights.</p> <p>Activity: The Commission and the Information Regulator hosted a national conference in commemoration of International Right to Know Day on 28 September 2018.</p>	<p>The engagement resulted in increased awareness of the right to access information, the role of the Information Regulator and is expected to improve compliance with the Promotion of Access to Information Act.</p>
<p>Human rights issue: Housing- Section 26 of the Constitution</p> <p>Problem statement: The right to adequate housing is an important basic right as housing provides shelter from the elements, a place to stay, raise a family and live in safety, peace and dignity. However challenges such as questionable quality of houses as well as the numbers of people in need of housing continue to hamper the provision of housing by the State. To address the relative poor quality of State provided housing, any person involved in home building is now required to be registered with the National Home Builders Registration Council (NHBRC). The NHBRC is also responsible for ensuring that sub-standard work is rectified and any contractor who does not comply with its norms and standards can be blacklisted and disqualified from obtaining future government work. The NHBRC approached the Commission to review select public awareness material that it had developed.</p>	<p>The Commission's input means that the information that will be distributed to the public carries a human rights- based perspective, and leads to enhanced human rights awareness.</p>

<p>Activity: AdvoComm conducted a focus group discussion with provincial advocacy officers and the NHBRC and reviewed the promotional material on 15 February 2019.</p>	
<p>Human rights issue: Human rights education- Chapter 9 of the Constitution</p> <p>Problem statement: The Commission is a member of the Human Rights Education Network of NHRIs, with the Commission having signed the formal Terms of Reference in 2017. The network started in 2014 and is coordinated by the Danish Institute for Human Rights (DIHR) and its purpose is to promote human rights education common principles and standards and activities for higher quality and impact.</p> <p>Activity: AdvoComm participated in a webinar / web seminar on 23 May 2018.</p>	<p>Through its participation as a network member the Commission continues to learn from other jurisdictions through the sharing of best practices of human rights education models and methodologies, but with the flexibility for each member to tailor its activities to the local context. The SAHRC gains a comparative global perspective of human rights education, which it can adapt for implementation at a national level.</p>
<p>The Department of Defense, SA War College and Nigerian Air Force study tour on 6 August 2018</p>	<p>International comparative learnings on the military and human rights</p>
<p>The Department of International Relations & Cooperation and Iran Legislature delegation study tour on 11 September 2018</p>	<p>International comparative learnings on the principle of separation of powers</p>
<p>The African Commission on Human and Peoples Rights study tour on 4 Sept 2018</p>	<p>International comparative learnings on human rights by a regional body</p>
<p>Zambia Human Rights Commission study tour on 6 Nov 2018</p>	<p>International comparative learnings by a National Human Rights Institution</p>
<p>University of Witwatersrand book launch on Investment Law and Policy on 18 June 2018</p>	<p>Academic work on the impact of business on human rights. Enhanced awareness on the plight of refugee children and the search for collective solutions</p>
<p>Workshop by Refugee Children's Project and Mama's Alliance on 6 April 2018</p>	
<p>Workshop with the Centre for Constitutional Rights on 7 August 2018</p>	<p>Enhanced collaboration on human rights research and publications</p>

Meeting with OSIWA/ OSISA to launch the regional migration research project report	
Workshop on human rights defenders with the Pan African & Southern Africa Human Rights Defenders Network on 6 Feb 2019	Improved awareness on regional migration challenges. The workshop aimed at enhancing the security of regional human rights defenders through the creation of safe spaces in identified hub cities.
Workshop to develop a community mobilization tool on violence against children, in partnership with UNICEF, Dept of Social Development and the Commission for Gender Equality on 18 March 2019	Improved security and protection of the rights of children.
<ul style="list-style-type: none"> Launch of the National Plan of Action on Racism, Racial Discrimination, Xenophobia and Related Intolerances on 22 March 2019 	Enhanced promotion, protection and monitoring of equality within South Africa through a national plan

Know Your Constitution Campaign (KYC)

During the financial year, the SAHRC prioritised constitutional awareness education throughout all its activities in a campaign to raise awareness of the Constitution.

Problem Statement	Rights/Legislation	Activities	Outcome Achieved – Constitutional Awareness
Whilst all the Commission's advocacy work forms part of KYC, AdvoComm targeted primary school learners (and educators) as a key vulnerable group that requires attention, based on the Foundation for Human Rights' March 2018 attitudinal survey which revealed that primary school learners displayed the lowest level of constitutional knowledge as compared to other learners. The Commission's KYC built on its CFCHP materials, whereby the Commission worked with the Department of Justice in compiling	The Constitution	<p>Sourcing and distribution of DOJ educational material on the Constitution.</p> <p>Development and dissemination of advocacy messages for the campaign, or on specific rights in the Constitution</p> <p>Information sessions at schools</p>	<p>Raised constitutional awareness amongst primary school learners</p> <p>Improved access to constitutional educational materials</p>

<p>a list of previously developed material on the Constitution, then disseminated and distributed all such materials to its provincial offices for handing out during its outreach engagements; and structured information sessions at primary schools in their provinces.</p>			
<p>The Commission entered into a partnership with the Dept of Basic Education, Dept of Justice and Centre for Human Rights to implement the National Schools Moot Court Competition.</p>	<p>Education</p>	<p>Consultative partners' meetings with as held on 19 and 26 Nov; 12 Dec 2018 and 5 March 2019 and with Cliffe Dekker Hofmeyer and the Foundation of Human Rights on 13 Feb</p>	<p>The project aims to inculcate constitutional knowledge and human rights awareness amongst learners through a formal essay writing process and debating a human rights problem in a moot court setting.</p>
<p>The Commission was approached by the CURRO group of private schools to run educational awareness workshops in its schools</p>	<p>Education</p>	<p>Consultative meeting with CURRO group of schools on 7 Oct on possible roll out of human rights education programs in CURRO schools.</p>	<p>The meeting aimed at enhancing human rights awareness in the private schools that are run by CURRO. The Commission shared its child friendly materials and agreed to assist the group through review of the educational materials the group intends to develop, to ensure the accuracy, relevance and inclusivity of human rights in the materials</p>
<p>The Commission participated in Department of Basic Education and UNESCO's human and social sciences country sector meeting to assist the sector in developing human rights indicators on social cohesion as part of the education curriculum.</p>	<p>Education</p>	<p>Country human and social sciences sector meeting on 30 August 2018</p>	<p>The engagement aimed at enhancing human rights awareness through the schools education curriculum</p>

In partnership with the Office of the High Commissioner for Human Rights (OHCHR), the Dept of Justice, the European Union and as a member of the Working Group on Constitutional Human Rights Education the Commission participated in the commemoration of the Universal Declaration of Human Rights (UDHR)	The Constitution	Commemoration of International Human Rights Day, marking the 70year anniversary of the Universal Declaration of Human Rights on 7 December 2018	The event highlighted South Africa's international obligations in promoting, protecting and monitoring human rights and how this is translated and domesticated at national level
The Commission participated in the second annual human rights festival hosted by Constitution Hill from 22-24 March 2019	The Bill of Rights and the Constitution	Human Rights Festival as part of human rights month activities	The festival is a multi-pronged platform that showcases key stakeholders in the human rights arena to promote public participation and awareness of human rights.

Other Stakeholder Engagements during 2018-2019

3.1.1.1. National Government Departments

- a. Department of Justice & Constitutional Development; seminar and launch of the National Action Plan on Racism, Racial Discrimination, Xenophobia and Related Intolerances (April 2018 and March 2019)
- b. Department of Basic Education and UNESCO; social science sector collaborative meetings (30 Aug)
- c. Department of Defense's SA War College and Nigerian Air Force; study tour (6 Aug)
- d. Department of International Relations & Cooperation and Iran Legislature delegation (11 Sep)
- e. Films and Publication Board; consultations on film and publication guidelines (17 Sep)
- f. Dept of Justice, Dept of Basic Education and Centre for Human Rights; meetings on joint partnership of National Schools Moot Court Competition (19, 26 Nov, 12 Dec 2018, 5 Mar 2019)

3.1.1.2. Chapter 9/10 bodies

- a. PanSALB; Chapter 9 Communicators Forum (31 July)
- b. The Information Regulator SA; International Day for Universal Access to Information dialogue (28 Sep)

3.1.1.3. Civil Society And Academia

- a. Refugee Children's Project and Mama's Alliance; workshop (6 April 2018)
- b. Guttman-Lancet Commission on Sexual Reproductive Health and Rights; report launch (8 May)

- c. IPAS South Africa; meeting on reproductive health (18 May)
- d. Thuli Madonsela Foundation; dialogue on land redistribution (16 June)
- e. University of Witwatersrand; International Investment Law & Policy book launch (18 June)
- f. Nelson Mandela Foundation and Atlantic Fellows for Racial Equity (AFRE); study tour (25-29 June)
- g. South African Local Government Association (SALGA); collaborative meeting (25 July)
- h. Section 27; collaborative meeting (27 July)
- i. Centre for Constitutional Rights; workshop (7 Aug)
- j. Legal Aid SA; collaborative meeting (8 Aug)
- k. University of Johannesburg Dept of Sociology; seminar on equality (8 Aug)
- l. The Other Foundation ; LGBTI Business Summit; (11 Sep)
- m. Amnesty International; human rights monitoring indicators workshop (12-14 Sep)
- n. Initiative for Strategic Litigation in Africa; Fezekile Kuzwayo Memorial Lecture (17 Sep)
- o. Law Society of SA, seminar on national wills week (17 Sept)
- p. Zimbabwe civil society organisations; collaborative meeting (9 Oct)
- q. OSIWA/ OSISA; skype meeting to launch regional migration report (22 Oct)
- r. Constitution Hill and civil society organisations; second human rights festival (22-24 Mar 2019)

3.1.1.4. Private Sector

- a. Fray Intermedia; Changing Narratives Dialogue (21 June)
- b. ABSA; Women’s Breakfast on Diversity, Inclusion & Transformation (3 Aug)
- c. A! Spire Communications; MOU with SAHRC (30 Oct)
- d. Curro Schools; consultative meeting on human rights education in schools (25 Oct)
- e. National Association for Dev of Community Advice Offices; collaborative progress meeting (12 Nov)
- f. CESVI Foundation; skype meeting on collaborative partnership activities for children (1, 4 Feb 2019)
- g. Cliffe Dekker Hofmeyer and others; collaborative partnership meetings on the National Schools Moot Court Competition (13 Feb)
- h. National Home Builders Registration Council; consultative meeting on housing (18 Feb 2019)

3.1.1.5. Regional and International Bodies

- a. Office of the High Commissioner for Human Rights; planning and implementing the 70th anniversary of the Universal Declaration on Human Rights held on 7 Dec
- b. Danish Institute for Human Rights and NHRI human rights education network; web seminar (24 May)
- c. European Union Delegation in SA; collaborative meeting (31 Aug)
- d. African Commission on Human and Peoples' Rights; study tour (4 Sep)
- e. International Commission of Jurists & African Commission on Human and People’s Rights; consultative meeting (14 Sep)
- f. Zambia Human Rights Commission; study tour (6 Nov)

- g. Pan African & Southern Africa Human Rights Defenders Network; workshop on human rights defenders (6 Feb 2019)
- h. UNICEF in partnership with Commission for Gender Equality, Dept of Social Dev, SAPS and Dept of Basic Education; workshop to develop monitoring tool on violence against children (18 Mar 2019).

3.2 Key Provincial Strategic Stakeholder Engagements

The Commission's 9 provincial offices are situated in the cities, thus making them not easily accessible to ordinary members of society who need the Commission's services, especially rural communities and other vulnerable groups such as the unemployed, indigent, elderly and persons with disabilities should they need to visit offices of the Commission.

The Commission utilises targeted engagements, such as strategic meetings with specific sectors to:

- a. Disseminate information on its work and mandate,
- b. Discuss issues of mutual interest,
- c. Enhance collaboration and
- d. Strengthen links to community structures.

In accordance with the 2018/2019 Operational Plan, the Commission conducted **261 engagements out of an expected 180 engagements**; and the engagements reached **18 912 people** (Annexure B.)

Stakeholder engagements provide the Commission with opportunities to strengthen relationships with key stakeholders and also collaborate with stakeholders in the context of limited resources; thereby multiplying reach and impact. In the course of such engagements, stakeholders in turn derive benefits such as expanded visibility, resource base and networks.

One such platform is the **Forum for Institutions Supporting Constitutional Democracy (FISD)** as a collaborative body of Chapter 9/10 entities. The provincial forums share annual performance plans and collaborate in the implementation of outreach activities and thus minimise duplication of similar work with the same community. Such collaborations also afford an opportunity to members of the public to access the services of various institutions as a collective.

3.3. Collaborative Educational and Awareness Activities

The Commission supports and actively participates in various advocacy related interventions as partners with other human rights organisations and government departments and agencies. Such participation by the Commission is not limited to its own planned activities but extends to it lending advocacy support to other stakeholders, whilst maintaining its independence and autonomy. These interventions by their sheer statistical magnitude vastly widen the reach for human rights awareness. As with all the Commission's outreach work, sustained collaboration

amongst stakeholders is required so as to have effective and long lasting solutions to the various challenges that hinder the public's enjoyment of human rights.

During 2018-2019, the Commission conducted **250 stakeholder collaborative activities** reaching **14 768 people** (Annexure C.)

While the statistics for all public outreach activities and key stakeholder and collaborative engagements are significant in terms of reach, the Commission observed that in general, community attendance demonstrated identifiable trends. Events were largely attended by females, the elderly and unemployed youths. Attendance by males and persons with disabilities was minimal. The skewed attendance may be influenced by a number of factors, but point to a need for targeted interventions to reach groups currently not being reached by outreach activities.

In comparison to the previous year, interventions on the right to equality increased to 45% of collaborative events and covered topics such as gender, disability, children, youth, non-nationals, older persons, albinism and sexual orientation. Engagements on section 27 rights- water and sanitation, education, health care, social security and housing increased to 35%. Engagements on access to justice constituted the remaining 20% of the collaborative stakeholder engagements undertaken during 2018-2019.

4. COMMEMORATIVE HUMAN RIGHTS CALENDAR DAYS

The Commission partners with key international, regional and national stakeholders in taking human rights messages to the public through the commemoration of key human rights calendar days. The Commission participates in the preparatory planning meetings and showcases its work through exhibitions, provides advice to queries and registers complaints on human rights violations. The commemorations also include the dissemination of key advocacy messages and distribution of educational materials.

During 2018-2019, the Commission observed and commemorated **21 key human rights calendar days through 35 events out of an expected 10 events**; and the engagements reached **20 981 people** as appears in Annexure D. In summary the Commission commemorated the following key human rights calendar days:

- a. **Child Protection Week** (28 May- 2 June 2019), as an annual campaign to raise awareness through mobilization of all sectors and communities, towards the holistic development regarding the care and protection of children. The Commission further utilises its child friendly campaign⁸ in the commemoration of all other human rights days focusing on children.
- b. **African pre-trial detention day** (25 April), raises awareness on the plight of thousands of people who are held in detention in police cells and prisons across Africa for prolonged periods without trial and reinforce the importance of a criminal justice system built on core human rights principles. In 2018, the Commission piloted a system of independent monitoring of police custody through the lay visitors' project in partnership with the **African Policing Civilian Oversight Forum Prevention (APCOF)** and the **South African Police Service (SAPS)** and is likely to expand the project going forward.
- c. **Freedom Day** (27 April), marks South Africa's first non-racial democratic elections ending of hundreds of years of racial segregation, discrimination and oppression by a small minority and provides an opportunity for the country to reflect on the progress that the country has made in making the rights provided for in the Constitution a reality.
- d. **International day against Homophobia, Transphobia and Biphobia (17 May)**, raises awareness on lesbian, gay, bisexual, trans-sexual, inter-sex and queer (LGBTIQ) rights or sexual orientation, gender identity and expression (SOGIE) rights and the widespread discrimination and violence, which leads to exclusion.
- e. **Africa Day** (25 May), as an acknowledgement of the solidarity and unity of countries across the African continent in reflecting upon the common challenges that Africa as a continent continues to face in the global environment and ensure that Africa recommits itself in support of a better Africa and a better world.
- f. **World Environment Day** (5 June), encourages worldwide awareness and action for the protection of the environment.
- g. **World Day against Child Labour** (12 June), focuses on the global extent of child labour and the action and efforts needed to eliminate it.

⁸ As reported in detail in the SAHRC 2017-2018 Annual Advocacy & Communications Report

- h. **International Albinism Awareness Day** (13 June), raises awareness and sensitises the public about albinism and the rights of persons with albinism so as to eliminate discrimination against this group.
- i. **World Elder Abuse Awareness Day** (15 June), highlights awareness of the abuse of older persons as one of the manifestations against ageism so as to prevent and stop such abuse.
- j. **International Day of the African Child/ national Youth Day** (16 June), raises awareness on the continued need for improvement of the quality and standard of education provided to African children.
- k. **World Refugee Day** (20 June), honors the courage, strength and perseverance of millions of people who are forced to flee their homeland under threat of persecution, conflict and violence and ensure respect for the rights of refugees, promote social cohesion, tolerance and peaceful co-existence among refugees and host communities.
- l. **Nelson Mandela International Day** (18 July), in honour of South Africa's world renowned statesman and first democratically elected President, Nelson Mandela, in commemoration of the lifetime of service that he gave to humanity and democratic change. 2018 marked the year of his centenary, and government dedicated the day to not only honouring a great statesman but calls upon humanity to making every day a Mandela Day, by encouraging everyone to take action against poverty in a way that will bring about sustainable change.
- m. **Women's Day** (9 Aug), in recognition of the role that women played in the struggle for national democracy.
- n. **International Day of the World's Indigenous People** (9 Aug), advances the rights of indigenous people by affirming the minimum standards for their survival, dignity, security and well-being.
- o. **Heritage Day** (24 September), celebrates the country's diverse cultural heritage, shared historical, linguistic, collective memory, beliefs, customs, traditions, rituals, indigenous knowledge systems, food, and oral history as positives for nation building and fostering social cohesion.
- p. **International Day of Older Persons** (1 October), in recognition of the rights of older persons.
- q. **World Food Day** (16 October), as a day of action dedicated to tackling global hunger.
- r. **Africa Human Rights Day** (21 October), marks the entry into force of the African Charter on Human and Peoples' Rights as a key regional human rights instrument, which reaffirms the principles of human and peoples' rights and freedoms; promotes and safeguards justice, equality and human dignity on the continent.
- s. **Universal Children's Day** (20 November), promotes international awareness among children worldwide and calls on improving children's welfare.
- t. **World Aids Day** (1 December), raises awareness on the Acquired Immunity Deficiency Syndrome (AIDS) pandemic, the rights of people living with HIV and calls on reducing the spread of HIV infections.
- u. **International Day of Persons with Disabilities** (3 December), promotes the right to equality for persons with disabilities.

- v. **16 Days of Activism for No Violence against Women and Children** (25 November- 10 December), as a campaign that seeks to discourage violence against women and children and to encourage everyone to speak out against women and child abuse.
- w. **International Human Rights Day** (10 December), marks the coming into force of the Universal Declaration of Human Rights (UDHR) as the first key global instrument providing for the universal protection of fundamental human rights and recognition of the inherent dignity, equality and inalienability of rights for all human beings. 2018 marked the 70th anniversary of the UDHR, 22nd anniversary of South Africa's Constitution and the combined centenaries of national struggle icons, former President Nelson Mandela and Mama Albertina Sisulu.

As a member of the **Working Group on Constitutional Education and Know Your Constitution Campaign**, the Commission partnered with the Office of the High Commissioner for Human Rights, the Department of Justice and civil society in commemorating the day through a high level dialogue on 7 December 2018. The event was held at Constitution Hill under the theme "Reflect, Engage, Promote and Protect". President Ramaphosa and Ms Bachelet, the High Commissioner for Human Rights graced the event. The dialogue culminated in the symbolic recommitment to both the Constitution and the UDHR by all key stakeholders.

The Commission further launched its premiere report, the **2016-2017 Trends Analysis Report** at its head office in Braamfontein on 10 December 2018. The Trends Analysis Report provides statistical information on the nature, types and numbers of complaints as human rights violations that the Commission dealt with for the period under review. It informs Parliament and the public on the interventions that the Commission has undertaken and assists the Commission in identifying future strategic initiatives to mitigate recurrence of human rights violations.

4.1 National Human Rights Day 2019

The month of March is designated as **national Human Rights Month, and national Human Rights Day is officially commemorated on 21 March**. This is a pivotal day in the history of the country, and commemorates the sacrifices made in the struggle for equality and the attainment of democracy in South Africa. Human Rights Day is commemorated in honour of the 69 people who were killed and approximately 180 people who were wounded when police opened fire against protestors of unjust apartheid laws at Sharpeville in 1960.

21 March was officially declared and promulgated as national Human Rights Day following South Africa's rebirth as a constitutional democracy. This day is intended for national reflection on the significance and values of the human rights contained in our Constitution. The South African Constitution enshrines the rights of all people and affirms the democratic values of human dignity, equality and freedom. Human Rights Day affords the nation an opportunity to critically reflect on, and celebrate, the progress that the country has made in the promotion, protection and realisation of human rights.

As the country's national human rights institution, March is thus a significant month for the Commission in fulfilling its role as the focal point for human rights in the country. March is

invariably the busiest month for the Commission as it hosts and participates in various events nationwide. The Commission intensifies its advocacy and outreach work by planning and conducting joint activities with its broad range of stakeholders. During this time the Commission is also inundated with invitations to co-host, participate in and support various activities organised by other partners and stakeholders; participate in the **official State event coordinated through the Department of Arts and Culture and the Presidency** and provincial events coordinated by the provincial Premiers.

During the 2018-2019 financial year the Commission conducted **13 key events from a target of 10**, in commemoration of human rights day, reaching **3 019 people**, with some of the highlights as:

4.2. International Conference of Information Commissioners

The Commission participated in the International Conference of Information Commissioners (ICIC) as hosted by the Information Regulator (SA) and the University of Pretoria at Vodaworld in Midrand on 11-13 March. The conference aimed at strengthening public access to information and encourage the exchange of knowledge and experiences in fostering global awareness of the right to access to information.

4.3. Launch of the Zimele Racism Reporting APP (ZIRRA)

In partnership with the Ahmed Kathrada Foundation, the Commission launched the Zimele Racism Reporting APP at Constitution Hill on 19 March 2019. This initiative was in recognition of reports on the increase of incidents of racism and hate speech on the basis of race, in the social media and other public spheres. As approximately 22 million people in the country have access to smartphones, the Commission recognises the use of digital technology as being part of the solution in the realisation and assertion of rights. The app educates users of what constitutes racism in all its forms and in turn provides an avenue to report incidents of racism. Complaints are referred to competent bodies such as the Commission or alternatively, complainants can institute proceedings in the Equality Courts.

4.4. Seminar and Release of Findings of Alleged Hate Speech against Mr Julius Malema and other members of the EFF

The Commission released its findings into a number of complaints of alleged hate speech by Mr Julius Malema and other members of the Economic Freedom Fighters at its head office in Braamfontein on 27 March 2019. The findings were released in the form of an extended press conference and seminar, which unpacked and engaged the media on the complexities of the legal principles which determine whether an utterance qualifies as hate speech.

The seminar was timely, as the country was at that stage preparing for national elections, and the likelihood of political parties' campaigning through robust political debates and speeches was high. The seminar urged political parties and leaders to act responsibly when making political statements, as such statements also require protection in the context of freedom of expression. The seminar raised wide public interest and received wide spread media coverage with camera

crews broadcasting live from the event, interviews and numerous news packages featuring the Commission.

4.5. Provincial Human Rights Day Activities

Each of the provincial offices hosted various outreach activities through roundtable and focus group discussions, information sessions, dialogues, symposiums, seminars and colloquiums in commemoration of Human Rights Day.

- a. The **Eastern Cape** provincial office held a dialogue at Mngqesha Great Place on 19 March, reaching 154 traditional leaders.
- b. The **Free State** provincial office conducted a public information session Sehunelo High School, Batho on 21 March reaching 125 people.
- c. The **Gauteng** provincial office hosted a dialogue on 13 March for 80 members of civil society and a public debate, both at Constitution Hill on 28 March reaching 133 political party representatives and supporters.
- d. The **KwaZulu Natal** provincial office hosted an exhibition, help desk and edutainment activities at Opondweni reaching 89 people.
- e. The **Limpopo** provincial office hosted a public event at Ga Mokgehle on 21 March reaching 1 000 people.
- f. The **Mpumalanga** provincial office conducted a symposium at Mbombela on 21 March for 37 stakeholders in the sexual orientation, gender identity and expression sector.
- g. The **Northern Cape** provincial office conducted a seminar at Upington Correctional Centre on 21 March with 60 inmates.
- h. The **North West** provincial office conducted an information session on human rights at Mahikeng for 40 people.
- i. The **Western Cape** provincial office conducted a mini-conference and youth camp for 150 children at Driftsands on 21 March.

5. EDUCATIONAL MATERIAL

The development and production of educational material on human rights is one of the primary tools through which awareness raising and training methodologies are enriched. Each year the Commission seeks to produce materials that are user friendly, appeal to, and cater to a variety of audiences on identified human rights topics.

Through its outreach in rural and marginalised communities, the Commission is mindful that traditional pamphlets and booklets still constitute a significant source of information, especially for the elderly. However, the global shift to digital communications requires that the Commission produces human rights materials that meet evolving consumer needs in the digital world. To accommodate this shift, the Commission has committed to the development and dissemination of advocacy messages and educational material to a youthful and technologically savvy generation.

During the 2018-2019 financial year the Commission produced accessible digital information and content on human rights, by updating five existing materials, developed another three, and digitised all eight as follows:

5.1 REVISION AND DIGITISATION OF HUMAN RIGHTS MATERIAL

5.1.1 Access to justice

The booklet on Access to Justice promotes awareness on human rights, so people are able to recognise possible violations, the various mechanisms as provided for in the Constitution in the adjudication of complaints and emphasises the role of the Equality Court. The original pamphlet has been updated into a booklet with details on the tiers of the judiciary system and the processes that various entities use in resolving complaints. People are thus equipped with knowledge on the various bodies, their roles and the type of complaints to lodge with the appropriate entity as part of the process in accessing justice.

5.1.2 Disability and Human Rights

The booklet on Disability and Human Rights advances and promotes awareness on the rights of persons with disabilities as provided for in the Constitution. The Commission's outreach work indicates that persons with disabilities continue to be marginalised and their lives are characterised by prejudice, social isolation, poverty and discrimination. The original pamphlet has been updated into a booklet, and includes recent key developments on the work of the Commission, such as the Disability and Employment Toolkit and its Monitoring Framework as resources for employers, and details on key role players in the promotion of the rights of persons with disabilities.

5.1.3 HIV/AIDS and Human Rights

The booklet on HIV/AIDS promotes awareness on the rights of persons living with and affected by HIV/AIDS, so as to prevent unfair discrimination as provided for in the Constitution. The original pamphlet has been updated into a booklet, and highlights the developments in the sector including areas of concern and the ongoing challenges in the fight against HIV/AIDS. The

booklet includes mechanisms and details of key role players in upholding the rights of persons living with HIV/AIDS to enable them to claim and assert their rights.

5.1.4 Human Rights and Non-nationals

The booklet on Non-nationals promotes awareness on the rights of international migrants that South Africa hosts. The original pamphlet has been updated into a booklet with information on the various categories of migrants to dispel myths and stereotypes, the challenges faced by migrants, legislative and legal developments and social interventions the country is making, mechanisms and details of key role players in the protection of migrants.

5.1.5 Booklet on the Human Rights of Older Persons

The booklet on Older Persons promotes awareness on the rights of older persons. The original pamphlet has been updated into a booklet with statistical information on the improved life span of the elderly and provides details of mechanisms and role players in the protection of older persons so as to enable them to live in dignity.

5.1.6 Information Sheet on Evictions

The information sheet on evictions promotes awareness and educates the public on evictions and is an additional resource to the fact sheet on housing. The document provides information on what constitutes evictions and the procedure that must be followed in effecting lawful evictions so that people are able to identify unlawful evictions, the recourse available to them and entities that can assist when one is evicted or is threatened with eviction.

5.2 DEVELOPMENT AND DIGITISATION OF NEW MATERIALS

5.2.1. Farm Workers and Human Rights

Farm workers as a sector fit into the Commission's advocacy focus on marginalised and vulnerable communities due to a number of social, economic and geographical conditions. The Commission developed the booklet on farm workers to raise awareness and sensitise farm workers, their families and farm owners on the rights of farm workers. The booklet provides basic information on the key rights of farm workers and challenges encountered in relation to employment and housing, as well as the mechanisms and details of key role players in enforcing these rights. Going forward, due to the high probability of illiteracy or inability to read English, the Commission will consider simplifying the booklet into graphic charts and translating the information into the country's official languages.

5.2.2. Access to Health Care

The booklet on access to health care informs public health care users about their rights as provided for in the Constitution and sensitises health care workers about their responsibility towards general health care users and the correlation between the right to have access to health care services and human rights. The booklet provides information on the current status and challenges of access to health care services, the role and responsibility of government and mechanisms and details of key role players in enforcing the rights of health care users.

5.2.3. Materials on Sexual Orientation Gender Identity and Expression

In partnership with the Network of National Human Rights Institutions (NANHRI) as the regional umbrella body for NHRIs in Africa, the Commission developed and produced materials to promote awareness on sexual orientation, gender identity and expression (SOGIE); to eradicate unfair discrimination, targeted victimisation and marginalisation of the lesbian, gay, bisexual, transgender, intersex and queer community (LGBTIQ). The fact sheet provides information on key terms and definitions, challenges encountered by the sector, the role of government and mechanisms and details of key stakeholders in protecting and enforcing SOGIE rights.

The Commission's human rights materials are designed and intended to reach a broad audience including children, non-governmental, community and faith based organisations, government departments, donor agencies, Chapter 9 - 10 institutions, academia, the media, policy makers and public representatives in Parliament.

All the materials produced by the Commission during 2018-2019 have been digitised and published on the Commission's website. The digitisation process enables wider dissemination through free downloads and sharing on various social media platforms.

6. MEDIA AND COMMUNICATIONS

In fulfilment of its promotions mandate, the SAHRC conducts strategic communications on human rights across print, broadcast, and online media as a key advocacy strategy. The Advocacy and Communications Strategy of the SAHRC identifies increased reach and the visibility of the SAHRC as key strategic outcomes of the Commission's media and communications activities. The strategy further prioritises the use of community media – broadcast and print – in order to increase rural penetration, to deepen understanding of human rights, and to raise awareness of the Commission and its mandate.

6.1 OVERVIEW

During the **2018-2019** period under review, the Commission's strategic communications comprised **710** media interviews or queries conducted across print, digital and broadcast media – at international, national, regional and community level.

The Commission released **159** media statements, **37** opinion pieces and published **16** internal newsletters (Pfanelo). The Commission also conducted a total of **14** dialogues with the media industry at Provincial Offices, **1** at National Office and convened **2** media briefings at National Office.

The Commission's online and social media activity consisted of **561** items published on the SAHRC website, **531** posts on Facebook and **863** posts on Twitter as well as **143** videos broadcast on the SAHRC's YouTube channel.

TABLE: Media and Communications Activities for 2018-2019

Media Articles	7701
Advocacy Messages on Twitter	863
Media Queries & Interviews	710
Web Uploads	561
Advocacy Messages on Facebook	531
Media Statements	159
YouTube Videos	143
SAHRC Events Branded	23
Intranet Uploads	13
Pfanelo SAHRC Newsletter	16
Opinion Pieces	37
Provincial Press Engagements	14
Media Briefings	2
Media Industry Dialogues	1

During the period under review, the Commission has substantially expanded its reach and visibility in the media with a **41%** increase in media items reporting on the work of the Commission. Media items featuring the Commission increased from **5 450** in the **2017-2018** financial year to **7701** media items published, broadcast, or communicated electronically in the **2018-2019** financial year, on the work of the SAHRC or on human rights in South Africa. Coverage of the SAHRC reached an audience of **3 647 435 732** across print, broadcast and online media.

Table: Media Coverage of SAHRC in 2018-2019

Volume, Audience, Value and Sentiment of Coverage of the SAHRC 2018-2019						
Media Type	Number of Items	Audience Reached	AVE	Positive	Neutral	Negative
Print	2210	812 931 027	R37 924 249,00	30,81%	66,33%	2,81%
Broadcast	1887	2 482 158 724	R79 484 381,45	41,55%	57,60%	0,85%
Online	3614	352 345 981	R134 305 881,00	37,19%	61,70%	1,05%

During the period under review the Commission’s media reach and visibility through strategic communications on human rights comprised 5 450 media items published, broadcast, or communicated electronically on the work of the SAHRC or on human rights in South Africa. The Average Value Equivalent (AVE) of the total media coverage of the SAHRC - reaching an audience of **3 647 435 732** across print, broadcast and online media – amounted to **R251 714 511.00**, more than double the previous financial year’s figure of **R 123 660 430.00**. This amount reflects the total cost the SAHRC would have paid if it had purchased the media space.

6.3. MEDIA BRIEFINGS

The Commission conducted two Media Briefings/Press Conferences at Head Office during 2018-2019:

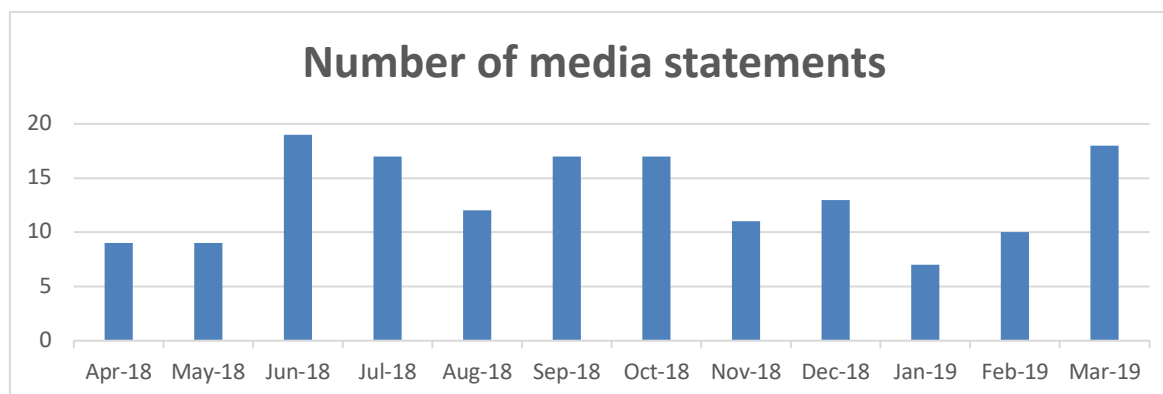
1. Press briefing and launch for the release of the Socio-Economic Conditions in Klipspruit Report at the SAHRC Head Office on 31st January 2019.
2. As its key stakeholder event, during Human Rights Month, AdvoComm held a Seminar and media briefing on the Commission’s hate speech findings against Julius Malema and members of EFF, on the 27th March 2019.

6.4. MEDIA STATEMENTS

The SAHRC released **159** media statements during the reporting period and conducted **710** media interviews and/or media queries across all 9 Provincial Offices and at National Office during 2018-2019.

Number of media statements

Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan-2019	Feb 2019	Mar 2019
9	9	19	17	12	17	17	11	13	7	10	18

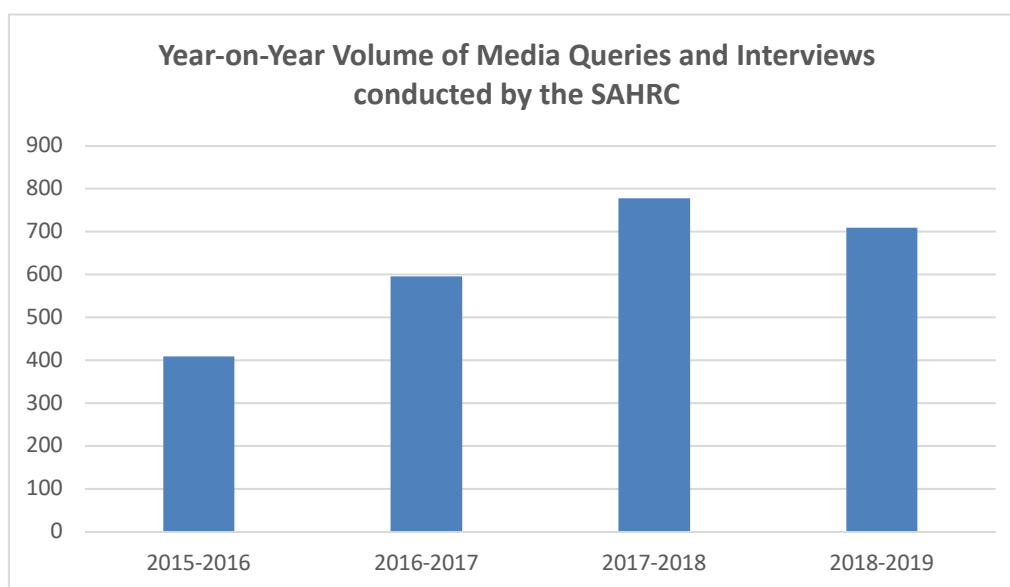


6.5. MEDIA INTERVIEWS

The Commission conducted 9.1% fewer interviews during the period under review, having decreased the number of interviews and media queries conducted from **778** in the previous financial year, 2017-2018, to **710** in the 2018-2019 financial year. Despite this fact, the Commission saw a dramatic **41%** increase in media items published, broadcast, or communicated electronically in the 2018-2019 financial year, from **5450** to **7701**.

Table: Year-on-Year Volume of Media Queries and Interviews conducted by the SAHRC

2015-2016	2016-2017	2017-2018	2018-2019
410	596	778	710



The SAHRC prioritises commentary and interviews on human rights via community media – radio, television, and print – as a key strategy to improve rural and peri-urban reach. Beginning in 2016-2017, the SAHRC implemented a strategy of engaging regional and local media, particularly non-English radio stations, in an endeavour to deepen understanding of human rights and to foster a culture of rights assertion, in line with the Commission’s Constitutional Promotions Mandate.

During the financial year under review, the Commission was covered **615** times in community newspapers, radio stations and television channels, many of these forms of media representing non-English, regional, communities and campuses seeking commentary on human rights stories.

The table below illustrates some of the priority radio stations, as well as public and commercial radio stations, on which the SAHRC has conducted interviews or received coverage of its activities during 2018-2019. The Commission has appeared a total of **1564** times on radio through, interviews soundbites and mentions.

Radio Stations that interviewed the SAHRC on human rights during 2018-2019:

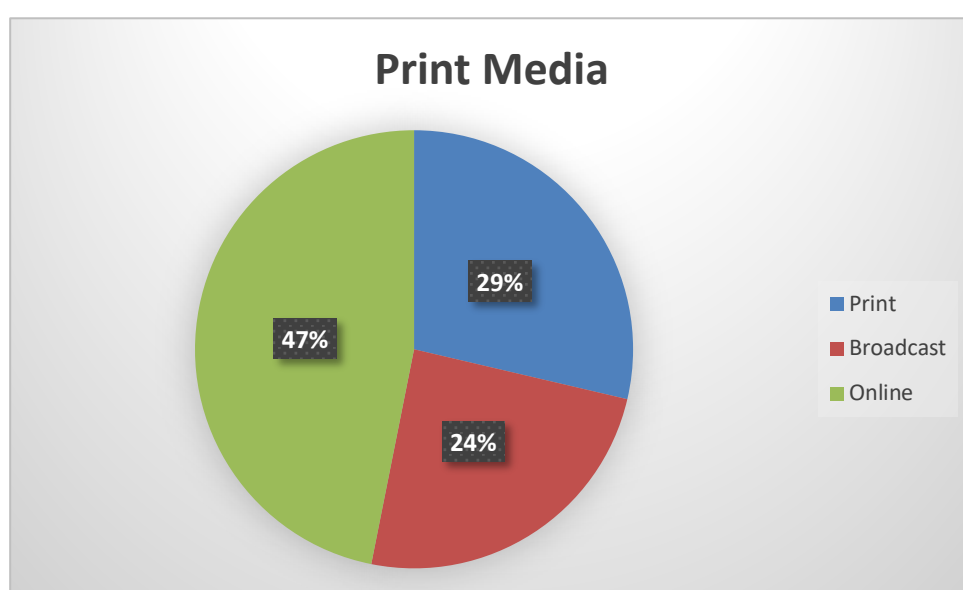
Radio Station	Number of Appearances
Radio 702	160
Power Fm	158
SAFM	146
Cape Talk	110
RSG	110
Pretoria Fm	79
Radio 2000	52
Bok Radio	46
Heart Fm	43
Ukhozi Fm	41
Radio Tygerberg	39
5fm	38
SmileFM	38
Lotus FM	38
Jacaranda Fm	37
Motsweding	35
Lesedi Fm	31
CCFM	29
Metro FM	29
Voice of the Cape	29
Kaya FM	28
Good Hope FM	25
Channel Africa	23
947	21
Umhlobo Wenene	20
Thobela	18
Phalaphala FM	18
OfM	17
Algoa FM	13
East Coast Radio	12
Groot FM	11
Radio Helderberg	10
Classic FM	9
Radio 786	8
Tru FM	8
Rise FM	7
Jozi FM	6
Barberton FM	5
KFM	4
Afro Worldview	3
CliffCentral	2
Radio Zibonele	2
Cape Pulpit	1
Capricorn FM	1
Energy FM	1
Gagasi FM	1
YFM	1
Igagasi FM	1

7. MEDIA COVERAGE BY MEDIUM – PRINT, BROADCAST, ONLINE

During 2018 -2019, print media articles accounted for **29%** of media coverage of the SAHRC, while online media accounted for **47%** and broadcast media **24%**. The Commission’s coverage has shifted toward a significant increase in online and broadcast media, as compared to the previous financial year and reporting period.

Share of Voice, Commission’s medium of Coverage:

Print	2210
Broadcast	1887
Online	3614



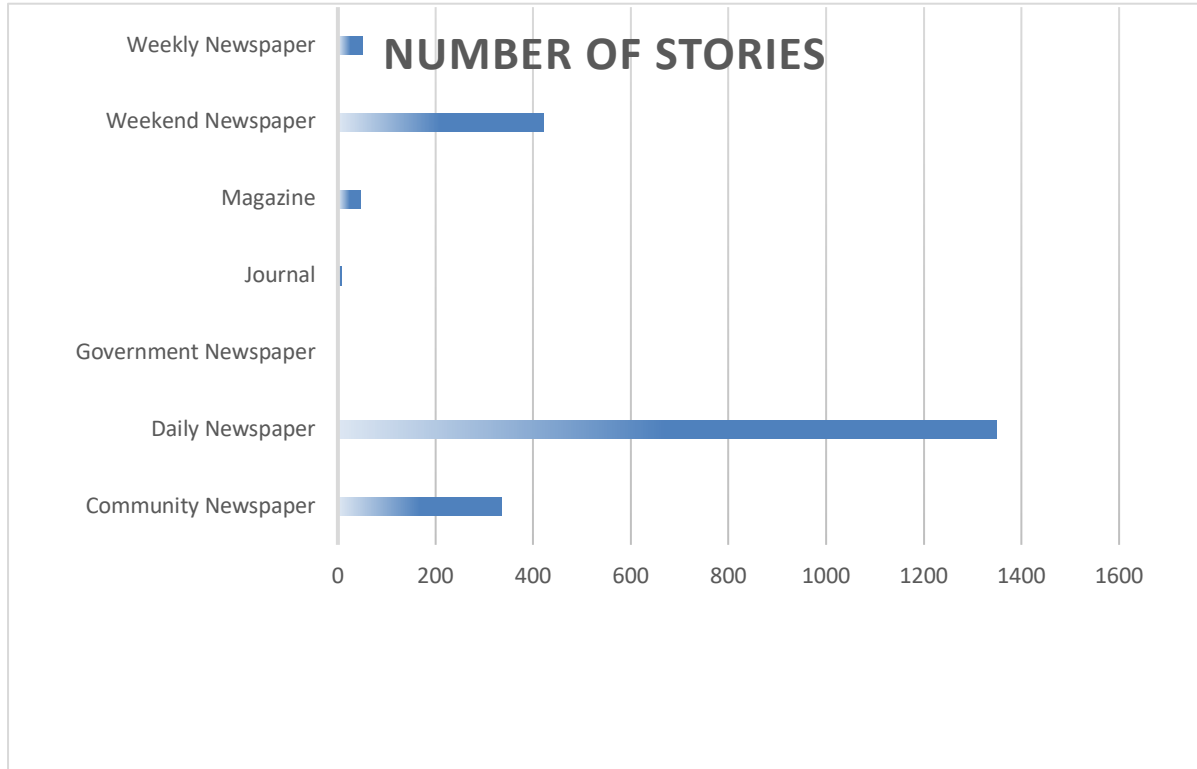
7.1. Print Media

Coverage of the SAHRC was carried across all types of print media including daily and weekly newspapers, community newspapers, government publications, and magazines. Despite the increase in online and broadcast coverage respectively, print media saw a decrease in coverage as compared to the previous financial year, from **41%** in the 2017-2018 financial year to **29%** in the 2018-2019 financial year.

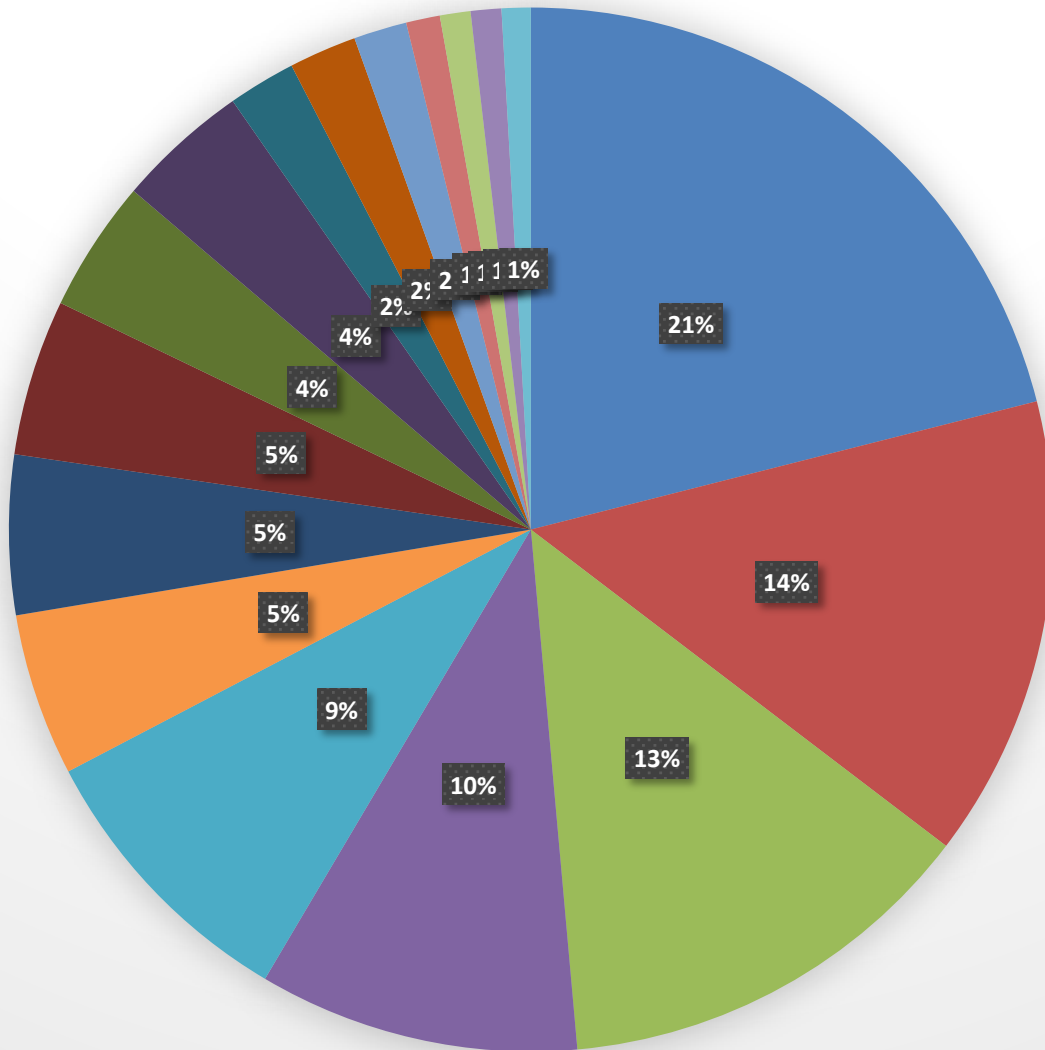
Coverage of the SAHRC in print media during 2018-2019 accounted for **2210** items and reached a combined audience of **812 931 027**.

Print Media Type	Number of Stories
Community Newspaper	336
Daily Newspaper	1349
Government Newspaper	1
Journal	8

Magazine	47
Weekend Newspaper	421
Weekly Newspaper	50



Number of Stories



- Equality - Race
- Equality - Race - BLF
- Equality - Race - Ashwin Willemse
- Equality - Race - Adam Catzavelos
- Equality - Race - Laerskool Schweizer-Reneke
- Equality - Race - Kessie Nair
- Equality - Race - Velaphi Khumalo
- Equality - Race - Angelo Agrizzi
- Equality - Race - Unisa
- Equality - Race - Julius Malema
- Equality - Race - Vicki Momberg
- Equality - Race - Klipspruit
- Equality - Race - H&M
- Equality - Race - Bongani Masuku
- Equality - Race - White Sasol Workers Excluded share scheme
- Equality - Race - Sasha Martinengo
- Equality - Race - MEC Mazibuko

7.2. Online Media

Online coverage of the SAHRC carried on several credible news websites accounted for 3614 news items during 2018-2019 and reached a combined audience of 352 345 981. The percentage of online news coverage for the Commission increased from 40% in the 2017-2018 financial year to 47% of all coverage for the Commission, for the 2018-2019 financial year.

Top Sources of Online Media Coverage of SAHRC during 2018-2019

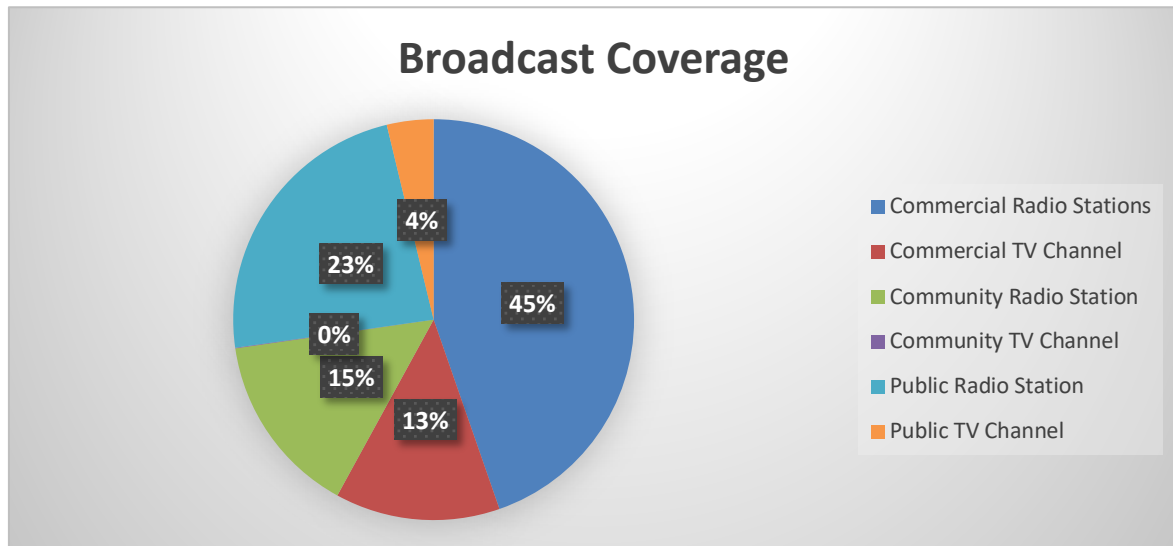
Online Platform	Audience
Daily Nation	840450
News24	548550
News24 Mobile	509250
Daily Post	371417
Sunday Times	282020
Vanguard	279884
MSN South Africa	278466
Times LIVE	263492
Eyewitness News	255275
IOL / Newspapers	247375
IOL	247375
The Punch	228224
Premium Times	207579
Sport24	193128
eNCA	161047
Sowetan Live	130646
The Huffington Post SA	120355
MyBroadband	118358
Businessstech	111721
Fin24.com	106504
AllAfrica	104540
The Citizen	98353
Modern Ghana	97247
Stellenbosch University	94820
Netwerk24 / Local	93241
Daily Sun	69676
Webmail	68921
Business LIVE	67957
Daily Maverick	59091
Pulse.ng	57904

7.3. Broadcast Media – TV & Radio

Broadcast media covering the Commission increased from the previous financial year. The Commission’s percentage proportion of media coverage increased from 19% to 24% for the 2018-2019 financial year.

Breakdown of Radio & TV coverage for 2018-2019

Type Of Broadcaster	Number of Broadcasts
Commercial Radio Stations	843
Commercial TV Channel	251
Community Radio Station	278
Community TV Channel	1
Public Radio Station	443
Public TV Channel	71



Broadcast coverage of the SAHRC accounted for 1887 news items during 2018-2019, nearly three times the amount of broadcast coverage from the financial period before, which stood at 668 news items, and reached a combined (radio and television) audience of 2 482 158 724.

7.4. Community Radio

During the reporting period – and pursuant to its strategic goal of deepening rural penetration the SAHRC reached a community radio audience of 65 383 078 and a community newspaper readership of 29 870 323.

The Commission’s advocacy and communications strategy is driven by the goal of achieving greater rural penetration with respect to human rights information and knowledge in order to enable individuals and communities to assert their rights. The Commission through its Provincial Offices has focused on communication through community media – radio, tv, and

print and has significantly improved the Commission's reach into rural and far-flung communities.

The Commission has further prioritised human rights communications in all of the official languages of the Republic. All 9 Provincial Offices conduct human rights education in English, and in as many other languages for which the office has capacity. The current linguistic capacity of the SAHRC includes all 11 official languages spoken by Commissioners, AdvoComm, Provincial Managers, Advocacy Officers, Human Rights Officers, and Legal Officers. Where possible, the SAHRC makes every effort to provide services in official languages, and further provides translation services if required.

The Commission's Provincial Offices have and continue to progressively strengthen relationships with community radio stations, as well as with regional, national and commercial radio stations. Provincial Office staff conduct regular interviews on a range of human rights on community radio stations and have significantly contributed to the Commission's increased visibility on local media.

Broadcast Breakdown of broadcast coverage and audience reached

Commercial TV Channel		
Number Of News Stories	Channels	Audience
251	Afro Worldview	642 318 911
	ANN7	
	Carte Blanche MNET	
	ENCA	
	ETV	
	kykNET	
	SABC News	
	SABC3	

Public TV Channel		
Number of News Stories	Channels	Audience
71	SABC 2	223 219 000
	SABC News	
	SABC 1	
	SABC 3	
	Soweto TV	

Commercial Radio Station		
Number of News Stories	Channels	Audience
914	Radio 702	917 017 735
	Cape Talk	
	Channel Africa	
	Kaya FM	
	Jacaranda FM	
	Power FM	

Community Radio Station		
Number of News Stories	Channels	Audience
349	Voice of the Cape	288 602 078
	OFM	
	Bok Radio	
	Radio 786	

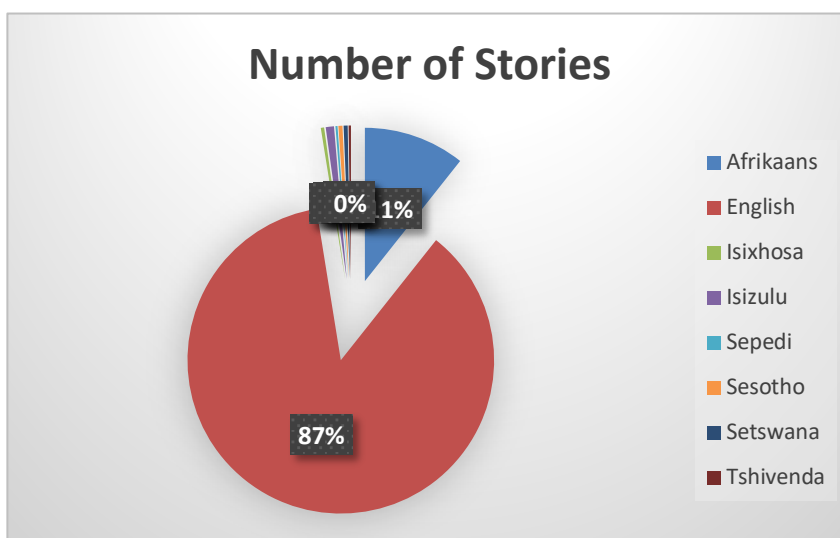
Public Radio Station		
Number of News Stories	Audience	
443	SAFM	854 439 000
	RSG	
	LOTUS FM	
	PhalaPhala FM	
	Umhlobo Wenene	
	Ukhozi FM	
	Lesedi FM	
	THOBELA	

7.5. Language breakdown of media coverage

English remains the dominant language of mainstream media coverage of the SAHRC and of human rights in South Africa. The SAHRC's coverage on community radio – reaching an audience of **288 602 078**, some of which do not use English as their means of communication, for the 2018-2019 financial year– accounts for much smaller percentage of the coverage in comparison to English.

The sharp disparities are attributable to the fact that the community media sector does not share the same digital infrastructure as mainstream media which has a value chain that includes digital and online portals on which stories are given different forms (Radio Station Websites, Podcasts, Facebook posts, tweets, and podcasts) and thus given longer legs and larger audiences. Mainstream media's digital advantage also allows for more accurate monitoring of coverage through monitoring online media; produced in English predominantly.

Language	Number of Stories	Percentage
Afrikaans	823	10,69%
English	6692	86,90%
Isixhosa	27	0,35%
Isizulu	67	0,87%
Sepedi	17	0,22%
Sesotho	33	0,43%
Setswana	33	0,43%
Tshivenda	19	0,25%



7.6. Highlights of Media Coverage

Water and Sanitation, Pollution in the Vaal River in particular, was the issue that dominated coverage of the Commission. However, Freedom of Expression – Hate Speech in particular – drew particular attention with the Commission’s release of its findings on Hate Speech allegations being directed against Mr Julius Malema and other members of the Economic Freedom Fighters (EFF). Equality overall, sub-divided into its sub-categories however once again constituted the majority of stories in the 2018-2019 financial year.

7.6.1.1. Water and Sanitation - Vaal River Pollution

The Water and Sanitation crisis in the Vaal, Southern part of Gauteng Province, investigated by the Gauteng Provincial Office with site-inspections and an Enquiry, accounted for **426** news items, reaching an audience of **135 561 163**. This investigation in turn led to the highest number of news items on a single issue for the 2018-2019 financial year.

7.6.1.2. Equality - Race

As reflected by the latest Annual Trends Analysis Report of 2016 – 2017, Equality, Race in particular, is high on the number of news items the Commission has to speak to in the media. As reflected below, if the sub-categories of Equality are consolidated, it remains the single largest issue the Commission has to comment on in the media. Equality, with Race as a subcategory accounts for **422** news items, reaching an audience of **58 406 322** related to the SAHRC.

7.6.1.3. Freedom of Expression - Hate Speech - SAHRC findings on Malema

Closely related to Equality and Race as a sub-category, is the issue of Hate Speech as a sub-category of Freedom of Expression. The Commission released its findings on Hate Speech allegations directed against Mr Julius Malema and other members of the EFF. AdvoComm as a Business Unit hosted, a seminar and press briefing, as its main Human Rights Day event on the 27th March 2019, explain the complexities of Hate Speech findings by the Commission as well as within other contexts. The fact that the Commission had not found

Mr Malema guilty of Hate Speech in this instance elicited a massive response from the public and media. This issue received **315** news mentions.

7.6.1.4. Healthcare

Healthcare was highly prioritised by the media with media directed to the Commission, on this broad right. A strike at Charlotte Maxeke hospital, which led to allegations of rubble being thrown out in the hospital, damage being done to equipment and other forms of violence and damage during the protest action led to the Commission holding an Enquiry at the Commission's Head Office. Healthcare as a general category led to **288** individual news items, reaching an audience of **119 845 708**.

7.6.2. Equality - Race – BLF

In the lead up to the sixth national election, held on the 8th May 2019, the Political Party Black First Land First (BLF) drew a lot of media attention with statements that were alleged to be hate speech. The Commission had also acted on behalf of a complainant and took BLF to the Equality Court in Gauteng. These incidents led to **287** news items, reaching an audience of more than **18 088 521**.

7.6.3. Equality - Race - Ashwin Willemse

When Veteran Springbok, Sports presenter Ashwin Willemse stormed off set during a Live, Supersport broadcast, the incident drew immediate media interest. Willemse then alleged that two of his colleagues had acted in a racially discriminatory manner against him for some time and after an internal disciplinary process failed to find Mr Willemse's colleagues guilty, the Commission investigated the matter. The story has given rise to **265** media items reaching an audience of more than **38 377 046**.

7.6.4. Freedom of Expression - Hate Speech - Edward Zuma

Another Freedom of Expression issue that remains prominent is that of the action the Commission has taken against Mr Edward Zuma for statements he made, deemed as Hate Speech. This matter arises from action the Commission has taken in the 2017-2018 financial year. The continued coverage of the issue arises from the decision of the Equality Court and Mr Zuma's initial failure to comply with the judgement of the court. The story remained very prominent in the 2018-2019 financial year, leading to **222** news items, reaching an audience of **154 902 048**

7.6.5. Healthcare - Oncology Crisis KZN

Another issue still reported on by the media, from the prior financial year, is the Oncology Crisis emerging out of Kwa-Zulu Natal. The media is keeping a vigilant eye on the matter, requesting updates on progress made, particularly following the Subpoena hearing at which the MEC of Health in the province appeared. A total of 201, media items appeared on the matter, reaching an audience of **38 501 354**.

The other matters that constituted the top ten most media items received by the Commission was a viral video by Adam Catzavelos, using the K-word, whilst on holiday in Greece and the complaints the Commission received as a result. This issue led to **199** media items, reaching an audience of **101 745 310**.

Rounding off the top ten was the Commission’s release of the Equality Report, utilising a Press Briefing organised by AdvoComm. This led to **189** media items, reaching an audience of **73 054 891**.

7.6.6. Overall Media Coverage of the Commission

The Commission has seen a dramatic **41%** increase in media items published, broadcast, or communicated electronically in the 2018-2019 financial year, with **7701** media items mentioning the Commission for the 2018-2019 financial year. These media items have been thematically categorised according to the rights as set out in the Bill of Rights, Chapter Two of the Constitution, some of which are the focus areas of the Commissioner’s Board of eight Commissioners.

The top twenty list of the most prevalent media items listed according to their categories follow below:

Issues	Number of Stories
Water and Sanitation - Vaal River Pollution	426
Equality - Race	422
Freedom of Expression - Hate Speech - SAHRC findings on Malema	315
Healthcare	288
Equality - Race - BLF	287
Equality - Race - Ashwin Willemse	265
Freedom of Expression - Hate Speech - Edward Zuma	222
Healthcare - Oncology Crisis KZN	201
Equality - Race - Adam Catzavelos	199
2017/18 Equality Report	189
Equality - Race - Laerskool Schweizer-Reneke	177
Freedom of Expression - Hate Speech - BLF tweets	177
SAHRC Annual Trends Analysis Report 2016/17	168
Water and Sanitation	157
Basic Education	130
Healthcare - Charlotte Maxeke Academic Hospital Protest	130
Water and Sanitation - Hammanskraal	125
Right to Protest	123
National Director of Public Prosecutions Selection process	114
Migration - Looting of Spaza/Fake Goods	112

7.7. EQUALITY – HIGHEST NUMBER OF MEDIA REPORTS

The Right to Equality account for the largest number of media items during the 2018-2019 reporting period. The Right to Equality, as a broader category inclusive of all rights contained in Section 9, accounted for **2422** media items, accounting for **31.45%** of all the media items covered on the Commission.

Equality Grounds Protected by Section 9 of the Constitution

The Bill of Rights, Chapter Two of the Constitution lists numerous prohibited grounds of unfair discrimination and grounds of Equality that are protected. These follow below:

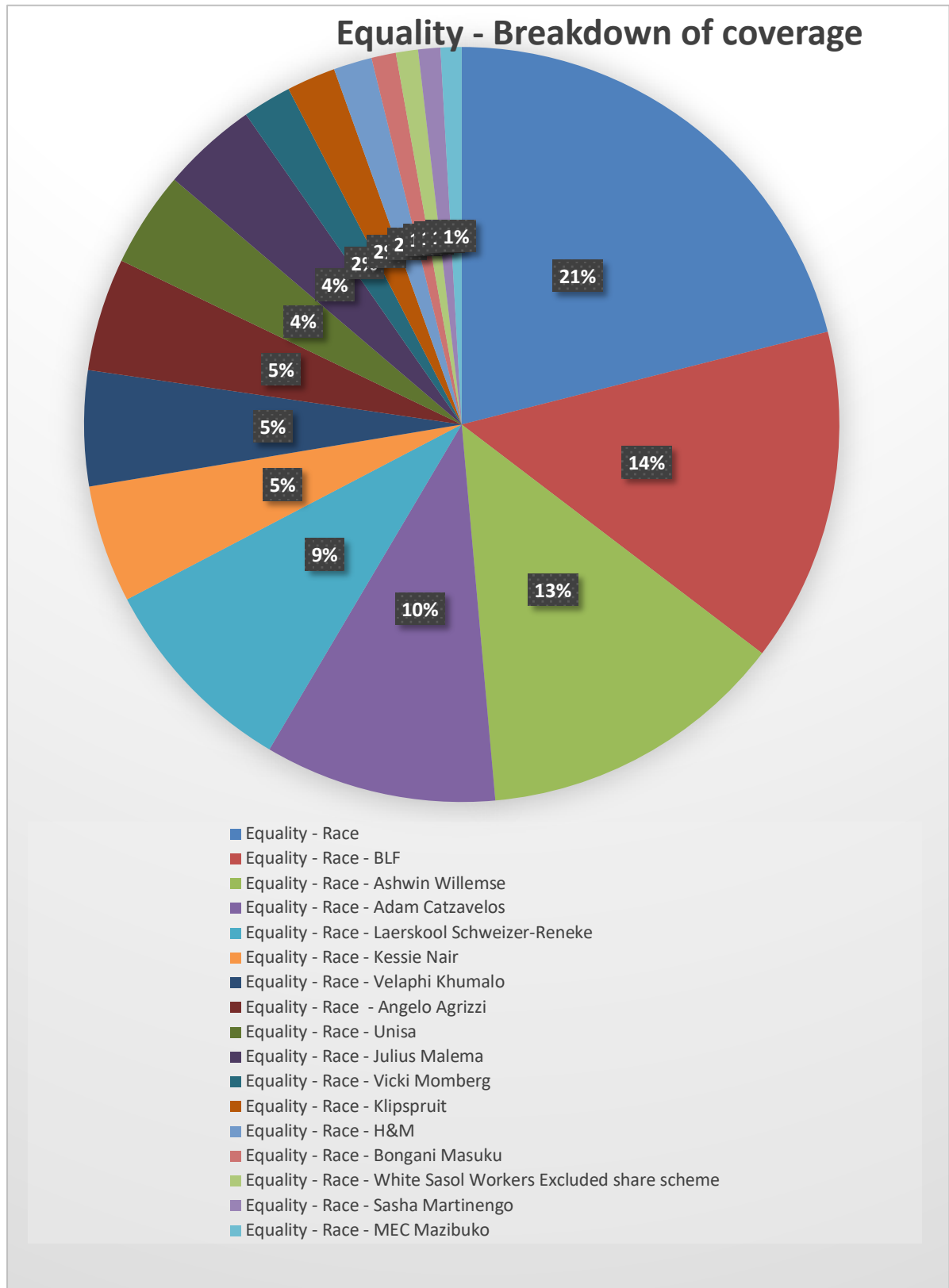
- A. Race
- B. Age
- C. Gender
- D. Disability
- E. Sex
- F. Religion
- G. Pregnancy
- H. Conscience
- I. Marital Status
- J. Belief
- K. Ethnic
- L. Social Origin
- M. Culture
- N. Colour
- O. Language
- P. Birth
- Q. Sexual Orientation

7.7.1. Equality – Race

Of the protected Equality grounds, race continues to account for the most media coverage. Of the 2422, Equality media items related to the Commission, 2005 (79.5%) of these items were related to the sub-category of Race.

Sub-Categories of Media Items Related to Equality - Race	Number of Stories	Percentage
Equality - Race	422	21,05%
Equality - Race - BLF	287	14,31%
Equality - Race - Ashwin Willemse	265	13,22%
Equality - Race - Adam Catzavelos	199	9,93%
Equality - Race - Laerskool Schweizer-Reneke	177	8,83%
Equality - Race - Kessie Nair	101	5,04%
Equality - Race - Velaphi Khumalo	99	4,94%
Equality - Race - Angelo Agrizzi	97	4,84%
Equality - Race - Unisa	82	4,09%
Equality - Race - Julius Malema	82	4,09%
Equality - Race - Vicki Momberg	42	2,09%
Equality - Race - Klipspruit	42	2,09%
Equality - Race - H&M	33	1,65%

Equality - Race - Bongani Masuku	21	1,05%
Equality - Race - White Sasol Workers Excluded share scheme	19	0,95%
Equality - Race - Sasha Martinengo	19	0,95%
Equality - Race - MEC Mazibuko	18	0,90%



7.7.2. Other Protect Equality Grounds, Excluding Race

Coverage of the other protected grounds constitute 20.5% of the total Equality related news items.

Equality Sub-category	Number of Media items	Percentage of Coverage of other Equality Media Items
Equality – Disability	77	3,18%
Equality – Sexual Orientation – Gretha Wiid	41	1,69%
Equality – Gender - #TotalShutdown	40	1,65%
Equality – Sexual Orientation – Pastor Bougardt	38	1,57%
Equality – Sexual Orientation – International Day against Homophobia	35	1,45%
Equality – Age – Older Persons	27	1,11%
Equality – Sexual Orientation	26	1,07%
Equality – Gender	25	1,03%
Equality – Xenophobia	23	0,95%
Equality – Race – Bongani Masuku	21	0,87%
Equality – Sexual Orientation – Somizi Mhlongo	19	0,78%
Equality – Anti –Semitism	19	0,78%
Equality – Ethnic Origin	15	0,62%
Equality – Sexual Orientation – Chris Van Wyk	10	0,41%
Equality – Disability – International Day of Person with Disability	6	0,25%
Equality – Religion	5	0,21%
Equality – Disability – Disability Toolkit	3	0,12%
Equality – Disability – Death of learners at Christiana school for blind in NW	3	0,12%
Equality – Gender – Sexual Harrassment Unisa	2	0,08%
Equality – Gender – Maternity leave	1	0,04%
Equality – Gender – 16 days activism	1	0,04%
Equality	1	0,04%

7.7.2.1. Sexual orientation

The Equality Rights of Lesbian, Gay, Bisexual, Transgender, Intersex and other Gender Non-Conforming (LGBTI and GNC) persons is the second most prominent Equality-

related media issue related to the Commission. All the Equality news items, specifically based on Sexual Orientation, amounted to **169** different news items, cumulatively accounting for **7%** of all Equality-related news coverage of the Commission. This coverage was made up of a range of stories including the settlement agreement reached with Gretha Wiid and the Commission around her book, continued failures to comply with judgements by Pastor Bougardt and other such specific, individual matters.

7.7.2.2. Disability

Another prominent sub-category for Equality related news items, was news covering the Rights of persons with disabilities, with a total of **77** news items, constituting **3.18%** of all Equality related media items. Issues that gave the Equality Rights of persons with disabilities into prominent focus was the release of the Commission’s Disability Toolkit, as well as the tragic story of the Death of learners at Christiana school for blind in the North West province.

All other Equality-related News Items:

The right to sexual orientation and the rights of persons with disabilities made up half of the remaining equality-related matters outside of race, other categories under the right to equality included, gender, older persons’ rights, xenophobia and ethnic origin amongst others.

Outside of Equality, other human rights violations, infringements and human rights categories featured prominently. The analysis for these follows.

7.7.3. Freedom of Expression

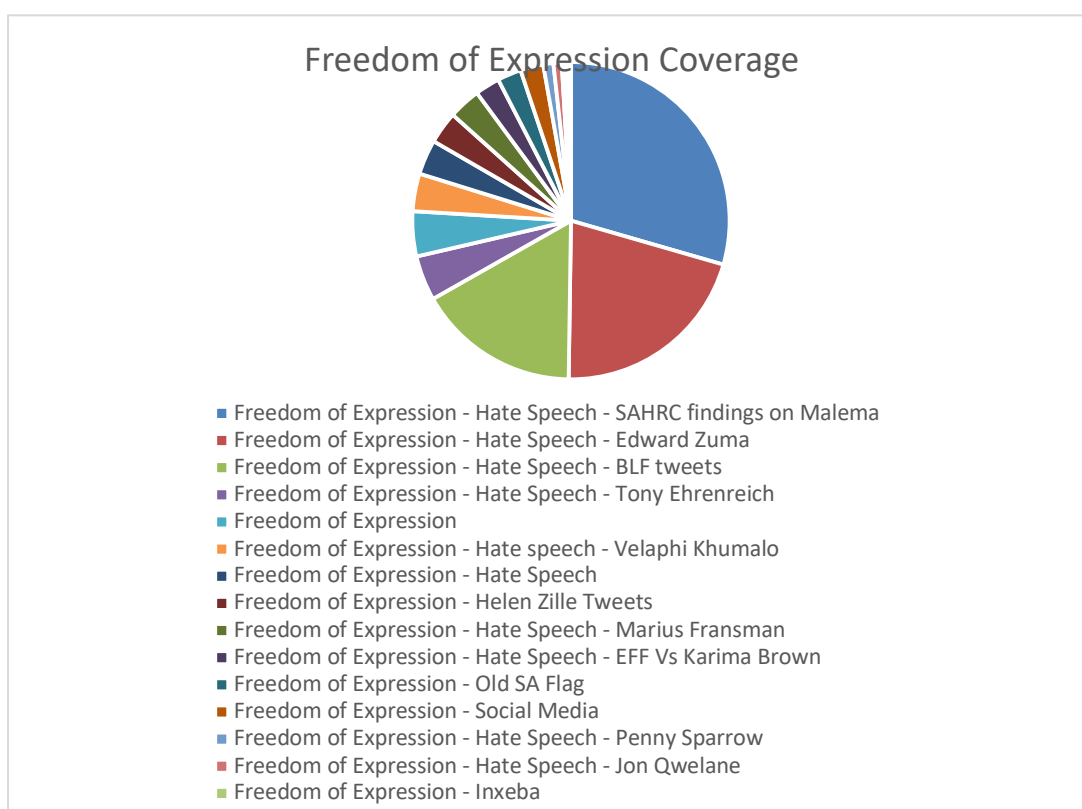
It is also worth noting that another broader rights issue, being the Right to Freedom of Expression, with a particular focus on Hate Speech, especially Hate Speech as it relates to race, features prominently in the news items featuring the Commission. Media items as it relates to Freedom of Expression amount to **1069** media items, **13.88%** of the total coverage related to the Commission.

Featuring prominently under Freedom of Expression news items was the release of the Commission’s findings on Hate Speech allegations against Julius Malema and other members of the EFF, the continued coverage of the Commission’s matter against Edward Zuma for hate speech, utterances by BLF as well as questions around the place of the old national flag.

List of Freedom of Expression News Items Related to the Commission

Freedom of Expression News Item	Number of Stories
Freedom of Expression - Hate Speech - SAHRC findings on Malema	315
Freedom of Expression - Hate Speech - Edward Zuma	222
Freedom of Expression - Hate Speech - BLF tweets	177
Freedom of Expression - Hate Speech - Tony Ehrenreich	49
Freedom of Expression	49
Freedom of Expression - Hate speech - Velaphi Khumalo	41

Freedom of Expression - Hate Speech	38
Freedom of Expression - Helen Zille Tweets	35
Freedom of Expression - Hate Speech - Marius Fransman	35
Freedom of Expression - Hate Speech - EFF Vs Karima Brown	27
Freedom of Expression - Old SA Flag	26
Freedom of Expression - Social Media	25
Freedom of Expression - Hate Speech - Penny Sparrow	11
Freedom of Expression - Hate Speech - Jon Qwelane	9
Freedom of Expression - Inxeba	4
Freedom of Expression - Hate speech bill	4
Freedom of Expression - Hate Speech - Phumlani Mfeka	1
Freedom of Expression - Hate Speech - Julius Malema	1



Water and Sanitation

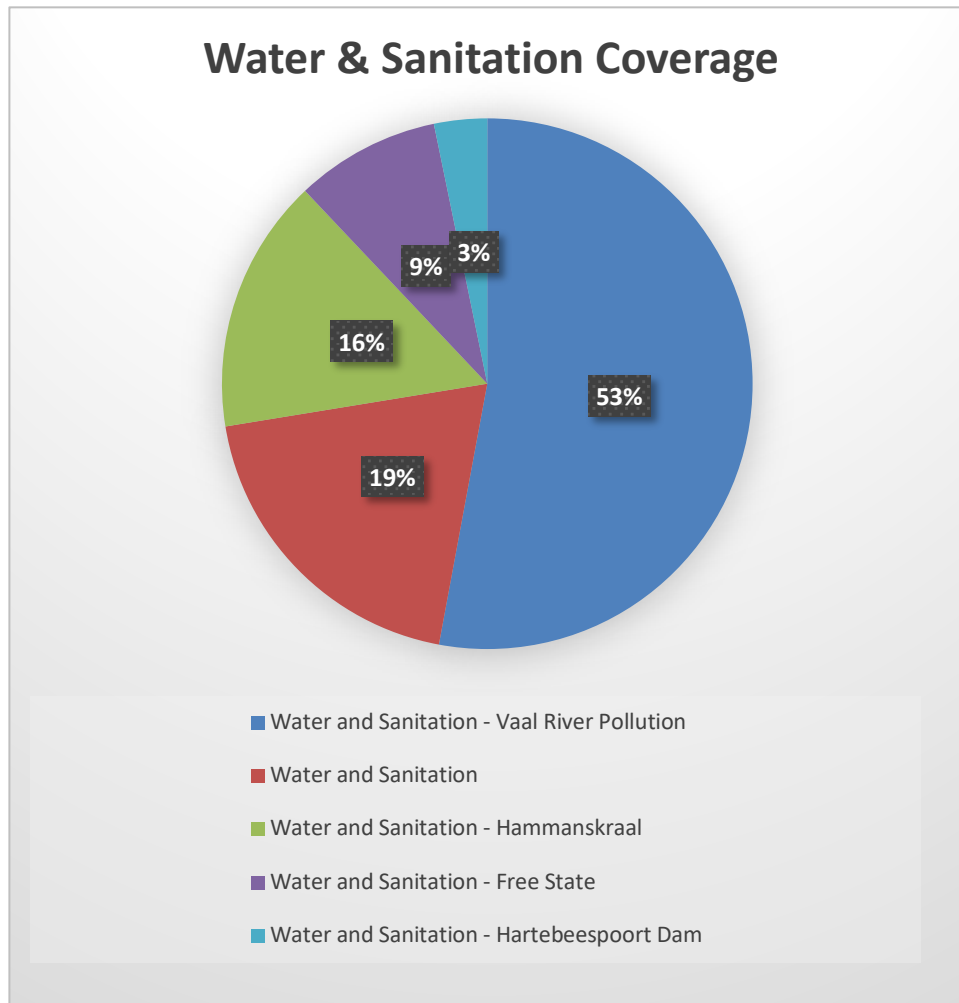
As aforementioned, the Water and Sanitation crisis in the Vaal, investigated by the Gauteng Provincial Office with site-inspections and an Enquiry, accounted for **426** news items, reaching an audience of **135 561 163**. This investigation in turn led to the highest number of news items on a single issue for the 2018-2019 financial year.

Apart from this issue, water and sanitation concerns emerged out of Hammanskraal, Hartebeespoort Dam and the Free State. All media items related to Water and Sanitation totalled **805** stories, accounting for **10.45%** of all media stories covered, related to the Commission for the 2018-2019 financial year.

List of Water and Sanitation News Items Related to the Commission

Water and Sanitation News Items	Number of Stories		

Water and Sanitation - Vaal River Pollution	426		
Water and Sanitation	157		
Water and Sanitation - Hammanskraal	125		
Water and Sanitation - Free State	71		
Water and Sanitation - Hartebeespoort Dam	26		



Healthcare

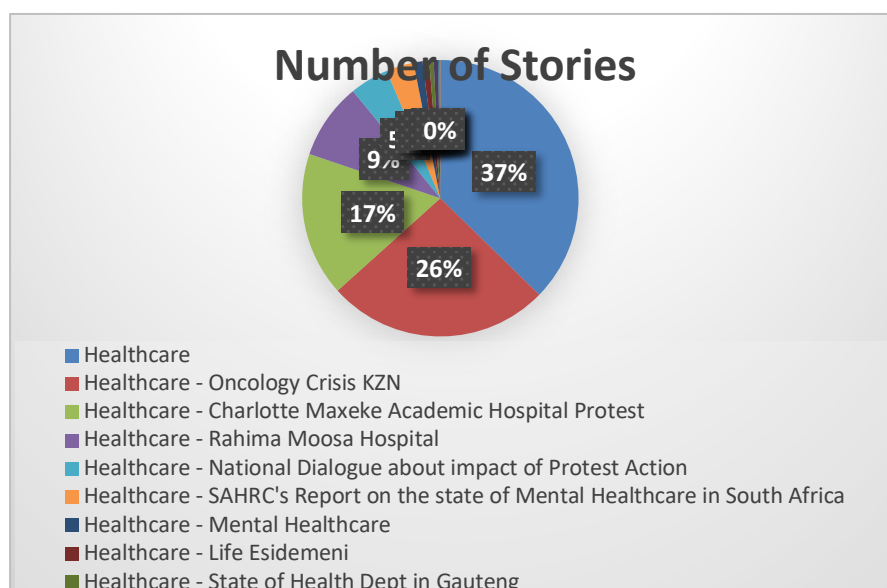
Healthcare features prominently on the list of matters reported on by the media. With a total of **772** news items on Healthcare, constituting **10%** of all stories related to the Commission covered, it is a key human rights issue.

The two major issues, as it relates to Healthcare, is the continued coverage off the Oncology Crisis in Kwa-Zulu Natal, an issue which first emerged during the 2017-2018 financial year, as well as the strike at Charlotte Maxeke Hospital which led to damage to medical equipment, the intimidation of healthcare workers and allegations of violence.

This strike and protest action in turn led to the Commission’s Inquiry and Dialogue into the impact of protest action on healthcare which led to further media coverage.

List of Healthcare News Items Related to the Commission

Healthcare News Items	Number of Stories
Healthcare	288
Healthcare - Oncology Crisis KZN	201
Healthcare - Charlotte Maxeke Academic Hospital Protest	130
Healthcare - Rahima Moosa Hospital	69
Healthcare - National Dialogue about impact of Protest Action	35
Healthcare - SAHRC's Report on the state of Mental Healthcare in South Africa	25
Healthcare - Mental Healthcare	8
Healthcare - Life Esidemeni	6
Healthcare - State of Health Dept in Gauteng	4
Healthcare - Release findings on state of Gauteng healthcare	4
Healthcare - Oncology	1
Healthcare - National HIV	1



2017/18 Equality Report

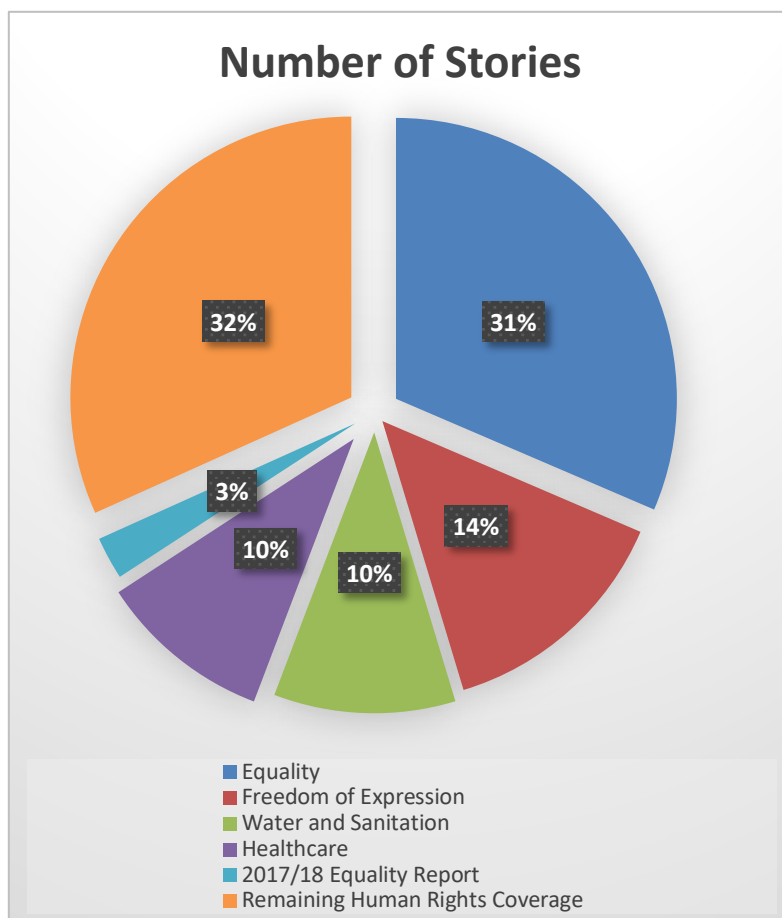
The release of the 2017-2018 Equality Report by the Commission, sparked massive debate around Equality and Race in particular as the Equality Report highlights socio-economic inequalities that continue to persist with on the basis of race. This report led to **189** news items.

Overview of News items Covered, Related to the Commission

The top five categories of Human Rights stories and issues, as outlined above, covered by the media, as it relates to the Commission, constitute 68.26% of the total coverage of the Commission.

Therefore all other rights issues such as Children’s Rights, Basic Education, the Right to Housing, Access to Justice and all other categories cumulatively only constitute **31.74%** of the remaining coverage of the Commission.

News Items Covered	Number of Stories	Percentage of Total News Coverage
Equality	2422	31,45%
Freedom of Expression	1069	13,88%
Water and Sanitation	805	10,45%
Healthcare	772	10,02%
2017/18 Equality Report	189	2,45%
Remaining Human Rights Coverage	2444	31,74%



8. MEDIA PROMINENCE AND SENTIMENT

In media coverage for the period the SAHRC received prominent mentions in the headlines, in the first two paragraphs of a story, or was mentioned more than three times, in **3271** news items **56,16%** of print and online articles.

8. Media Sentiment

The SAHRC monitors media coverage and reporting on the SAHRC and on human rights to assess visibility and reach of its strategic communications on human rights and the work and mandate of the Commission. The Commission further monitors sentiment in order to gauge how human rights are understood and reported on by the media, and how the work of the Commission is reported on.

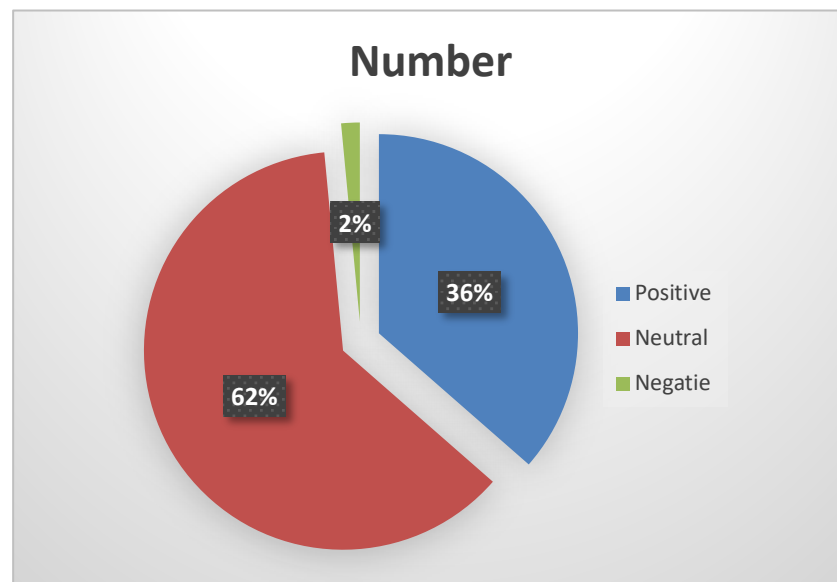
Sentiment is measured through qualitative analysis by an independent external service provider and is based on the 'common person's understanding of the article and the overall perceptions gleaned from the articles.

Positive news coverage accounted for 36% of the news coverage of the Commission, **62%** was

Neutral, and **2%** was **Negative**, during 2018-2019.

Graph below illustrates proportion of Positive, Neutral and Negative Sentiment of media reporting

Sentiment	Number	Percentage
Positive	2809	36,44%
Neutral	4783	62,05%
Negative	116	1,50%



Negative Coverage

Negative coverage of the SAHRC during 2018-2019 was driven by 116 media stories. These largely relate to Right to Equality matters, particularly on the basis of Race. Key amongst these was the Commission's findings on Julius Malema on Hate Speech allegations, the Commission's work on Transformation at Tertiary Institutions, utterances by BLF.

The Commission's findings as it relates to allegations directed at Mr Julius Malema and other members of the EFF, sparked massive debate with many unfavourable opinion pieces and statements questioning the Commission's position on the matter and hate speech in general.

Neutral Coverage

Neutral coverage – reporting which was neither positive nor negative, but which reported on the work and activities of the SAHRC – was driven by a range of media reports.

Coverage of the Commission's work as it relates to the Oncology Crisis in Kwa-Zulu Natal, the Right to Housing, particularly within the context of Evictions and Indigenous People's Rights features strongly.

However, due to sheer volume as it pertains to the Commission's work and issues reported on, Equality, Race in particular also features prominently within the Commission's Neutral coverage.

Positive Coverage

Positive coverage of SAHRC during the period was driven by a number of media stories, including Commissioner JB Sibanyoni's opinion piece at the beginning of the 2018-2019 financial year on the Right to Food, with a particular focus on Genetically Modified Organisms (GMOs).

Under positive coverage of the Commission we also see the issue of the right to Equality, on the basis of Race, featuring strongly. The Commission's intervention in the H&M issue, in relation to an advertisement featuring a black child wearing a hoodie with the words, "Coolest Monkey in Jungle", in particular featured positively. This can be ascribed to the fact that the H&M responded positively and the Commission didn't have to take a punitive approach.

With land at the forefront of political debate in South Africa, the Commission's Inquiry into The Impact of Rural Land Use and Ownership Patterns, played a positive role as well.

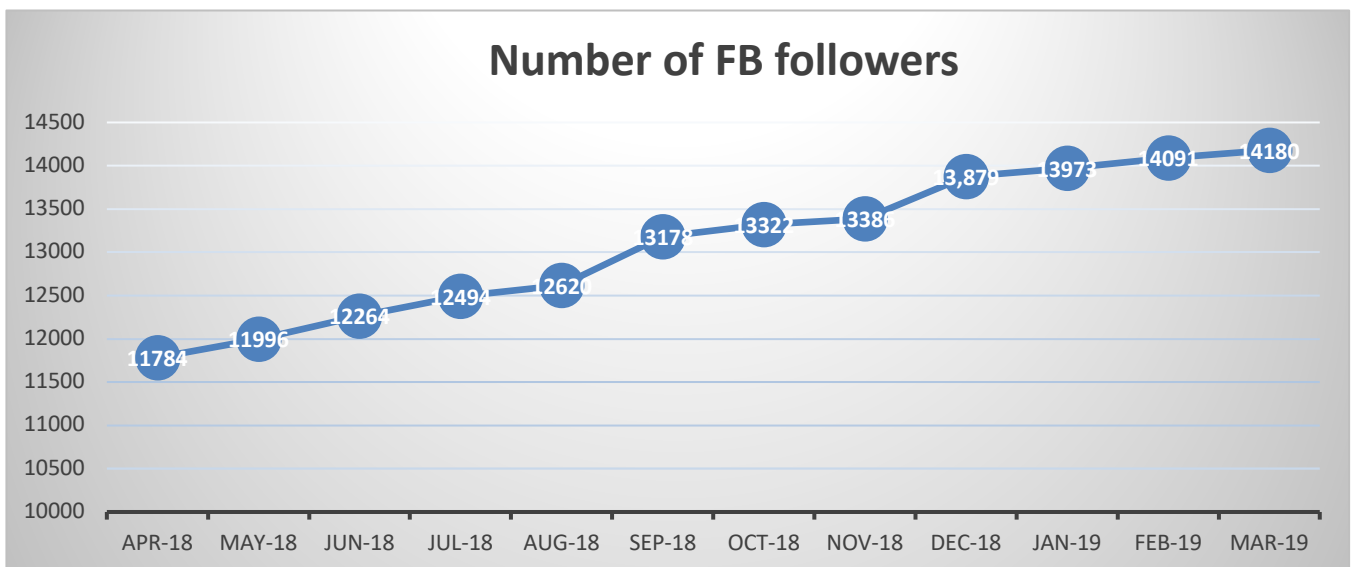
9. SOCIAL MEDIA

During the 2018-2019 period under review, the Commission’s social media activity comprised **531** posts on Facebook and **863** posts on Twitter. The Commission increased its Twitter following from **48 926** (at the beginning of the 2018-2019) to **56 803** (a **16% year-on-year increase**) and increased its Facebook following from **11 784** (at the beginning of the 2018-2019) to **14 180** at the end of the 2018-2019 financial year (a **20% increase year-on-year increase**). During the period under review, the Commission received **38455** mentions on social media.

9.1. Social Media Growth for 2018-2019 Financial Year

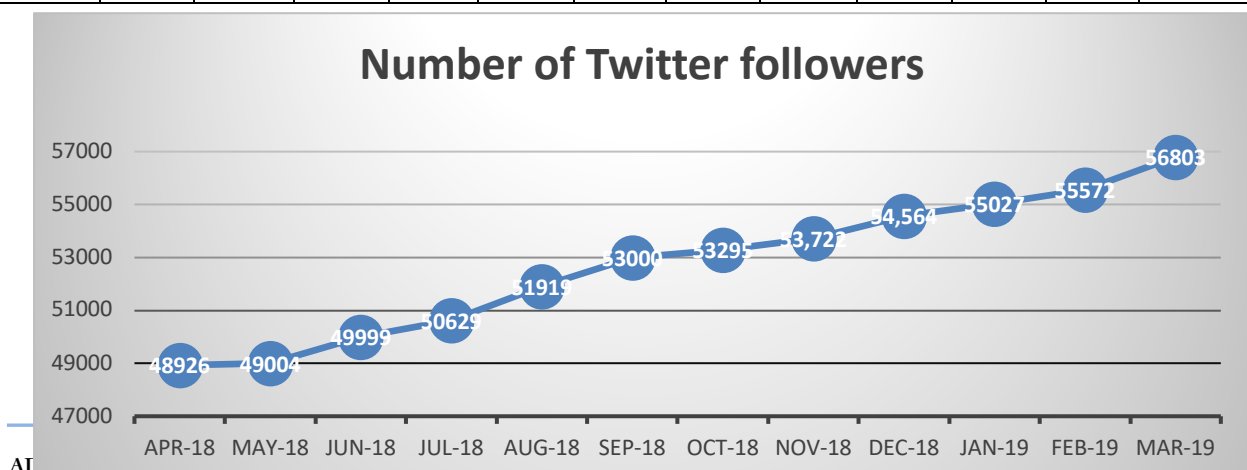
Facebook

	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
Number of FB followers	11784	11996	12264	12494	12620	13178	13322	13386	13 879	13973	14091	14180



Twitter

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Number of Twitter followers	48926	49004	49999	50629	51919	53000	53295	53 722	54 564	55027	55572	56805

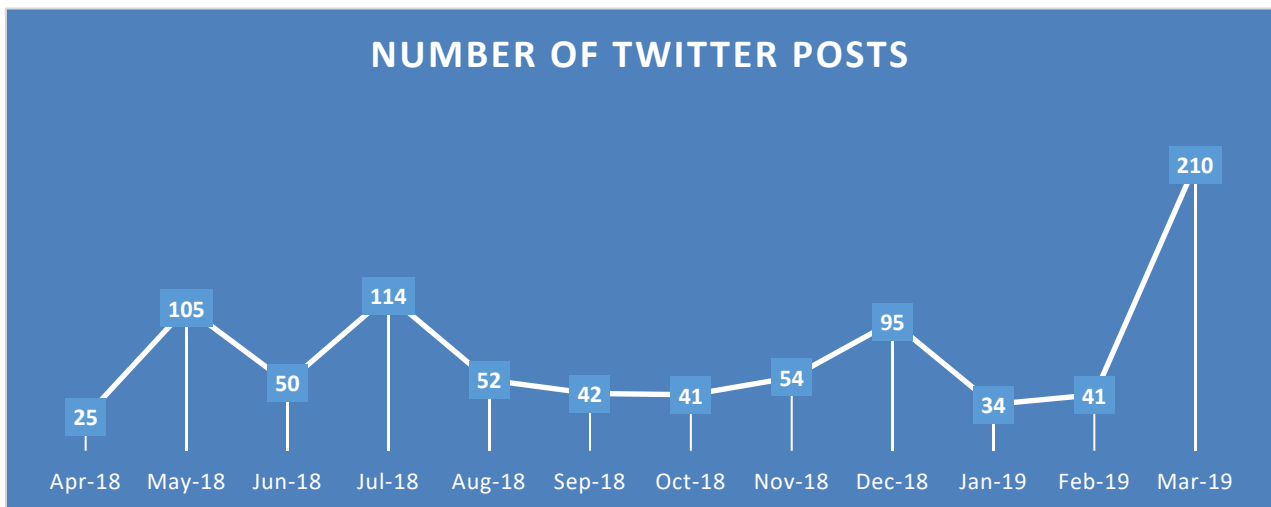


Social media activity remained constant throughout this period, however both Twitter and Facebook saw a marked increase in social media activity during Human Rights month being March 2019.

Social Media Posts for 2018-2019 Financial year

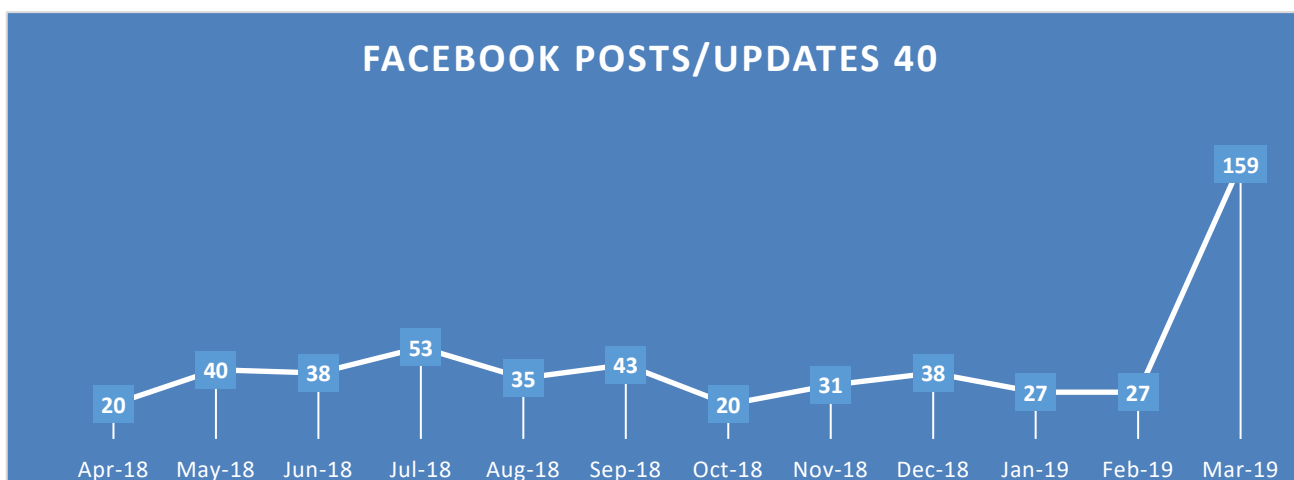
Twitter

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Twitter Posts/Up dates = 40	25	105	50	114	52	42	41	54	95	34	41	210



Facebook

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Facebook Posts/Up dates 40	20	40	38	53	35	43	20	31	38	27	27	159



The Commission’s social media presence on both Twitter and Facebook continues to grow annually. This is best illustrated by the chart, tracking the increase in following and social media activity.

Table: Year-on-Year Comparison – Social Media

Social Media Activities	2015-2016	2016-2017	2017-2018	2019-2018
Facebook Posts	154	423	579	531
Twitter Posts	496	1048	960	863
Social Media Mentions	No Data Available	19 997	32 872	38 455

During the period under review the Commission has substantially expanded its reach and visibility on social media platforms, reaching a potential audience of **315 932 315**. The Average Value Equivalent (AVE) of the total social media coverage of the SAHRC amounted to **R 61 584 573.55**; this amount reflects the total Rand value of the social media space for the period under review.

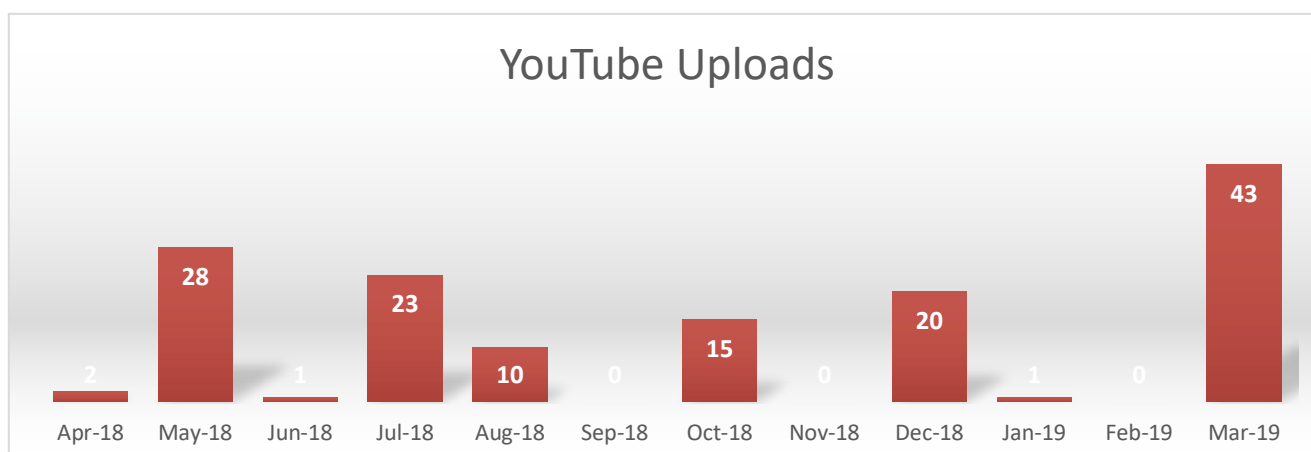
The social media exposure and engagement enabled the dissemination of key advocacy messages regarding human rights that provide information and context. Social media engagement is a crucial part of the Commission’s strategic imperative to inform and educate on human rights, and to build a culture of human rights, through utilising social media to disseminate key positions on human rights issues.

9.2. SAHRC YouTube Channel

During 2018-2019 the Commission uploaded **143** videos to its YouTube channel, an **18%** increase from the previous year’s high base of 121 video uploads.

Number of YouTube Uploads

	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct-18	Nov 18	Dec 18	Jan-19	Feb-19	Mar 19
YouTube Uploads	2	28	1	23	10	0	15	0	20	1	0	43



The Commission’s YouTube viewership has grown consistently throughout the financial year, beginning with 11 141 views at the beginning of the 2018-2019 financial year and ending with more than 15 000 views at the end of the financial year in March 2019.

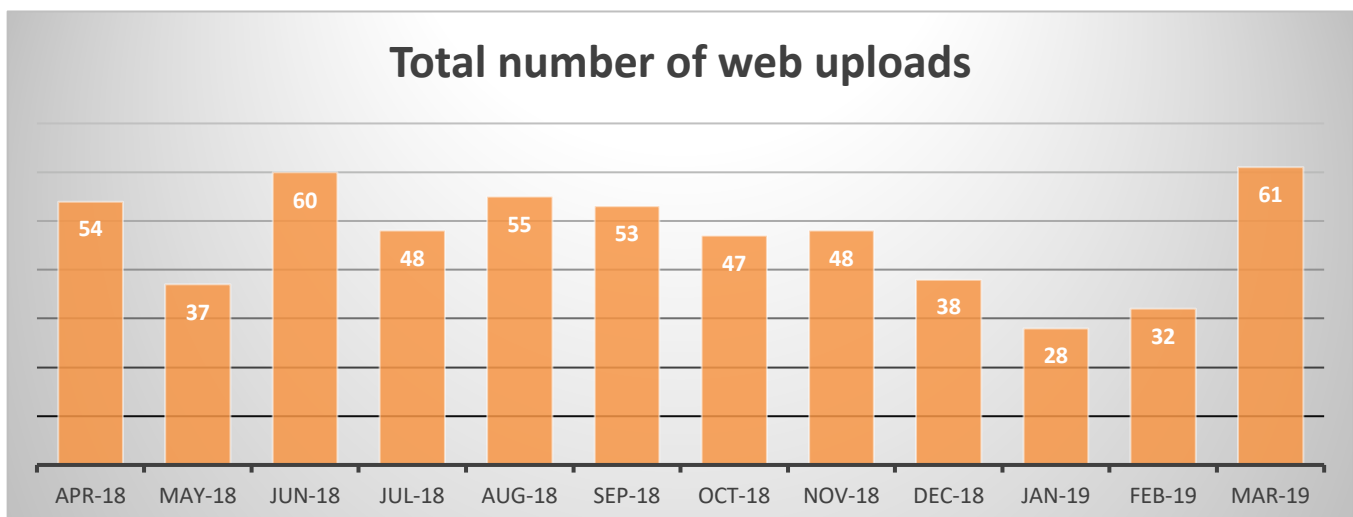
During Human Rights Month (March 2019) the Commission produced and uploaded a significantly higher number of videos onto its YouTube channel, amounting to 43 videos. The increased uploads reflect the increased media engagements, activities, and media articles generated by the SAHRC in Human Rights Month. All videos of events, activities and media stories are uploaded to the SAHRC YouTube channel daily.

9.3. SAHRC Website

During 2018-2019 financial year, the SAHRC website (www.sahrc.org.za) was updated daily, with a total of 561 items uploaded for the year.

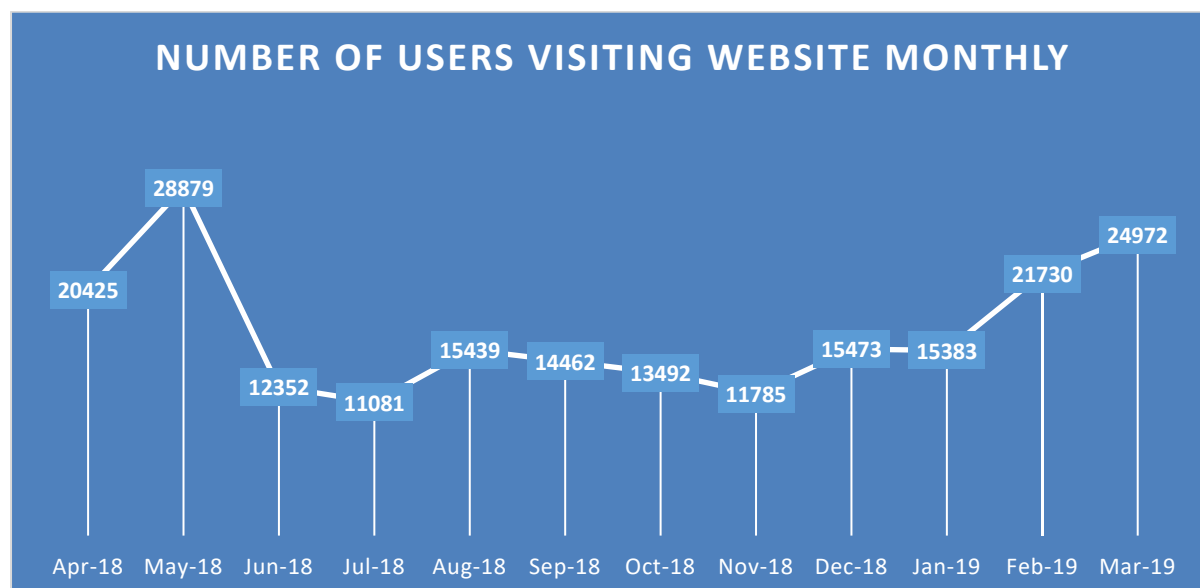
The high number of web-uploads annually, reflects the high volume of SAHRC activities, reports and human rights products produced by the Commission, all of which were communicated via, and published on, the website.

	Apr -18	May -18	Jun -18	Jul-18	Aug -18	Sep -18	Oct -18	Nov -18	Dec -18	Jan -19	Feb -19	Mar -19
Total number of web uploads	54	37	60	48	55	53	47	48	38	28	32	61



The monthly number of users visiting the Commission’s website follows below.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep18	Oct 18	Nov 18	Dec 18
Number of Users Visiting Website Monthly	20425	28879	12352	11081	15439	14462	13492	11785	15473



Returning visitors to the SAHRC site constitute **14.2%** of the users, with new users at **83.8 %**. During the reporting period in question **187 457** ‘users’ visited the SAHRC’s website; **187 579** of these were ‘new users’. During a three-month period. These users returned to the website **254 614** times.

The total number of pages viewed on the SAHRC site during the 2018-2019 financial year was **466 002** and the average number of pages viewed during one session is just under two pages. The average visitor to the SAHRC’s website spends **1.47 minutes** on the site, and **68.28%** of visitors leave the SAHRC’s site from the same page on which they land.

Almost 60% of the traffic to the SAHRC’s website comes from organic searches, where users enter keywords into a search engine in order to find the SAHRC’s website. Almost 30% of traffic is driven by direct referral, where users enter the SAHRC’s URL directly into a browser. These figures indicate that users are sufficiently familiar with the SAHRC to enable them to locate the SAHRC’s site on a search engine. 8.% of the traffic to the site comes from social media platforms and the remaining 2% come from referrals from other websites.

9.3. Opinion Pieces

During the 2018-2019 financial year, the Commission published 37 opinion pieces in a selection of print and online media, including the Commission’s website. These pieces were published in daily and weekly newspapers, online publications, journals and magazines. The combined audience reach of the opinion pieces published during this period was 13 479 365, at least three times the audience the Commission reached readers through opinion pieces, during the previous financial year.

Through opinion pieces the Commission contributes to public debates and topical issues on human rights and communicates the SAHRC’S position on issues. Opinion pieces also carry opportunities to highlight the programmatic work of the Commission through commentary on SAHRC investigations, reports, events and hearings.

The table below lists the opinion pieces published by the SAHRC during 2018-2019

Date	Headline	Publication	Readership	Online Link If Available
05/04/2019	Creating sufficient and adequate safeguards in the processes regulating the sale in execution of residential property	IOL Voices360	247375	https://www.voices360.com/cities/creating-sufficient-and-adequate-safeguards-in-the-processes-regulating-the-sale-in-execution-of-residential-property-20652100
05/04/2019	How to make our society kinder By Commissioner Gaum and Eden Esterhuizen page 34	Mail and Guardian	564000	https://mg.co.za/article/2019-04-05-00-how-to-make-our-society-kinder
28/03/2019	South African children under siege	IOL Voices360	247375	https://www.voices360.com/community-development/south-african-children-under-siege-20134612
28/03/2019	The right to water and sanitation – “leave no one behind”	SAHRC Website	Data Unavailable	https://issuu.com/hitimemedia/docs/safety_security_journal_pre_elect
				https://www.sahrc.org.za/index.php/sahrc-media/opinion-pieces/item/1860-the-right-to-water-and-sanitation-leave-no-one-behind
28/03/2019	The intractable nature of racism. Reflections and implications for South Africa today and beyond democracy.	SAHRC Website	17 122	https://www.sahrc.org.za/index.php/sahrc-media/opinion-pieces/item/1859-the-intractable-nature-of-racism-reflections-and-implications-for-south-africa-today-and-beyond-democracy

Date	Headline	Publication	Readership	Online Link If Available
5/04/2019	Creating sufficient and adequate safeguards in the processes regulating the sale in execution of residential property	IOL Voices360	247375	https://www.voices360.com/cities/creating-sufficient-and-adequate-safeguards-in-the-processes-regulating-the-sale-in-execution-of-residential-property-20652100
29/03/2019	What happens when universities start to decay: The case for Unisa	SAHRC Website	17 122	https://www.sahrc.org.za/index.php/sahrc-media/opinion-pieces/item/1815-buang-jones-responds-to-criticism-on-unisa-finding
29/03/2019	Tribal war halts development in Northern Limpopo	SAHRC Website	17 122	https://www.sahrc.org.za/index.php/sahrc-media/opinion-pieces/item/1814-tribal-war-halts-development-in-northern-limpopo
29/03/2019	Wither access to justice in the SADC region? Maybe not!	SAHRC Website	17 122	https://www.sahrc.org.za/index.php/sahrc-media/opinion-pieces/item/1813-wither-access-to-justice-in-the-sadc-region-maybe-not
28/03/2019	Who will save us when governance decays?	City Press Online	1653000	https://citypress.news24.com/Voices/who-will-save-us-when-governance-decays-20190328
21/03/2019	The issue of self-representation of persons with disabilities in South Africa By Commissioner Bokankatla Malatji on Sunday Independent Online	IOL Voices360	247375	https://www.voices360.com/self/the-issue-of-self-representation-of-persons-with-disabilities-in-south-africa-20003852
23/03/2019	SAHRC: Custodian of Human Rights in SA page 23	Weekend Augus	187000	No online link

Date	Headline	Publication	Readership	Online Link If Available
20/03/2019	Addressing Human Rights Issues page 10 Business Day	Business Day Human Rights	92750	No online link
14/03/2019	Despite legislation, workers' s rights are still abused	Mail and Guardian	564000	https://mg.co.za/article/2019-03-14-workerss-rights-are-still-abused-despite-legislation
13/03/2019	Is freedom, equality and the dignity of women possible?	IOL Voices360	247375	https://www.voices360.com/gender/is-freedom-equality-and-the-dignity-of-women-possible-19826447
10/03/2019	SA must take the lead in legalising euthanasia	City Press	1653000	https://citypress.news24.com/Voices/sa-must-take-the-lead-in-legalising-euthanasia-20190315
08/03/2019	South Africa's journey to the right to know	Daily Maverick	59091	https://www.dailymaverick.co.za/opinionista/2019-03-08-south-africas-journey-to-the-right-to-know/
5/03/2019	The cycle of the menstrual burden	IOL Voices360	247375	https://www.voices360.com/gender/the-cycle-of-the-menstrual-burden-19640081
03/02/2019	Thousands of "Undocumented" children are being deprived of the basic right to education	City Press	1653000	https://citypress.news24.com/Voices/t/housands-of-undocumented-children-being-deprived-of-basic-right-to-education-20190206
12/02/2019	Nigeria: Glad to have a disability law but not yet uhuru for our people living with disabilities	Order Paper Nigeria	Data Unavailable	https://www.orderpaper.ng/nigeria-glad-to-have-a-disability-law-but-not-yet-uhuru-for-the-impaired/
15/02/2019	Migrants and refugees make a significant contribution	Mail and Guardian	564000	https://mg.co.za/article/2019-02-15-00-migrants-and-refugees-make-a-significant-contribution

Date	Headline	Publication	Readership	Online Link If Available
15/02/2019	High court ruling recognises access to justice as a fundamental human right	IOL Voices360	247375	https://www.voices360.com/community-development/high-court-ruling-recognises-access-to-justice-as-a-fundamental-human-right-19318939
27/02/2019	When the enforcement of irrational laws oppress the rights of the vulnerable	IOL Voices360	247375	https://www.voices360.com/community-development/when-the-enforcement-of-irrational-laws-oppress-the-rights-of-the-vulnerable-19533483
27/02/2019	We must ensure equal access to quality education for children with disabilities	Daily Maverick	59091	https://www.dailymaverick.co.za/article/2019-02-25-we-must-ensure-equal-access-to-quality-education-for-children-with-disabilities/
16/11/2018	Bringing New Life to Human Rights Globally: The Powerful Tool of Schools Moots	Volume 2, Issue 1 of the International Journal of Human Rights Education	Data Unavailable	No online link
25/09/2018	100 Years of Mandela: It's up to all of us to build on his legacy	Daily Maverick	59091	https://www.dailymaverick.co.za/article/2018-09-25-100-years-of-mandela-its-up-to-all-of-us-to-build-on-his-legacy/
26/08/2018	Leaving ICC Betrays SA's History	City Press	1653000	https://www.news24.com/Columnists/GuestColumn/leaving-icc-betrays-sas-history-20180824
09/04/2018	Human rights and GMOs in South Africa	New Age	115500	No online link
26/04/2018	Corporal punishment feeds the violence in society	Mail and Guardian	564000	https://mg.co.za/article/2018-04-26-00-corporal-punishment-feeds-the-violence-in-society
01/07/2018	Ensuring Health and Access to Health care for Migrants: A Right and Good Public Practice	Equinet Africa (Online)	Data Unavailable	https://www.equinet africa.org/newsletter/issue/2018-07-01
23/06/2018	Transformation at Universities	Beeld	378000	https://www.pressreader.com/south-africa/beeld/20180623/281547996618289

Date	Headline	Publication	Readership	Online Link If Available
1/10/2018	America's withdrawal from the United Nations Human Rights Council (UNHRC) – a cause for concern for internationalism or an opportunity to reflect?	IOL Voices360	247375	https://www.voices360.com/americas-withdrawal-from-the-united-nations-human-rights-council-unhrc-a-cause-for-concern-for-internationalism-or-an-opportunity-to-reflect/
1/10/2018	Promoting open, responsive and accountable governance through access to information	IOL Voices361	247376	https://www.voices360.com/promoting-open-responsive-and-accountable-governance-through-access-to-information/
5/10/2018	World Habitat Day: Ensuring municipalities are equipped to deliver	Daily Maverick	59091	https://www.dailymaverick.co.za/opinionista/2018-10-05-world-habitat-day-ensuring-municipalities-are-equipped-to-deliver/
5/10/2018	Go to the root to eradicate racism	Mail and Guardian	564000	https://mg.co.za/article/2018-10-05-00-go-to-the-root-to-eradicate-racism
14/11/2018	Healthcare in protest: The state should heed the desperation	Bhekisisa	564000	https://bhekisisa.org/article/2018-11-14-00-healthcare-in-protest-the-state-should-heed-the-desperation
Total Number of Readers Reached			13479365	

10. CONCLUSION

During the 2018-2019 financial year the Commission, conducted a broad range of advocacy interventions and activities in implementing its promotional mandate. The Commission intensified its advocacy and outreach in promoting awareness and a culture of human rights in society. The Commission expanded its footprint into previously unreached rural areas and among marginalised communities, enhanced its overall visibility and raised its profile and its work across the country.

The Commission strengthened and cemented relationships with a broad range of partners and stakeholders and utilised innovative methods in executing its mandate to educate. To this end the Commission conducted 484 provincial outreach engagements reaching 55 537 people; 261 provincial key engagements reaching 18 912 people; 250 provincial stakeholder collaborative activities reaching 14 768 people; commemorated 21 key human rights calendar days through 35 events nationally reaching 20 981 people; 44 national strategic stakeholder engagements reaching 1 233 stakeholders and developed and digitised 10 educational materials.

The Commission has also expanded its footprint into previously unreached rural areas and undertaken capacity building and public outreach engagements in order to assess how the provision (or lack thereof) of important socio-economic rights and the impact of these on communities. From these engagements with the public, it is clear that critical inadequacies in the provision of health care services, the lack of adequate clean water and sanitation and non-completion of vital water projects by municipalities; and the poor quality of education in rural schools such as unstable infrastructure, the lack of learning materials, lack of birth certificates for children,, inadequate provision for children with disabilities and the continued administration of corporal punishment remain critical areas of concern.

The Commission has strengthened relationships with existing partners and stakeholder organisations, and during 2018-2019 established relationships with a range of new partners and stakeholders. The Commission partners with key international, regional and national stakeholders in taking human rights messages to the public through the commemoration of key human rights calendar days. The Commission participates in the preparatory planning meetings and showcases its work through exhibitions, provides advice to queries and registers complaints on human rights violations. The commemorations also include the dissemination of key advocacy messages and distribution of educational materials.

The Commission's collaborative activities have included engagements with the Departments of Justice and Basic Education and Centre for Human Rights to discuss a joint partnership to broaden the ambit of the National Schools Moot Court Competition, with the aim of making I a flagship advocacy programme of the SAHRC during 2019-2020.

During the 2018-2019 financial year the Commission produced accessible digital information and content on human rights, updated five existing materials, and digitised further human rights material in order to make them more widely available.

During the period under review, the Commission has substantially expanded its reach and visibility in the media with a 41% increase in media items reporting on the work of the Commission. Media items featuring the Commission increased from 5 450 in the 2017-2018 financial year to 7701 media items published, broadcast, or communicated electronically in the 2018-2019 financial year, on the work of the SAHRC or on human rights in South Africa. Coverage of the SAHRC reached an audience of 3 647 435 732 across print, broadcast and online media.

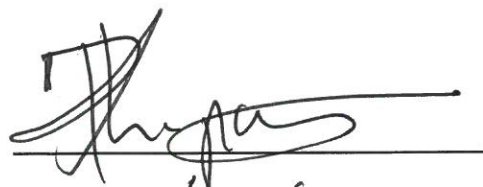
The Commission has seen a 9% drop in the number of media interviews conducted during this period. Notwithstanding this drop, there has been a significant 41% increase in media articles published on the work of the Commission. Much of this coverage has included reporting of 'boots on the ground' work of the Commission and of interventions at national, provincial and community levels. While coverage of the Commission could never be overwhelmingly 'positive' due to the negative nature of human rights violations, most of the reportage on the Commission has been positive in that it has reflected the Commission *in action*.

The SAHRC continues to receive high volumes of requests for information on human rights research and study tours from national, regional and international organisations and individuals across a range of sectors, including civil society organisations, political parties, businesses and private sector entities, national and international universities, and government departments, and the media. The increase in volumes of requests to the SAHRC indicate that the SAHRC remains a key focal point for human rights in South Africa, for individuals and organisations in the country, as well as regionally and internationally.

Approved by:

Adv Tseliso Thipanyane,
Chief Executive Officer

Date:


21/06/2019