

Assessment

- Business growing by 30% per annum
- Lack of Right Capacity in Right Location
- External problems in delivery reflected Internally
- Structured to multiply points of failure
- Compliance without Compassion
- What about the Children & Orphans?
- Why wait for them to die?



Progress Made

- Guardian's Fund EFTs
- IADE
- Rightsizing
- Temps being appointed full-time
- HR – Merits, Notches & Grievances
- Complaints
- Projects
- Stakeholder consultation
- Masters Team



New Strategic Direction



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Department of Planning and Economic Development
REPUBLIC OF CYPRUS

Weesheer

- System had its origin in the early days of the Cape Colony, when it was ruled by the DEIC.
- An "Orphan Chamber" was set up to look after the interests of widows and orphans, and to see that they were not cheated of their inheritance, and to protect the interests of creditors in deceased or insolvent estates.
- In 1827 the "Master of the Orphan Chamber" or "Orphan Master" (Dutch: Weesheer) became known as the "Master of the Supreme Court, and more recently Master of the High Court.



Strategic Direction

- What is the Master's Function?
 - How should the Master perform his/her function?
- = Strategic Objectives



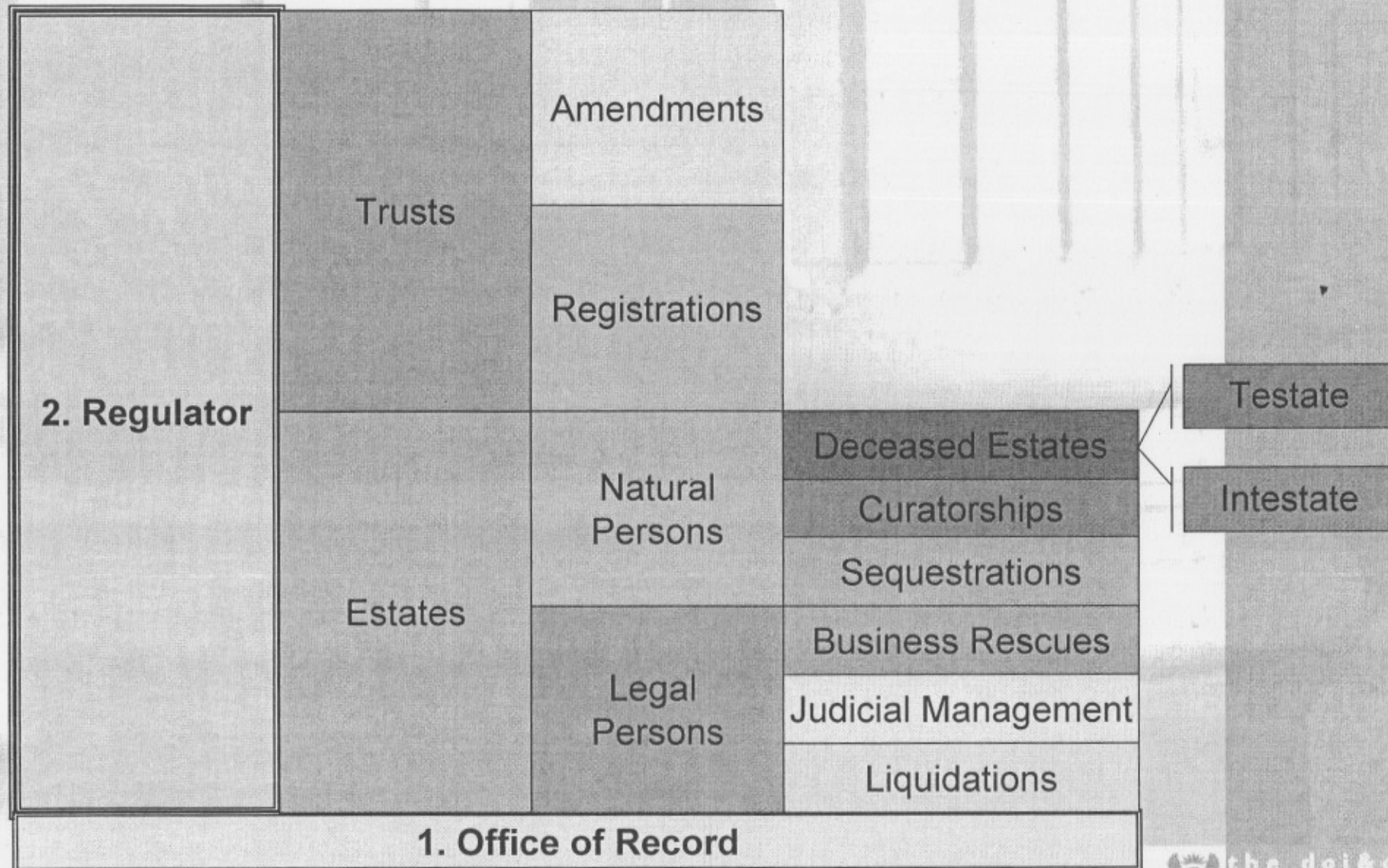
What is the Master's Function?

The Master has two functions =

- Regulator
- +
- Office of Record



Core Functions & Services



Constraints & Challenges



Department
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Constraints & Challenges

- Corporate Service Matters
 - Financial Administration
 - Low levels of automation
 - Labour Relations
- Capacity to deal with increasing workload
 - Remove uncertainty of temps
- Competency
 - Management - Master's Academy
 - Core Expertise
- Changing Paradigms & Business Focus
- Compassion vs. Compliance
- Service Points Quality Assurance – Staff rotation



Constraints & Challenges

- PABX systems
- Accommodation & infrastructure
 - Location of our Offices
 - Appropriate Aesthetics
- Budget/ Stationery/ Furniture
- Liquidation & Distribution Accounts - Lawyers delays
- Marriage Certificates after death
- Increasing workload – Deceased Estates
- Deceased Estates – Land & Property transfers.
- Disaggregation of Guardian's Fund
- Maseti – double registrations



Constraints & Challenges

- Reform
 - Legislation – Curatorships, estates & rescues
 - Policies – focus on the vulnerable
 - Procedures & Directives
 - Benchmarks & Blueprints
- Stakeholder Management
 - Civil Society, Traditional & Religious Leaders
 - Legal Profession; Legal Aid Board & Judiciary
 - Banks & Trust Companies
- Focus on our Core Business
 - Shared Services
 - Guardian's Fund



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the dojo k&c
A Division of The Dojo Group, Inc.
10000 Wilshire Blvd., Suite 1000
Beverly Hills, CA 90210

Strategic Projects

- Right Sizing
- Costing of Services & ROI
- Human Resource Development
- Accommodation, Infrastructure & Location
- IADE
- Guardian's Fund
- Shared Services
- Records Management Co-Sourcing
- Reform of Law, Policy & Practice
- Quality Assurance & PAJA

