Legislation informing the mandate of SASSA

- South African Social Security Agency Act, 2004

- Social Assistance Act, 2004

Key Strategic Priorities

- Key Priorities for the Agency are:
  - Improving service delivery quality

  - Enhancing grant process integrity

  - Organizational capacity

Key Strategic Priorities

- **Improving financial management and administration**

- **Management of Payment Contractors**

- **Minimization of fraud**

Key Strategic Objectives

- **Strategic Objective 1: Ensure a High Performance Institution**

- **Strategic Objective 2: Service Delivery Improvement**

- **Strategic Objective 3: Improvement of Operational Excellence**

- **Strategic Objective 4: Good Governance**

Ensure a High Performance Institution

- **Create/Establish a High Performance Institution**

  - **Implement a Business Continuity Transition Plan**

  - **Establishing offices**

  - **Staffing: recruitment, migration and change management**

  - **Design and implement Information Communication Technology systems/enablers established and in place**

Ensure a High Performance Institution

- **Implement Organisational Structure**

- **Finalise and implement Policies, processes & delegations**

- **Review contracts and establish new contract management frameworks**

Ensure a High Performance Institution

- **Develop a high performing, efficient & effective institution**
  - **Implement and integrate a high performance system and culture**
  - **Enhance all policies and procedures**
  - **Implement Communications Strategy**

Ensure a High Performance Institution

- **Consolidate a high performance institution**
  - **Develop consolidation processes with strategic review**
  - **Alignment with other outputs (consolidate through reviews – evaluate, consolidate position and re-align)**

Ensure a High Performance Institution

✚ **Ensure Agency compliance with legislative mandates**

- **Development of uniform training programmes that address compliance**
- **Implement Training Programme**
- **Setting up structures and mechanisms based on compliance requirements**

Service Delivery Improvement

◆ **Improve *administration* of social security:-**

- **Implement standardised and coherent norms and standards**

- **Design and implement strategy for back office integration, including Enterprise Resource Planning system**

- **Roll-out priority Information Communication Technology systems**

Service Delivery Improvement

- Develop & implement alternative service delivery models

- Enhance data improvement quality programme

- Development and implement forecasting models (micro and macro)

Service Delivery Improvement

- Improve *delivery* of social security

  - Implement norms and standards

  - Implement Service Delivery Model (pilot)

  - Design and implement standardise contracts and guidelines

Service Delivery Improvement

- Optimise (incrementally) infrastructure to improve access to social assistance

- Develop customer relationship strategy

- Introduce call centres

- Develop customer charter for beneficiaries

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Improvement of Operational Excellence

- Build Capacity in the Agency

    - Recruitment, appointment and training of staff
    - Design and implement appropriate systems
    - Implementation of Policies and Procedures

- Develop and implement systems to benchmark and measure performance

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Good Governance

- Alignment of policies, processes and procedures with relevant legislation

- Implement a communication strategy

- Implement a complaints mechanism

- Implement a fraud prevention strategy

- Implement structures, systems and procedures in line with legislation, King Report on Corporate Governance and state owned entity protocols

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Good Governance

- Implement a code of conduct and ethics

- Strengthening partnerships and collaborations

- Maintain risk management plan

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