

Legislation informing the mandate of SASSA

- South African Social Security Agency Act, 2004
- **Social Assistance Act, 2004** →

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Key Strategic Priorities

- Key Priorities for the Agency are:
 - Improving service delivery quality
 - Enhancing grant process integrity
 - **S** Organizational capacity

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Key Strategic Priorities

- Improving financial management and administration
- Management of Payment Contractors
- Minimization of fraud

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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**

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Ensure a High Performance Institution

- ★ Create/Establish a High Performance Institution
 - Implement a Business Continuity Transition
 - Establishing offices
 - Staffing: recruitment, migration and change management
 - Design and implement Information Communication Technology systems/enablers established and in place

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Ensure a High Performance Institution

- Implement Organisational Structure
- Finalise and implement Policies, processes & delegations
- Review contracts and establish new contract management frameworks

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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

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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 realign)

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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

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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

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Service Delivery Improvement

- Develop & implement alternative service delivery models
- Enhance data improvement quality programme
- Development and implement forecasting models (micro and macro)

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Service Delivery Improvement

- Improve delivery of social security
 - Implement norms and standards
 - Implement Service Delivery Model (pilot)
 - Design and implement standardise contracts and guidelines

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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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