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SOUTH AFRICAN SOCIAL SECURITY AGENCY

A CASE STUDY ON GRANTS MANAGEMENT

What lessons can a SETA learn from lead agencies?

Mr. Themba Matlou

CEO – SASSA

Project Management Capabilities and Grants Management Workshop

CSIR Conference Centre, Pretoria

14 APRIL 2026



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SOUTH AFRICAN SOCIAL SECURITY AGENCY

Presentation Outline

- SASSA Mandate
- SASSA Values and Statements
- Geographical Footprint
- Sassa Strategic Priorities 2025 – 2030
- SASSA vs SETA's
- The Social Grants Value Chain
- Grant Value Chain
- SASSA Coverage
- Grant Application Through Digitization
- Linking Social Grant To Economic Opportunities
- Conclusion

SASSA MANDATE

*SASSA is a Schedule 3A Public Entity established in April 2006 in terms of the **SASSA Act, 2004.***

*The **Social Assistance Act of 2004** provide the legal framework for the provision of social assistance*

Each month, SASSA embarks on a monthly process of determining the grant funds due to each beneficiary; deposit funds into bank accounts (including post bank accounts) of grant recipients through its social grants holding account (PMG) held with the SARB

- 1** Provides monthly income support to over **19 million** South Africans which include older persons, people with disabilities, war veterans, children and people in distress
- 2** In addition, there are approximately **8 million beneficiaries** who depend on the monthly R370 special Covid-19 **SRD Grant**.
- 3** Approx. **45% of the population benefits** Social Assistance transfers – **R248 billion budget for the 2025/26 financial year.**

Region	No. of Grants
EC	2 880 274
FS	1 055 850
GP	3 058 859
KZN	4 264 622
LP	2 734 831
MP	1 648 112
NW	1 346 697
NC	547 033
WC	1 699 692
Total	19 235 970

Grant type	No. of Grants
OAG	4 132 917
WVG	7
GIA	502 695
DG	1 066 452
FCG	198 424
CDG	172 415
CSG	13 163 060
CSG TP, Inc on CSG	60 073
Total	19 235 970
Covid-19 SRD	Approx. 9 m

The Legislative Foundation and Operational Mandate of SASSA

- ❑ The **South African Social Security Agency Act, Act 9 of 2004 (as amended)**, establishes the South African Social Security Agency (SASSA) with the primary objective of ensuring the **effective and efficient administration, management, and payment of social assistance**.
- ❑ Beyond its core mandate, the Act also provides for the **prospective administration of broader social security functions**, including the delivery of related services and the management of associated matters.
- ❑ In terms of its statutory responsibilities, SASSA is empowered to:
 - ✓ **Administer social assistance** as outlined in Chapter 3 of the *Social Assistance Act*, and to perform any functions delegated to it under that Act.
 - ✓ **Collect, collate, maintain, and manage information** essential for the payment of social security. This includes overseeing the central reconciliation and administration of transfer payments via a national database of all applicants and beneficiaries.
 - ✓ **Render services** in accordance with any applicable law or formal agreement, as contemplated in Section 4 of the Act.
- ❑ This framework positions SASSA as a pivotal institution in the delivery of social protection, ensuring that the constitutional right to social assistance is realized through structured, accountable, and transparent mechanisms.

SASSA VALUES & STATEMENTS



INTEGRITY

We commit to the highest standards of integrity by being honest, accountable, and reliable, consistently demonstrating high moral values in all our actions and decisions.



COMPASSION

We express compassion by showing genuine sympathy and concern for the needs of our stakeholders and beneficiaries, always aiming to respond with understanding and empathy.



FAIRNESS

We uphold fairness by treating everyone equally, ensuring that our services and decisions are impartial, equitable, and free from bias.



RESPECT

We embody respect by recognising and honoring the rights, beliefs, and opinions of others, fostering an environment where all individuals are valued and heard.



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14

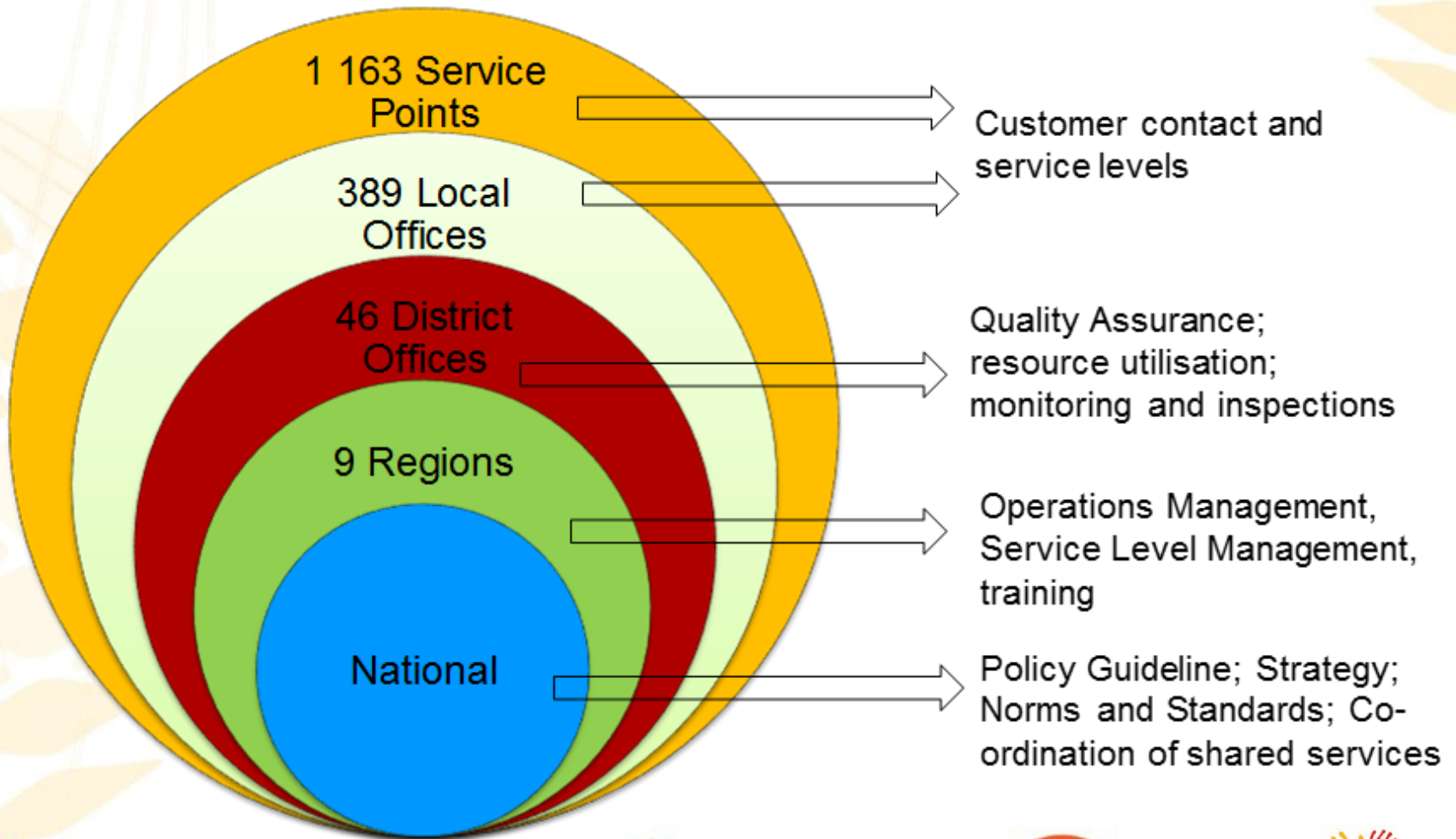


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GEOGRAPHICAL FOOTPRINT

SASSA's service footprint can be depicted pictorially as follows:



SASSA STRATEGIC PRIORITIES 2025 - 2030

IMPACT	OUTCOMES	OUTPUTS
<ul style="list-style-type: none"> • SASSA to deliver this mandate by using advanced technology and expert staff to deliver reliable social security services that improve lives and empower communities. • Our focused efforts on enhancing service efficiency and customer experience through seamless and greatest efficiency • We ensure every interaction adds value, empowering our clients and stakeholders to thrive in a more equitable and prosperous society and Digital Transformation will be key driver . 	<p>Outcome 1: Reduced levels of poverty</p>	<ul style="list-style-type: none"> ▪ A key output aims to alleviate poverty by providing social assistance through enhanced digital service delivery. ▪ Implementation of measures to reduce exclusions and inclusion errors.
	<p>Outcome 2: Improved customer experience</p>	<ul style="list-style-type: none"> ▪ Implement measures to reduce long queues at SASSA local offices. ▪ Enhancing how customers interact with SASSA's services to provide efficient, user-friendly experiences and improved turn around time for processing of social grants .
	<p>Outcome 3: Improved organisational efficiencies</p>	<ul style="list-style-type: none"> ▪ Implementation of the SASSA Modernisation Plan ▪ Streamlining operations and leveraging technology to improve organizational efficiency and effectiveness. ▪ Capacitation of SASSA for optimum performance.

SASSA vs SETA's

- **SASSA (rights-based entitlement)**
 - Constitutional guarantee of access to social security (Section 27) and Social Assistance Act implementation
 - Non-discretionary service obligation: every eligible person must be served
 - Continuous national delivery cycle (no funding “windows”)
 - Zero-failure tolerance: payment reliability and integrity are governance issues
- **Services SETA (skills funding & project-based delivery)**
 - Allocates skills development funding through mandatory & discretionary grant mechanisms
 - Discretionary funding decisions require transparent selection, contracting, milestone payments and outcome tracking
 - Reform focus: strengthen how projects are conceptualised, governed, monitored and accounted for
 - Shared governance challenge: protect public funds, deliver impact, and maintain trust

THE SOCIAL GRANTS VALUE CHAIN

The social grants value chain consists of four key components that ensure effective delivery and support for beneficiaries:

❑ Application Management

- ✓ Screening and verifying each applicant's eligibility.
- ✓ Enrolling applicants into the system.
- ✓ Capturing and validating application details to ensure accuracy.

❑ Payment Management

- ✓ Processing approved payments into beneficiaries' accounts.
- ✓ Enabling beneficiaries to withdraw their funds.
- ✓ Reconciling transactions to maintain financial integrity.



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❑ Beneficiary Maintenance

- ✓ Conducting life certification to confirm continued eligibility.
- ✓ Reviewing and updating beneficiary information to keep records current.
- ✓ Prevention of fraud and misuse of state resources

❑ Customer Care

- ✓ Support through call centres.
- ✓ Handling of complaints, enquiries, and compliments to improve service delivery.



9



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SASSA GRANT VALUE CHAIN

SASSA GRANTS MANAGEMENT VALUE CHAIN – MANAGING THE FULL LIFECYCLE

QUALITY ASSURANCE



Policy and Eligibility Design

Translate legislation into clear rules, eligibility criteria, service standards, and governance responsibilities.

Application and Intake Management

Ensure accessibility, clear guidance, proper channel management, and accurate data capture at intake.

Verification and Risk Screening

Conduct identity verification, eligibility validation, fraud screening, and data matching to protect public funds (both upfront, but also across the lifecycle of the applicant)

Approval and Payment Execution

Maintain workflow integrity via segregation of duties, reliable payments, reconciliation, and exception handling.

GRANT VALUE CHAIN

SASSA GRANTS MANAGEMENT VALUE CHAIN – MANAGING THE FULL LIFECYCLE

QUALITY ASSURANCE



Social Grant Reviews

Perform ongoing eligibility reviews according to **Social Assistance Act**, beneficiary updates, and respond to service queries to ensure validity over time. **In the previous financial-year we've reviewed and terminated more than 160k grants and saved the state over half a billion rand.**

Appeals, Audits, and Improvement

Implement dispute processes, audit feedback loops, corrective actions, and continuous system refinements.

Two independent bodies work alongside SASSA to ensure the integrity of the Social Grants framework, namely the Appeals Tribunal and the Inspectorate

SASSA COVERAGE

No of Grants
per type and
threshold on
means test



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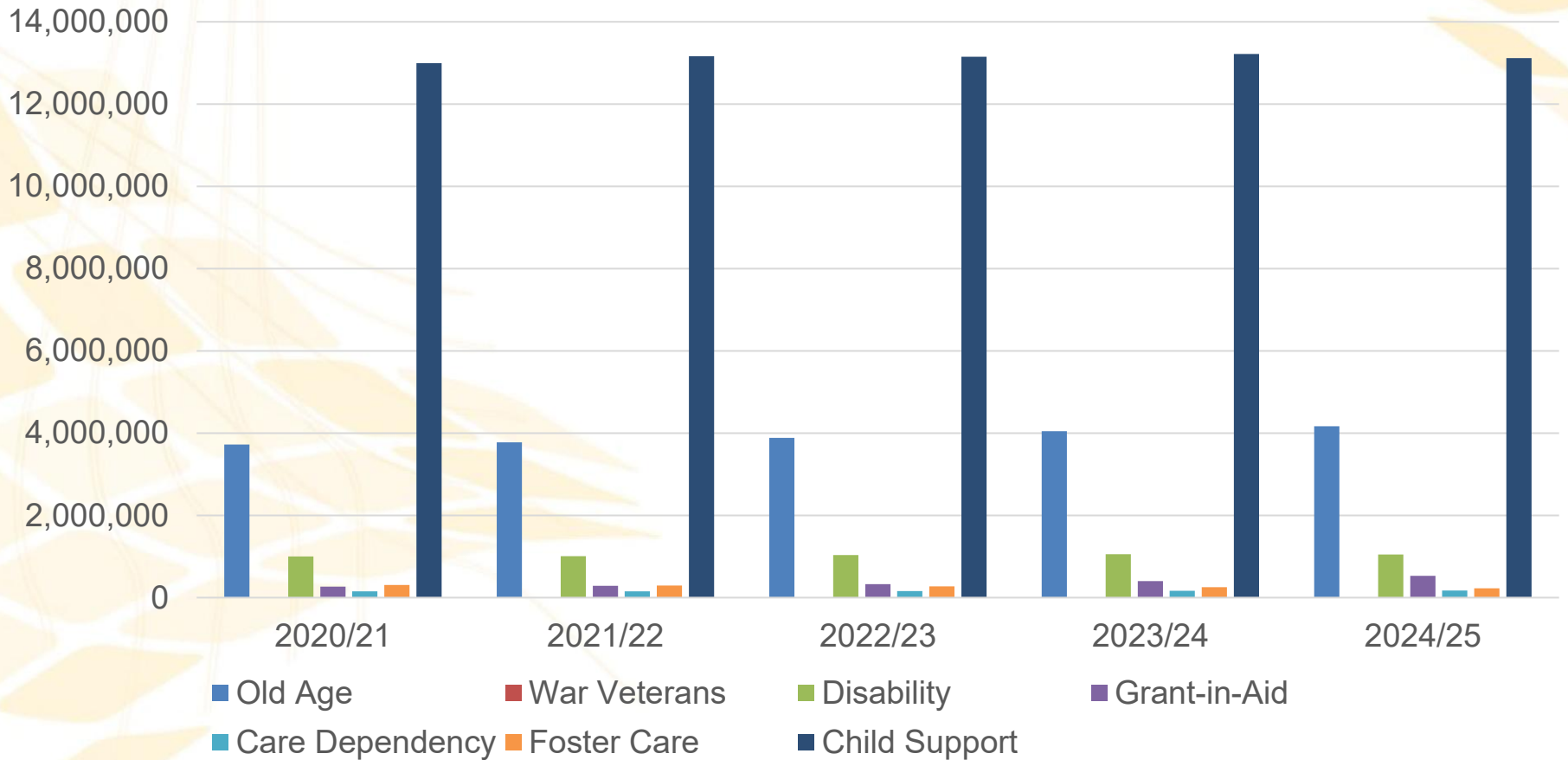


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NUMBER OF SOCIAL GRANTS PER GRANT TYPE, 2019/20-2024/25

Grant type	2020/21	2021/22	2022/23	2023/24	2024/25
Old Age	3 722 675	3 774 604	3 886 708	4 041 763	4 163 720
War Veterans	40	25	15	9	7
Disability	997 752	1 004 798	1 035 437	1 056 270	1 049 646
Grant-in-Aid	267 912	283 771	328 507	401 761	526 826
Care Dependency	150 151	153 768	156 982	165 764	173 400
Foster Care	309 453	294 031	274 130	253 256	224 758
Child Support	12 992 589	13 166 342	13 147 937	13 218 701	13 117 004
Total	18 440 572	18 677 339	18 829 716	19 137 524	19 255 361

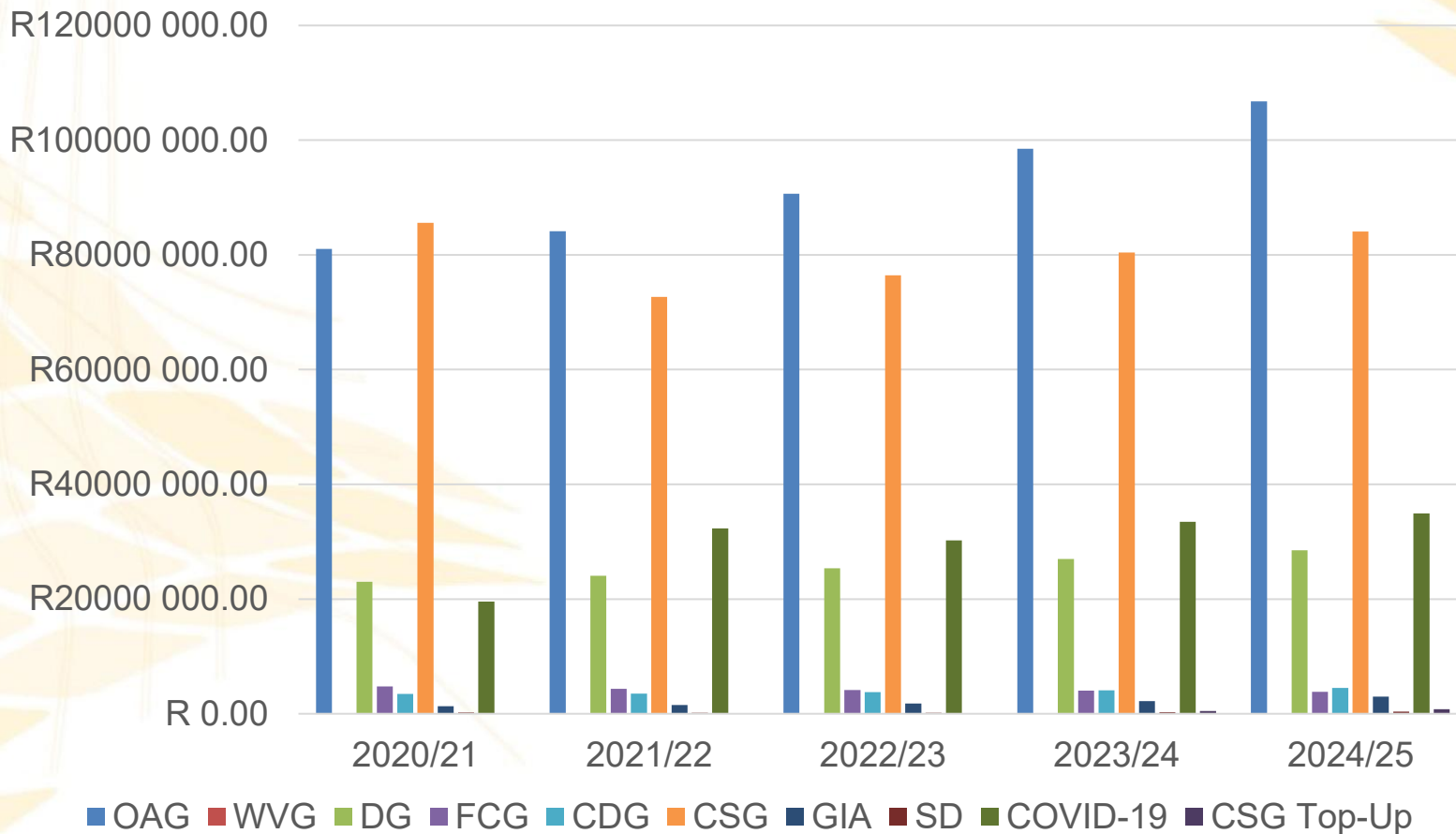
NUMBER OF SOCIAL GRANTS PER GRANT TYPE, 2020/2021-2024/25



SOCIAL GRANT EXPENDITURE PER GRANT TYPE (R'000), 2019/20 -2024/25

Grant type	2020/21	2021/22	2022/23	2023/24	2024/25
OAG	R81,024,952.00	R84,102,284.00	R90,655,247.00	R98,515,264	R106,753,032.00
WVG	R1,101.00	R704.00	R518.00	R289.00	R203.00
DG	R23,031,721.00	R24,081,504.00	R25,385,839.00	R27,000,240.00	R28,478,146.00
FCG	R4,783,110.00	R4,373,497.00	R4,162,140.00	R4,056,907.00	R3,850,637.00
CDG	R3,445,776.00	R3,492,803.00	R3,770,622.00	R4,111,793.00	R4,521,429.00
CSG	R85,590,843.00	R72,666,743.00	R76,441,385.00	R80,410,353.00	R84,081,051.00
GIA	R1,311,643.00	R1,529,872.00	R1,778,716.00	R2,195,008.00	R2,981,323.00
SRD	R224,781.00	R139,789.00	R184,020.00	R276,539.00	R369,191.00
COVID-19	R19,543,008.00	R32,330,702.00	R30,221,747.00	R33,470,841.00	R34,907,108.00
CSG Top-Up	R0.00	R0.00	R135,907.00	R495,365.00	R772,618.00
Total	R218,956,935.00	R222,717,897.00	R232,736,141.00	R250,550,482.00	R266,714,738.00

SOCIAL GRANT EXPENDITURE PER GRANT TYPE (R'000), 2020/21 - 2024/25



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GRANT AMOUNTS, ASSET AND INCOME THRESHOLDS AS AT OCTOBER 2025

Social Assistance: Grant Values & Thresholds (OCTOBER 2025)

Grant Type	Grant Value	Monthly Income Threshold (Single Person)	Annual Income Threshold (Single Person)	Asset Threshold (Single Person)	Monthly Income Threshold (Married Person)	Annual Income Threshold (Married Person)	Asset Threshold (Married Person)
Older Person's Grant (60+)	R2,320	R8,990	R107,880	R1,524,600	R17,980	R215,760	R3,049,200
Older Person's Grant (75+)	R2,340	R8,990	R107,880	R1,524,600	R17,980	R215,760	R3,049,200
War Veterans Grant	R2,340	R8,990	R107,880	R1,524,600	R17,980	R215,760	R3,049,200
Disability Grant	R2,320	R8,990	R107,880	R1,524,600	R17,980	R215,760	R3,049,200
Foster Child Grant	R1,250	n/a	n/a	n/a	n/a	n/a	n/a
Care dependency Grant	R2,320	R23,100	R277,200	n/a	R46,200	R554,400	n/a
Child Support Grant	R560	R5,600	R67,200	n/a	R11,200	R134,400	n/a
Child Support Top up	R280	n/a	n/a	n/a	n/a	n/a	n/a
Grant in Aid	R560	n/a	n/a	n/a	n/a	n/a	n/a
	Grant Value		Means Threshold				
COVID 19 Social SRD	370	n/a	624	n/a	n/a	n/a	n/a

SASSA VOLUMES AND DISTRIBUTION (DECEMBER 2025)

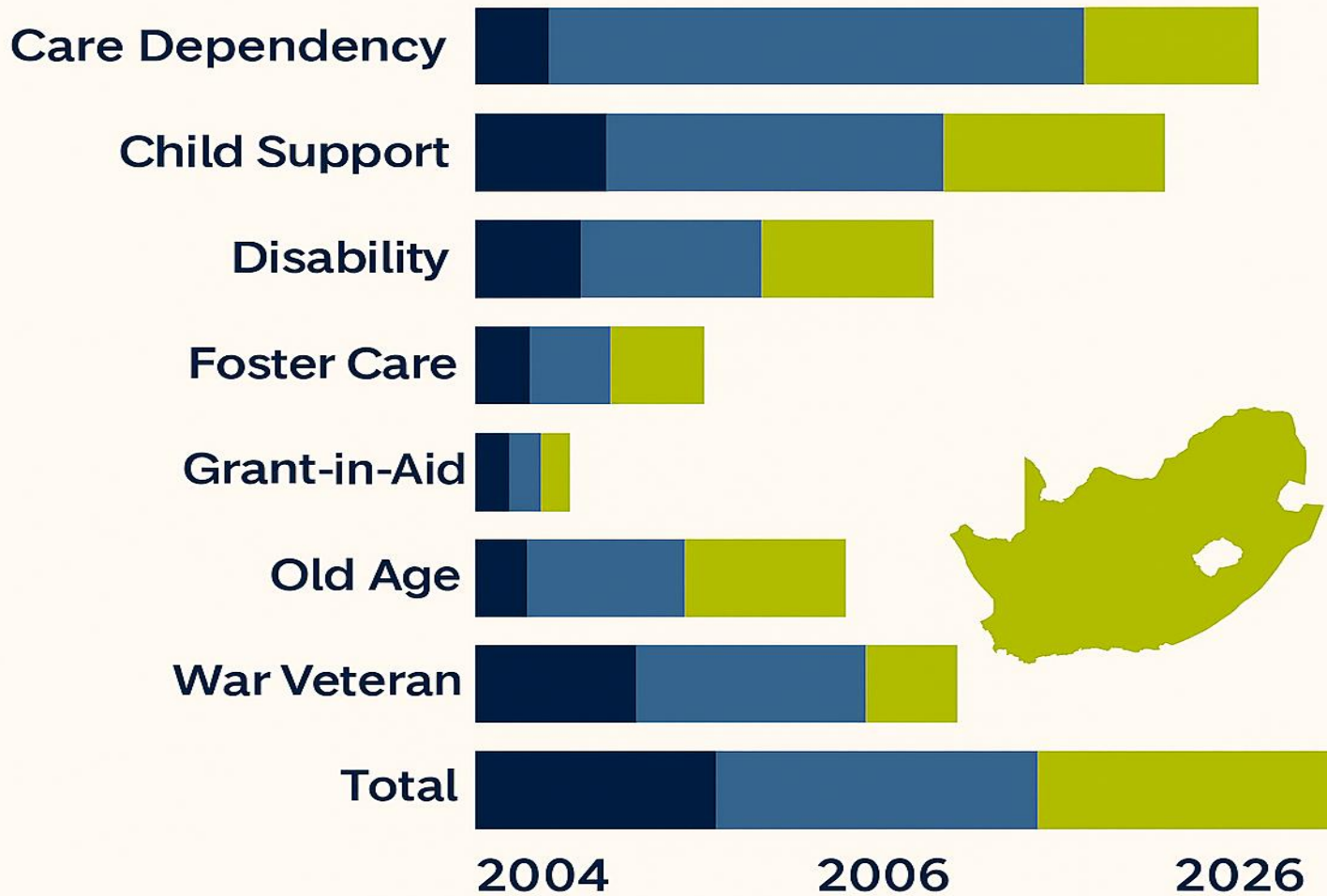
Region	No. of beneficiaries
EC	2,866,459
FS	1,044,021
GP	3,004,972
KZN	4,246,946
LP	2,724,614
MP	1,641,394
NW	1,346,416
NC	550,920
WC	1,664,029
Total	19,089,771

Grant type	No. of beneficiaries
OAG	4,203,083
WVG	5
GIA	596,747
DG	1,069,914
FCG	170,788
CDG	177,560
CSG	12,871,674
Total	19,089,771
Covid-19 SRD	Approx. 8 m

GRANT TRENDS: GROWTH BY GRANT TYPE

Grant Type	Mar - 2021	Mar-2022	Mar-2023	Mar -2024	Mar-2025	Mar- 2026
CDG	150,151	153 768	156 982	165 764	173 400	176,840
CSG	12,992,589	13 166 342	13 147 937	13 218 701	13 117 004	12,586,421
DG	309,453	1 004 798	1 035 437	1 056 270	1 049 646	1,057,919
FCG	997,752	294 031	274 130	253 256	224 758	190,675
GIA	267,912	283 771	328 507	401 761	526 826	607,274
OAG	3,722,675	3 774 604	3 886 708	4 041 763	4 163 720	4,219,176
WVG	40	25	15	9	7	5
Total	18,440,572	18 677 339	18 829 716	19 137 524	19 255 361	18,838,310
		1.28%	0.82%	1.63%	0.62%	-2.2%

GRANT TRENDS: GROWTH BY GRANT TYPE cont...



SOCIAL RELIEF OF DISTRESS

- SRD (normal) is provided for under **Social Assistance Regulation (11)** which states that a person in need of temporary assistance qualifies for social relief of distress if he or she is
- SRD is provided in following categories
 - Cash
 - Food voucher
 - School uniform
 - COVID GRANT (R370)
- A person in need of temporary assistance, may qualify for Covid-19 Social Relief of Distress (cSRD) if he or she is a person with insufficient means.**
- The cSRD grant is means tested and the means test threshold is set as **R 624;**

SUMMARY COVID SRD STATISTICS

STATISTICS ON SRD R370 ON COVERING DECEMBER 2025 TO FEBRUARY 2026

MONTH	Dec-25	Jan-26	Feb-26
Number of applications received	17,899,368	17,921,117	17,979,703
Number of approved applications	7,773,347	7,325,195	7,914,458
Number of declined applications	9,094,657	9,602,308	8,972,415
Number of pending applications	89	16	52,966
Number of canceled applications	14,751	7,832	925
Number of referred applications	1,016,524	985,766	1,038,939
Number of unpaid approved applications	703,395	693,271	702,039
Number of applicants paid	7,069,952	6,631,924	7,212,419
% of applicants paid	91.0%	90.5%	91.1%
% Approved processed applications	46.1%	43.3%	46.9%

SUMMARY COVID SRD STATISTICS CONT...

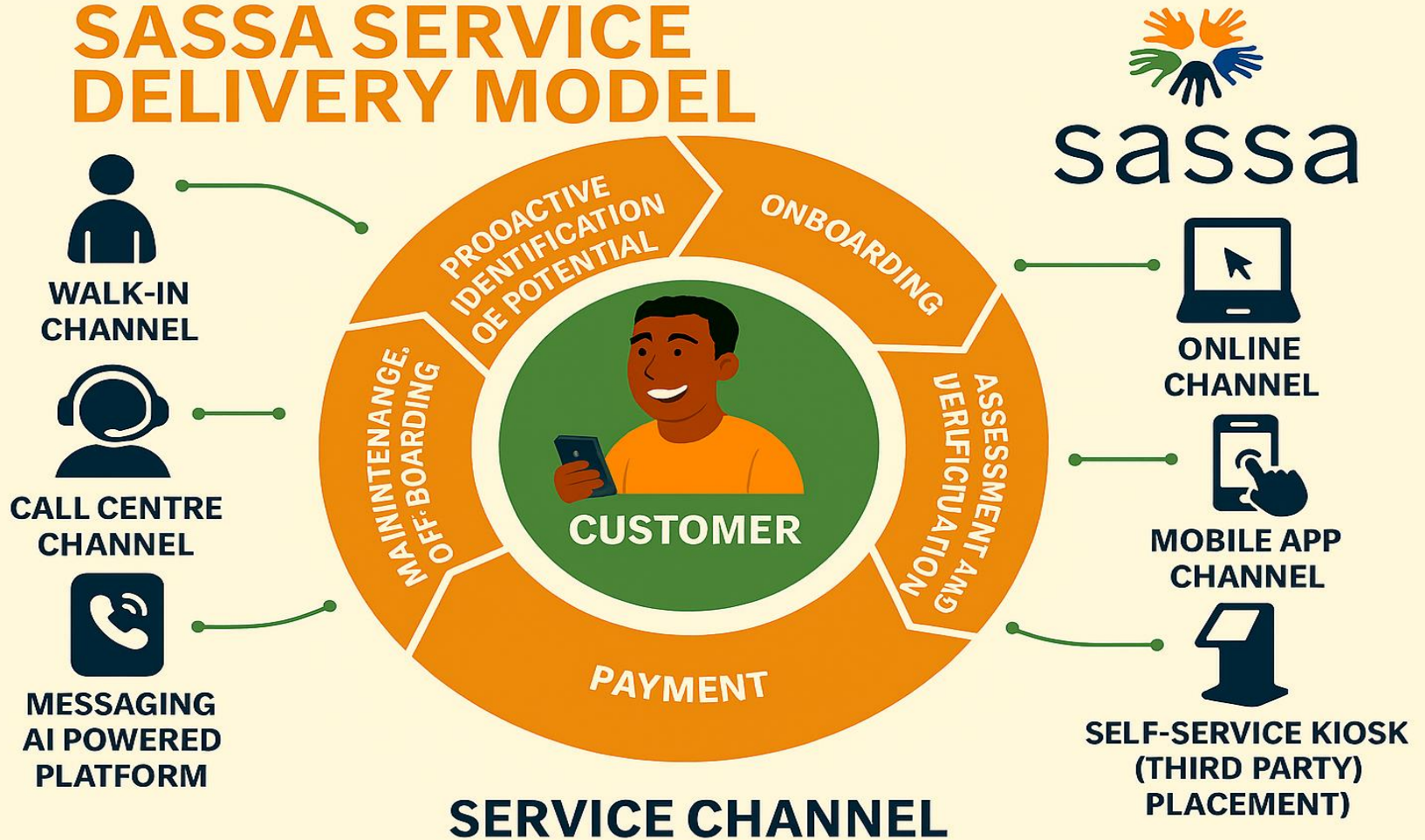
STATISTICS ON SRD R370 ASYLUM SEEKERS AND SEPCIAL PERMIT HOLDERS FOR DECEMBER 2025	
MONTH	Dec-25
Number of applications received	14,137
Number of approved applications	8,366
Number of declined/rejected applications	5,771
Number of unpaid approved applications	5,683
Number of applicants paid	2,683
% of applicants paid	32.1%
% Approved processed applications	59%

GRANT APPLICATION THROUGH DIGITIZATION

Transforming Social
services through innovative
digital technology

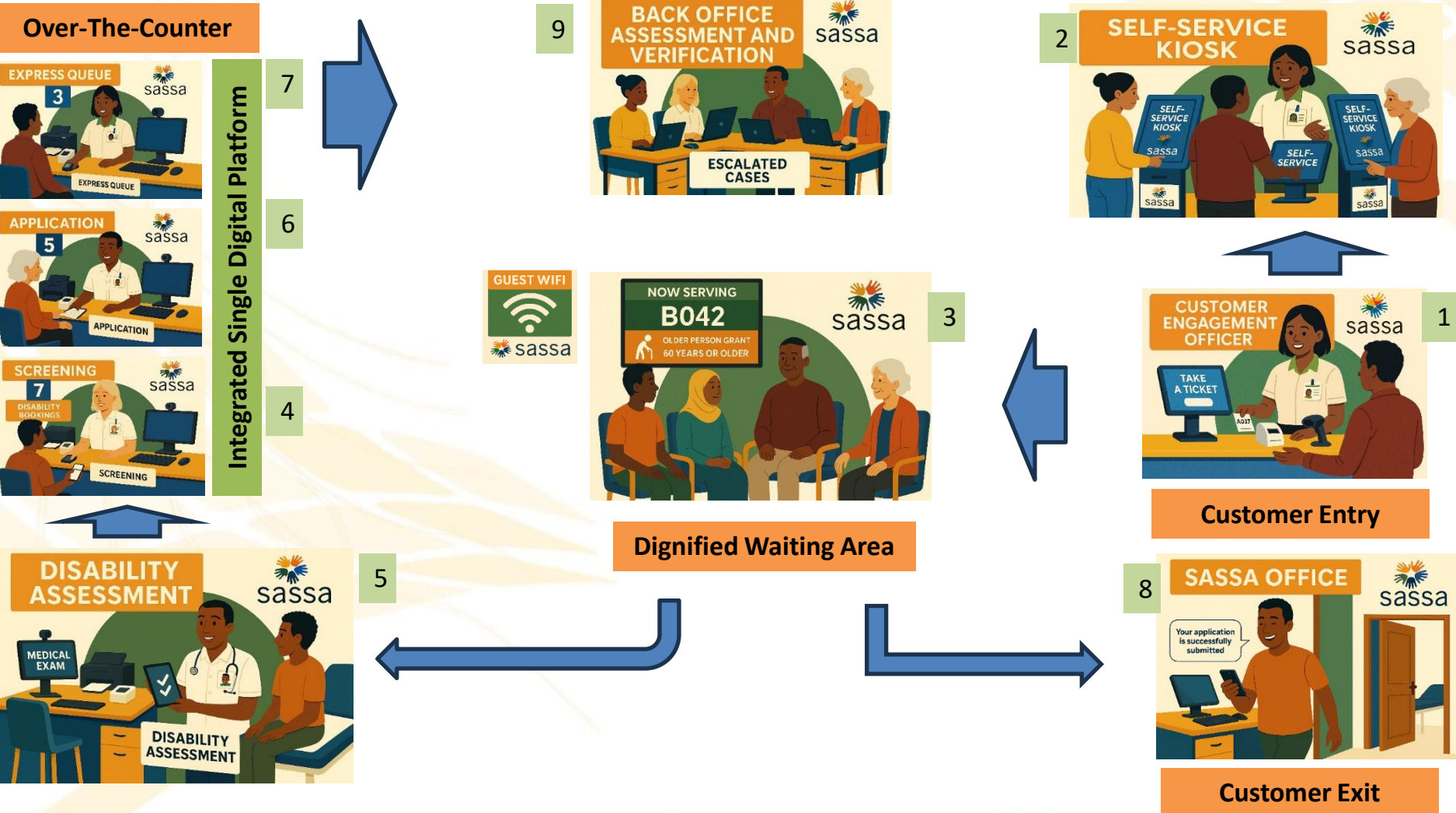
DIGITAL TRANSFORMATION MODEL

SASSA SERVICE DELIVERY MODEL



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Office of the Future: Modernized Grants Process Model



VALUE CHAIN THROUGH DIGITAL TRANSFORMATION

DIGITIZATION, VERIFICATION & OVERSIGHT



Multi-Channel Access

Multiple digital and walk-in channels ensures accessibility and reduces reliance on a single access point; and ensures that no-one is left behind

Automated Verification

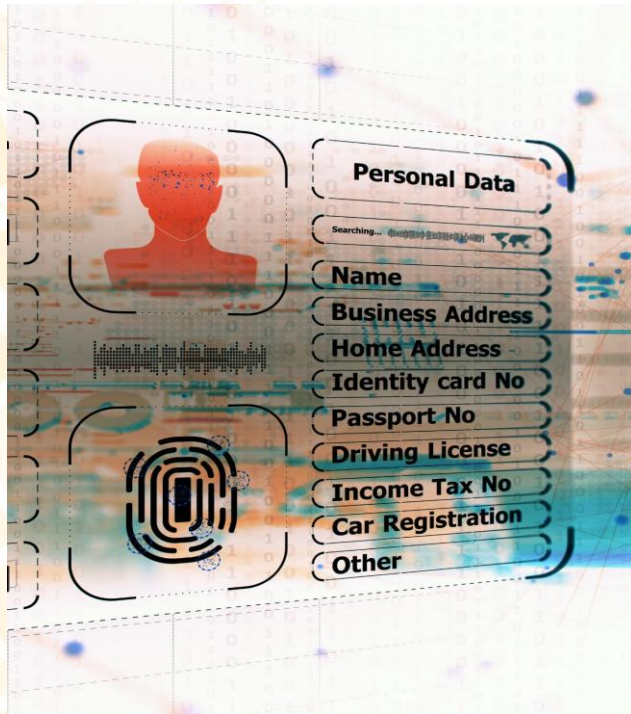
Data integration enables automated verification with Department of Home Affairs, reducing errors and improves financial discipline.

Biometric Identity Verification

Strong identity controls with biometric verification through facial and fingerprints on application reduce fraud and support audit defensibility. (Interface with Home Affairs)

Continue...

DIGITIZATION, VERIFICATION & OVERSIGHT



Queue Management and Analytics

Service analytics help manage capacity, improving turnaround times and client experience.

Dashboards

Real-time oversight dashboards enable proactive governance and performance monitoring.

SERVICE ACCESS THROUGH INTEGRATED APPROACH: Community Outreach Program



← Dept. HA



→ Mobile Clinic



← Dept of Housing



→ SASSA, Banks & others

GRANTS PAYMENT AND ACCESS METHODS

- According to Section 23(1) of the Social Assistance Act: The Agency shall pay a social grant into a bank account of the beneficiary
- Beneficiaries retain the right to choose their preferred payment method
- In terms of the Social Assistance Regulations, **regulation 21 (1) and now repealed later 23(1)**;
 - The Agency shall pay a social grant- (a) into a **bank account** of the beneficiary or institution where the beneficiary resides: provided that- (i) the beneficiary of the social grant has consented to such payment by electronic communication or any means of communication and has submitted such consent to the Agency; (ii) where a beneficiary is unable to submit the consent contemplated in subparagraph (i) alternative arrangements must be made with the Agency; or
 - (b) by the payment method determined by the Agency
- SAPO was gazetted as the payment method referred to in the now repealed **regulation 21(1)(b) and later 23(1)(b)** of the Social Assistance Regulations;

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GRANTS PAYMENT AND ACCESS METHODS

- This was a payment method that involved the issuing by SAPO, through its then division Postbank, of a SASSA branded card which is linked to a beneficiary's Special Disbursement Account (SDA).

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Distribution of payments across all banks

BANK NAME	Covid SRD	%	Social Grants	%	Total	%
CAPITEC BANK	2 985 587	15%	4 306 225	22%	7 291 812	38%
SA POST BANK	1 170 544	6%	2 984 450	15%	4 154 994	22%
GRINDROD BANK LIMITED	289 038	1%	1 577 698	8%	1 866 736	10%
TYME BANK LIMITED	1 184 111	6%	328 330	2%	1 512 441	8%
STANDARD BANK	336 827	2%	916 610	5%	1 253 437	6%
FNB	195 143	1%	915 809	5%	1 110 952	6%
NEDBANK LIMITED	192 111	1%	909 420	5%	909 410	5%
ABSA	191 974	1%	684 654	4%	876 628	5%
Other	63 814	0%	253 023	1%	316 837	2%
Grand Total	6 609 149		12 876 219		19 293 247	

- Diversification limits the risk should any one bank fail
- SASSA cooperates fully with the SARB and the banking sector to manage the risk to the National Payment System
- Recent e.g. with the collapse of a smaller bank, migrated over 50 thousand clients in two weeks
- We will implement the same should Postbank fail

SASSA ANTI - FRAUD MANAGEMENT STRATEGY

Fraud Prevention

Ethics Management

Ethics & Fraud Awareness

Policies, strategies and implementation Plan

Background check

Ethics & Fraud Risk Management

Fraud Detection

BI – Fraud detection

Fraud Auditing

Compliance Inspection

Whistleblowing Mechanism

Fraud Investigation

Cooperating with other law enforcement agencies (Fusion Centre, NPA, SIU and DPCI@Hawks)

Internal Capacity

Fraud Resolution

Disciplinary Hearing

Loss Recovery

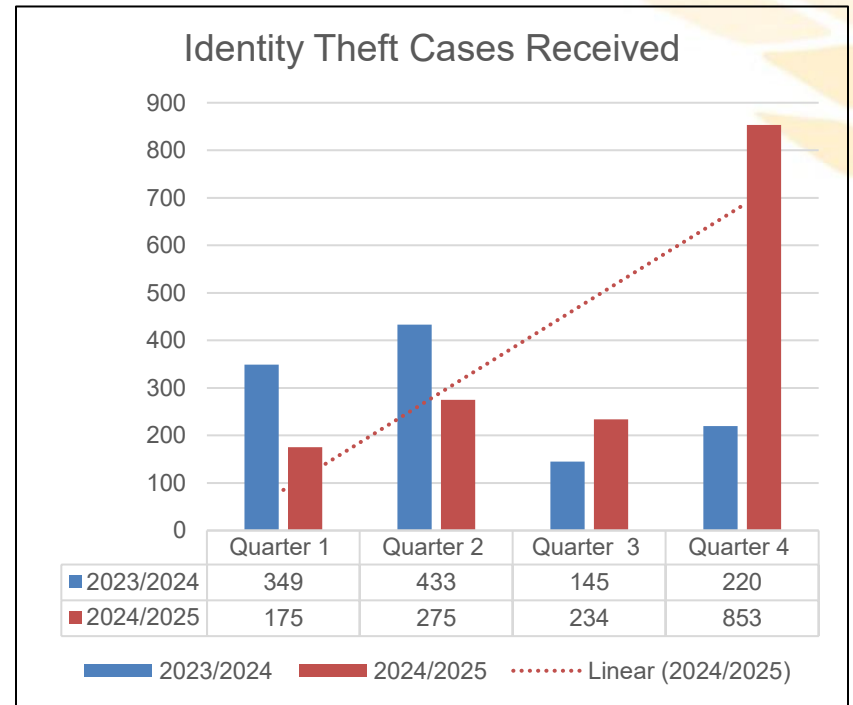
Criminal Cases Referrals

Improve Internal controls

1. There is a room to improve Fraud Prevention Detection and Resolution Pillars– Medium, room for improvements (Risk, Fraud, Management, Security)
2. Capacity constraint remain a challenge in Fraud Management and Risk Management departments and measures are implemented through outsourcing of work.

IDENTITY THEFT CASES (R350/370 SRD COVID 19)

QUARTER	STATISTICS of Cases		
	2023/2024	2024/2025	2025/2026
Quarter 1	349	175	283
Quarter 2	433	275	N/A
Quarter 3	145	234	N/A
Quarter 4	220	853	N/A
Total number of R350 SRD Identity Theft Cases Received	1147	1537	283



These cases were mainly reported through the Office of the Public Service Commission’s National Anti-Corruption Hotline. The matter is currently handled by the HAWKS.

LINKING SOCIAL GRANT TO ECONOMIC OPPORTUNITIES



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2030
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BACKGROUND AND CONTEXT

- South Africa, just like many other countries, is experiencing the challenges of hunger, poverty and malnutrition
- South Africa's vision is to eradicate extreme poverty by 2030, meaning no one should live on less than the food poverty line. However, since the National Development Plan pronounced this commitment in 2011, poverty has proven to be a stubborn problem that has intensified recently.
- According to Stats SA (2020), 25% of the population live below the food poverty line per person per month, while 40% live below the lower-bound poverty line of, and a further 55% live below the upper-bound poverty line.
- Poverty manifests itself by various ways, including homelessness, informal settlements, the number of street beggars and street children
- South Africa is faced with the challenge of inadequate access to food (hunger) especially by the poor and vulnerable populations due to slow economic growth, high levels of unemployment, high food prices, and the general cost of living (transport, electricity, etc).

BACKGROUND AND CONTEXT CONT...

- The aspirations of the South African Constitution and the bill of rights (section 27(1)(b), & 28(1)(c) to confirm everyone has the right of access to sufficient food and every child has the right to basic nutrition for an active and healthy life is still a challenge.
- Food insecurity is prevailing both in individual, households and at national level
- Poverty levels - Approximately 55.5 % (30.3 million people) of the population is living in poverty at the national upper bound poverty line (R1 335) while a total of 13.8 million people (25%) are experiencing food poverty (< R760).
- Unemployment – The South African unemployment rate was 32,9% in the first quarter of 2024.
- Hunger – According to the General Household Survey (2023), which was released in May 2024, about 16.3 million people had inadequate or severe inadequate access to food in 2023, this increased from 13.5 million people in 2022.
- Stunting - South Africa has a stunting rate of 27% of children under five years old. Wasting and underweight rates for children under five are substantially lower, at 2.5% and 5.9% respectively

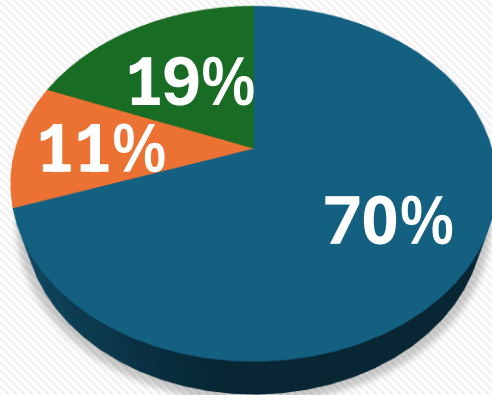
GENERATING BETTER LIVELIHOODS PILOT

Linked to Skills Development

- **Soft skills development: 1 333** participants participated in soft skills programmes, namely, Personal Mastery, GBV and Substance Abuse Awareness, Parenting Skills as well as Financial Literacy.
- **Technical skills development: 462** participants received technical skills training, namely, built environment, ECD, beauty, hospitality agriculture and sewing.
- **Business development initiatives: 451** participants participated in business skills development programmes, namely, Generate Business Idea, Start Your Business, Pricing and Costing as well as Business Mentorship training

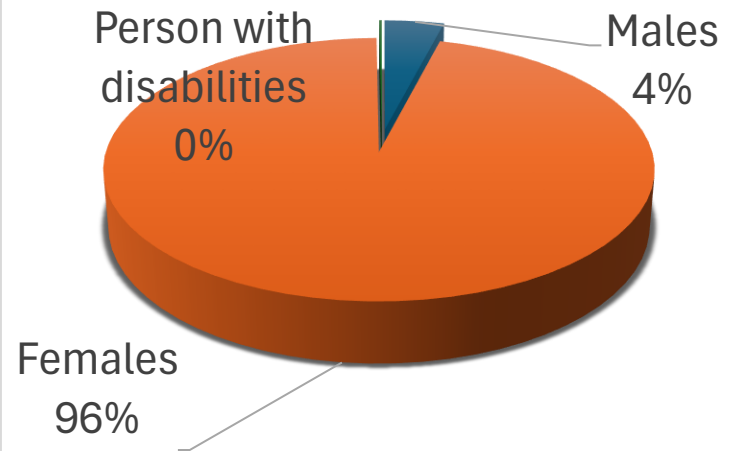
GENERATING BETTER LIVELIHOODS PILOT cont...

GBL Profiled and linked participants
Profiled = 1680



■ Participants still to be linked

GBL Participants
Demographic





Profiling, Skills Development and Livelihood Linkages



Linkages and support



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Current linkages



Sebokeng participants venturing into Agriculture



Assessment of Randfontein participants in Bambisandla Sam Skills Centre



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Participants impact stories




Cultivating Sustainable Livelihoods

Faces of the GBL Project



Simphiwe Ngcobo
Madadeni, KZN
Photographer

If the youth take GBL seriously, they will manage [to achieve a] better life...we just pray that the Government continues to support it.

1) Before GBL

Simphiwe is an active and social member of the Madadeni community. Many of his peers spend their time watching soccer and doing drugs, which never interested him. As a beneficiary of the R350 grant and without any child, he made ends meet but dreamed of doing something more with his life.

2) The GBL Arrives: A Glimmer of Hope

Simphiwe negotiated his way into the GBL project despite not being a CSG recipient, which was accepted because of his clear passion to do something. After attending training sessions, he got the idea to rent a camera and hold photo shooting sessions, and the income started to flow.

3) Growing her Journey

Simphiwe hopes that his success can show other men that the GBL has substance to it. The income from his photography has been reliable and he even won a contest for most innovative GBL business. After the big push, Simphiwe's innovations will only get bigger.

The GBL project aims to build sustainable livelihoods and resilience for social grant recipients by providing a 'big push' out of poverty, consisting of four core pillars of support delivered as an integrated package: social protection, livelihood promotion, social empowerment, and financial inclusion.








Cultivating Sustainable Livelihoods

Faces of the GBL Project



Nthombenhle Ndlonzi
Madadeni, KZN
Food Vending

1) Before GBL

Nthombenhle has always had dreams of growing big and giving back to the community. As a mother of two, she runs a small food vending venture, but this brings in barely enough money for survival.

2) The GBL Arrives:

Nthombenhle joined the GBL in May 2024. After some initial skepticism, she was pleased to find that the GBL project is not just talking about change but enacting it. It seemed different from those programs that come and go. So, she has been dutifully attending GBL trainings and takes to heart the skills she learns there.

3) Growing her Journey

After the training, Nthombenhle was eager to expand her food vending business. She applied for NDA funding for equipment so that she can meet more customer demand. Her application was approved and **her business is now thriving** thanks to the new tools. She is thankful for this opportunity but hopes that her colleagues can also benefit from a big push investment soon.

The GBL project aims to build sustainable livelihoods and resilience for social grant recipients by providing a 'big push' out of poverty, consisting of four core pillars of support delivered as an integrated package: social protection, livelihood promotion, social empowerment, and financial inclusion.





Conclusion

- SASSA is **committed to excellence**, through **policy dialogue and Stakeholder needs analysis** to deliver **reliable social security services** that improve lives and empower communities.
- Our focused efforts on **enhancing service efficiency and customer experience** aim to alleviate poverty and foster sustainable livelihoods.
- We ensure every interaction **adds value, empowering our clients and stakeholders to thrive** in a more equitable and prosperous society.
- Evolving SASSA into a **resilient, inclusive, and transparent digital ecosystem**, fully aligned with national smart governance objectives and the vision of a **connected, equitable society**

Thank You !!!



social development

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Social Development
REPUBLIC OF SOUTH AFRICA

