

DEPARTMENT OF EMPLOYMENT AND LABOUR
INTEGRATED CONTACT CENTRE

CF

***Frequently
Asked
Questions***

1. PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide frequently asked questions that are collected via the Integrated Contact Centre (ICC) project for the Department of Employment and Labour Compensation Fund (CF). The data herewith was collected using the ICC CRM system namely DCE.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compensation Benefits (Exempted Employers)	Claims	How long does it take to adjudicate a claim?	As soon as the required information/documents have been uploaded on the system, the claim will be adjudicated. The following documents are required: -Employers Report of an accident/disease (W.cl.2 or W.cl.1) -First medical report (W.cl. 4/22) -Old document -Payslip -Letter of confirmation of employment -In case of Foreign Nationals (work permit, or asylum seeker, passport)
Compensation Benefits (Exempted Employers)	Claims	When should an Injury on Duty (IOD), be reported?	The employer is mandated to report an injury on duty claim within 7 days of receiving notice or an Occupational disease on duty within 14 days as soon as receiving notice. In cases where the employer reports the injury outside the prescribed time, a letter indicating reasons for late reporting will be required.
Compensation Benefits (Exempted Employers)	Claims	How will I know if my claim has been finalised?	Correspondence will be sent to the employee and the employer depending on the status of the claim. If the employee has no permanent disability, a finalization letter with full details will be sent to the employee or beneficiary.

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Compensation Benefits (Exempted Employers)	Claims	If I'm employed by an exempted employer, who is going to pay for my compensation benefits?	The employer will pay the compensation benefits through Government Pension Administration Agency, i.e. Government employees including SAPS, SANDF and Correctional Services. Exempted municipalities will pay the compensation benefits to their employees.
Compensation Benefits (Exempted Employers)	Claims	If a Final Medical Report indicating 31% or more permanent disability is issued 3 months after the date of accident, will arrears be paid on the employee's pension? has been received indicating Permanent Disablement and assessment has been determined the lump sum payment or pension will be processed:	In the case of a monthly pension arrears pension will be paid to the employee.
Compensation Benefits (Exempted Employers)	Claims	If the accident is as a result of the employee's serious and wilful misconduct, will any compensation be paid on the claim?	No, unless the accident results in serious permanent disablement or death. Refer to section 22 subsection (3) paragraph (a) and (b) of the Compensation for Occupational Injuries and Diseases (COID) Act.

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Compensation Benefits (Exempted Employers)	Claims	Am I still covered after my claim is finalised?	Benefits are payable to the employee within the prescribed 24 months or until such time that the employee's condition becomes stabilised. The employee's right to further benefits (compensation and medical treatment) will only be revived if the claim is re-opened. For this to happen, the medical service provider must submit request for "Reopening of a Claim" on the online CompEasy system or on his/her letterhead manually at a Labour centre closest to him/her.
Compensation Benefits (Exempted Employers)	Claims	Who is going to pay my salary when I'm booked off duty?	"For exempted employers, the employer will pay full salary until date of stabilization upon receipt of monthly progress and then provide final medical reports. For private employers, Employer is obliged to pay TTD for a period of 3 months and then CF will continue if the employee is booked off duty more than 3 months."
Compensation Benefits (Exempted Employers)	Claims	Who is regarded as dependent of an employee who passed away due to IOD/OD?	"i) Spouse(s) who were married according to civil law, civil union or customary law. ii) Life partners with a contract signed under oath before date of death, or a court order. i) Children under the age of 18 years, with unabridged birth certificate which links the deceased with the child, or guardian of a child with necessary adoption certificates. ii) If there is no widow/er or child under the age of 18 years a parent or any other person (grandparent, brother or sister etc.) who was partly financial dependent upon the employee at the time of death"
Compensation Benefits (Exempted Employers)	Claims	After reporting an accident, how long should I wait before I get a claim number?	It's advisable for employers to register claims through the claim management system online (www.labour.gov.za). Upon completion of mandatory fields, the claim number will be generated as soon as the IOD is reported and relevant information submitted and uploaded on the system. In cases of manual submission, the claimant will be required to consult with the Labour centre closest to him/her.
Compensation Benefits (Exempted Employers)	Claims	Asses PD	Contact the call center for assistance
Compensation Benefits (Exempted Employers)	Claims	Burial Expenses payment	Contact the call center for assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compensation Benefits (Exempted Employers)	Claims	Claim Status follow up	Contact the call center you need to have your ID number and claim number
Compensation Benefits (Exempted Employers)	Claims	Claims Query	contact the call center you need to have your ID number and claim number
Compensation Benefits (Exempted Employers)	Claims	Fatal Award/Fatal Claim	Contact the call center for assistance
Compensation Benefits (Exempted Employers)	Claims	Finalisation Letter request	Contact the call center for assistance
Compensation Benefits (Exempted Employers)	Claims	New Claim registration	Go to www.labour.gov.za and register as a The Department user -register as a Comeasy user and you will be able to register the claim online/Go to your nearest labour center or you can contact the call center for further assistance
Compensation Benefits (Exempted Employers)	Claims	No PD Letter	Visit your nearest labour center or you can contact the call center for further assistance
Compensation Benefits (Exempted Employers)	Claims	Section 42	Contact the call center for assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compensation Benefits (Exempted Employers)	Claims	Section 56	Contact the call center for assistance
Compensation Benefits (Exempted Employers)	Claims	Unreported Claim	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	Assess Permanent disablement	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	Burial Expenses payment	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	Claim Status follow up	Contact the call center you need to have your ID number and claim number
Compensation Benefits (Private Employers)	Claims	Adjudication	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	Fatal Award	Temporary total or Payment Disablement, Fatal and PD Pensions, Access Comp Easy and click on Claim Search, Enter claim number and click on Execute, Customer details will be populated, Click on documents and the documents will be populated, Advise customer accordingly
Compensation Benefits (Private Employers)	Claims	Finalisation Letter request	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	New Claim registration	Go to labour portal and register or contact the call center further assistance

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Compensation Benefits (Private Employers)	Claims	How long does it take to pay TTD?	Claims are finalised based on the dates on the medical report from treating doctor and the Resumption report from the employer. The Fund will take a maximum of 30 working days to finalise upon receipt of all documents. TTD is payable to either employer or employee provided the employee is booked off duty for 4 days and more.
Compensation Benefits (Private Employers)	Claims	Query PD adjudication	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	Section 42	Contact the call center for assistance
Compensation Benefits (Private Employers)	Claims	Section 56	Contact the call centre for assistance
Compensation Benefits (Private Employers)	Claims	Submission of claim document	Send an Email to CF contact center/visit your nearest labour center or contact the call center for further assistance
Compensation Benefits (Private Employers)	Claims	Unreported Claim	Contact the call center for assistance
Pensions	Commutation	Commutation follow up	Visit your nearest labour center /Contact the call center for assistance
Pensions	Extension	Pension Extension	Contact the call center for assistance
Pensions	Letter	Pension letter	Contact the call center for assistance /visit your nearest labour center
Pensions	Payment	Pensions payment	Contact the call center for assistance /visit your nearest labour center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compeasy Technical	CF Number	CF Number incomplete	Contact the call Centre, for further assistance
Compeasy Technical	Change of details	Email address change	Contact the call Centre, for further assistance
Compeasy Technical	Claim Registration	Unable to register a claim for a specific company	Contact the call Centre, for further assistance
Compeasy Technical	The Departmentink	The Departmentink to a BP number	Contact the call Centre, for further assistance
Compeasy Technical	Error	3 Blue dots on the last stage of submitting the claim	Contact the call Centre, for further assistance
Compeasy Technical	Error	Assign a performer role	Contact the call center for assistance
Compeasy Technical	Error	Blank screen when logging in the system	Contact the call center for assistance
Compeasy Technical	Error	Errors during Invoice capture processes	Contact the call center for assistance
Compeasy Technical	Error	Field grouping	Contact the call center for assistance
Compeasy Technical	Error	Identification not on The Department	Contact the call center for assistance
Compeasy Technical	Error	No role assign to the user error	Contact the call center for assistance
Compeasy Technical	Error	Specify either address number or address handle	Contact the call center for assistance
Compeasy Technical	Functionality	Incorrect system functions	Contact the call center for assistance
Compeasy Technical	Functionality	Unable to perform all functions	Contact the call center for assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compeasy Technical	Password	Logged Out	Contact the call Centre, for further assistance
Compeasy Technical	Registration	Registration not approved by the Province	Contact the call Centre, for further assistance
General Services	Compliment	Service Excellence	Contact the call center for assistance
General Services	Suggestion	Customer Suggestion	Use one of the suggestion boxes at your nearest labour center or contact our call center for further assistance
Contact Centre	Accounts	Statement of Account	Contact the call center for assistance
Contact Centre	Pension	Pension Confirmation	Contact the call center for assistance
Contact Centre	Power of Attorney	Power of Attorney Application	Contact the call center for assistance
Contact Centre	Query	Non CF Query	Contact the call center for assistance
Contact Centre	Tenders	Tender Letter	Contact the call center for assistance
Contact Centre	W.as.6	W.as.6 (Notice)	Contact the call center for assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Employer Assessment - Remaining Accounts	Assessment	Assessment how to	Contact the call center for assistance
Employer Assessment - Remaining Accounts	Assessment	Revise Assessment	<p>" You are therefore requested to submit all the documents mentioned below The required documents are as follows:</p> <ul style="list-style-type: none"> • An affidavit made by the owner, partners, member of Close Corporation, or director of the business to request the office for a recalculation of an Assessment. Reasons must be supplied for incorrect declarations <ul style="list-style-type: none"> o Indicate UIF, SARS, and CF reference number o NB! The affidavit must be made in front of the Commissioner of Oath or Police Official by the owner, member, or director (as listed on CIPC documents, a copy of which must be attached) of the business. <ul style="list-style-type: none"> - A Sworn affidavit from anyone working for the company or affirmed by the employer's accountant or anyone working for the company will not be accepted. - NB! Ensure that the sworn stamp/phrase on the affidavit is used by the commissioner of oath or police official (it must not be a certifying stamp). • Audited Financial Statements / Independently reviewed • Detailed Payroll Report • SARS document (EMP 501) • Power of Attorney (Consultants, bookkeepers, accountants, auditors, and attorneys) • W.as. 8 to declare the correct earnings <p>If the required documents are not submitted, we will be unable to process your query. Or contact the call center for further assistance "</p>
Employer Assessment - Remaining Accounts	ROE	Manual ROE	Visit your nearest labour center or contact the call center for further assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Employer Assessment - Remaining Accounts	ROE	ROE Audit	<p>"Kindly furnish us with the following information:</p> <ul style="list-style-type: none"> • NB! An affidavit must be made in front of the Commissioner of Oath or Police Official by the owner, member of Close Corporation or director (as listed on CIPC documents, a copy of which must be attached) of the business. o Indicate UIF, SARS, and CF reference number o Sworn affidavit from anyone working for the company or affirmed by the employer's accountant or anyone working for the company will not be accepted. o NB! Ensure that the sworn stamp/phrase on the affidavit is used by the commissioner of oath or police official (it must not be a certifying stamp). <ul style="list-style-type: none"> • Audited Financial Statements / Independently reviewed • Detailed Payroll Report • UIF number of the business (Unemployment Insurance Fund) • SARS document (EMP 501) • Power of Attorney (Consultants, bookkeepers, accountants, auditors, and attorneys) • W.as. 8 to declare the correct earnings <p>If the required information is not supplied within 21 calendar days, an estimation policy will apply. or contact the call center for further assistance "</p>
Employer Assessments - Large Accounts	ROE	Manual ROE	Visit your Labour Centre for assistance or contact the call center

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Employer Compliance	Nature of Business	Nature of Business change	<p>"Please note that for us to change the nature of the business we need the following documents:</p> <ol style="list-style-type: none"> 1. Annual report /annual financial statement 2. CK Documents of the Company. 3. Request on the letterhead of the company done by the Employer or Director requesting a change of nature. 4. 8 photos of the operation 5. CF/1B form change of nature form <p>Without the above-mentioned documents, we are unable to assist you. or Contact the call Centre, for further assistance "</p>
Employer Registration	Change of details	Change of Address	Contact the call center for assistance
Employer Registration	Change of details	Name Change	<p>"In order for your company name to be changed on our system please submit the following in:</p> <ul style="list-style-type: none"> • Old CK documents & New CK documents proving the Name Change • Request in writing on the Company Letterhead or Contact the call Centre, for further assistance or contact the call center for further assistance "
Employer Registration	Registration	De-Registration	<p>"Kindly note that in order to de-register the company the following information is required:</p> <ul style="list-style-type: none"> • Request letter under the company's letterhead • an affidavit explaining reasons for deregistration • Return of earnings form (attached) indicating nil earnings from the date the business stopped operating. or Contact the call Centre, for further assistance

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Employer Registration	Registration	New Employer Registration	<p>"Employers are obliged by the Act to take out this insurance to be protected against civil claims if employees get injured on duty or contract occupational diseases. Kindly note that the company is not registered, therefore you are advised to furnish us with the following information:</p> <ul style="list-style-type: none"> • Employers Registration Form (W.As.2 – page 1 & 2). • CK / CM documents (if applicable). • Certified ID copy of the owner or director. • If the required information is not supplied, we will be unable to process your query. or Contact the call Centre, for further assistance "
Employer Registration Support	ROE	Online ROE system fault	Contact the call center for assistance
Employer Registration Support	Registration	Online registration fault	Contact the call center for assistance
Employer Registration Support	Registration	System User Registration	Contact the call center for assistance
Accounts Receivable	Payment	Payment Allocation	<p>"Where wrong references have been utilised by (Employers) depositing money in the Compensation Fund Bank Account.</p> <p>Kindly provide the following before the reference number could be considered to be changed:</p> <ul style="list-style-type: none"> • The proof of payment • The letter from the Company on the Company letterhead that explains the nature of the problem • The Affidavit (both letter and affidavit should detail the mistake and the new reference number). or you can Contact the call Centre, for further assistance "

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Debtors Management	Good Standing	Letter of good standing	<p>" Once you have registered your CF-ROE online system profile and have been authenticated as a user of CF-ROE online system, you can register your clients onto your profile. Once the accuracy of information submitted is confirmed, you will be notified via email. Your client should be added to your profile.</p> <p>Letter of Good standing</p> <p>The employer is regarded to be in good standing when</p> <ul style="list-style-type: none"> i) Registered with the Fund – section 80 ii) Submitted annual Return of Earnings – section 82 iii) Paid assessment in full / pay instalments – section 86 iv) Report accidents timeously <p>Contractors Section 89</p> <p>Employers who give work to contractors must obtain a Letter of Good standing from the contractor to prove that the contractor is registered and that the assessment payable is up to date. The mandatory should verify the authenticity of the letter on the Departments website (www.labour.gov.za/onlineservices)</p> <p>Failure to comply: Mandatory is responsible for the payment of the assessment for those employees."</p>
Debtors Management	Instalment Plan	Instalment Plan request	<p>Please be advised when requesting an instalment arrangement, you must not have defaulted on previous instalments, pay 20% of the total amount outstanding, write a letter on the company's letterhead requesting for an instalment and indicate the number of months you wish to pay off the instalment (within the current financial year). Please be advised the Compensation Fund will reply with the approval of the request. or contact the call center for further assistance</p>
Debtors Management	Penalties and interests	Reversal of penalties and interests	Contact the call Centre, for further assistance

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Debtors Management	Refund	Credit Refunds	Contact the call Centre, for further assistance
Collections	Refund	Refunds	Contact the call Centre, for further assistance
Appeals	Query	Objections	Contact the call Centre, for further assistance
Medical payments	Invoice	Medical account payment	Contact the call Centre, for further assistance
Medical payments	Invoice	Medical account shortfall	Contact the call Centre, for further assistance
Medical services	Query	MRI Request	Contact the call Centre, for further assistance
Medical services	Query	MRI Request	Contact the call Centre, for further assistance
Medical services	Query	Prosthesis	Contact the call Centre, for further assistance
Medical services	Query	Re-Opening	Contact the call Centre, for further assistance
Rehabilitation & Orthotics	Authorisation	Prosthesis authorisation	Contact the call Centre, for further assistance

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Compeasy Technical	Claim Registration	How do I register/de-register as a CompEasy user?	<p>"Step 1 – In order to register as a CompEasy user you must first register as a Departmental user by accessing Online Services of the Department of Employment and Labour by clicking the link below and completing the Register for The Department Access form. https://cfoonline.labour.gov.za . OR Use the following link. https://cfoonline.labour.gov.za/OnlineSubmissions/wicket/bookmarkable/za.gov.labour.cf.RegisterOrganization?9 If you are already registered as a user proceed to step 2 below.</p> <p>ii) Step 2 – Register as a CompEasy user by accessing Online Services, then click on the e-COID - Compensation made easy tab, then click External User Registration tab. OR click the link below: https://compeasy.labour.gov.za:44328/sap/bc/webdynpro/sap/zuser_reg?sap-language=EN#</p>

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Compeasy	Registration/ Access	" Documents to be submitted to request User Access for Compeasy online claims and medical system"	<p>"1. Employers registered with CIPC, NPOs and Trusts and other unincorporated entities</p> <p>a) Registered Company</p> <p>i) CIPC documents</p> <p>ii) A duly completed nomination form</p> <p>iii) Certified copy of Director's ID (at least one) not older than 3 months</p> <p>iv) Certified copy of ID of the user not older than 3 months</p> <p>b) NPO/NGO/Trust</p> <p>i) The relevant registration certificate</p> <p>ii) A duly completed nomination form</p> <p>iii) Certified copy of Director's ID (at least one) not older than 3 months</p> <p>iv) Certified copy of ID of the user not older than 3 months</p> <p>c) Sole proprietor</p> <p>i) Certified copy of ID of the owner of the business</p> <p>ii) The certified copy of ID of the user if different from the owner</p> <p>iii) A duly completed nomination form if the user is not the owner of the business</p> <p>d) Partnership</p> <p>i) A partnership agreement</p> <p>ii) A certified copy of one partner</p> <p>iii) A duly completed nomination form if the user is not a partner</p> <p>iv) Certified copy of ID of the partner that is completing the nomination form if different from the one above. The certified copy of the ID should not be older than 3 months</p> <p>v) The certified copy of ID of the user if different from the partners. The certified copy of the ID should not be older than 3 months</p> <p>e) Body Corporates</p> <p>i) The founding documents for a body corporate</p> <p>ii) A certified copy of ID of one Director/Trustee</p> <p>iii) A duly completed CF nomination form if the user is not a trustee</p> <p>iv) A certified copy of ID of the Director/Trustee nominating the user. The certified copy of the ID should not be older than 3 months</p> <p>v) The certified copy of ID of the user not older than 3 months</p>

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			<p>2. National Government Departments, Provincial Government Departments and Municipalities</p> <ul style="list-style-type: none"> i) No CIPC or founding documents are required to support the existence of a Government Department or Municipality ii) A duly completed nomination form iii) Certified copy of ID of the person who nominates the user not older than three months iv) Certified copy of ID of the nominated user not older than three months <p>3. Medical service provider, hospital, nurse, specialist, etc. (MSP)</p> <ul style="list-style-type: none"> i) MSP Registration Document i.e. BHF, HPCSA (where applicable) and other relevant professional council registration documents (The ID of the practitioner should be on the MSP registration doc) ii) A duly completed nomination form. No nomination form is required if the MSP is also the user requesting access in case of small MSPs iii) Certified copy of the ID of the MSP. The certified copy of the ID must not be older than three months on the date of submission. iv) Certified copy of the ID of the user. The certified document must not be older, than three months on the date of submission. <p>4. Third party representing an employer</p> <ul style="list-style-type: none"> i) All the information required for user registration of the employer in paragraph a) or b) above. ii) A signed Power of Attorney on the company letterhead iii) Certified copy of the ID of the person representing the Third Party on the power of attorney. The certified copy of the ID must not be older than three months on the date. iv) A duly completed nomination form completed by the Third Party v) A certified copy of the person nominating the user for the Third Party if different from the one in the power of attorney. vi) Certified copy of the ID of the user. The certified document must not be older than three months. vii) Note that the employer is not required to complete the nomination form

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
			<p>5. Third party representing a Medical Service Provider (MSP)</p> <ul style="list-style-type: none"> i) All the information required for user registration of the employer in paragraph c ii) A signed Power of Attorney on the company/MSP letterhead iii) Certified copy of the ID of the person representing the Third Party on the power of attorney. The certified copy of the ID must not be older than three months on the date. iv) A duly completed nomination form completed by the Third Party v) A certified copy of the person nominating the user for the Third Party if different from the one in the power of attorney. vi) Certified copy of the ID of the user. The certified document must not be older than three months. vii) Note that the MSP is not required to complete a nomination form <p>The user registrations request that have been rejected by the Compensation Fund should be resubmitted by the relevant users on the Compensation Made Easy tab on the Department of Labour website. The resubmissions must comply with the requirements detailed in this communication"</p>
Compeasy Technical	Error	"What do I do if I am registered as a The Department User but I receive message "Identification not yet registered with Department of Employment & Labour website"?"	"The user must send their ID number to CompEasySupport@labour.gov.za with the copy of the error upon receipt of which they'll receive an e-mail feedback within 5 working days of the registration."
Compeasy Technical	Error	2.What do I do when my registration has been rejected?	The user registrations request that have been rejected by the Compensation Fund should be resubmitted by the relevant users on the Compensation Made Easy tab on the Department of Employment and Labour website (www.labour.gov.za). The resubmissions must comply with the requirements detailed above.

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Compeasy Technical	Error/Change of details	What do I do when Email field is greyed out or incorrect:	<p>If the email is incorrect kindly send an email change request to ADAdministration@LABOUR.gov.za with the following</p> <ul style="list-style-type: none"> • Certified ID Copy of the user not older than three months • Old email (optional) • New email • Cell Number. • Landline (optional)"
Compeasy Technical	Error	What to do when the business partner field is greyed out?	" Please PRESS the enter button immediately after capturing your Health practice number or CF Registration number."
Compeasy Technical	Error	I submitted my registration request but I have not yet received a confirmation of my access	If you have not received a confirmation email within five working days upon registration please send a written request for follow-up to CFcallcentre@labour.gov.za with your ID number to check progress of your registration.
Compeasy Technical	Error	Can I use the same password received from The Department registration on the CompEasy system?	The password received on The Department will not work on the CompEasy system only the one sent to you by Sap support team will be used after the registration process.

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Compeasy Technical	Error	Can I use the same password received from The Department registration on the CompEasy system?	The password received on The Department will not work on the CompEasy system only the one sent to you by Sap support team will be used after the registration process.
Compeasy Technical	Incorrect information	"What do I do if I enter my Health practise number and the business partner does not populate?"	" Medical service provider should register by submitting the following documents to their nearest Labour Centre"
Compeasy Technical	Error	What do I do when I get an error message "ID number already exists on CompEasy,	" i) You have an existing user profile, please login or reset your password. The user name is your ID number. OR ii) Your registration request is awaiting approval; please wait until you receive a confirmation email informing you of the outcome of your registration within five working days"
Compeasy Technical	Claim Registration	External user unable to register a claim for a specific company?	"The Employer/MSP must send an e-mail to CompEasySupport@labour.gov.za with their ID number and the company contract account number (CF registration number 99000...) in question"
Compeasy Technical	The Departmentink	How do I remove/ The Departmentink an organisation from my profile?	"The Employer/MSP must send an e-mail to CompEasySupport@labour.gov.za for user The Departmentink/removal"

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
CF Employer Services	Employer Registration Support	How do I De-Register/ Replace a user on the system	"The Employer/MSP must send an e-mail to CompEasySupport@labour.gov.za for user de-registration/replacement."
Compeasy Technical	Error	What do I do when I get a blank blue screen after logging on to CompEasy?	" At the top left corner of your screen there is a little Person/Profile icon. Click on the icon to have a view of your tiles in a list form."
Compeasy Technical	Error	"When I enter the Passport number/ SA Id number/ Work permit number of an injured worker, I get an error message "Disallow claim, inform user to contact Customer Services". What do I do?"	"Your registration request is awaiting approval; please wait until you receive a confirmation email informing you of the outcome of your registration within five working days"
Compeasy Technical	Error	What do I do if CompEasy becomes unresponsive when I submit an IOD claim?	"Network related issue, check if the network did not drop off while in the process of capturing the claim. Should the system continue hanging the User must submit ID number of the injured employee, ID number of the user and CF registration number(99000....) to CompEasySupport@labour.gov.za with the screenshot of the error message. User must check and verify all fields if the information captured is correct ."
Compeasy Technical	Error	"What Do I Do when I get an error: "Assign a performer role Zc01 at claim/sub claim level 000" on step 6 of uploading Documents after clicking the submit button?"	Submit ID number of the user capturing the claim to CompEasySupport@labour.gov.za

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compeasy Technical	Error	" When clicking the submit button I get the error message "Employee does have correct role assigned". what do I do?"	" Submit ID number of the user capturing the claim to CompEasySupport@labour.gov.za with the screenshot of the error message"
Compeasy Technical	Error	"What do I do when I get an error message "Specify either address number or address handle" when attempting to submit the claim?"	" Submit ID number of the user capturing a claim and employer contract account number (CF registration number 99000...) to CompEasysupport@labour.gov.za with the screenshot of the error message."
Compeasy Technical	Error	What do I do when I get the error message "Suspected duplicate claim".	Send the screenshot of the error to CompEasySupport@labour.gov.za to log a call.
Compeasy	Error	What do I: "When I cannot view submitted medical reports" on a claim ?	"External users can search for a claim and view documents that are attached to the claim on the DOCUMENTS tab."
Compeasy Technical	Error	" What do I do when I get the error message "The CF contract is incomplete please contact customer care"?"	"Submit ID number of the user capturing the claim to CompEasySupport@labour.gov.za with the screenshot of the error message"
Compeasy Technical	Error	What do I do when I get the error message "The claim is RMA liability	" The employer is registered with Compensation Fund however the return of earnings and claims are submitted to Rand Mutual Association, a licensed independent the organisation, please contact RMA: 0860 222 132."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compeasy Technical	Error	What do I do when I get the error message “The CF contract is cancelled?	"Call the call centre on 0860105350 to check if the company is still registered and active. Or send an email to CompEasySupport@labour.gov.za and provide Screenshots"
Compeasy Technical	Error	" What do I do when I get an error, upon submission of the medical report: “You do not have Authorisation to process task ZTK301”?"	" ZTK 301: Capture compensation items is a task assigned to compensation benefit administrators. If you are not a compensation benefit administration performer and attempt to complete the task via Authorisation you will get the error disallowing you from completing the task"
Compeasy Technical	Error	" When attempting to complete a pre-Authorisation request, the Service Provider search does not return any results. What do I do: “When I cannot submit a pre-Authorisation request”?"	"The Medical Service Provider (MSP) cannot complete the Pre-Authorisation due to a number of reasons, which are:i) The MSP may not have the user group: EXT_MSP (External MSP) maintained in his profile. ii) Once MSPs have been granted Authorisations and linked to BP, the search will yield result details vii)The claim status might be ‘No Liability Accepted’. A Pre-Authorisation request will only be created if the status of the claim is Liability Accepted."
Compeasy Technical	Error	"What does it mean and what do I do when I get an error: “Claim item grouping category Pre-Authorisation is not permitted for subclaim”?"	"At the top left corner of your screen there is a little Person/Profile icon. Click on the icon to have a view of your tiles in a list form. The Medical Service Provider (MSP) Authorisation roles do not have the following: i) Claims Prescription Create Change ii) Claims Prescription Create iii) Claims Prescription Display iv) Claims Sub-Claim Type Medical & Category Pre-Auth v) Category 1 is the claim item grouping for Pre-Authorisation. vi) Once it is assigned to the MSP, it will now be possible to capture the pre-authorisation request."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compeasy Technical	Error	"What does it mean and what do I do when I get an error: "Claim number does not have access to create Pre-Authorisation"?"	<p>"This error occurs when; The claim status is "No Liability Accepted". A Pre-Authorisation request will only be created if the status of the claim is "Liability Accepted". Any other status: e.g. New claim in adjudication, under investigation the error message. Go to Claim Display application to see status of the claim</p> <p>Medical Service Providers (MSPs) can search and view claims created for their organization. Third Parties can view claims created for their respected MSPs and employer. Note: If no No Data found it means there is no claims information."</p>
Compeasy Technical	Error	What do I do when I get: "Incomplete Benefit Catalogue"?	<p>"The MSP practice number link to Benefit Catalogue, and the Benefit Catalogue will automatically default onto the ALV grid. The practice number might not have tariff codes linked to it The User must contact CompEasySupport@labour.gov.za with the screenshot of the error message."</p>
Compeasy Technical	Error	"What does it mean and what do I do when I get the rejection message: "Please separate the registration per Provinces."	<p>"The rejection from the CF is incorrect for the following reasons. i) The employer is based in Gauteng as per proof of address uploaded on CompEasy. ii) The system does not request the user to select a province during the request process. A: When users link themselves to various organizations they must provide and attach all required documents to each organization they want to be linked to."</p>
Compeasy Technical	Error	What do I do when : " I get a message no data found"?	<p>"The User must contact CompEasySupport@labour.gov.za with the screenshot of the error message required documents to each organization they want to be linked to."</p>
Compeasy Technical	Error	What do I do when I get the error "Claim 12345678 is locked by user 00000"?	<p>"Only one user can work on a claim at any given time. User need check later if a claim is released by the other user."</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compeasy Technical	Error	"What do I do when I receive access to View Invoice Tile: "But I am unable to view any information for a selected Service Provider"?"	"Submit ID number to CompEasySupport@labour.gov.za with the screenshot of the error for resolution."
Compeasy Technical	Error	"What do I do when I get invoice rejection reason on an Invoice Verification Report (IVR), for switched invoices: "PreAuthorisaton Number 0 is not valid"?"	"The rejection is caused by the "0" captured on the Pre_Auth field, the system validates this field and it takes the "0" as a numeric character which tends to be an invalid Pre-authorisation Number.The field must either be left blank or be populated with a valid entry of Pre-authorisation Number in the following format: Claim/sub-claim/procurement no. Below is an example of a Pre-authorisation Number that led to the rejection reason"
Compeasy Technical	Error	" What do I do when I get an error: "You are not authorised to capture claims for this company" when I have been linked and approved for the same company?"	"Submit ID number of the user capturing the claim to CompEasySupport@labour.gov.za with the screenshot of the error message"
Attorney fees	Attorney fees	Will Compensation Fund cover my attorney fees	An objector can be represented at the tribunal or hearing by a union representative or an attorney or advocate at his or her own cost. The objector can also represent him or herself at a hearing.
Court date	Court date	How do I know when my court date will be?	A Compensation Fund representative will contact the objector and his or her representative telephonically, which will be followed by written notification in the form of a letter.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Claim payment	Claim payment	A decision for payment of my claim was reached at a hearing held when I will get the payment as instructed by the court?	The file will be forwarded to Claims by the Legal Department for payment.
Dispute of outcome	Dispute of outcome	What can I do if I'm not happy about the decision made by Compensation Fund on my claim?	"In terms of Section 91 of the Compensation for Occupational Injuries and Diseases Act, any person affected by a decision of the Commissioner may object to that decision. An objection should be lodged on the form W.G.29 as prescribed by the Act and must be signed by the objector. The Act also prescribes that an objection should be lodged within 180 days from the date of the decision made by the Commissioner."
Objection lodged	Objection lodged	What happens after the objection is lodged?	"The COID Act stipulates that after an objection is received and it is valid, it must be heard by the tribunal. The tribunal consists of: i) Presiding Officer ii) Employee Assessor (representing the employee) iii) Employer Assessor (representing the employer) iv) Medical Assessor (if the dispute is of medical nature) The Section 91 tribunal follows the same procedures as the Magistrate's Court. The Commissioner will subpoena Witnesses, that is, persons whom in his or her opinion will assist in the tribunal. Services of a sworn Interpreter can be arranged. The objector must indicate or advise of the language of his or her choice. The tribunal is there to hear evidence and make a decision. If the objector is not satisfied with the tribunal decision, he or she may appeal to the High Court. "
Attorney fees	Attorney fees	If I employ an attorney to represent me for my objection, will Compensation Fund cover my attorney fees?	An objector can be represented at the tribunal or hearing by a union representative or an attorney or advocate at his or her own cost. The objector can also represent him or herself at a hearing.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Court date	Court date	How do I know when my court date will be?	A Compensation Fund representative will contact the objector and his or her representative telephonically, which will be followed by written notification in the form of a letter.
Bursary	Information	Who qualifies for bursary?	Financially needy and academically deserving youth, dependents of Compensation Fund pensioners and current Compensation Fund pensioners, who are South African Citizens between the ages of 17 – 25 years, currently in Grade 12 and have been accepted to study identified qualifications at listed Universities the following year.
Bursary	Information	What does the bursary fund cover?	It covers tuition fees, prescribed books and learning material, accommodation, meals, and a monthly allowance.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Bursary	Requirements	What are the eligibility requirements?	"i) First-year students the following year ii) South African citizens iii) Fully completed application form iv) Proof of residence v) Certified copies of the Identity card/ birth certificate of the applicant (youth, dependents of Compensation Fund pensioners and current Compensation Fund pensioners), parent(s) or guardians' ID card/book, and Grade 12 June results vi) Proof of acceptance / preliminary acceptance from Tshwane University of Technology, University of Pretoria, University of Cape Town, and University of Kwa-Zulu Natal for any of the above-mentioned qualifications. Preference will be given to applicants who excel in their studies and/or demonstrate potential"
Bursary	Bursary renewal	Is the bursary renewable?	"Yes, the bursary is renewable every year depending on the availability of funds and academic performance of students"
Bursary	Bursary	What does the bursary fund cover?	Tuition fees, Prescribed Study Material, Monthly Stipend and Accommodation (Institution accredited).
Bursary	Bursary	What are the eligibility requirements for CF disabled pensioner?	" South African citizens — Fully completed application form — Proof of residence — Compensation Fund pension number"

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Bursary	Bursary	What are the eligibility requirements for COID dependents?	<ul style="list-style-type: none"> • Certified copies of Identity document/Unbridged birth certificate of the applicant, • Parent(s) or guardians Identity document/ • death certificate if applicable (Fatal claims) (CF dependents and young persons) • Highest school grade or qualification • Proof of acceptance from public Post School Education and Training (PSET) • Students must be enrolled to study on a full-time basis, and only under exceptional circumstances students with disabilities shall be allowed to study part-time "
Bursary	Bursary	What are the eligibility requirements for young persons?	As prescribed by DHET
Bursary	Bursary	When can I expect to hear about the outcome of my application?	If you do not receive any response from the Compensation Fund two months after the application has been received, consider your application (as likely) unsuccessful.
Bursary	Bursary	Can the student undertake employment while under CF bursary funding?	In order to ensure complete dedication to the successful completion of the studies, the student may not undertake any employment other than vacation work during the academic year.
Bursary	Bursary	Will late applications be accepted?	No.
Bursary	Bursary application	How to apply?	" Download and complete the Compensation Fund bursary application form on the Department of Employment and Labour Website. Submit fully completed and signed application form along with certified listed supporting documents."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Bursary	Bursary application	Where can I submit the bursary application forms?	"Submit your application via Post Office/ Courier: The Sub – Directorate: Vocational Rehabilitation, Department of Employment and Labour, Compensation Fund, Private Bag x 955, Pretoria, 0001 Or hand The Department over at 167 Thabo Sehume & Madiba Street, The Department Heights Building.
Bursary	Bursary application	Who Qualifies for the bursary?	"Unemployed Compensation Fund Pensioners (Previous-worker who suffered occupational injuries/ diseases) Dependants of CF pensioners (17 – 25 years) Young persons (17 – 25 years)"
Bursary	Bursary application	Closing date	"Closing date The bursary is open throughout the year for CF Pensioners 31st October As prescribed by DHET and the Department of Labour"
Bursary	Bursary application	Learning Programmes/ Qualifications	"Programmes that will enable an unemployed CF pensioner to be reintegrated into the work place or be self employed Funded Qualifications [See www.labour.gov.za for the applications, forms and list of qualifications"
Bursary	Bursary application	Public Training Institutions	"Training institutions TVET, HEI"
Bursary	Submission date	When is the closing date for submission of applications?	October 31st

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Bursary	Application outcome	When can I expect to hear about the outcome of my application?	"Once your application has been processed and you were successful you will be notified by the bursary project coordinators. If you do not receive a response from the Department by the end of January, consider your application unsuccessful."
Bursary	Information	Can the student undertake employment during the academic year?	"In order to ensure complete dedication to the successful completion of the undergraduate studies, the student may not undertake any employment other than vacation work during the academic year."
Bursary	Late application	Will late applications be accepted?	"No"
Bursary	Information	How to apply?	"Once the Compensation Fund announces that the bursary applications are open, download and complete the Compensation Fund bursary application form on the Department of Labour Website. Submit fully completed and signed application form along with certified listed supporting documents."
Bursary	Application submission	Where can I submit the bursary application forms?	"Completed applications form and certified supporting document must be submitted via post to: The Director Directorate: Vocational Rehabilitation Department of Labour Compensation Fund Private bag x 955 Pretoria 0001"

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Medical expenses	Medical expenses	"Who is liable for paying medical expenses incurred as a result of an injury on duty or occupational disease?"	"The Compensation Fund exempted employers and the employer's mutual associations are responsible for the payment of medical expenses if the liability of the claim is accepted. The Compensation Fund pays medical expenses for private employers. i) The medical Services provider must claim according to the tariffs as prescribed in the government gazette. Only COIDA tariffs are payable. ii) The employer is not allowed to deduct money from the employee's salary to cover any expenses that occurred in respect of the injury on duty. iii) No accounts must be submitted to the medical aid for payment unless the Commissioner has repudiated the claim. iv) After two years the Medical Services Provider must request a re-opening of the claim for further medical aid to be paid."
Medical treatment	Medical treatment	Where can I get medical treatment when injured?	The employee is permitted to freely choose his own medical service providers. Medical disciplines to provide medical treatment are Gazetted annually.
Medical bill	Employee's responsibility	What is the responsibility of the employee in ensuring that all medical bills are paid?	The employee must report all the injuries incurred at the time of the injury so that they can be covered and paid by the Fund. All the contact details must be provided so that the Fund may contact the employee when necessary. The employee must attend all the consultations on time, if the employee is unable to see the medical service provider cancellation must be done on time otherwise the employee will be liable for medical costs. It is advisable for the employee to keep record of all treatments and medical reports provided in case they are required in future.
Medical invoice submission	Information	Who is responsible for submitting these medical invoices?	"The Medical Services Provider who is registered with the Board of Healthcare Funders and Health Professional Council of South Africa."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Medical invoice submission	Submission process	How do I submit medical invoices to the Compensation Fund?	<p>" The doctor submits medical invoices to the switching houses, who will submit the medical invoices electronically to Compensation Fund. After consultation/ procedure the Medical Service Providers must submit medical reports online to enable processing of the invoices submitted through switching houses and processing of the claim in general. Medical invoices can also be submitted directly to the Fund using the external online application.</p> <ul style="list-style-type: none"> • If an employees medical aid was used for medical expenses after an injury/ occupational disease the Fund will process refunds to the medical aid according to the prescribed COIDA tariffs. The medical aid or the injured employee may submit relevant documents. • If an employee paid the medical expenses, they can claim from the Fund and submit the relevant documents including the receipt and the invoice for them to be refunded"
Payment of medical expenses	Information	How long does it take to pay medical expenses?	"Medical expenses can be paid within 90 days from the date of receipt, only if the claim is registered, accepted, if medical reports are submitted and the doctor claimed according to the Government Gazette. If the claim is more than two years re-opening of the claim must be requested and approved before medical invoice. If the claim was not reopened the system will reject that invoice."
Payment of medical expenses	Payment period	"How long does the Fund take responsibility for payment of medical expenses after an injury/ occupational disease?"	"Medical expense is payable for a period of two years from the date of accident. Thereafter re-opening of the claim is requested by the Medical practitioner if medical treatment is still clinically indicated. The medical practitioner may finalise the claim before the two-year period, should further treatment be required the medical practitioner will need to obtain approval. "

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Reimbursement	Reimbursement form	I need to claim for reimbursement on my traveling expenses, which forms must I complete?	<p>"The following documents must be submitted:</p> <ul style="list-style-type: none"> i) Claim for Subsistence and Transport Expenses Form – W.cl.69 ii) Proof of payment (e.g. Petrol slip etc.) iii) Medical reports with the same date of Services as indicated W.cl.69 iv) W.Ac.33 Form must be completed by the Bank. v) 3 Months Bank Statements (Bank Stamp on Every Page) vi) Proof of Address vii) Certified ID Copy of the Account Holder. viii) The Fund will only pay reasonable medical cost for travelling expenses"
Reimbursement	Reimbursement	I paid for my medical expenses, how do I go about getting a reimbursement?	<p>"Submit the following documents:</p> <ul style="list-style-type: none"> • Itemised medical invoice from the Medical Service Provider • Proof of payment • Medical report with the same date of service as indicated on the invoice • Banking details (W.Ac.33 Form must be completed by the Bank). • 3 Months Bank Statements (Bank Stamp on Every Page) • Proof of Address • Certified ID Copy of the Account Holder. • Medical expenses will be paid in accordance to the prescribed and gazetted COIDA tariffs."
Reimbursement	Medical aid reimbursement	I used my medical aid for medical expenses, how do I go about getting a reimbursement?	<p>"Submit the following documents:</p> <ul style="list-style-type: none"> • Itemised medical invoices from the Medical Service Provider. • Statement from the medical aid. • Medical report with the same date of service as indicated on the invoice • Refunds are processed according to published COIDA tariffs and rates, non COIDA tariffs are not payable. • Refunds are only payable to Medical aids not to employees if medical aid was used for payment of medical expenses. "
Reimbursement	Medical aid reimbursement	Can the employer be liable for medical expenses?	"Only some exempted employers are liable for medical expenses. (E.g. SAPS, Correctional Services and SANDF) this applies for uniform personnel only."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Reimbursement	Medical aid reimbursement	Do I need to register as a Medical Service Provider to claim for services rendered?	<p>" No, if you have been paid already since Aug 2014 you don't have to register with Fund. If you are servicing CF clients for the first time you are required to register with the Compensation Fund and submit banking details. Requirements for registration as a medical service provider are:</p> <ul style="list-style-type: none"> • Banking details (W.Ac.33 Form must be completed by the Bank). • 3 Months Bank Statements (Bank Stamp on Every Page)/ confirmation letter from the bank • Proof of Address • Certified ID Copy (If hospital we require ID copies of one or two of the Directors of the hospital or groups) • BHF registration letter • SARS registration letter/ If Vat registered, a tax certificate is required • Power of attorney (if using a third party)."
Reimbursement	Medical aid reimbursement	Are all medical disciplines payable from the Compensation Fund as they appear at the Board of Healthcare Funders?	"No, only specific medical disciplines are payable by the Compensation Fund. The list of all medical disciplines payable from the Compensation Fund is published in the Government Gazette."
Reimbursement	Medical aid reimbursement	As a service provider what's my responsibility in ensuring faster processing of my invoices?	Submit full medical reports with full clinical description of injuries sustained. Comply with billing requirements as Gazetted. Submit medical invoices with COIDA tariffs and use medical invoices not statements when claiming for services.
Reimbursement	Medical aid reimbursement	How do I get copies of published tariffs?	" COIDA tariffs are available at Government printers and can be purchased from there and on the website"
Reimbursement	Medical aid reimbursement	How do I qualify for chronic medication?	The treating medical doctor will assess the patient, if the disability requires chronic medication the Dr. will issue a prescription every six months. Pre-authorization is required for chronic medication.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Reimbursement	Medical aid reimbursement	How do I submit documents for refunds?	Original Physical copies of all required documents must be submitted to the nearest processing labour center. Employees must keep copies.
Reimbursement	Medical aid reimbursement	Why do I need to submit my banking details when claiming for refunds?	"Refunds will be paid electronically into the correct claimant's bank account and the bank details must be verified before being captured on the system."
Reimbursement	Medical aid reimbursement	Does COID have its own network Doctors, hospitals and pharmacists?	No, the injured employee has a right to consult a medical practitioner of their own choice.
Court date	Court date	How do I know when my court date will be?	"A Compensation Fund representative will contact the objector and his or her representative telephonically, which will be followed by written notification in the form of a letter."
Claim payment	Payment date	"A decision for payment of my claim was reached at a hearing held when I will get the the payment as instructed by the court?"	The file will be forwarded to Claims by the Legal Department for payment.
Claim outcome	Outcome dispute	"What can I do if I'm not happy about the decision made by Compensation Fund on my claim?"	"In terms of Section 91 of the Compensation for Occupational Injuries and Diseases Act, any person affected by a decision of the Commissioner may object to that decision. An objection should be lodged on the form W.G.29 as prescribed by the Act and must be signed by the objector. The Act also prescribes that an objection should be lodged within 180 days from the date of the decision made by the Commissioner."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Objection lodged	Objection lodged	What happens after the objection is lodged?	<p>"The COID Act stipulates that after an objection is received and it is valid, it must heard by the tribunal.</p> <p>The tribunal consists of:</p> <ul style="list-style-type: none"> i) Presiding Officer ii) Employee Assessor (representing the employee) iii) Employer Assessor (representing the employer) iv) Medical Assessor (if the dispute is of medical nature) <p>The Section 91 tribunal follows the same procedures as the Magistrate’s Court. The Commissioner will subpoena Witnesses, that is, persons whom in his or her opinion will assist in the tribunal. Services of a sworn Interpreter can be arranged. The objector must indicate or advise of the language of his or her choice. The tribunal is there to hear evidence and make a decision. If the objector is not satisfied with the tribunal decision, he or she may appeal to the High Court."</p>
Attorney fees	Attorney fees	"If I employ an attorney to represent me for my objection, will Compensation Fund cover my attorney fees?"	<p>"An objector can be represented at the tribunal or hearing by a union representative or an attorney or advocate at his or her own cost. The objector can also represent him or herself at a hearing."</p>
Employer	Information	Who is an employer?	<p>"-Any person, including the state, who employs an employee, and includes-</p> <ul style="list-style-type: none"> ·Any person controlling the business of an employer, ·If the services of an employee are lent or let or temporarily made available to some other person by his employer, such employer for such period as the employee works for that other person ·A labour broker who against payment provides a person to a client for the rendering of a service or the performance of work, and for which service or work such person is paid by the labour broker"

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Employee	Information	Who is an employee?	<p>"A person who has entered into, or works under a contract of service or apprenticeship or learnership with an employer, whether the contract is expressed or implied, oral or in writing, and whether remuneration is calculated by time or work done, or is in cash or in kind and includes: -</p> <ul style="list-style-type: none"> ·A casual / temporary employee and domestic employed for the purpose of the employers business/farming activities. ·A working director of a company or member of a Close Corporation/Body Corporate, who has entered into a contract of service or of apprenticeship or learnership, , in so far that the employee acts within the scope of his / her employment in terms of such a contract. (Excluding shareholders or partners, 'silent partners" who are only paid dividends or sharing profits). ·NB. A sole owner or partners in a business/farming operation are not regarded as employees as contemplated by the Act and their earnings should, therefore not be included <p>A person provided by a labour broker, against payment to a client for the rendering of a service or the performance of work and for which service or work such person is paid by the labour broker. This is then an employee of the labour broker. The earnings of such person should not be included in the client's Return of Earnings document</p> <p>"</p>
Assessment	Tarrifs	What is the assessment tarrifs? section 83(1)	<p>" It is the classification of businesses for the purpose of contribution to the Compensation Fund based on the nature of the business operation and the risks associated with the business activities.</p> <p>Employers are classified according to an industrial classification system; each rate is fixed according to the class of industry in which the employer is engaged in.</p> <p>Assessment tariffs are reviewed annually and are calculated based on the risk related to a particular type of work.</p> <p>The nature of operations determines the industry and rate per R100, used for raising annual assessments. A business is regarded as a unit, including all operations incidental thereto, including administrative staff."</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Registration	Registration	Who must register with the Fund? section 80(1)	<p>"All employers who employ one or more part-time / casual / temporary or full-time employees for the purpose of his / her business / farming / organisation's activities must register with the Compensation Fund.</p> <p>A: A separate registration is required for each separate branch of a business, with its own CIPC registration certificate.</p> <p>A: An employer should register with the Compensation Fund within seven (7) days after the first employee was employed.</p> <p>A: An employer shall within 7 days of any change in the particulars so furnished notify the Compensation Commissioner of such a change. Section 80(3)."</p>
Assessment	Information	What is the assessment? Section 82(1) (a)	<p>"It is the annual payment which is paid by the employers to the Compensation Fund to cover employees who are injured at work.</p> <p>The revenue of the fund consists mainly of annual assessments paid by registered employers on the basis of a percentage of the annual earnings of their employees. The rate is fixed per industry subclass.</p> <p>The Act however makes provision for a minimum assessment to ensure that the assessment is not less than the administration cost.</p> <p>These assessments are calculated as a percentage of the annual earnings paid to those employees.</p> <p>N.B. The payable assessment must not be reimbursed from employees.</p> <p>"</p>
Registration	Benefits of registration	What are the benefits of registration?	<p>"Employers</p> <p>Employers are obliged by the Act to take out this insurance to be protected against civil claims if employees get injured on duty or contract occupational diseases.</p> <p>Employees</p> <p>Employees who are injured on duty or who contracted occupational diseases can claim compensation for temporary or permanent disablement according to the degree of disablement and death.</p> <p>"</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Exemption	Employer exemption	Employers exempted from assessments. Section 84	<p>"The following employers do not have to pay assessment fees:</p> <ul style="list-style-type: none"> i) National and provincial government; ii) Municipalities who have exemption certificates; iii) Employers who are fully insured by Rand Mutual Assurance Company Ltd (RMA) (mining industry and class 13) or Federated Employers Mutual Assurance (FEMA) (building industry class 5) and operates under license conditions approved by the Minister of Labour. <p>Contractors Section 89</p> <p>Employers who give work to contractors must obtain a Letter of Good standing from the contractor to prove that the contractor is registered and that the assessment payable is up to date. The mandatory should verify the authenticity of the letter on the Departments website (www.labour.gov.za/onlineServices)</p> <p>Failure to comply: Mandatory is responsible for the payment of the assessment for those employees.</p> <p>Letter of Good standing</p> <p>The employer is regarded to be in good standing when</p> <ul style="list-style-type: none"> i) Registered with the Fund – section 80 ii) Submitted annual Return of Earnings – section 82 iii) Paid assessment in full / pay instalments – section 86 iv) Report accidents timeously

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Exemption	Employer exemption	Employers exempted from assessments. Section 84	<p>"The following employers do not have to pay assessment fees:</p> <ul style="list-style-type: none"> i) National and provincial government; ii) Municipalities who have exemption certificates; iii) Employers who are fully insured by Rand Mutual Assurance Company Ltd (RMA) (mining industry and class 13) or Federated Employers Mutual Assurance (FEMA) (building industry class 5) and operates under license conditions approved by the Minister of Labour. <p>Contractors Section 89 Employers who give work to contractors must obtain a Letter of Good standing from the contractor to prove that the contractor is registered and that the assessment payable is up to date. The mandatory should verify the authenticity of the letter on the Departments website (www.labour.gov.za/onlineServices) Failure to comply: Mandatory is responsible for the payment of the assessment for those employees. Letter of Good standing The employer is regarded to be in good standing when</p> <ul style="list-style-type: none"> i) Registered with the Fund – section 80 ii) Submitted annual Return of Earnings – section 82 iii) Paid assessment in full / pay instalments – section 86 iv) Report accidents timeously <p>"</p>
Exemption	Employer exemption	I do not have employees but I want to register with the Compensation Fund	<p>"It is a requirement on the tender documents. A: Do not complete the Registration of Employer form (W.As.2). Request for letter for tender purposes (Exemption letter)."</p>
Registration	Documents required	What documents are required to register with the Compensation Fund?	<p>"Registration of Employer form (W.As.2)</p> <ul style="list-style-type: none"> i) Copy of Companies and Intellectual Property Commission (CIPC) documents / Trust documents (J246) / NPO and NGO certificate <p>Copy of ID document</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Trading name	Trading name update	The trading name of the business / farming has changed.	Send the letter on a company letterhead with the certificate of name change (CoR 14.3). cfcallcentre@labour.gov.za
CICP	Company conversion	My company / close corporation has / have converted to a company at CICP offices.	Send the letter on a company letterhead with CICP document reflecting both the old and new CICP registration numbers.cfcallcentre@labour.gov.za
Contact details	Contact details updated	My address and contact details has / have changed.	"Log on to the online services and change / update address and contact details; www.labour.gov.za//online services select ROE online. "
Activities	Activity update	The nature of the business/farming activities has changed.	Send CICP documents and an affidavit / sworn statement made in front of the Commissioner of Oath or Police Officer stating the detailed description of the business operations as well as the duties of the employee. The affidavit / sworn statement must be done by the owner, director or member of the company as listed on the CICP documents and pictures in case of lower subclass request.
Operation	Operation	The business/farming has ceased operation.	Send the letter on the company letterhead indicating the date on which the last employee left the employment Manual Return of Earnings (W.As.8) /CF-2A form. Indicating the final earnings paid. to cfcallcentre@labour.gov.za
Operation	Operation	The business/farming is sold.	Send the letter on the company letterhead indicating the date on which the business was sold, address and the contact details of the previous owner. Manual Return of Earnings (W.As.8) indicating the final earnings paid. To cfcallcentre@labour.gov.za
Sold property	Sold property	The business / farming is sold.	Send the letter on the company letterhead indicating the date on which the business was sold, address and the contact details of the previous owner. Manual Return of Earnings (W.As.8) indicating the final earnings paid to cfcallcentre@labour.gov.za

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
CF ROE registration	CF ROE registration	Who can register on CF ROE online system?	"All employers registered at the Companies and Intellectual Property Commission (CIPC) and have a PAYE number. Sole Proprietors and Partners. i) Trusts ii) NPO's iii) Body Corporates iv) Schools / Churches v) Companies / Close Corporations without a PAYE number. The above must complete and submit a manual Registration of Employer form (W.As.2)."
CF ROE registration	CF ROE registration	Who cannot register on CF ROE online system?	"Sole Proprietors and Partners. i) Trusts ii) NPO's iii) Body Corporates iv) Schools / Churches v) Companies / Close Corporations without a PAYE number. The above must complete and submit a manual Registration of Employer form (W.As.2)."
Provisional Assessment	Raised provisional Assessment	Why is Provisional Assessment raised?	Provisional Assessment is raised in advance and is based on the amount indicated on the registration form to cover costs that may be incurred for any injury on duty.
Assessment	notice of assessment	My business / farming operation started between 1 January to 28 February (the last two months of the assessment year) and I received a notice of assessment calculated for the previous assessment period.	The assessment year of the Compensation Fund runs from 01 March to 28 February of the next year, therefore, the calculated provisional assessment falls within the previous final assessment year (assessment period).

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Provisional Assessment	Revised provisional Assessment	Can the provisional assessment be revised?	No. Minor fluctuations in the number of employees employed, do not necessitate interim adjustment of assessment. When the final (actual) assessment is raised, the already calculated provisional assessment will be reversed.
General Information	Information	Who is not regarded as an employee?	Sole proprietors or partners are not employees in terms of the Act or a non-working Director.
Returns	Return earning	What is the Return of Earnings form (W.As.8)?	During March each year the Return of Earnings form (W.As.8 CF 2A form) is uploaded on our website for employers to download the manual form. These forms must be completed and returned not later than 31 March or the approved date set by the DG. The information on the form assists with the raising of assessment. The CF ROE online system website allows you to electronically file, pay and receive your Letter of Good Standing. The earnings declared on the Return of Earnings are earnings (salaries and wages) paid by the employer to their employees and number of employees' employed during our assessment year (1st March to end of February the following year). The CF ROE online system opens 1 April each year for filing purposes or on the date approved by the DG
Assessment	Calculation formal	What is the formula to calculate the assessment?	Earnings divided by 100 X rate = assessment payable.
Returns	Late submission	What will happen if I file/ submit my Return of Earnings after the due date?	A penalty of 10% on the final assessment will be imposed
Cover	Cover	Are my employees covered if they work outside of the Republic of South Africa? Section 23	If they work outside of the Republic of South Africa now and then (i.e. a few weeks or months at a time) they are automatically covered under the Compensation Fund, however, if they are going to work outside of the Republic of South Africa for more than twelve uninterrupted months, they have to obtain permission from the Compensation Fund, in order to be covered for the time they will be in another country.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Assessment	Assessment audit	What should be done if the assessment is referred for an audit?	<p>": Provide the following documents to finalise the assessment:</p> <ul style="list-style-type: none"> i) Affidavit (reason for variance/credit assessment). ii) Signed audited or independently reviewed annual financial iii) statement for the year under review. iv) Detailed payroll report for the assessment year under review. v) SARS EMP 501 vi) Manual Return of Earnings (W.As.8). vii) Power of Attorney (consultants, bookkeepers, and attorneys when representing the employer) UIF Registration number <p>NB: If the required information above is not received within 21 calendar days of the date hereof, an assessment based on estimation will be made. send the documents to cfcallcentre@labour.gov.za</p> <p>"</p>
Assessment	Submission error/ documents	What should the employer do if he/she cannot submit/does not have some of the documents for audit and request the Fund to estimate the assessments?	Employer must submit an affidavit on company letterhead to request for the estimation of assessment and will have 180 days to submit the supporting document.
Earnings	Submission error	What should I do if I made a mistake when submitting earnings?	<p>"Refer to the above question in respect of the required documents.</p> <p>N.B. Send the request for amendment on the company letterhead. The request has to be submitted within 30 calendar days from the date the assessment was invoiced.</p> <p>"</p>
Register	Registration	Who can register with the Mutual associations (RMA or FEMA)	Class 13 (iron and steel etc.) must register at RMA; class 4 (mining industry etc.) can request to be transferred to RMA. Class 5 (building industry etc.) employers can request to be transferred to FEMA, new class 5 employers who wish to register with FEM from the start of business can do so.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Assessment	Due date for raised assessment	When will the assessments be raised?	Any time before the financial year end, only if the ROE forms are submitted as per the government gazette
Assessment	Payment date	After the assessment has been raised what will the due date for the payment be?	Payment must be done within 30 days of the date of invoice. For example, if the assessment was raised on 02/06/2008, the due date will be 01/07/2008.
Assessment	Banking details	Which banking details must one use when paying for assessments?	"The banking details are as follows: ABSA bank, Voortrekker road, Pretoria Account no: 01007930905 Branch code: 50904506/ 632005 "
Assessment	Penalties and interests	Under what circumstances can penalties and interest be charged?	A penalty (10% of the assessment) is charged if the account is not settled after the due date. Interest (15% of the balance) is then charged every month until the account is settled. It is calculated at the standard rate as prescribed by Section 80 of the PFMA.
Benefits of CF-ROE	Benefits of CF-ROE	What are the benefits of CF - ROE Online System	CF- ROE Online System is a FREE online employer registration platform which makes provision for the filing of the return of earnings offered by the Compensation Fund (CF). CF returns can be done simply and conveniently online.
Benefits of CF-ROE	Tax return type	Can I use CF - ROE for any other tax return types?	No, CF - ROE Online System is specific to Compensation Fund declarations and contributions
Registration	Registration	How do I register on CF-ROE Online System?	"Visit the following web address, click on online services, click ROE Online, and Click on the online user registration to register as an online user then follow the prompts."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Registration (DOCUMENTS)	Registration	Please ensure that you have the following information	<p>"For Commercial Employers: A: Your valid Compensation Fund registration number, your valid RSA identity number or passport number, a valid email address, your company's official registration name and details as provided by the CIPC, and lastly your banking account details from which you will pay your Compensation Fund contributions. For Agents: Valid Compensation Fund registration numbers for employers as above, your valid 13 digits bar-coded RSA identity number or passport number, a valid email address, your company's official registration name and details as provided by the Registrar of Companies (which is the CK1 form for CC's and CM1 or CM3 for Proprietary Limited companies), and lastly your banking account details from which you will pay your Compensation Fund contributions."</p>
Benefits of CF-ROE	Documents required	What documents are required to register on CF-ROE online system?	<p>"Please ensure that you have the following information: For Commercial Employers: Your valid Compensation Fund registration number, your valid RSA identity number or passport number, a valid email address, your company's official registration name and details as provided by the CIPC, and lastly your banking account details from which you will pay your Compensation Fund contributions. For Agents: Valid Compensation Fund registration numbers for employers as above, your valid 13 digit bar-coded RSA identity number or passport number, a valid email address, your company's official registration name and details as provided by the Registrar of Companies (which is the CK1 form for CC's and CM1 or CM3 for Proprietary Limited companies), and lastly your banking account details from which you will pay your Compensation Fund contributions." "</p>
Benefits of CF-ROE	Return submission	Can I only submit my current returns on CF-ROE Online System?	<p>NO: All of your outstanding returns can be submitted via CF-ROE Online System through the FAQ for employer registration and Assessment for the past four years. The Act requires an employer to submit annual returns, you may have to do multiple return submissions and payments.</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Benefits of CF-ROE	Prior submission	Can I only submit my current returns on CF-ROE Online System? What about prior returns that have not been submitted?	All of your outstanding returns can be submitted via CF-ROE Online System through the FAQ for employer registration and Assessment for the past four years. The Act requires an employer to submit annual returns, you may have to do multiple return submissions and payments.
Benefits of CF-ROE	Information	I can't view my PDF. How do I change the default pdf viewer?	Most browsers have a default PDF viewer which may or may not be able to view our PDF's. If you encounter a situation where you can't view a PDF on the site.
Benefits of CF-ROE	Historical data	Can I access historical data with respect to my returns and payments?	No, please keep a copy for yourself
Benefits of CF-ROE	Available facilities	I am a tax agent. What facilities are available to me?	You can register your client for CF-ROE online system or, if they have already registered, access your client's account and conduct all of the regular CF-ROE online system functions on your client's behalf (as per your own agreements and privacy policies with your client).
Benefits of CF-ROE	Add client	How do I add my clients?	Once you have registered your CF-ROE online system profile and have been authenticated as a user of CF-ROE online system, you can register your clients onto your profile. Once the accuracy of information submitted is confirmed, you will be notified via email. Your client should be added to your profile.
Pensions	Pension fund	My monthly pension is R500.00, am I going to receive this amount for life?	"No. The amount will increase on a yearly basis based on the CPI inflation and rate approved by the board."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Pensions	Approved funds	I was told that my pension was approved, how much is it?	<p>"The pension is calculated for individual pensioners at earnings x75% x % of disablement. This in essence stipulates that there is no standard amount to be paid to a pensioner. Required documents/information in case of a widow/er:</p> <ul style="list-style-type: none"> • Notice of claim for Compensation(W.cl.3) • Declaration by the widow\er (W.cl.32) • Id copy in case of SA citizens • In case of Foreign Nationals (work permit, or asylum seeker, passport) • Death Certificate / Post-mortem/ Medical report indicating the cause of death • Marriage Certificate • Unabridged birth certificates of children under the age of 18"
Pensions	Approved funds	The guardian must submit the following documents:	<p>"i). W.cl. 3 – by guardian ii). W.cl. 32 – by guardian iii). Certified copy of the widow/er’s death certificate iv). A letter of appointment by the Department of Social Welfare confirming the guardianship v). Certified birth certificates. vi) Unabridged birth certificates of the children"</p>
Pensions	Approved funds	The guardian must submit the following documents:	<p>"i). W.cl. 3 – by guardian ii). W.cl. 32 – by guardian iii). Certified copy of the widow/er’s death certificate iv). A letter of appointment by the Department of Social Welfare confirming the guardianship v). Certified birth certificates. vi) Unabridged birth certificates of the children"</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Pensions	Required documents	"When a widow/er passed away and there's a child under the age of 18 years, what does the guardian of the child have to submit in order to receive the pension on behalf of the child."	"The guardian must submit the following documents: i). W.cl. 3 – by guardian ii). W.cl. 32 – by guardian iii). Certified copy of the widow/er's death certificate iv). Sworn statements by two family members, stating who the guardian of the children is, from when and if the person is capable of taking care of the child, v). Sworn statements by the guardian, stating from when they've been taking care of the child. v). Certified birth certificates. to cfcallcentre@labour.gov.za "
Pensions	Information	"I'm receiving a pension for my husband/wife who lost their life as a result of an injury on duty, what will happen to my pension when I get married to someone else?"	The pension will continue.
Pensions	Pro-rata	What is a pro-rata pension?	When the employee has more than one injury for which permanent disability has been awarded in the form of a lump sum (1-30%), a pro-rata pension must be issued only if the Permanent Disability percentage totals up to 31% or more.
Pensions	Payment date	From which date do we pay a Fatal Pension?	From the date of Death, and arrears will be paid as soon as the pension is authorised.
Pensions	Payment period	"When an employee has died (FATAL), for how long will a pension be paid to the his/ her dependants?"	"i) Spouse - It will be paid for life. ii) Children - It will be paid until they turn eighteen, but they can request for the pension to be extended if they still are at school or if they have any mental disabilities."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Pre- authorisation	What is the pre- authorisation for?	"i) Pre-authorisation serves the following purposes: ii) To alert the Fund of any upcoming high-cost treatment; iii) To allow the Fund to timeously plan and put appropriate measures in place to collaborate in the holistic management of beneficiaries; iv) To allow the Fund to apply appropriate managed care processes and protocols; v) To limit risk exposure of the Fund by ensuring that only clinically necessary and cost-effective treatment is provided and that treatment is limited to the injury or occupational disease as per relevant sections of the COID Act; and vi) In some cases to alert the Fund of cases of injury on duty and/or occupational diseases which are otherwise not reported to the Fund as required by the Act."
Case management	Information	Where must the authorisation for procedures be obtained from?	"Practitioners must refer to the provincial contact information provided to Medical Associations. Please also refer to the last page of this document."
Case management	Pre- authorisation process	"What is the process that must be followed to obtain the authorisation? How long will it take to process the authorisation request?"	"i) There is no specific Compensation Fund pre-authorisation form to complete. Practitioners must request pre-authorisation on a practice letterhead (manually) or electronically on the Comeasy system. Manually requested pre-authorisation must be emailed to the relevant province using the contact details provided. ii) The request for pre-authorisation must be accompanied by relevant Medical and Initial Investigation Reports in case of Treating Doctors and Referral Letter and Motivation plus Initial Evaluation and Treatment Plan for Rehabilitation Professionals. iii) The authorisation will be done within 15 working days. Practitioners are however advised not to The Departmentay treatment in critical and emergency cases and must continue treatment while awaiting pre-authorisation.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Information	"Will all cases of COIDA require pre-authorisation for treatment, investigations and rehabilitation?"	<p>"No. Emergency treatment and investigations do not require authorization, and practitioners must not The Departmentay any life-saving treatment and justifiable investigation required to stabilise patients.</p> <p>ii) For beneficiaries admitted to Emergency Casualty, ICU and High Care Unit, all emergency Services required to manage the patient do not require authorization from the Fund. This includes all investigations required and an initial CT scan where clinically indicated. A notification of admission to these units is however required.</p> <p>iii) Authorisation will not be required where an emergency surgery is required to stabilise the beneficiary including all requisite investigations and healthcare professionals involved."</p>
Case management	Emergency Services	"What is seen as an emergency because even though we are an emergency unit we get COIDA patients with whiplash, sprain and strains etc. Would all these also fall under emergency Services which automatically have authorisation for treatment?"	<p>"i) A medical emergency is any acute injury or illness that poses an immediate risk to a person's life or long-term health. Dependent on the severity of the emergency, and the extent of any treatment required, it may require the involvement of multiple levels of care, from first aiders to emergency physicians. This term is quite broad and practitioners must use it judiciously on the grounds of clinical assessment, current knowledge and best practice.</p> <p>ii) All cases classified as emergencies will not require prior authorization for the requisite medical and rehabilitative treatment while the patient is being treated in casualty (emergency unit).</p> <p>iii) For cases treated in an emergency department and then discharged on an outpatient rehabilitative treatment plan, practitioners must submit a request for authorisation and continue with the required outpatient treatment to a maximum of sessions stipulated in the medical tariff gazette for different disciplines while awaiting authorisation."</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Authorisation rejection	In which cases would an authorisation be rejected?	<p>"i) Pre-authorisation is based on clinical indication and need. Practitioners must ensure evidence-based practice when treating COVID patients and observe the best interest principle. When the request does not provide evidence-based justification and is not in the best interest of the beneficiary, the authorisation will not be granted.</p> <p>ii) Requests for authorisation where the claim is not reported or liability has not been accepted by the Fund will be rejected.</p> <p>iii) Where supporting documentation (Medical Reports, Employer's Report, Hospital Admission Records) are requested and not provided timeously, authorisation will not be given till all required documents are submitted."</p>
Case management	Individual authorization	"Where a patient is admitted as an emergency case, is individual authorization required for each Services provider or is radiology covered by hospital authorization?"	<p>"i) All emergency procedures and treatments do not require authorisation. Administration of any treatment and conduction of any investigation must be based on clinical need and indication in the best interest of the beneficiary. Practitioners do not need to submit request for pre-authorisation for all treatment, investigations and individual health professionals required for emergency treatment and stabilization of a beneficiary in an emergency setting.</p> <p>ii) Plain X-rays do not require authorization provided they are clinically indicated. An initial emergency CT scan will not require authorisation in cases of severe trauma, polytrauma and head injuries where this is indicated. All other specialised radiological investigations (MRI/PET scans) and second and subsequent CT scans will need pre-authorisation. "</p>
Case management	Motivation letter	"Is there a motivation letter for doctors to complete or will a Doctor's letter/ referral be sufficient?"	<p>"i) The treating doctor is required to provide motivation and referral to other healthcare providers or allied healthcare practitioners where their Services are required for the overall management of the beneficiary. Rehabilitation professionals will not be able to refer beneficiaries between each other. A recommendation to the treating doctor must be made first and the treating doctor will refer the beneficiary accordingly.</p> <p>ii) This can be done in a practice letterhead or practice or hospital referral form."</p>

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Work load management	"In addition to CT/ MRI scans, will the pre- authorisation also apply to general x-rays? If so, what resources do you have in place to manage the workload?"	"All plain X-rays and initial Ultrasound scans required to assist the practitioner to make a proper diagnosis do not require authorisation. This will also apply to follow-up plain X-rays are required to evaluate the progress or response to treatment. Injudicious use of investigations will be monitored by the Fund and where abuse and misuse are proven, necessary disciplinary measures will be instituted in collaboration with relevant professional bodies."
Case management	Pre- authorisation turnaround time	"If the resources in our provincial offices are insufficient, can we contact regional offices? What is the turnaround time to obtain pre- authorisation from CF?"	"Practitioners are advised to stick to the stipulated contact personnel for submission of all requests. Each provincial office has adequate resources to assist practitioners in that particular province. Where joy is not obtained from the provincial office, practitioners can contact Compensation Fund National Customer Care at 0860 105 350 during normal working hours."
Case management	Pre- authorisation turnaround time	Where do we obtain contact details for provinces?	" A communique with contact details for provinces was sent out to Professional Associations for distribution to Medical Service Providers. The communique can also be found on the website of the Department of Labour at http://www.labour.gov.za . Also do consult the contact page of this booklet. For pre-authorisation requests, please use the following email addresses:"
Case management	Provincial contact details	Where do we obtain contact details for provinces?	"A communique with contact details for provinces was sent out to Professional Associations for distribution to Medical Services Providers. The communique can also be found on the website of the Department of Labour at http://www.labour.gov.za ."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Medical check-up pre- authorisation	"If a patient had an operation and must come back for another operation to remove fixations (like screws and plates) because of the first operation, how will this process work? Will we have to obtain authorisation for this as well?"	"No additional pre-authorisation is required for planned outpatient procedures following emergency or in-hospital treatment which forms a continuum of the overall patient management following an injury or occupational disease. However, practitioners must indicate such procedures in the relevant Medical Report (First or Progress) with anticipated dates and applicable codes to be used and must be accompanied by relevant motivation on a practice letterhead."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Information	"If a patient went to the emergency room of the hospital and was not operated immediately but referred to a specialist and went to see the specialist a week late and the specialist decided to do an operation on the patient, will there have to be authorisation obtained for that as well? Hypothetically the cause' of this The Departmentay could be that there was no specialist on duty that could have operated on the shoulder immediately and the patient was able to wait for the procedure or to see the relevant specialist that was able to help the patient."	"Practitioners are advised to observe all applicable laws of the Republic when dealing with any patient regardless of who the funder is. The first point to observe is that no one may be refused emergency treatment in the Republic at any facility in the country. The second point is that where resources are not available to provide all the treatment required, practitioners have a duty to refer the patient to a facility where such resources are available, after appropriate steps are taken to stabilise the patient."
Case management	Case re-opening	How will the re-opening of cases work? Will the same procedure be followed?	"The process for requesting the reopening of previously finalised claims will remain unchanged. Practitioners are advised to however provide appropriate motivation and a comprehensive treatment plan as well as to indicate why the option chosen is more beneficially suitable than all other alternatives in the best interest of the beneficiary and provide all supporting documentation for prompt response."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Follow up visit pre-authorisation	"How will the follow up appointments be handled after the first 4 months after the operation has passed? Will we need to obtain authorisation for these follow-up visit? as well?"	"All pre-authorisations will be provided with the specific treatment, procedure, relevant codes and stipulated period of authorisation. Where the pre-authorized period has expired and there is a justifiable and clinically-indicated need for further treatment, extension of pre-authorisation must be requested from the Fund."
Case management	Final report authorisation	"If the patient comes for a final consultation and to receive a final report, will this also have to be authorised?"	"No. However, if a specialised radiological investigation (CT, MRI, and PET scans) other than a plain X-ray or Ultrasound is required to produce a Final Medical Report, such an investigation needs to be authorised unless previously covered in the initial authorisation."
Case management	After hours pre-authorisation	"Is pre-authorisation required afterhours, on weekends and during public holidays? If so, who should we contact and how soon can this be obtained?"	"All after hours consultations and clients have seen during weekends and public holidays, and where pre-authorisation is required, practitioners must conduct requisite investigations and initiate treatment as appropriate and only submit the request for pre-authorisation on the next available working day."
Case management	Complex medical cases	What are Complex Medical Cases?	"Complex medical cases include all cases of multiple trauma and systemic diseases where different body systems are affected and at least one of the injuries is classified as severe or life-threatening. They are frequently persistent in nature, have a potential to cause death, disability and serious discomfort and result in multidimensional sequelae with long-term physical, social and mental dimensions. These conditions require a coordinated quality care from a wide variety of medical and allied Services providers."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Case management	Radiologist authorisation	"Are radiologists required to request authorisation for specialised radiological investigations?"	"All doctors involved in the active management and treatment of the patient are basically treating doctors. A Primary Physician is a treating doctor who, by nature of the injury or disease and the nature of his or her speciality assumes the overall management of the patient. Radiologists by nature of their discipline can only be treating doctors (in case of Interventional Radiology and Radiation Medicine) but never Primary Physicians."
Case management	Information	"What is the difference between the Primary Physician and the Treating Doctor? Can radiologists be either or both of the two?"	"All doctors involved in the active management and treatment of the patient are basically treating doctors. A Primary Physician is a treating doctor who, by nature of the injury or disease and the nature of his or her speciality assumes the overall management of the patient. Radiologists by nature of their discipline can only be treating doctors (in case of Interventional Radiology and Radiation Medicine) but never Primary Physicians."
Occupational Injuries and Diseases Act?	Occupational Injuries and Diseases Act?	What is the Compensation for Occupational Injuries and Diseases Act?	"The Compensation Fund is a Schedule 3A Public Entity of the Department of Employment and Labour. The Fund administers the Compensation for Occupational Injuries and Diseases Act No 130/1993 as amended by the Compensation for Occupational Injuries and Diseases Act No 61/1997. The main objective of the Act is to provide compensation for disablement caused by occupational injuries or diseases sustained or contracted by employees, or for death resulting from injuries or diseases, and provide for matters connected therewith."
Employer Services	Employer Services	What is employer services?	"The Fund generates its revenue from levies paid by employers and this consists of annual assessments paid by registered employers on a basis of a percentage or fixed rate of the annual earnings of their employees. The COID Act, however, makes provision for a minimum assessment to ensure the assessment is not less than the administration costs incurred. An employer should register with the Compensation Fund within seven (7) days after the first employee was employed."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
CF Services	CF Services	What services does CF offer ?	"The Fund offers the following services: i) Employer Services ii) Claims Services iii) Medical Services iv) Finance Services v) Legal Services vi) Rehabilitation and orthotics"
Claim	Claim	Who can claim compensation under the Act?	"Anyone who is employed under a contract of service and receives wages, salary on weekly or monthly basis may claim compensation in terms of the Act's. Dependants of an employee who is fatally injured can also claim compensation. Casual employees' rights are exactly the same as full-time employees."
Claim	Injury on duty	"What you must do when you are injured or contracted a disease as a result of your work?"	"i) Employer's Report of an Accident (Form W.C1.2) When you go to hospital or the doctor you should take the form (W.C1.2 – Part B), which has been completed by your employer, with you. This form is important as it contains all the correct information regarding your employer, your full names and how you were injured. It also shows that you were injured at work. The Compensation Fund has an online system Compeasy, where claims should be registered electronically by the employer or a designated person. ii) Medical reports The employer or doctor must submit the the First Medical Report (W.C1.4) and Progress/ Final Medical Reports (W. Cl.5), and all other reports that will assist the compensation fund to adjudicate upon liability of the claim. The First Medical Report is important to the Compensation Fund because the Doctor provides a detailed clinical description of the injury or disease. The progress and Final Medical Reports are also important, for further treatment or the date when you are fit to go back to work, and describes your permanent disablement, if any, as a result of the injury or disease. The treating doctor can now upload your medical report directly onto Compeasy portal. Employees must also have copies of the reports to submit to employer and for safe keeping, in cases where the employee or disease recurs, experiences medical."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Compensation	Compensation due	What Compensation should you can expect	"Compensation is money paid by the Compensation Fund to employees who were injured on duty, to replace loss of wages and/or to pay medical expenses. If you are off work for three days or less, you will not receive compensation. Medical expenses will, however, be paid. For the first three months you are booked off from work, your employer is obliged to pay you 75% of your earnings/wages as at the time of the accident, if your injury is serious and lasts for the first three months. Your employer will claim this back, from the Compensation Fund. If you are off work for more than three months the money (salary/ wages) must be claimed directly from the Compensation."
Disability	Disability	What is temporary disability?	"If the doctor indicates in the medical reports that you have a temporary disability (a minor injury) you will only get 75% of the earnings you were receiving at the time of the accident. This will only be paid during the time that you are unfit for duty, recovering as a result of injury. The Fund does not pay for pain and suffering."
Disability	Disability	What is permanent disability	"If the doctor indicates in the medical reports that you have a permanent injury, such as deafness, blindness, amputation of a limb or an injury that permanently disables you (for the rest of your life), it will be assessed according to the percentage of disability laid down in the Act. If your disability is assessed at 30% or less, you will be paid a lump sum, which is a once-off payment for that injury. If your disability is assessed at more than 30% you will receive a monthly pension together with the arrears payment from the date of stabilisation of your condition which is reflected on the Final Medical Report, and a monthly pension is payable for life. The amount of this pension is calculated on your earnings at the time of the accident, your percentage of disability and the benefits applicable at the time of the accident. When an employee dies as a result of the injury or disease, his or her dependant's widow or widower) will get a pension for life. All children under the under the age of 18 years will qualify and will be included as part of the parent/guardian's pension. This pension will stop when the child reach 18 years unless he/she is still at school or attending a tertiary institution. For further information on pensions to the dependants, read Section 2 of the Guide for Pensioners brochure."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Orthotics	Orthotics	What is Orthotics?	"An Orthotic is an assistive device which supports and corrects a deformity caused by an injury or disease . Assisting in activities of daily living e.g. braces, spectacles, hearing aids etc."
Prosthetics	Prosthetics	What is Prosthetics?	"A Prosthesis is an assistive device that replaces a missing body part which occurred due to injury or disease. e.g. Ocular prosthetics, Lower and upper limb prosthetics."
Case management	Prosthetics and Orthotics case management	What is Prosthetics and Orthotics case management and when is it required?	"Case management occurs when an assistive device request has been submitted by a medical service provider, requesting a device for a patient. Once received, the client has to be seen by a nurse, Disability manager or Orthoptist to verify if the prescription is clinically appropriate and adheres to the protocol of the Fund. All clients are case managed telephonically or physically."
Case management process	Role player	Who are the role players in the Orthotics case management process?	"The Nurse, Disability Manager and Orthoptist are all crucial in conducting case management to the client. This is to verify that the client receives full support from CF with regards to other benefits."
Services	Accessibility	Where Can Orthotics and prosthetics services be accessed?	"The services can be accessed from any HPCSA registered Orthoptist/Prosthetics who is registered with the Compensation Fund. The service provider will assess, formulate a clinical appropriate quotation and motivation, measure and fit the device to the client's needs. Once a request is received, the outcome of the request (approved/rejected) will be available within 15 working days. The response will be sent back to the medical service provider who will supply the client with the relevant device."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Contact	Contact details	Who to contact for further information?	"Ms Lethabo Makgahlela Chief Orthotics/Prosthetics 082 887 0423 Ms Charmaine Mamakoko Assistant Director Orthotics/Prosthetics 082 886 9421 Charmaine.Mamakoko@labour.gov.za Mr David Khaphathe Deputy Director Orthotics/Prosthetics 082 894 8614 Ndivhudzannyi.Khaphathe@labour.gov.za Mr Benje Theron Director Orthotics/Prosthetics 066 390 6639 Benje.Theron@labour.gov.za"
Rehabilitation	Rehabilitation	What is rehabilitation?	"Rehabilitation is the process of helping an individual who has been injured or ill, to restore lost skills and become as independent as possible again. Clinical rehabilitation services are usually The Departmentivered by a multi-disciplinary team, including a physiotherapist, occupational therapist, speech therapist, audiologist and / or biokineticist."
Rehabilitation	Rehabilitation	Who qualifies for vocational rehabilitation?	Injured workers who cannot return to current work due to occupational injuries and Compensation Fund pensioners who wishes to return to work.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Rehabilitation	Rehabilitation	First, the functional limitations and capabilities will be determined. This information will be communicated by the medical practitioner in the form of a report. Secondly, your eligibility will be determined to ascertain if you are a suitable candidate to be considered for enrolment in a vocational rehabilitation programme.	Upon consultations with the Disability Managers in provinces, the Disability Managers will notify the Vocational Rehabilitation Directorate to enrol you for Vocational Rehabilitation programmes.
Rehabilitation	Rehabilitation	What are the services offered by Vocational Rehabilitation Directorate?	Reskilling or upskilling of Injured workers who cannot return to current work and unemployed Compensation Fund pensioners, Facilitation of return-to-work and Enterprise development.
Rehabilitation	Rehabilitation	Who do I contact for enquiries regarding Vocational Rehabilitation Programmes?	"Contact the Vocational Rehabilitation team on 012 319 9264/ 012 406 5808/ 5709 / 066 056 3720/ 082 886 9452/ 066 305 7827/ 071 613 1828 A Email Address: cfexternalbursaries@labour.gov.za"
Rehabilitation	Rehabilitation	How do I find out if I can get Vocational Rehabilitation services?	First, the functional limitations and capabilities will be determined. This information will be communicated by the medical practitioner in the form of a report. Secondly, your eligibility will be determined to ascertain if you are a suitable candidate to be considered for enrolment in a vocational rehabilitation programme.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Rehabilitation	Rehabilitation	Who undergoes rehabilitation?	"Any worker who was involved in an accident or who contracted an occupational disease that has led to limitation in their physical, emotional and functional ability may need to undergo rehabilitation. The injured or diseased worker will require rehabilitation to improve the ability to participate in various day to day activities."
Rehabilitation	Qualify for rehabilitation	When is rehabilitation considered to be important by the Fund?	"Every time when an injured or diseased worker has physical, emotional and functional limitation, then rehabilitation is considered important to improve on the ability to function optimally in all areas of life."
Rehabilitation case management	Rehabilitation case management	What is rehabilitation case management?	"Rehabilitation case management is a process that includes assessment, monitoring, and evaluation of the rehabilitation treatment process in order to manage the injured or diseased worker and advocate for the provision of rehabilitation treatment."
Rehabilitation case management	Rehabilitation case management facilitate	How is rehabilitation case management facilitated or conducted?	"The Compensation Fund is notified about the admission of the injured or diseased worker to a rehabilitation facility. A visit to the facility is planned by the rehabilitation case manager to be able to provide or educate the injured or diseased worker, his family and the medical providers about all relevant compensation benefits. Regular visits to the facility by the rehabilitation case manager are done to monitor the rehabilitation treatment progress until discharge."
Case management	Injury case management	When are injured workers case managed?	"Injured workers are case managed from the beginning of treatment after admission in a health facility, until they are discharged. The case manager engages with the relevant medical and rehabilitation treatment providers to be able to monitor the injured worker's response and progress of treatment. The case manager also assists the injured or diseased worker and their family to understand the extent of the diagnosis or injury. The injured or diseased worker is case managed again before discharge to prepare the injured worker and their family to adjust to the disability at home and in the community."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Management process	Role player	Who are the role players in the rehabilitation case management process?	"There are a number of role players in the rehabilitation case management process, including: i) The injured or diseased injured worker ii) The family of the injured or diseased worker iii)The CF Medical case coordinator iv) The CF Disability manager v) The health care providers, such as the Physiotherapist and the Occupational Therapist"
Social integration	Social integration facilitation	How does the Compensation Fund facilitate social reintegration?	"The Compensation Fund aims to facilitate the process of reintegrating injured or diseased workers back to their families at home, the community and/or the work place. Through the process of rehabilitation case management by CF disability managers and medical case coordinators, injured or diseased workers are monitored throughout their rehabilitation process, including planning for discharge and optimal reintegration."
Return to work	Return to work	Is it possible for an injured or diseased worker to return to work?	"The Compensation Fund aims to facilitate Return-to-Work for as many injured or diseased workers as possible, by providing clinical vocational rehabilitation services."
Vocational rehabilitation	Vocational rehabilitation	What is clinical vocational rehabilitation?	"An injured or diseased worker who has completed their clinical rehabilitation process and is independent in the Activities of Daily Living, is eligible for referral to clinical vocational rehabilitation. Clinical vocational rehabilitation includes an assessment of work ability by an occupational therapist, who then makes recommendations regarding Return-to- Work. These may involve provision of reasonable accommodations or modifications in the work place, and/or recruitment into a work hardening programme."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Accommodation	Accommodation	What are reasonable accommodations?	"Reasonable accommodations are changes to an injured or diseased person's work environment to enable them to do their work, despite their disability. For example, an employee who loses their eyesight due to an occupational injury, could be accommodated with an adapted computer that responds to voice commands. Employers are responsible for providing reasonable accommodations or work modifications to enable injured or diseased workers to perform their work duties."
Work programme	Work programme	What is a work hardening programme?	"An injured or diseased worker loses general fitness while recovering in hospital. A work hardening programme is a type of clinical vocational rehabilitation intervention that develops work fitness, to prepare the injured or diseased worker to Return-to-Work. It involves a half- or full-day programme of simulated work tasks combined with customised therapy to develop relevant coping skills, such as stress management and joint protection."
Work programme	Vocational Rehabilitation programme	Vocational Rehabilitation (VR) Programme	"The Programme seeks to remove barriers to accessing, returning to employment or other useful occupation by providing developmental opportunities to maximise performance, employability or participation in the economy of the country."
Skills	Skills development	What is Skills Development?	"The Compensation Fund through the Vocational Rehabilitation Bursary Scheme aims to strengthen the social contract, through funding of vocational studies as a viable means to set in motion economic growth & inclusion, skills development, job creation and poverty reduction in the Country. The Vocational Rehabilitation Bursary is targeted at eligible previously employed persons who have suffered occupational injuries or diseases, as a result, acquired a permanent disablement (Compensation Fund Pensioners) and furthermore lost their jobs, dependants of CF pensioners, unemployed persons with physical disabilities, and general young persons."

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Talent Management	talent pipeline	Talent Pipeline Management	"As a demand-driven approach, the Fund through the bursaries and referrals from Clinical Vocational Rehabilitation is building the pipeline of capable Persons with Disabilities (PWD) and young persons to be (re)integrated into the labour market to close the skills gap. The Employers have access to the unemployment database for placement."
Development	Development	Enterprise Development	"The Fund through the Vocational Rehabilitation Programmes harnesses and promotes self-employment, with the aim of ensuring economic sustainability particularly among unemployed Compensation Fund Pensioners who acquired a permanent disablement due to occupational injuries/diseases. Organisations through Social Entrepreneurship (SE) or Corporate Social Responsibility (CSR) are encouraged to use the Fund's Persons with Disabilities' Unemployment Database for entrepreneurship human capital investment to stimulate and/or advance economic growth, alleviate poverty and reduce inequality. The Fund can be contacted on the following numbers regarding the Vocational Rehabilitation Programmes: 012 319 9264/ 012 406 5808/ 5709 / 066 056 3720/ 082 886 9452/ 066 305 7827/ 071 613 1828"
Legal	Legal Services	Legal Services	"In terms of section 91 of COID Act any person affected by a decision of the Commissioner may object to that decision. An objection should be lodged on the form W.G.29 as prescribed by the Act and must be signed by the objector. The Act also prescribes that an objection should be lodged within 180 days from the date of the decision made by the Commissioner."
Legal	Legal Services	When am I getting the hearing date?	The hearing date will only be communicated once the file had been assessed by the Legal Admin Officer and is deemed to be ready for a hearing, in consultation with the claims section.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Legal	Legal Services	Who would be present during the tribunal hearing?	The tribunal hearing is made up of an independent panel members, the Presiding Officer, Employer/Employee Assessor, Medical Assessor and an Interpreter when there's a need.
Legal	Legal Services	Q.I was invited to a hearing do I need a lawyer?	You don't need a lawyer but you are not denied the right to have a representative present during the hearing. The representative can be a colleague, Union Representative, Family member or Lawyer.
Legal	Legal Services	I attended a hearing and my objection was dismissed, what now?	In an event your objection is dismissed and you are not satisfied with the decision you can take the matter on appeal at High Court within 90 days from the date the objection was dismissed.
Legal	Legal Services	I attended a hearing and my objection succeeded, what now?	The file will be referred to the relevant Directorate for further processing depending on the outcome of the hearing.
Legal	Legal Services	I attended a hearing and my objection was postponed, what now?	A new hearing date will be provided and communicated to the objector or legal representative if he/she has one.
Legal	Legal Services	When is my objection going to be processed or paid up?	Once all the relevant information and supporting documents are received.
Legal	Legal Services	I was referred to section 42 examination who is going to pay?	The Fund will be paying the consultation fee and related fees.

CATEGORY	SUB-CATEGORY	FAQ SUBJECT	FAQ CONTENT
Legal	Contact details/ points	Contact details/points	"CF Call Centre: 0860 105 350 Provincial offices: Eastern Cape East London: (043) 701 3000 Mpumalanga Witbank: (013) 655 8700 Free State Bloemfontein: (051) 505 6200 North West Mmabatho: (018) 387 8100 Gauteng North Pretoria: (012) 309 5000 Northern Cape Kimberley: (053) 838 1503 Gauteng South Johannesburg: (011) 497 3222 Western Cape Cape Town: (021) 441 8000 KwaZulu-Natal Durban: (031) 366 2000 Free State Bloemfontein: (051) 505 6215 Limpopo Polokwane: (015) 290 1744 "

2. CONCLUSION

The Communication and Change Management Team will analyse the responses and use the above information to be published on Departmental Website, Exchange and social media platforms.

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**Frequently
Asked
Questions**



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