



UIF DIARY 2025

UIF BENEFITS



UNEMPLOYMENT
BENEFITS



REDUCED
WORK TIME
BENEFITS



MATERNITY
BENEFITS



PARENTAL
BENEFITS



ADOPTION
BENEFITS



ILLNESS
BENEFITS



DEATH
BENEFITS



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employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA



Department of Employment and Labour
Unemployment Insurance Fund
Directorate: Communication
and Marketing

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TOP LEADERSHIP

“ Think outside of the box because the box you are in is too small for the world that you have. ”

- Bishop T.D Jakes



Onke Mjo
Acting Director-General

Jomo Sibiya
Deputy Minister

Nomakhosazana Meth
Minister

Phumzile Mgcina
Deputy Minister

Teboho Maruping
UIF Commissioner

OVERVIEW OF THE UIF

UIF MANDATE

The mandate of the Unemployment Insurance Fund (UIF), as stated in the Unemployment Insurance Act, 63 of 200 (as amended) is to register all employers in South Africa and pay those who qualify for unemployment Insurance benefits.

VISION

A caring, accessible, and customer-centric UIF that contributes towards poverty alleviation.

MISSION

Through multiple channels, we will deliver both financial and social relief to the right person, at the right time, every time.

STRATEGIC OBJECTIVES

- Improve financial management;
- Improve service delivery;
- Improve compliance to the Unemployment Insurance Act; and
- Fund poverty alleviation schemes.

VALUES

Transparency

We will be open to all stakeholders without reservations on dealings within the Fund.

Mutual Respect

We will respect our colleagues and stakeholders and treat them as we want to be treated.

Accountability

We will own up to our responsibilities in relation to our behaviour, actions and results.

Client-Centred Services

We will achieve total customer satisfaction by providing excellent and world class service to our stakeholders.

Integrity

We will communicate openly and honestly, and build relationships based on trust.

Team Work

We will involve each other, we will work together across the organisation, and we will seek ideas and share solutions.

Caring for our people

We treat employees with care, dignity and respect. We grow our people for performance excellence.

Excellence

We will achieve a total customer satisfaction by providing excellent and world - class services to our stakeholders.

UIF BUSINESS UNITS

OFFICE OF THE COMMISSIONER

The focus of the office is to provide strategic leadership, management, administration and the overall management of the Fund's operations. The office is complemented by the following divisions:

1. CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

The focus of the office is to provide financial governance on financial management and accounting services to the Fund. The Chief Financial Officer's office is complemented by five sub-divisions:

1.1. Financial Reporting

- Management of financial reporting; and
- Provision of financial systems support.

1.2. Investment and Actuarial Services

- Investment management, actuarial and treasury services.

1.3. Income Management

- Management of revenue and debt collection processes; and
- Management of payroll audits and enforcement.

1.4. Budgets, Expenditure, and Bank Reconciliations

- Creditor and expenditure management;
- Claim payments;
- Reconciliation of bank accounts; and
- Integrated budget planning and management.

1.5. Supply Chain Management and Auxiliary Services

- Provision of integrated financial management administration and supply chain management services;
- Records management; and
- Asset and facilities management.

2. CHIEF DIRECTORATE: CORPORATE SERVICES

The purpose of Corporate Services is to render a comprehensive, integrated human resource and administration function to the Fund to enhance service delivery and welfare of all employees. The office is complemented by the following sub-divisions:

2.1. Human Resource Management and Development

- Training and development of staff;
- Maintaining sound labour relations;
- Promoting equality in the Fund;
- Performance management;
- Recruitment and selection; and
- Provision of service condition and benefits.

2.2. Organisation Effectiveness

- Job design and evaluation;
- Change Management; and
- Business Process development and mapping.

2.3. Board Services

The focus of the office is to provide strategic support services to the Board and the Fund.

The key functions are:

- Enhance good governance of the organisation;
- Board support and administration;
- Compliance management and governance;
- Policy management; and
- Security management services.

2.4. Strategic Planning, Monitoring and Evaluation

- Strategic planning; and
- Monitoring and evaluation.

2.5. Communication and Marketing

- Provision of communication services;
- Provision of marketing services; and
- Advertising, branding and publications.

2.6. Information and Communication Technology

The focus of the office is to provide strategic ICT support to the Fund and the purpose is to:

- Manage the Fund's projects; and
- Develop and implement ICT governance model.

2.7. Legal Services

- Provision of legal services.

3. CHIEF DIRECTORATE: LABOUR ACTIVATION PROGRAMMES

- Provide strategic leadership and guidance on the implementation of the Labour Activation Programmes.
- Develop strategies and policies to guide the monitoring of Labour Activation Programmes.
- Maintain partnership and network with relevant stakeholders involved in Labour Activation Programmes.
- Provide funding to the institutions identified with the responsibility of executing Labour Activation Programmes.

4. CHIEF DIRECTORATE: BUSINESS OPERATIONS

- Collect contributions and pay benefits;
- Management and administration of benefits payments;
- Management and administration of declaration processes;
- Monitoring of provincial office performance;
- Provision of Call Centre services; and
- Registration of employers.

5. DIRECTORATE: RISK MANAGEMENT

- Enterprise wide Risk Management; and
- Fraud investigations.

6. DIRECTORATE: INTERNAL AUDIT

- Independently focus on reviewing internal controls of the Fund;
- Reviewing risk management and programmes of the Fund; and
- Reviewing governance processes of the Fund.

PROVINCIAL OFFICES SET-UP

The operations performed at provincial level but supported at the Fund's Head Office are as follows:

- Registration of employees;
- Declaration management;
- Claims management;
- Overpayment and debt management;
- Appeals; and
- Financial administration (budget and expenditure).

UIF BENEFITS



Unemployment Benefits

Benefits are only payable if the employer terminates the services of the contributor. If the worker terminates his/her employment/ absconds, no benefits are payable, unless the termination can be deemed to be constructive dismissal. Application for benefits must be made within 12 months of termination of service.



Reduce Work Time Benefits

In terms of Section 12(1) b of the Unemployment Insurance Amendment Act 10 of 2016 a contributor employed in any sector, other than domestic that loses his or her income due to reduced working time, despite still being employed, is entitled to benefits. If the contributor's total income falls below the benefits level which the contributor would have received, if he or she had become wholly unemployed, he will qualify for benefits and the claim will be approved. The applicant's benefits are subject to having enough credits (Top up will apply).



Maternity Benefits

Benefits are payable to a female contributor during pregnancy, confinement or the period thereafter. An application for maternity benefits must be made within 12 months after the birth of the child.



Parental Benefits

The Act provides that parental benefits, adoption benefits and commissioning parental benefits must be paid at a rate of 66% of a beneficiary's earnings at the date of application. This is subject to the maximum income threshold set out in the Unemployment Insurance Act.



Adoption Benefits

The application for benefits must be made within 12 months after the date of the order for adoption has been issued by a competent Court. The adopted child must be younger than two years, and only one contributor of the adopting parents can apply for benefits. The child must be adopted in terms of the Child Care Act, 1983.



Illness Benefits

Benefits are paid as from the date on which the worker ceases to work because of illness. Application for benefits must be made within six months of the date that the worker ceases to work because of the illness. A medical certificate must be submitted to support that the worker stopped working because of illness.



Dependants (Death) Benefits

Benefits are payable to the surviving spouse or a life partner of a deceased contributor, when an application is made. The surviving spouse/life partner must apply for benefits within 18 months of the date of the death of the contributor. A dependant child can apply for benefits if the surviving spouse/life partner has not applied within 18 months of the contributor's death.

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PRINTED***

DIARY PAGES

DIARY PAGES

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PRINTED***



Provincial Labour Offices

EMPLOYMENT AND LABOUR HEAD OFFICE

215 Francis Baard Street, PRETORIA
(012) 309 4000

NORTH WEST PROVINCIAL OFFICE

2nd Floor, Provident House, University Drive,
MMABATHO
(018) 387 8100

LIMPOPO PROVINCIAL OFFICE

42A Schoeman Street, POLOKWANE
(015) 290 1744

MPUMALANGA PROVINCIAL OFFICE

Labour Building, Cnr Hofmeyer Street and
Beatty Avenue, WITBANK
(013) 655 8700

GAUTENG PROVINCIAL OFFICE

77 de Korte Street, Braamfontein,
JOHANNESBURG
(011) 853 0300

FREE STATE PROVINCIAL OFFICE

Laboria House, 43 Maitland Street,
BLOEMFONTEIN
(051) 505 6200

KWAZULU-NATAL PROVINCIAL OFFICE

267 Anton Lembede (Smith Street) Royal
Building, 11th Floor, 4000, DURBAN
(031) 366 2000

EASTERN CAPE PROVINCIAL OFFICE

3 Hill Street, 5201, EAST LONDON
(043) 701 3128

NORTHERN CAPE PROVINCIAL OFFICE

Cnr Compound and Pniel Road, KIMBERLEY
(053) 838 1500

WESTERN CAPE PROVINCIAL OFFICE

4th – 6th Floors, West Bank Building, Cnr
Riebeeck and Long Streets, CAPE TOWN
(021) 441 8000



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