

STUDENT COUNSELLING AND HEALTH

PROTOCOL FOR STUDENTS APPLYING FOR THE *PHAKIMPILO* PROGRAM

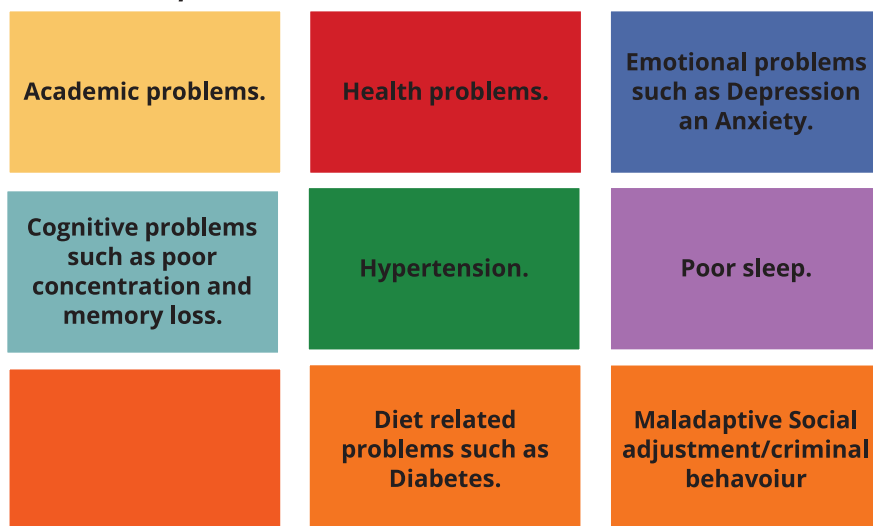
1. What Is the *PhakiMpilo* program?

PhakiMpilo program strives to address student's uncertain or inadequate access to food due to financial constraints. Food security is phenomenon affecting a large number of South African households. DUT, as a microcosm of our larger society, is also impacted by this problem. Research has found that food insecurity is a growing concern within Higher Education institutions.

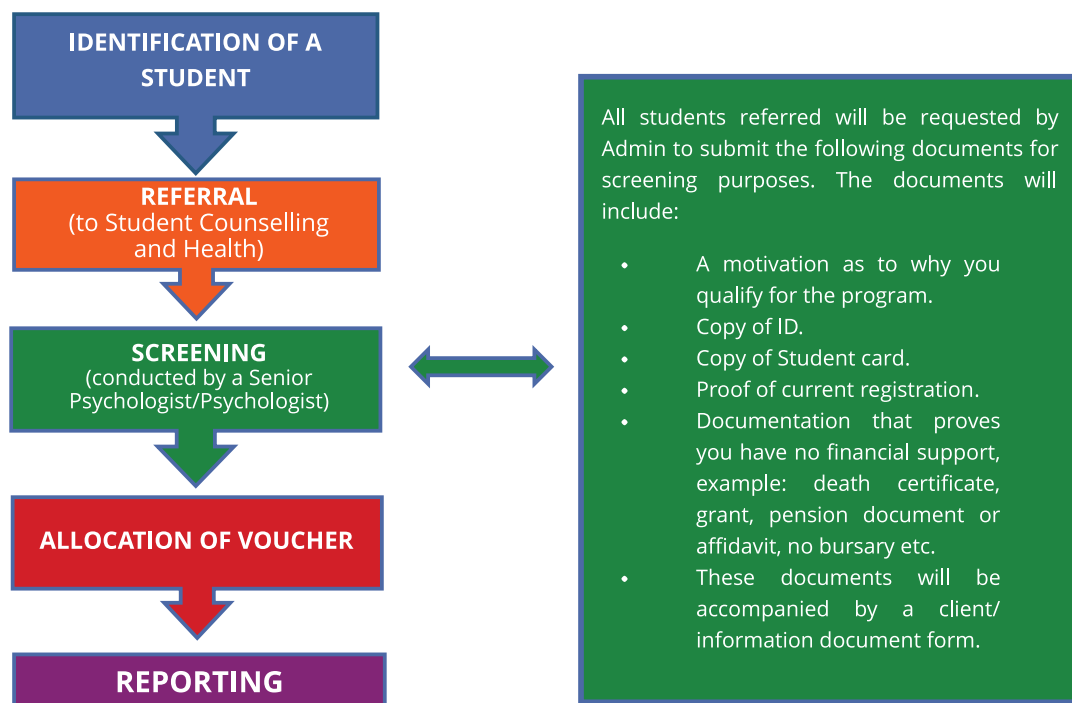
2. The *PhakiMpilo* Program

This programme is housed at Student Counselling Centre. The program is a two-month interim program for students who have challenges accessing food.

3. What is the impact of *PhakiMpilo* on DUT's students?



THE REFERRAL PROCESS



A referral can be defined as a process in which an individual (Employee at DUT or friend) at a one level of the system, having insufficient resources (food) to assist another individual (Student), seeks the assistance of a

better or differently resourced facility at the same or higher level to assist in, or take over the management of, the individual's case.

1.1. What to do if you identify a student who is in need of this resource?

If a faculty, academic staff, student or friend of a student identifies a student whom they consider to be experiencing a food insecurity difficulty they should contact Student Counselling. The contact details are as follows:

Student Counselling (Durban Campus): Candicel@dut.ac.za

Student Counselling (Midlands Campus): thokozanis1@dut.ac.za

It is important to note that staff that work within the Student Counselling unit are professionally trained Psychologists. They are bound by the Health Professions Council of South Africa. Information is kept confidential. Thus, it is important to be aware of your limitations and refer accordingly.

The above process is necessary to ensure that the system does not become overwhelmed.

1. Once the administrator receives the documents, they will be submitted to a Senior Psychologist.
2. A senior psychologist will schedule an appointment for the applying student with a psychologist who will do the screening process.
3. Should a student not qualify, the psychologist will explore alternative options.
4. If the student does qualify the psychologist will consult with the Senior Psychologist for allocation of the voucher.

Allocation of Voucher:

- DUT Student Counselling has identified local shops where students can redeem these vouchers from to buy essential food.
- It is important to note that the program is an interim program which will only provide students with food vouchers for a period of two months.
- An understanding will be signed between the psychologist and student after a successful screening process.
- The psychologist will schedule the student a follow up appointment to explore alternative options for food such as finding a part-time job etc.
- The cut off of two months is important to allow the maximum use of students to use the program while exploring other source other means for financial support.
- If the student is requiring the *PhakiMpilo* program for more than two months an appeal process will need to be followed.

The finance role will be done by the secretary who is housed within Student Counselling. Midlands Campus can report to the secretary in Durban for reconciliations. The allocation turnaround time for the voucher is seven working days, from the date of screening. The program will be subjected to the financial rules and audits of the university.

1.1.1. How will the *PhakiMpilo* programme be processed

Qualifying students will receive food vouchers from the shops identified. Students will only be able to use these vouchers for the purchasing of food but NOT alcohol or cigarettes. This was identified as the best method of implementation with consideration of the following:

- Student dignity (uniform non- identifying)
- Financial tracking
- Nutritious and non-perishable food

1.2. Reports:

The Senior Psychologist will submit monthly reports to the Director of Student counselling and health, who will then submit the report to the Dean of Students with following information:

- How many students requested the *PhakiMpilo* program?
- Funds used and funds available.
- If the funds were overspent and reasons.
- If the funds were underutilised and reasons.

The reports are important for tracking and accountability of the funds.