

Contracted Undertaker services made up of the following:

- Provision of storage
- Coffin
- Transportation of the body
- Family car
- Registration of death
- In the case where the body has been taken to a non-contracted service provider to remove and cover the storage costs (*limited to 3 days*)

### Burial sites and times

- Burial sites are limited to the nearest affordable one to the family place of residence as determined by City Parks.
- Cremation option available to families
- No burial is provided beyond the geographical borders of the City of Johannesburg
- Burials are conducted only during the week from **Monday to Friday**
- Burials conducted within 72 hours from the time of death or notification to the Ward Councillor and city officials

### Declaration

- Applicants are required to complete a Declaration Form that the deceased person has not been covered through funeral insurance policy by any member of the family or relative.
- Applicant required to make an undertaking to report to Council should it be later discovered that the deceased had an insurance cover so that the costs to bury can be recovered from the policy holder.

Region	Designation	Name	Physical Address	Telephone
<b>A</b>	Regional Manager	Yvonne Phogole	Midrand Regional Office, 300 15th Road, Randjespark Halfway House, 1685	011 203 3315 082 497 0346
<b>B</b>	Regional Manager	Lerato Legobane	TDC Building, 26 Perth Road, Westbury, 2093 Johannesburg	011 477 7924 082 464 3401
<b>C</b>	Regional Manager	Dorah Mashite	Private Bag X30, Roodeipoort, 1725, 100 Christiaan de Wet Road, Florida Park, 1709	011 761 0149 082 467 9537
<b>D</b>	Regional Manager	Sydwel Twala	Diepkloof Welfare Centre, 13141, Martinus Smuts Drive, Zone 1, Diepkloof, 1862	011 492 7150 082 464 2663
<b>E</b>	Regional Manager	Lebogang Mathope	191 Louis Botha Ave, Orange Grove, Entrance in 8th street, Orange Grove	011 483 9323 082 467 9442
<b>F</b>	Regional Manager	Meshack Maluleke	C J Cronje 1477, Johannesburg, 2000, 80 Loveday Street, 2001 Johannesburg	011 376 8533 083 397 6601
<b>G</b>	Regional Manager	Angie Phetshane	Orange Farm Multi Purpose Centre, 15825 Link Road, Ext 4 Orange Farm 1841	011 850 1049 082 467 9419

## City of Johannesburg Social Department



## Social Burial Policy

## Social Burial Policy



The Social Burial Policy seeks to provide indigent families with a dignified burial and minimise the need for paupers' burials in the cases where the next of kin are known. The burial is provided within reasonable and available means.

Prior to the introduction of this policy the option available to the poor was the paupers' burial. The limitation of the pauper burial scheme is that it is available to people that are in the government mortuary. In the event that the person dies outside of the hospitals the burden lies with the families and unfortunately even though the families do not have the means of burying their loved ones they are forced to move them into a private mortuary. The costs of burial inevitably increases and become even more unaffordable due to escalating storage fees while the family tries to secure funding for the burial.

## Registration on ESP

All the reported bereaved indigent families to be registered on the Expanded Social Package if not already registered

## Eligibility

Only South Africans living within the boundaries of the City of Johannesburg with a valid South African Identity Document are eligible



## Notification Process

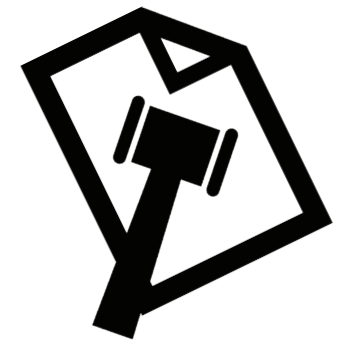
- First Step:** The bereaved family or concerned member of the community notifies the Ward Councillor
- Second Step:** Ward Councillor provides a referral letter to the Regional Social Development Department
- Third Step:** Social worker undertakes the assessment of the family and makes recommendation
- Fourth Step:** Qualifying applications are submitted to City Parks Office for processing

<sup>1</sup> The definition of a pauper as contained in the City of Johannesburg Cemetery by-laws provide as follows: "Pauper means a person who has died as an unknown person or if no relative or other person can be found to pay for the burial or cremation cost of the deceased person" This definition in no ways implies that the Council takes responsibility but is only to be read within the context of the by-laws and provisions of the said Inquests Act, 1959 and the said Births, Marriages and Deaths Registration Act, 1992. A pauper is buried in a Cemetery as determined by Council, threefour in a grave and without a headstone.

## Roles of Social Development Department and City Parks

### Social Development Department

- Social workers assessment forms, and councillor's recommendation submitted to the relevant office in City Parks within 24 hours of receiving the notification.
- Liaise with the relevant parties which will include the family, City Parks officials and undertaker to ensure that the burial is concluded within the set 72 hours
- Compile a closure report on each of the indigent burials and quarterly report for the Section 79 Committee
- Follow up on all fraudulent applications where people in avoiding to take responsibility for burial of their family member claimed poverty and failed to disclose that the person was covered through a funeral insurance policy or burial society. In such instances a case to be opened at a local police station as a deterrent.



### City Parks

- Social Development Department has contracted City Parks to facilitate the burial process
- Social burials are provided through contracted undertakers hired by City Parks.