



Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001

Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za

09 December 2020

Medical Service Providers: Orthotics, Prosthetics and Wheelchairs

RE: Centralised submission mailbox for Chronic Assistive device requests

The Orthotics and Prosthetics Directorate was established by the Compensation Commissioner in March 2019. The main function of the Directorate is to recommend and adjudicate on all chronic assistive device requests received for Compensation Fund clients.

To ensure an efficient service delivery to Compensation Fund clients, a decision was taken to centralise all submissions for Chronic Orthotics, Prosthetics and Wheelchairs on a national basis. This will take effect on 01 January 2020.

Detailed information on the new submission process is set out below.

What does a compliant chronic assistive device request include?

New chronic users (1 st time device users)	Recurring chronic users
Valid claim number stated on COID application form as published in the gazette	Valid claim number stated on COID application form as published in the gazette
Quotation and motivation on practice letterhead inline with the financial years published gazette tariffs	Quotation and motivation on practice letterhead inline with the financial years published gazette tariffs
Duly completed and signed COID application form (service provider & client) – dated not older than 90 days from day of signature	Duly completed and signed COID application form (service provider & client) – dated not older than 90 days from day of signature
Certified SA ID or Passport copy not older than 6 months	Certified SA ID or Passport copy not older than 6 months
Script from Medical practitioner stating prosthetic/wheelchair readiness	
Repairs to chronic device users prosthesis/orthosis/wheelchair	
Duly completed COID forms	
Pictures of device before and after repair showing area where work was conducted	
Certified SA ID or Passport copy not older than 6 months	
Affidavit by CF client stating the condition of device and the Practitioner who should/had conducted the repair	





employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001

Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za

In order to process application effectively and efficiently the following documents should be attached when available : First medical report, employer report, previous authorisations, rehabilitation reports, pictures (residual limb, current prosthesis etc), videos, motivation from employer etc.

What is a Chronic Assistive device?

Chronic Orthotic and Prosthetic devices
Recurring Orthotic and Prosthetic device users post acute phase of initial injury
Devices used to replace a limb or function of limbs (paralysis) to promote independence and general wellbeing
Examples: Upper & Lower limb prostheses, wheelchairs for permanent or long-term users, pressure care cushions, patient hoists, prosthetics consumables (stump socks & sheaths, liners, cosmetic stockings), surgical boots/ extra depth shoes etc.

Mailbox information:

CFchronicassistivedevices@labour.gov.za

Effective date for submissions – 01 January 2021

Submission time: Weekdays – 07:00 to 15:00

Rules of the centralised mailbox:

- ✓ The allocated time to process chronic assistive requests are 15 working days post successful submission.
- ✓ An automatic response email will be received if the application was delivered successfully to the Compensation Fund
- ✓ Please do not re-submit an application once it has been successfully submitted (original submission serves as proof)
- ✓ One email equates to one request/submission (maximum size per email is 20MB – kindly indicate if the submission will comprise of more than one email: 1/3, 2/3, 3/3 etc.)
- ✓ No submissions may be made directly to personal emails of the Compensation Fund staff, only follow-ups post submission to the centralised mailbox
- ✓ Duly completed and signed COID application form (service provider & client) – dated not older than 90 days from day of signature should be submitted



Compensation Fund
WORKING FOR YOU



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001

Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za

- ✓ Indicate in the subject line of the email submission the following as illustrated below:

Province where client resides in, claim number, initial and surname

The screenshot shows an email composition window. On the left is a 'Send' button. To its right are 'To...' and 'Cc...' fields, both empty. Below these is a 'Subject' field with a yellow highlight, containing the text 'North West - 2987634 - JH Kgoele'. Below the subject field is a large empty text area for the email body.

Follow-up on submissions:

Kindly use the original submission and automated response received to follow-up on requests successfully submitted. Allow the allocated 15 working days for the processing of applications before follow-up is made, this is to prevent bottleneck communication to Compensation Fund staff.

Follow-up by contacting the relevant Disability manager in the province which the client resides in:

PROVINCE	DISABILITY MANAGER	CONTACT NUMBERS	EMAIL ADDRESS
Eastern Cape	Zethu Pupuma	079 144 5616	Zethu.Pupuma@labour.gov.za
Western Cape	Temporary: Bongwiwe Maya	060 819 0341	Bongwiwe.Maya@LABOUR.gov.za
Northern Cape	Rose Seronne	066 486 0119	Rose.Seronne-Motenne@LABOUR.gov.za
North West	Mbali Mkoena	082 516 4065	Mbali.Mkoena@labour.gov.za
Limpopo	Elsie Mathole Assisting: Mbali Mkoena	072 702 9089	Elsie.Mathole@labour.gov.za Mbali.Mkoena@labour.gov.za
Free State	Ariah Lekhehle	066 474 1677	Ariah.Lekhehle@labour.gov.za
Mpumalanga	Rethabile Zwane	082 748 9266	Rethabile.Zwane@labour.gov.za
KZN	Thabisile Mbatha	066 477 9095	Thabisile.Mbatha@labour.gov.za
Gauteng	Abram Maaga	060 976 0595	Abram.Maaga@labour.gov.za



Compensation Fund
WORKING FOR YOU



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001

Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za

Contact details of the Orthotics Directorate:

	NAME & SURNAME	CONTACT NUMBERS	EMAIL ADDRESS
Director	Benje Theron	066 390 6639	Benje.Theron@labour.gov.za
Deputy Director	David Khaphathe	082 894 8614	Ndivhudzannyi.Khaphathe@labour.gov.za
Assistant Director	Charmaine Mamakoko	082 886 9421	Charmaine.Mamakoko@labour.gov.za
Chief Orthotist & Prosthetist	Lethabo Makgahlela	082 887 0434	Makgahlela.Lethabo@labour.gov.za
Directorate Office Administrator	Nomonde Simelane	066 293 2351	Nomonde.Simelane@labour.gov.za

Follow-up on payments:

	Responsible CF official	Contact number	E-mail address
Eastern Cape			
	Chris Mafu	082 793 3901	chris.mafu@labour.gov.za
Western Cape			
	Chwayita Mntonintshi	066 414 3329	Chwayita.Mntonintshi@labour.gov.za
	Dintsi Siyanda		Dintsi.Siyanda@labour.gov.za
	Marina Els		Marina.Els@labour.gov.za
Northern Cape			
	Rose Seronne	066 486 0119	Rose.Seronne-Motenne@LABOUR.gov.za
North West			
	Thabiso Leope	065 823 9058	thabiso.leope@labour.gov.za
	Nicholus Choche	018 487 5716	nicholus.choche@labour.gov.za
Limpopo			
	Thapelo Matila	014 717 1046	Thapelo.Matila@labour.gov.za



Compensation Fund
WORKING FOR YOU



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001

Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za

	Ralph Nkuna	015 306 2600/26	Ralph.nkuna@labour.gov.za
	Thalitha Monaheng	015 299 5003	Thalitha.Monaheng@labour.gov.za
Free State			
	Ariah Lekhehle	066 474 1677	ariah.lekhehle@labour.gov.za
	Sibonelo Zakwe	066 474 1684	sibonelo.zakwe@labour.gov.za
Mpumalanga			
	Phindile Babedi	071 261 7340	phindile.babedi@labour.gov.za
	Grace Mtswene	066 966 2234	grace.mtswene@labour.gov.za
	Leah Msiza	063 693 4754	leah.msiza@labour.gov.za
	Jacob Mpulwane	082 886 6396	jacob.mpulwane@labour.gov.za
KZN			
	Nobantu Morrison	066 475 7000	Nobantu.Morrison@labour.gov.za
	Noxolo Khubone	082 313 5854	Noxolo.Khubone@labour.gov.za
Gauteng			
	Solomon Mdluli	066 304 5238	solomon.mdluli@labour.gov.za
	Nicholas Moumakwe (GP South)	066 483 3825	nicholas.moumakwe@labour.gov.za
	Rebecca Kobue (GP South)	066 483 4288	rebecca.kobue@labour.gov.za

Kind regards,

Mr. BJ Theron

Director: Orthotics and Prosthetics

08/12/2020

Ms. F Fakir

Chief Director: Orthotics and Rehabilitation

08/12/2020



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

Compensation Fund, Delta Heights Building 167 Thabo Sehume Street, Pretoria 0001
Tel: 0860 105 350 | Email address: cfcallCentre@labour.gov.za www.labour.gov.za



Compensation Fund
WORKING FOR YOU