

Phelophepa

wins UN award



Transnet Foundation, the company's corporate social investment vehicle, has received the most prestigious international award for its Phelophepa Health Care Train, a miracle train with a heart.

On 23 June 2008, Transnet received the 2008 United Nations Public Service Award in the category 'Improving the delivery of services' for its award-winning Phelophepa Health Care Train. The Transnet Foundation, represented by Vuyo Kahla, Transnet Group Executive: Office of the Group Executive and Dr Lynette Coetzee, Transnet Foundation Portfolio Manager, received the award

at a high-level event at the United Nations in New York. Over 300 participants, including government officials, international experts, representatives of NGOs and other organisations working in the field of governance from around the world, took part in this event. "This award is the highest accolade that can be received by any project. It's the result of a continuous and sustained

team effort. The award belongs to every person who works on the train, including the 37 students who rotate their services, as well as all our colleagues in Transnet," says Lynette. "I believe that what put us in the running for this award, is not just the fact that we bring excellent medical care to people on our train. It's also the fact that our project is aligned to strict corporate governance guidelines. Every

year we register between 42 000 and 45 000 people at our clinics and another 2 000 people through our social outreach programmes. None of this would have been possible without the support from Transnet. The Phelophepa Health Care Train is not just an ordinary train that brings medical services to poor communities. It's a well-oiled machine with a heart." In a letter congratulating

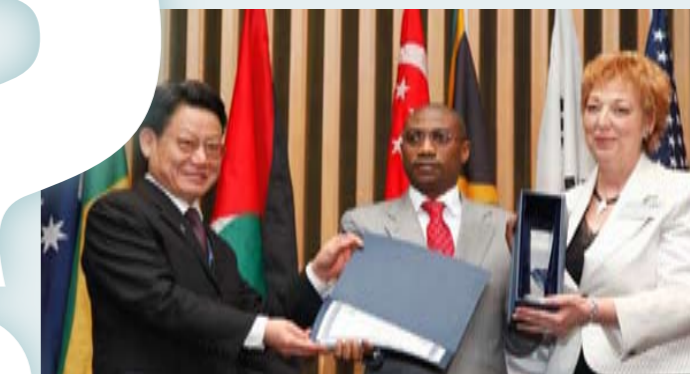
the Foundation, a UN representative writes: "Your outstanding achievement has demonstrated excellence in serving the public interest and I am sure it has made a significant contribution to the improvement of public administration in your country. It should be an inspiration and encouragement for others working for the public service."

"The Phelophepa Health Care Train is not just an ordinary train that brings medical services to poor communities. It's a well-oiled machine with a heart."

Dr Lynette Coetzee, Portfolio Manager, Transnet Foundation

What is the UN Public Service Awards Programme?

The United Nations Public Service Awards Programme is the most prestigious international recognition of excellence in public service. It rewards the creative achievements and contributions of public service institutions to development in countries around the world. Through an annual competition, the UN Public Service Awards Programme promotes the role, professionalism and visibility of public service.



The journey begins

The Phelophepa train, which means 'good, clean health' started its journey as the first and only healthcare train in the world on 10 January 1994.

The aim of the train was, and still is, to deliver affordable and accessible health care to rural areas.

It also acts as a means of developing and supporting the existing health structures already in place in these communities.

Each year, the train reaches tens of thousands of rural patients throughout South Africa and provides basic dental, health and eye care as well as health education and counselling.

It's become a well-known beacon of hope and improved healthcare in rural SA.

Building a well-oiled machine

Building the train was one of the most daunting design

and engineering projects ever tackled by Transnet Rail Engineering. Old coaches had to be refurbished and fitted with special healthcare equipment. One of the coaches was converted into a power car and installed with enough equipment to provide electricity for 14 to 21 days. A state-of-the-art kitchen was installed to prepare almost 400 meals per day and a satellite communications network was put in place.

All units are connected to a standby power unit fitted with batteries in case of a power failure and all compartments contain air-conditioning units to regulate temperatures within the train. The 16 coaches have two geysers each, mounted under the train, and they supply hot water to the showers and all basins in the compartments. There are also two additional water tanks containing 600 litres of water each.

PHELOPHEPA CLINICS

The Phelophepa train provides the following clinics on board:

The Roche Health Clinic: The focus is on treating minor illnesses as well as on health education and more recently, cancer and diabetes education. Phelophepa has developed an Outreach Programme whereby a professional nurse and two nursing students visit surrounding primary schools that have been identified by the community as being particularly deprived and in need of assistance. Parents are asked to accompany the children and all children are screened for health problems, and where possible, they receive medication for minor ailments.

Edu-clinic: The Edu-clinic falls under the auspices of the Roche Health Clinic and fulfils an educational role.

Eye clinic: The eye clinic consists of a pre-screening area outside the train. Inside the train are refraction rooms, fully equipped with phoroptors, projection charts and bio-microscopes. The eye clinic offers a same-day service – patient's custom-made spectacles are made up while they wait in the workshop.

Dental clinic: The dental clinic provides holistic oral treatment and the steps taken are not based on, or limited to, the patient's main complaint. A full oral examination is done on each patient to determine the best treatment option. A patient might have come in for extraction of a painful tooth, but sometimes it's found that other treatment is required. In this way, Phelophepa offers patients the best possible care.

Phelophepa psychology clinic: Unemployment, poverty, violence, and HIV/Aids are just a few of the many daily challenges facing South Africa's rural communities. The clinics offers individuals a supportive and confidential environment in which they can talk openly about their problems, be listened to without judgment and be assisted by a counsellor who helps them to explore ways in which to deal with the problem. In addition, psycho-education workshops are delivered at schools in order to address various emotional, mental, social and interpersonal aspects of life, and also to empower them to start making positive lifestyle choices and changes.



“The Phelophepa Health Care Train is not just an ordinary train that brings medical services to poor communities. It’s a well-oiled machine with a heart.”

Dr Lynette Coetzee, Portfolio Manager: Transnet Foundation

Objectives

Phelophepa aims to:

- Identify areas where they can make a significant contribution, together with the Department of Health and relevant stakeholders.
- Enhance the physiological and psychological wellbeing of individuals.
- Contribute towards basic healthcare awareness in rural South Africa.
- Provide access to healthcare services in rural areas.
- Register about 42 000 patients during its 36-week annual operational. (A patient can be examined in more than one clinic on the same day.)

Fact file

- The Phelophepa has been operating for 36 weeks a year since the train began running in 1994.
- More than 15 000 kilometers of railway tracks are covered over the 36-week period.
- The Phelophepa is about 360 metres long and weighs just over 600 tons.
- The projected amount of patients on the train each year is 43 056.
- The Transnet Foundation contributes about 60% toward the annual expenditure of the train, while the balance is provided by external donors, both national and international. The monthly expenditure is about R2-million.
- Since 1994, the train has reached 2 017 645 people through registration at on-board clinics and outreach programmes to schools and communities.

The on-board Phelophepa team consists of:

- The Phelophepa manager
- Deputy manager/health clinic manager
- Financial, technical and operational manager
- Two chief professional health nurses
- Dental clinic manager
- Dental infection control nurse
- Dental educator
- Eye clinic manager
- Optometrist
- Optical dispenser
- Pharmacy Manager
- Pharmacist
- Psychology clinic manager
- Journey practitioner
- Catering Manager
- Assistant catering manager
- Two general assistants
- A contracted security staff of thirteen