



**THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC)
A RESEARCH AND TRAINING ARM OF
THE AFRICAN OMBUDSMAN AND MEDIATORS ASSOCIATION(AOMA)
IN COLLABORATION
WITH THE INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)
- Cordially invite you to a webinar -**

**Celebrating South African Women's Month
Gender-Inclusive Policies: A Guide for Ombudsman Offices**

Ombudsman institutions are vital for promoting fairness, accountability, and justice. Yet, their influence goes beyond addressing complaints—they can also champion gender equity, both internally within their offices and externally in the communities they serve. In honour of South African Women's Month, this webinar brings together experts and leaders in the field to share strategies, practical tools, and real-world experiences for making Ombudsman offices more gender-inclusive.

- ✦ This webinar will explore:
- ✓ Developing and implementing internal gender-inclusive HR and institutional policies that create equitable workplaces
- ✓ Investigating and addressing gender-based discrimination while improving women's access to justice
- ✓ Forming partnerships and engaging in advocacy to advance systemic gender equity and inclusive governance

Participants will engage in structured presentations, interactive dialogue, and Q&A sessions to gain practical guidance on how Ombudsman institutions can lead by example, strengthen their internal practices, and deliver justice that reflects the needs of all.

Who Should Attend: Ombudsman, staff, oversight actors, and professionals interested in governance, accountability, and human rights.

PLEASE CLICK ON THE RSVP LINK IF YOU WISH TO JOIN THE WEBINAR

DATE

TUESDAY, 26 AUGUST 2025

TIME

10H00 – 11H30 AM SA (GMT + 2)

SPEAKERS

SPEAKER 1 – MS. SAMUKELISIWE JALI

ATTORNEY OF THE HIGH COURT OF SOUTH AFRICA, LECTURER, SCHOOL OF LAW,
UNIVERSITY OF KWAZULU-NATAL, SOUTH AFRICA

Developing and implementing internal gender-inclusive HR and institutional policies

SPEAKER 2 – HON. VERÓNICA MANQUEL

PROCURACIÓN PENITENCIARIA DE LA NACIÓN ARGENTINA

Investigating gender-based complaints and promoting women's access to justice
(Best Practices for Developing Gender-Sensitive Policies)

SPEAKER 3 – DR JANINE HICKS

SENIOR LECTURER AT THE SCHOOL OF LAW, UNIVERSITY OF KWAZULU-NATAL, SOUTH AFRICA

Partnerships, advocacy and promoting systemic gender equity

FACILITATOR

MS. YOLISWA MAKHASI

HEAD OF PUBLIC SERVICE REFORM PROGRAM, NEW SOUTH INSTITUTE, SOUTH AFRICA

[CLICK HERE TO RSVP](#)

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (FrankyAorc@pprotect.org) or Marion Adonis (MarionAorc@pprotect.org) by 10:00 on Monday, 25 August 2025 or use the Q & A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be posted on our website www.aoma.ukzn.ac.za.

ENQUIRIES ONLY

Marion Adonis

Email : MarionAORC@pprotect.org

OR

Franky Lwelela

Email : FrankyAORC@pprotect.org

SPEAKER & FACILITATOR PROFILES



Ms. Samukelisiwe Jali is a lecturer in the Accounting and Law Department at Mangosuthu University of Technology. She is also appointed as the Programme Manager for the Postgraduate Diploma in Industrial Relations at the University of KwaZulu-Natal. She is an admitted attorney with extensive knowledge and experience in labour law. Furthermore, she serves as a magistrate in Ntuzuma, Verulam, Pinetown, and Phoenix district courts. She obtained her Bachelor of Laws (LLB) degree from the University of the Witwatersrand in 2013 and completed her Master’s in Medical Law at the University of KwaZulu-Natal in 2019. She has currently paused her PhD research at the same institution in 2025. Her research interests are mainly in labour law, criminal law, medical law, and African customary law.

Hon. Verónica Manquel holds a degree in Sociology from the University of Buenos Aires and a Master’s in Criminology and Legal-Penal Sociology from the University of Mar del Plata and the University of Barcelona. She is the Coordinator of the Gender and Sexual Diversity Team at Argentina’s National Prison Ombudsman’s Office, and lectures in undergraduate and postgraduate courses. She is the author of several articles on gender issues and the penal system, and has delivered training to justice system practitioners and members of Torture Prevention Mechanisms in Argentina and other countries in the region.



Dr. Janine Hicks is a Senior Lecturer at the School of Law, where she serves as Academic Leader: Community Engagement, and as convenor for the Navi Pillay Research Interest Group. Hicks holds a PhD and an LL B from the University of KwaZulu-Natal and a Master of Arts (MA) in Development Studies from the University of Sussex, United Kingdom. Her research interests are in transformative constitutionalism, access to justice, and equality jurisprudence. Before joining the School of Law in 2017, Hicks worked from the early 1990s in the non-governmental organisation human rights sector, thereafter serving two terms as Commissioner with the Commission for Gender Equality, one of South Africa’s constitutional institutions supporting democracy.

Ms. Yoliswa Makhasi has served in the public sector since 1996, holding a range of operational and leadership roles. Her distinguished career culminated in her appointment as Director-General of the Department of Public Service and Administration in 2020, a position she held until February 2025. Since March 2025, she has been the Head of Public Service Reforms at the New South Institute – a policy think tank focused on addressing complex governance challenges in South Africa and the Global South. She holds a Master of Philosophy in Coaching Management from Stellenbosch University, a Master’s in Public Policy and Management from the University of Manchester (UK), and a Bachelor of Arts from Vista University. She has further strengthened her strategic expertise through executive programmes at Wits University, GIBS, INSEAD, and the London School of Economics. Currently, she is pursuing a Doctorate in Administration at the University of KwaZulu-Natal. Passionate about leadership development, and women and youth empowerment, Yoliswa is committed to nurturing the next generation of leaders, particularly young women. As a qualified Executive Coach, she draws on her extensive leadership experience to guide emerging leaders, fostering presence, self-awareness, growth, and resilience.

