

# LIFELINE VAAL TRIANGLE



Building Community Heart

37<sup>th</sup>

ANNUAL REPORT 2020





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# **LifeLine's**

## **Vision**

**Improved emotional wellness in individuals and communities throughout South Africa**

## **Mission**

**LifeLine aims, in the culture of Human Rights, to cultivate and grow emotional wellness in individuals and communities**

- **By healing emotional trauma and crisis through counselling**
- **By reducing emotional trauma and crisis through training and capacity building, engaging and mobilising communities**

## **Values**

**We hold a set of guiding principles that govern the way we work and engage with communities**

### **Integrity**

**We believe in the value of Emotional Wellness and we practice what we preach by seeking ways to pursue it for ourselves and others**

### **Diversity**

**We deeply respect and value the differences in people and culture and believe that emotional wellness is a universal human need**

### **Passion**

**We commit to do all we can to promote and facilitate Emotional Wellness**

### **Innovation**

**We want to get out of old moulds and mindset and apply fresh thinking in our quest for "emotional wellness for all"**

# Background to LifeLine Vaal Triangle

**LifeLine Vaal Triangle** was “born” on 14<sup>th</sup> January 1984. The Centre started off in a house in Vanderbijlpark. Sue Thonell (who later became LifeLine International Director) joined us within the first few months as Director and was instrumental in the start of Bella Maria, Home for Abused Women. After a name change in 2018, Bella Maria is called LifeLine Shelter.

In those early days we had a 24 hour, telephone counselling service with counsellors sitting at the phone overnight. There was also a crisis team, going out on call at any time with a telephone system that looked as though it had come from Noah’s redundant stock! It was so heavy and cumbersome to carry around! No cell phones in those days!

LifeLine Vaal Triangle moved to the current premises in 1998 after closing the office in Vanderbijlpark, due to financial constraints. LifeLine still offers 24-hour telephone counselling but telephone counselling has been overtaken by a tremendous amount of Face 2 Face counselling, with a good deal coming from the schools. Face to Face counselling is more than double that of the telephone. E-mail counselling has become quite a popular medium as well. All the centres are able to provide HCT – HIV counselling and testing.

Training was a major activity and a source of income and a huge part of this was our HIV/AIDS Workplace Programme. Unfortunately, this came to an end during 2009 as some of the SETA accredited modules expired and LifeLine Southern Africa had not renewed them. Our Personal Growth and Counselling Skills Courses are also a source of income and recruitment for counsellors, but also a good empowerment tool for the community. I wish everyone would do the course!!!

We are able to give the HIV/AIDS Awareness programmes in Sesotho, IsiZulu, Tswana and Isixhosa as well as English and Afrikaans.

Many other life skills courses are available and can be customised for clients.

**Mamello**, our service centre at Sebokeng has been in operation since April 2005. Two more centres opened during 2006 - **Khensani** was opened in July 2006 in Sharpeville and **Tirisano**, at Palm Springs, in August 2006. During January 2011, Mamello re-located to the Lesabasaba Primary School in Zone 13. A classroom has been renovated - an office, small kitchenette and two counselling rooms have been created.

**LifeLine Shelter (formerly Bella Maria) – Shelter for Abused Women** – was also founded in 1988 by LifeLine. It still operates in the same place today! LifeLine Vaal Triangle has taken over the management, as in 2007 Bella Maria was devolved to LifeLine as per their constitution, when it became difficult to run due to financial issues. In January 2018, the name was changed to LifeLine Shelter although everything else will remain the same.

We are very involved in the **Thuthuzela Care Centres** – a one-stop medico-legal facility for victims of rape and domestic violence - opened during 2009 in Vereeniging at the Kopanong Hospital and is manned 24/7 by trained LifeLine Lay Counsellors. A Social Worker and Social Auxiliary Worker provide psychosocial services and community awareness here. In April 2014, LifeLine started providing psychosocial services at the **Thuthuzela Care Centre** in Sasolburg. This TCC was situated at the Sasolburg Hospital – Metsimaholo – and operated during office hours. Unfortunately, this centre is no longer receiving psychosocial services from LifeLine, as the funding has not been forthcoming, since 2019.

## **Administrative Information:**

### **LifeLine Vaal Triangle and LifeLine Shelter for abused women and their children (formerly known as Bella Maria)**

Physical Address: Monument Road, Duncanville, Vereeniging

Postal Address: P.O. Box 20, Arcon Park, 1937

Tel: 016 428 1740

Fax: 086 773 2350

Crisis Lines: 016 428 1640 (LL Vaal) or 0861 322 322 (LL National) operational 24/7

Chairman: Robbie Reid

Centre Director: Colleen Rogers

Centre Manager: Shirley Hughes

Bankers: Nedbank

Vanderbijlpark

Account no: 1748320750

Auditors: TFC Professional Accountants

11 Graham Street

Vanderbijlpark, 1911

SAICA: 08024141

## **Office Bearers**

Chairman: Robbie Reid

Vice-Chairman: Frank Allies

Treasurer: Hannes Strydom

Secretary: Lindiwe Mahlangu

Members: Rhoda Grootboom

Vacant (Jason Ferris resigned during 2020)

Vacant (Grace Mathye resigned during 2020)

Ex officio: Colleen Rogers (Director)



## **CHAIRMAN'S REPORT**

**By**

**ROBBIE REID**

From the office of the Chairperson of LifeLine Vaal

The year of 2019 is now in the past, and LifeLine Vaal Triangle has conquered the year with all its milestones and challenges and that is what makes me, as chairperson, so proud.

The year was not a plain sailing journey but with all the support from our funders, donors and communities it made the task of keeping our doors open easier and always allowed us to see the light at the end of the tunnel.

As chairperson of the board, I am proud to be part of an amazing team that make sure that our communities are supported and assisted, with the wide range of services our centres offer. No matter how big or how small the concerns are or what time of day it may be, LifeLine Vaal has an amazing team ready to walk the journey with you and that is what makes us so unique.

It is very challenging for the NGO sector to maintain the standard and quality of work rendered due to the fact that everybody is challenged financially, within their own space, and at times situations arise which are out of anyone's control.

I believe that with the valuable relationships we have with our supporters, we will be around for a very long time and I will always be part of this team.

To my board members I would like to say thank you for your support and valuable input into making LifeLine Vaal stand proud.

A special thank you to the Director and her amazing team for steering the ship and making sure that we stay the positive centre that we are.

Once again THANK YOU to each and everyone who has made a valuable contribution to LifeLine Vaal, it is really appreciated and well received.

May you all be Blessed.

Robbie Reid  
Chairperson



# Director's Report

by

## Colleen Rogers

Another year of uncertainty and surprises! One thing we can say about LifeLine is that there is never a dull moment and no one knows what the day, week or month will bring! We rely on so many “unknowns” for our existence, even though we try to plan by having strategic plans in place! This year was no exception! Unfortunately, these plans can change overnight – and they do! But, we are still here!

Due to late funding, the staff at the Kopanong Thuthuzela and LifeLine Shelter, provided their services, without salaries, for April and most of May 2019. We salute you all and thank you for going this route. We know it was very difficult! The staff were certain that they did not want to “give up” their roles in supporting victims of GBV (gender-based violence) and carried on doing what they believe in.

We had, during the year, to cut expenses to a minimum, which we had been doing anyway. The management looked at various ways in which we could cut costs. We sold two vehicles and a new telephone system acquired, cutting costs drastically. The worst was that the unfunded staff (12 persons) had to take a pay cut with reduced hours to enable the services to continue. This, unfortunately, will still be ongoing for the foreseeable future.

The Shelter was provided with a new vehicle through the funding of Department of Social Development. We are forever hopeful – as we usually are – that we will find additional funds in future. Trying to source funding opportunities is my major daily activity! In these economic times, it is very difficult. I am always looking for opportunities especially to fund my volunteers who do earn any form of remuneration from LifeLine. They work because they love what they do.

We had unexpected “re-funding” from Nacosa for the operations at the Kopanong Thuthuzela Care Centre. At least that meant we could continue our services there. Unfortunately, Metsimaholo Thuthuzela was not as fortunate and we had to cease operations at that centre and say goodbye to our staff. That was the saddest part. Nacosa has been absolutely wonderful in terms of support and guidance. We have been fortunate to receive funding from Nacosa for the past 7 years.

Sasol and CBI have also been supportive and we received funding from them during this past year. We are very grateful for their ongoing support. Our Annual Golf Day brought in an unexpected amount, which we can use as we wish – not restricted to projects, as is other funding. The Department of Social Development is our main funder and we are very Blessed to have received funds from them for the past 11 years.

Sadly, the funding from the National Lottery Commission ended and we have to wait for another year to apply.

We also employed our very first Intern – funded by HWSETA – and welcomed Thapelo Ramohlokoane, as an HR Intern. Two of our staff members were provided with a bursary from HWSETA – namely Sylvia Neyt and Keke Nkabinde – who are doing a 2-year Psychology course. We hope to be able to continue providing additional qualifications for our staff and especially our

volunteers in the year to come and applied to HWSETA again. Some training has been provided to our staff and volunteers internally. We have trained staff as facilitators and Peer Educators and provided debriefing and refresher courses on IPV (Intimate Partner violence) and trauma counselling.

We have an amazing team who work together so well and without any issues about whose job it is to do. Everyone joins in when the need arises and gets the job done. The staff do duties on the 24/7 crisis line as there are only one or two volunteer Lay Counsellors doing duties. There is no staff turnover at all – that goes a long way to show what kind of dedicated people we have at LifeLine.

We also have an amazing group of supporters who try to provide us with everything we need whenever the need arises. This includes our dedicated Board who serve diligently and are all volunteers who give of their time and expertise to guide and direct us.

I would like to thank all my staff and volunteers who have given their time and expertise to make LifeLine Vaal Triangle very proud and to be able to continue to assist the community throughout the past year! I am very proud and honoured to be part of the team.

Colleen Rogers  
Director



## **DUNCANVILLE COUNSELLING REPORT**

**By  
SYLVIA NEYT**

### **Duncanville Counselling Report**

LifeLine Vaal Triangle moved into the Eventide Old Age Home premises in 1998.

The centre was a hive of activity with laughter and chatter as shifts were rotated for the crisis line. We even had volunteers do the (Graveyard) shift. In the late afternoon, when office staff retired, the centre was never locked or left empty during the night. Volunteers worked the nights shift!

The change of dynamics regarding our telephone counselling has dropped due to the cost of a call, as prepaid is an expensive means of communication. Probably due to the use of cellphones. The centre has experienced an increase in F2F/Walk In's. The community has found a trustworthiness in the services that we render.

Times have changed, we may not have many volunteers but those we do have are worth their weight in gold and we really appreciate all they offer.

LifeLine Vaal Triangle renders services to a handful of schools but sadly the need has escalated to many more schools because of the trying times and challenges that individuals are now faced with e.g. Gender based violence, substance abuse, bullying, financial constraints etc. We do not have enough volunteer Lay Counsellors to provide services to all schools who request it, and we have to assist as and when they request help.

LifeLine is always on the outlook to source funding to skill our staff and volunteers. We were fortunate to secure funding for Sandtray counselling and HIV rapid testing. This is a means of adding a valuable service to our community.

I would like to take this opportunity to thank everyone for their time, help and dedication.

Sylvia Neyt  
Counselling & Administration Co-Ordinator



**KOPANONG THUTHUZELA  
CARE CENTRE**

**By**

**MATHAGELE LEGWALE**

### **KOPANONG THUTHUZELA REPORT 2019 - 2020**

The Kopanong Thuthuzela Care Centre is a one-stop, medico-legal facility, introduced as a critical part of South Africa's anti-rape strategies, aiming to reduce secondary victimization, improve conviction rates and reduce the cycle for finalization of cases.

Our social auxiliary worker, Maria Miga, has ensured that community outreach has been provided to community members, including educational programs that she does at schools, with some of the first responders/SAW. All first responders/social auxiliary workers are dedicated, passionate and committed to their calling, even though they sometimes face challenges in their work. However, they strive by all means, to do what is required.

Our enthusiastic, innovative and optimistic Social Worker, Mathagele Legwale, renders the services to the victims who are experiencing psychosocial challenges and behavioural problems. She is responsible for six First Responders/SAWs, two additional Social Auxiliary Workers, who provide standby duties as well as linkage to services. She provides them with supervision and holds staff meetings every month, offered debriefing session as a group during or after the meeting.

Our services, psycho-social support and counselling, are offered through individual, telephone counselling and prevention counselling within the community, including educational talks, information stalls and participating in various media slots. These services are supportive and confidential platforms for the victims to share their experiences without being judged and are offered to individuals, couples and families. The social worker will refer the survivors to other stakeholders for the continuation of therapeutic counselling and assessment, if necessary.

Nacosa trained three staff members as Linkage Officers.

The Department of Social Department offered two staff members training on trafficking in person (TIP) which is known as Human trafficking.

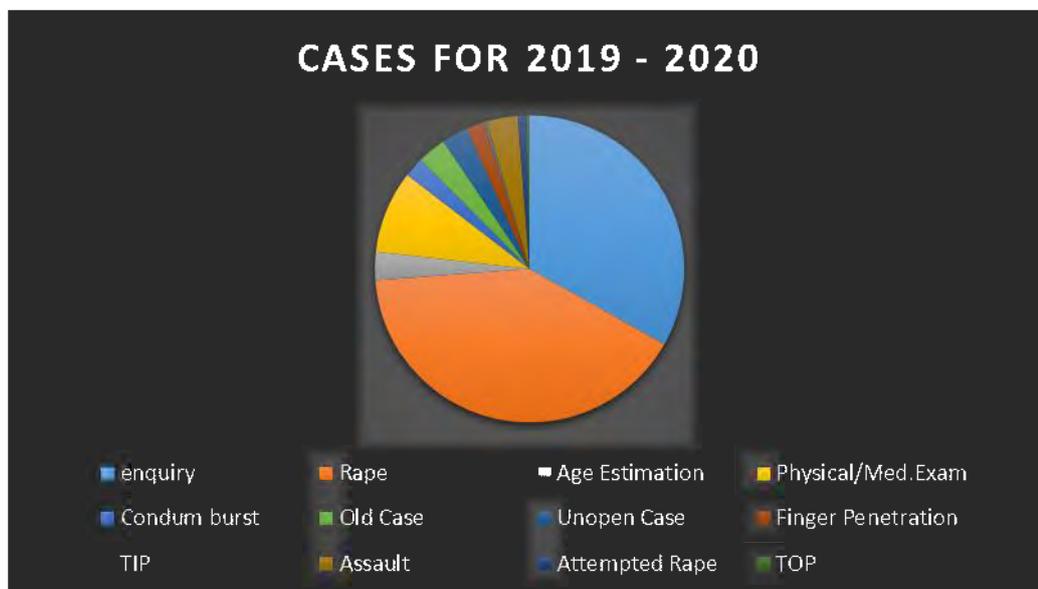
The Department of Health also offered three staff members training on Trauma and Containment.

### **Statistics:**

- **Conviction rate: 69%**
- **Pending/Outstanding cases: 118**
- **Finalized cases: 55**

**Guilty: 38**

**Not guilty: 17**



AGES	FEMALE	MALE
>12	317	53
12 - 18	291	17
18 - 60	444	10
60 - 65+	5	1

### **Community awareness and outreach work**

The outreach initiatives that Thuthuzela Care Centre embarked on were very useful in reaching many community members. The activities came in various forms, including presentations, word of mouth, door-to-door, distributing pamphlets and through partnerships with other stakeholders.

A total of 3675 community members were reached through this form of activity. The presentations took place at the clinics, schools ECD and drop-in centres, within the community of Sedibeng at centres such as Sebokeng and Evaton Malls and Lethabong where 528 pamphlets were handed out.

The staff attended network meetings with other stakeholders to ensure effective service delivery and collaborative initiatives that are aimed at creating awareness and benefits the communities.

The social worker saw a total of 372 clients, individual, couple and families.

First Responders/SAWs saw 738 Survivors of sexual violence.

28 Survivors were referred to other stakeholders for assessment and therapeutic counselling.

### **Challenges**

The main challenge faced has clients who book for their appointment but do not attend; however, follow-ups are done and those who are available are given assistance via face-to-face or telephonically. The reason for not continuing the session was lack of transport money, withdrawing of the case, fear of the perpetrator threats and SAPS failing the survivors by judging them and not having enough evidence. The perpetrator being out from prison without the survivors not being enlightened. Survivors who fail to disclose to the family member or anyone who is close to, this result to late reporting and fail to receive the precaution medication to prevent any diseases.

## **Acknowledgement**

I want to give exceptional appreciation to the following organization(s):

1. Department of Social Department (DSD): We appreciate the support and funding that they have granted to the staff of LifeLine/TCC.
2. Thusong Projects: Donation of comfort pack to the survivors at TCC.
3. Epic Foundation for donations of comfort packs
4. Jess Ford Foundation for donations of handbags
5. Department of Health (DOH) and National Prosecuting Authority (NPA): who accommodate LifeLine team to use their equipment when we are in need
6. NACOSA: the funding for First Responders/SAWs and Linkage Officers and others.
7. Management and staff of LifeLine who continue to support TCC and share the aims and objectives that we have as LifeLine/TCC employees.
8. Many other individuals who donate many provisions to TCC

**We are looking forward to reaching out to vulnerable, wounded clients and Building Community Heart.**

*“We cannot tell what may happen to us in the medley of life. But we can decide what happens in us – how we take it, what we do with it – and that is what really counts in the end”.*

**Mathagele Legwale**

**Social Worker – Thuthuzela Care Centre Kopanong Hospital**



**LifeLine Shelter  
Report  
by  
Zamaswazi Shongwe**

**Annual Report - 1 April 2019-31 March 2020**

**1. Introduction**

Over the years, LifeLine Shelter has been a 2<sup>nd</sup> home for the women and their children who experience any kind of gender-based violence. The staff work together in order to make these women and their children feel at home. It is continuing with its mission: to offer counselling, security and safety for women in need. Housemothers are available 24/7.

**2. Statistics**

During the financial year, 2019/2020: Lifeline Shelter gave accommodation to 68 women and their children and of these seven were human trafficking victims.

	African		White		Total
	Female	Male	Female	Male	
Adults	21	0	7	0	28
Children	13	8	7	4	32
Youth	1	0	0	0	1
Human trafficking	5	1	1	0	7
<b>Total</b>					68

**3. Services provided at LifeLine Shelter**

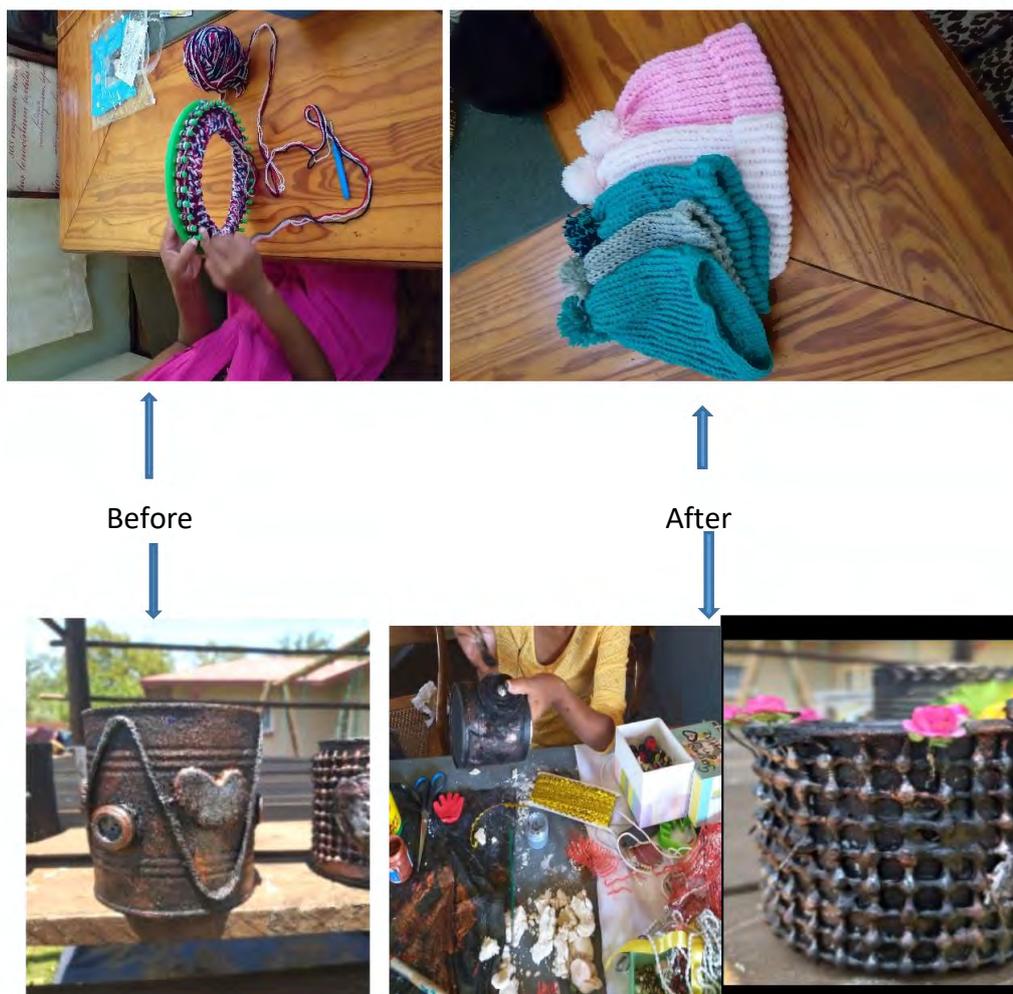
The Social Worker provides psychosocial support and counselling and Sand-Tray counselling is used when working with children and with adults as well. The Social worker also engages with the families of the victims in order to find common ground on how to help the person in need. In cases where the victim does not have proper documentation (Identity Document, birth certificate of the children, SASSA grant), the social worker helps the victim by connecting her to the right stakeholders in order to acquire what the person needs.

Housemothers do provide containment for the victims of gender-based violence and their children. Kammaland provides early childhood development for the children of the victims, while residing at the shelter.

#### 4. Skills Development Programme

Residents of LifeLine Shelter are empowered with skills as a form of therapeutic counselling. One of the highlights of the skills development is that one of the victims was trained by Edcon Group and she was given a sewing machine to start her own business. She got the machine on the 15<sup>th</sup> of August 2019 and she indicated that the business is picking up and she makes +- R500.00 per month. The skills they acquire, they can use even after they leave the shelter, in order to generate income for themselves in future.

The following picture shows some of the skills that the housemothers teach the victims, Beanies and storage containers for multi-purpose.



Other skills that the housemothers teach the victims are sewing, knitting, crocheting, beadwork, fabric painting, jewellery making and storage containers.

#### 5. LifeLine Shelter's early intervention and prevention

Lifeline Shelter also takes part in Women's Month activities, 16 Days of Activism, Human Trafficking Month and Mental Health week. This financial year, LifeLine Shelter was invited to the National Trafficking in Persons week (TIP). The event was held at Riverside Hotel on the 3<sup>th</sup> of October 2019, in raising awareness of the seriousness of Human Trafficking and Mental Health. Three Gauteng regions were part of the event; i.e. Tswane. Ekurhuleni and Sedibeng. The late Gauteng MEC for Social Development, Thuliswa Nkabinde-Khawe was among the speakers who gave a speech regarding TIP and Mental Health.



## 6. Closure

Gender-Based Violence is a major social issue. As a social worker, I admire the strengths that women have. Picking up a phone and asking for help/refuge from strangers is the hardest thing one can do. Most people still have the perception that reporting domestic violence is a sign of weakness; they believe that if one is married or in a relationship, they must tolerate whatever circumstances comes their way. It is in the social practioners hands to change that mind-set of society. Through campaigns that aim to raise awareness about social ills, society can slowly change the way they perceive their circumstances.

Housemothers at the LifeLine Shelter do a phenomenal job by empowering the victims of abuse with skills that they can use even after they have left the shelter.

Through the services that LifeLine Shelter for Abused Women and their Children provide, women gain their self-esteem and recognise their worth. LifeLine Shelter aims to giving the victims of Gender-Based Violence their power back, in conjunction with the saying "**wathinta abafazi, wathinta imbokodo**" - you strike a woman, you strike a rock.

**Yours in LifeLine**

**Zamaswazi Shongwe**

**Social Worker: LifeLine Shelter for Abused Women and their Children**



**Community  
Development**  
  
**by**  
**Keke Nkabinde**

**Annual report: April 2019– March 2020**

So far so good. This was a very interesting year. Our supervisors taking a bigger role in presenting Personal Growth, Counselling Skills, HIV/AIDS, and finger prick trainings.

Regular monthly supervision meetings were conducted, as well as joint supervision meetings including the Duncanville counsellors. We had two debriefing sessions for our volunteers and I must say that it was a good course for us, as we need to make sure that we are emotionally refreshed in order for us to be able to help our communities.

As usual, we trained members from the community but unfortunately, most of them do not stay as volunteers as they need to find jobs to earn a living. Tirisano Wellness Centre, in Palm Springs, was joined by at least four new volunteers from the June group of trainees.

We presented "Big Stuff" to 20 primary schools in Emfuleni and Barrage and some of our new volunteer counsellors took part in presenting for the Grade 7 learners. It was a pleasant experience for them, they really enjoyed the presenting the programme.

We have conducted and attended many functions during the year: St Silas Presbyterian Church in Small Farms and gave a talk on emotional wellness, a gender based violence dialogue was facilitated for staff members at Groenpunt prison and talks at a number of schools around Emfuleni, during school safety programmes. We also took part in Emfuleni campaigns such 'Reclaiming our streets' organised by Community Safety Department. Activities around 16 days of activism of no violence against women and children and world aids day at our 3 outreach centres. It was a great pleasure when LifeLine was requested to co-host a candlelight memorial for and with people living with HIV/AIDS in Orange Farm. We took part at the Department of Social Development in Sebokeng during their Parenting Skills programme and at The Emerald Resort and Casino during their wellness day in February 2020.

We conducted several trauma-debriefing sessions to schools and business places in Emfuleni. We provided face-to-face counselling sessions to many learners at schools and HIV counselling and testing to our communities.

We trained some of our counsellors to become HIV/AIDS advocates and Qondisa Institute and HWSETA certified them as competent. Some of us attended few workshops such as GBV and "Becoming Big Stuff".

In May, as usual, our outreach centres took part in the Annual Crime Awareness campaign that ran for a week, in a form of a cycling tour. Different government departments and other non-governmental organisations take part in spreading the message to say, "Don't be a fool" "Crime is NOT cool" to some of Emfuleni secondary schools, identified by the Department of Education, as having the more problematic learners. At the end of the programme every year, male learners from the schools we visited during the campaign, get the opportunity to visit Groenpunt Prison Juvenile Centre to see for themselves what is meant by crime is not cool. They get to see where crime might or rather WILL lead them to.

Tirisano Wellness Centre in Palm Springs took initiative in cancer awareness. On the 18 July 2019, Tirisano Wellness Centre and a group of female learners from Khutlo-Tharo Secondary School in zone 3, took part in cleaning at Palm Springs Mall yard, as part of their Mandela Day. This initiative is designed to give back to the mall, as they have been rendering counselling services from one of the mall offices, for about 13 years, without too many challenges. They held outreach programmes to the community during pregnancy and condom awareness week and organised a silent campaign on violence against women and children in September, where they barricaded a busy crossroad in Palm Springs and it was very successful.

Khensani Wellness Centre at Tshepiso Library established a youth group from the community and facilitated talk circles on different topics in life skills. A group, Boipatong Visual Art and Craft, joined hands with Khensani in mentoring the Tshepiso youth and gave skills in art and crafting, using small pieces of mosaic tiles offcuts. At the moment there is a beautiful Africa map, SA flag and Raymond Mhlaba face crafted on the wall by Khensani youth group monitored by Boipatong Visual Art and Craft co-operation. Khensani volunteers led a mini-march awareness campaign, from Tshepiso show houses to our outreach centre at Tshepiso Library, during world elderly abuse day and gave positive parenting skills to the Tshepiso community.

Everybody at LifeLine enjoyed the year dedication/year end function that was held at Lord's Signature Hotel in Rissiville.

We are proud to say that LifeLine has spread its wings again in making sure that our communities do not have to walk long distances to their local clinics to collect their chronic medication when we became a depot for the delivery of these meds. We are assisting them with HIV testing and counselling so as not, to go and wait in long queues, just to do the HIV testing.

Report compiled by:

Keke Nkabinde – THANK YOU.



## TRAINING REPORT

BY

George van Schalkwyk

### TRAINING REPORT - April 2019 to March 2020

**Frustration and a sense of powerlessness! In the last year, the sad trend has continued; training and development interventions and opportunities have almost completely ended.**

**The core programmes of Personal Growth and Basic Counselling Skills are advertised, and with insufficient numbers, postponed until enough participants have registered to warrant the programme start. Other programmes such as positive parenting and personal and people skills are just not happening.**

**Some heart breaking (and frustrating) realities:**

- **We know the training needs for our core knowledge and skills is still there**
- **We know that for LifeLine there are practical/technical constraints of skills development and accreditation in the fields of training and development**
- **We know that funding for an NGO is very limited and problematic**
- **We know that our Vaal Triangle client base in the last 10 years has changed and is different to other localities**
- **We know if the intervention is free or for a small donation, then the people attend. (pity we can't do it all for nothing)**
- **We know and are blessed with certain sponsored programmes and projects they are flourishing.**

**The positives:**

**The Young Warrior programme for grade 10 teens, an annual sponsored DSD project, run since 2010 with the 11<sup>th</sup> group. Its success and positive impact on attitudes and behaviours of teens is note-worthy.**



**The Becoming Big-Stuff programme for grade 7s, has continued and grateful thanks to the various facilitators.**

**Other interventions have been workshops on trauma and peer educators in the field of community development.**

**George van Schalkwyk**



## **Treasurer's Report**

**By**

**Hannes Strydom**

### **Treasurers Financial Report 2019 - 2020**

The nature of the business at LifeLine is Counselling, HIV testing and support, Life Skills Training and the Provision of Shelter for Abused Women and Children.

The main source of funding for this Financial Year was the Dept. of Social Development (DSD), and Networking Aids Community of SA (NACOSA). In our past Financial year 82% (R 2 713 650) of Lifeline's funding, came from these two entities, a 6% decrease as a percentage of total income. We managed increased our income by 7% from R 2 531 741 to R 2 713 650 against a negative economic background.

LifeLine has taken great care to establish ourselves as a trusted and reliable partner and is positioned to become a larger role-player in our sector in future.

Through Lifeline's marketing and fundraising initiatives, we have seen an encouraging R 194 567 increase in Donations and Fund Raising Income. We sincerely thank all our donors for their continued support of Lifeline.

We managed to decrease our expenses by 16% from R 4 258 022 to R 3 586 936 in anticipation of the challenging economic environment ahead. Almost 70% of our expenses are project related.

The allocation of funding from State and State Controlled entities is prescribed, controlled, and audited by the State. Although funding is received in a financial year, the projects and related expenses can roll over into the next financial year. The income will reflect in the previous financial year and the project expenses will be realized in the next financial year. We managed to balance income and expenses to end up with only an R 2 086 deficit for the year.

Lifeline ended the financial year with Cash and Cash equivalents of R 615 599.

Although funding is uncertain for the year ahead, we have faith in our donors and funders that we will be able to do the critical work we are doing. As funding becomes available, we will cut our cloth accordingly, to ensure that we survive another year to do the much-needed work in our NPO sector.

I commend the Director, Colleen Rogers and Staff for the great work they are doing in a very tough

environment. Financial controls are of a very high standard and day-to-day finances and controls are managed by Shirley Hughes. The "month to month" checks and Management Accounts are done by an external consultant at the Accounting Firm - Audit Connection Inc.

We thank our Auditors TFC Professional Consultants for their services and assistance. I, therefore, propose that we use the accountant facilities of Audit Connection Inc again this year as our Accountants and that we use TFC Consultants as our Auditors. I thank both companies for their contribution in terms of much-reduced service fees to Lifeline.

The Board and Management will continue to source more diversified funding in the new year, in an attempt to be less reliant on State and State-controlled entities. Lifeline has become a recognized pillar for critically needed social services to ever-increasing demand from the citizens in our community. We count on your support to continue the good work.

Thank you for your support, encouragement, and help throughout the past year.

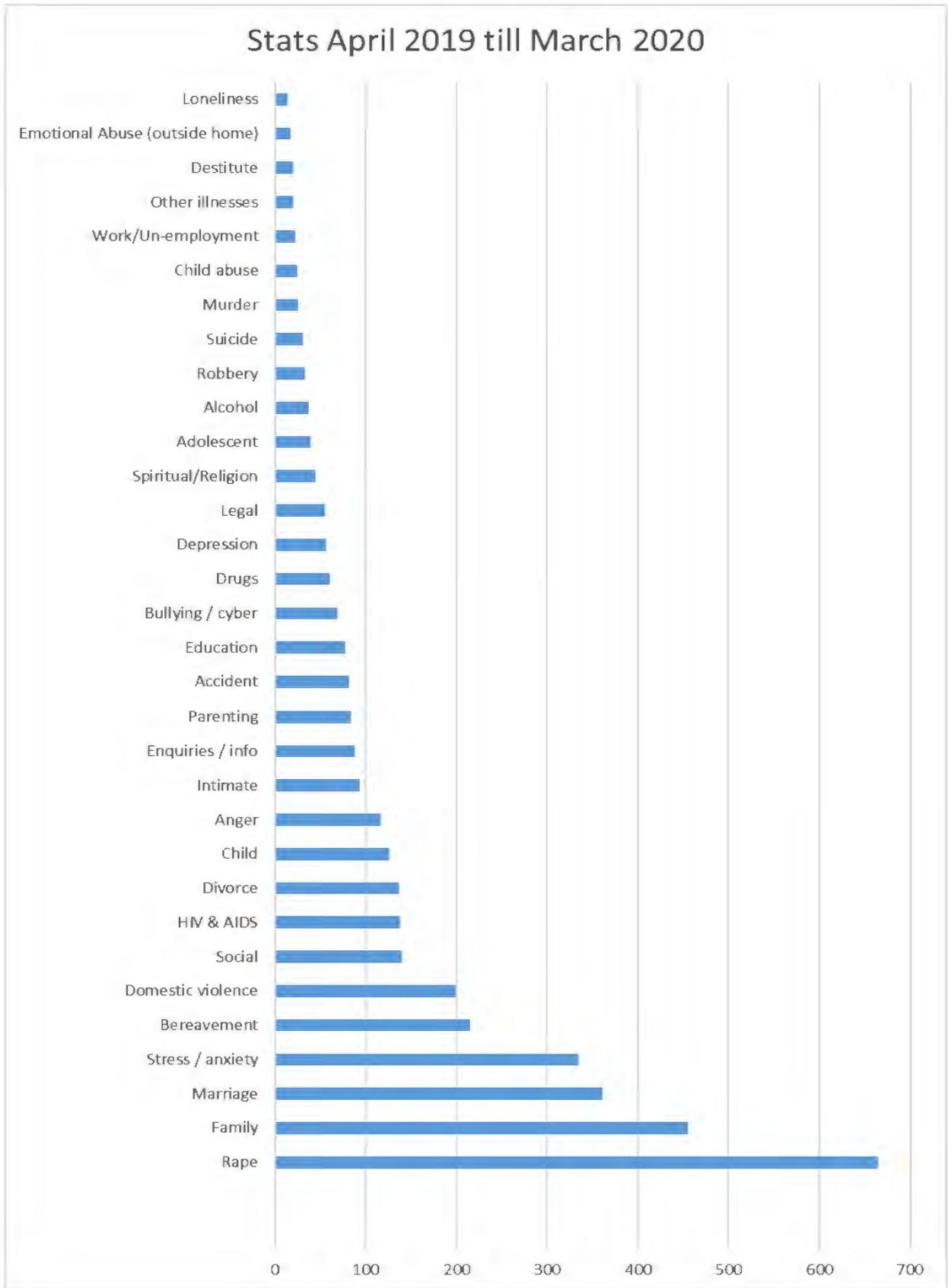
Hannes Strydom  
Treasurer



## Statistics

<b>Total Counselling sessions:</b>	<b>4682</b>	<b>Incl Thuthuzela</b>
	<b>3977</b>	<b>Excl Thuthuzela</b>
<b>RAPE</b>	<b>705</b>	<b>!!!!!!!</b>
<b>Contact rate per month:</b>	<b>390</b>	<b>per month on average</b>
<b>Male vs Female:</b>	<b>Male: 1328</b>	
	<b>Female: 2650</b>	
<b>Domestic Violence:</b>	<b>60 women and their young children</b>	
<b>Counselling sessions:</b>	<b>Tel: 189</b>	
	<b>F2F: 2279</b>	<b>Individuals</b>
		<b>323 Couples</b>
		<b>307 Families</b>
		<b>70 Groups</b>
	<b>E-mail: 56</b>	
	<b>Trauma debriefing: 778</b>	
<b>African:</b>	<b>2199</b>	
<b>Coloured:</b>	<b>38</b>	
<b>Asian:</b>	<b>48</b>	
<b>White:</b>	<b>496</b>	
<b>Children 1 – 12:</b>	<b>501</b>	
<b>Youth 13 - 18:</b>	<b>429</b>	
<b>Adults 19 - 35:</b>	<b>1007</b>	
<b>Adults under 60:</b>	<b>757</b>	
<b>Older persons 60+:</b>	<b>120</b>	

NB: Highest categories other than rape are: **Family relationships, Marriage/Relationships, Stress/anxiety, Domestic violence, Domestic violence – in that order!** Of course Rape is the highest number of clients seen – a horrific score – the scourge of the country!



The above graph shows the amount and type of counselling sessions conducted over the past year. These are the most common counselling sessions.

## DONORS

LifeLine would like to take this opportunity to thank each and every one of you for making it possible to provide the services so necessary to the Sedibeng and Fezile Dabi communities. Without your generosity, we would not be able to do this! Thank you all very much – it really is appreciated!!!!

Anthony & Catherine Botha	North West University
BNI Unity	Paula Allan
CBI Vereeniging	Pureau Water
Cape Gate	Pureau Water & Coffee Company
Diane Staniland	Robbie Reid
Freedom Overalls	Rotary Club Vanderbijlpark
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Linda Milner	Vaal Power Solutions
Lions - Henley on Klip	Vereeniging Trust
LUSA Community Chest	Vereening Catholic Church
Magriet & Willie Holtzhauzen	Vereening Rotary Club
Midvaal Christian Centre	Wherz
Mike and Sylvia Neyt	90.6 Community Radio

There are many individuals who contribute by donating various goods and cash, who do not want to be mentioned. We thank them all for their contributions. Without our donors and donations, we would not be in the position we are today and be able to provide services to our communities. THANK YOU VERY VERY MUCH!!!!!!

## **FOOD FOR THOUGHT**

Time for introspection! That is what this Lockdown has brought to us – maybe this was meant to be! They say “all things happen for good reasons” and perhaps this was the time! Life will never be the same again – and it should not! We have had plenty of time on our hands – alone time – to make good use of it. We are always saying we don’t have time – but this is something you cannot say now, unless you have not been doing your bit for Covid-19!!!

This time we have had, I think, has brought out many hidden talents! How many people have been baking, cooking, sewing, gardening, decorating, doing home-schooling, DIY and plenty more!!! Things, I am sure, you did not know you could do – just shows what necessity or boredom can do for you!

What habits have you given up? Smoking, drinking, watching TV at every spare moment, couch potato-ing, putting off for tomorrow what you could have done today? Lessons should and could have been learned during this time.

What we did see was an increase in GBV (Gender Based Violence)!!! Our Shelter was empty on the day the lockdown was announced and within a week it was filled to the brim!!!! A very sad state of affairs! Why is this? Can couples no longer bear to be in each other’s company? What has gone? Where is the “love” that brought you together? What has changed – life? Situations? Boredom? Mundane existence? Too many possessions – not enough reason to plan for the future – everything has come too easy? Big houses (not homes?) – no gardens, no pets, too many vehicles and “toys”. Too much stuff – nothing between the ears! Nothing in common? Not even kids – someone else’s responsibility? Step fathers, stepmothers – no fathers (absent!!!) No commitments, no permanency, no responsibility, no respect, no communication! NO ROLE MODELS!

Who uses a diningroom table???. Do you even have one? Do you sit together as a family – at least once a day for a meal? Do you know what your partner (Dare I say husband or wife??) does all day, how his/her day was, do you know what your children do all day, do you know who their friends are and what they do? What interests do the family members have, what are their goals and inspirations, what do the children want to do when they leave school? These are some of the things that will and can be talked about over a meal – instead of sitting slouched on the couch in front of the TV and glued to the box! TRY IT!!! At least one meal a day at the table – it will do wonders for the relationships!

Communication is key to the very heart of the family – everyone needs to be able to communicate freely! Have date nights/days with your partner, with your children – one at a time! Get to know them and how they “tick”!!! They can be a milkshake or a coffee date, a picnic – in the garden if necessary! Anything that will give you “me/our” time with the other party!

These are all things that EVERYONE should KNOW and if you don’t know, FIND OUT!!!!!!!

LET THIS LOCKDOWN HAVE MEANING FOR YOU AND YOUR FAMILY – don’t waste a moment! Make the changes – it is never too late.

AND LIFELINE CAN HELP! Contact the office to set up an appointment – get started and see the difference! Participate in our Personal Growth Course – you will never be the same again!