

faith, hope and love in action



**NG WELSYN
NG WELFARE**

ANNUAL REPORT
2009 / 2010

NG Welfare North West and Gauteng

NG Welfare refers to the NG Church's social welfare services in the North West Province as well as the Vaal and West Rand regions of Gauteng. The focus is on individuals and families in need. The organisation has a well-established infrastructure with a competent body of staff members of approximately 600 persons at the 16 welfare offices, 8 homes for the elderly, 7 retirement housing projects for the elderly, two children's homes and four community care centres.

NG Welfare North West and Gauteng is the registered welfare organisation (Section 13, Act 110/1978) of the NG Church's Synod of Western Transvaal. NG Welfare is also a registered Company (incorporated under Section 21, Act 61/1973) as well as a Non-profit Organisation (NPO Act 71/1997).

Vision: The optimal social functioning of the individual, family and community to the glory of God.

Mission: NG Welfare is committed to delivering a comprehensive professional social welfare service.

Banking particulars:

NG Welfare North West
ABSA
Acc: 01009700249



NG WELSYN
NG WELFARE

Head Office:

104 Peter Mokaba Avenue,
Potchefstroom.
Tel: 018 297 3928
E-mail: info@ngwelsyn.co.za
Website: www.ngwelsyn.co.za



Message from the Managing Director

NG Welfare is truly blessed.

We serve a living God – Creator of Heaven and Earth. He blesses us with special persons.

We are blessed by those who form the backbone of NG Welfare: managers, social workers, nursing and administrative staff and every worker who does his/her part so devotedly. The loyalty and devotion of our staff really is something notable. I always wish we could compensate them to merit. However, we do not yet succeed in doing so. To make our services available to those who really are in need, requires from each employee at NG Welfare to make a substantial offer. I thank each one in our service for this.

I know that many of our employees experience tremendous frustration due to the lack of resources and finances. The fact that the need in our area is really far greater than we can handle and that the time simply is too limited to give sufficient attention to specific persons in need, increases the feeling of discontentedness even more. Many employees have hinted that it is their experience that we only put out fires and do not make a substantial difference. Occasionally I also get the feeling – but then again realise – the one or two or ten people's lives that are indeed touched and changed – does make a difference! Although not immediately visible and even though there is not always thanks and acknowledgement – our Father in Heaven sees, knows, what each one of us does. He uses the few fishes and pieces of bread to feed multitudes.

Finances remain our most trying challenge in this work. We know that many of our congregations are suffering and find it difficult to afford the Synod contribution; we experience that the State subsidies are not increased as we need it and we have great difficulty involving the communities surrounding us in order to assist us in efforts to cover all our costs. Yet, by the grace of God, we are still able to make ends meet.

We are indebted to all the congregations that nevertheless give us their support unwaveringly despite the fact that many of them receive no direct advantage from our services. Our services are indeed not directed at advantage or gain to the congregations – but exactly



Anton Mocke
Managing Director:
NG Welfare

at those who can in no way make good or repay. With regard to our services, congregations simply cast their bread on the water – and who knows – perhaps, some day, it will return to them manifold! We can very boldly say that our services and the application of the funds are managed with the greatest responsibility and caution.

Thanks to the fact that our services are transparent and sustainable we are increasingly blessed by companies that are prepared to sponsor specific programmes through our services and in so doing, become involved in communities in need in a sustainable manner.

In our country there is a huge lack of qualified social workers. We experience this shortage with each post that becomes vacant. There are practically no applications. Our greatest disadvantage is the salaries that we can afford. In no way does it compare with what the government offers. We experience the same situation regarding nursing staff. We can by no means compete with the salaries the hospitals and private nursing institutions pay. However, we do currently succeed in keeping up our work in spite of the huge need, with great thanks to our loyal staff.

A great deal of our services is often not seen and heard of by many. The circumstances of children in safe care - attacked, molested, left behind, neglected or in whatever dire traumatic situations these children and families find themselves in – is never made known or broadcasted. However, it is here where our people really render priceless services. The requirements for protecting children – the legal procedures and obtaining places of safety – become practically unmanageable. The costs for child assessment – which is in any case currently demanded by law – can amount to ten thousand Rand per child. How wonderful that we can be available and somehow be able to give assistance.

We are also in the wonderful position of being supported by many volunteers. We can never really fully appreciate the value of these individuals' assistance.

Also the members of the Board of Directors who diligently perform their task dedicatedly and loyally are a great blessing to the organisation. NG Welfare endorses the practices and principles as contained in the King III report and guidelines on Corporate Governance, to ensure that the matters of the company are managed transparently and with integrity.

I thank everyone who was involved in some way or another in NG Welfare during the past year. It was a year of blessing. We look forward to the coming year and the work that needs to be done with expectation and hope.

Anton Mocke

Managing Director: NG Welfare

Management of NG Welfare

Board of Directors of NG Welfare

The Board of Directors meet in Potchefstroom quarterly where the fingers are held on the pulse of NG Welfare. Each member of the Board of Directors represents a specific region within the Synod of Western Transvaal or is an expert in a specialised field of service.

The five members of the Synod Commission for the Ministry of Caring (SCMC) also form the member's meeting and the Board of Directors of NG Welfare.

The Board of Directors of NG Welfare consists of the following persons:

Rev Coenraad Smit (Chairperson), Rev Andries van Rooyen (West Rand), Rev Ben Botha (Rural Areas), Rev Nico van Rensburg (Minister: Synod Services), Rev Fanie du Plooy (Vice-Chairperson and Potch-Kosh region), Rev Anton Mocke (Managing Director: NG Welfare), Rev Bok van Rensburg (Vaal Region), Adv Johan Pretorius (Legal Expert) and Prof Anton du Toit (Financial Expert). The advisory members are Ms Shirley Theron (Welfare Manager: NG Welfare) and Mr Anderton Smith (Financial Manager: NG Welfare).



Management of NG Welfare

Advisory Boards

Each branch of the service is managed locally with the assistance of community advisory boards consisting of representatives of congregations, the broad community, experts, volunteers, staff and other stakeholders.

Staff

Head Office personnel: The personnel at the Head Office in Potchefstroom consist of the managing director, a financial manager, an accountant, a public relations officer, an administrative officer and a general assistant. Overhead managerial functions, personnel administration, financial control as well as internal and external communication functions are performed by these members of staff.

Other managerial personnel: NG Welfare has a welfare manager as well as two provincial managers for the welfare offices for North West and Gauteng respectively, as well as a community work manager. Added to this, each of the eight homes for the elderly and 2 children's homes have their own manager.

Family care and Community work services

NG Welfare employs 46 social workers at the 16 welfare offices (19 in North West and 27 in Gauteng), as well as 3 auxiliary social workers and 16 administrative officials/secretaries.

NG Welfare renders an extensive Family- and Community Work Service by means of:

Counselling and protecting traumatised children (including Children's Court work)

During 2009/2010, approximately 7397 children were involved in the Child Protection Programme. Serious cases regarding 556 children were involved in children's court proceedings. Of these, 272 children had to be placed in a place of safety; procedures regarding the other 284 children were indeed finalised, and these children were placed as follows:

- 251 in foster care
- 5 in schools of industry
- 19 in children's homes
- 9 were returned to the care of their parents on probation



Casework (counselling, assessment and therapy)

In 2009/2010, approximately 15 820 persons were reached through casework, of which 2 989 (19%) were members of the NG Church.

The main problems social workers were confronted with are:

- lack of resources
- poverty
- alcohol and drug abuse
- teenage pregnancies
- uncontrollable children
- defective parenting skills
- child molesting, maltreatment and neglect
- marital problems and family conflict (it includes marital and family violence)
- orphans (due to HIV and Aids problem)

Foster Care and Family Reunification Services

Most children who were left orphaned because the parents have died (often due to an Aids-related disease) were mostly placed in foster care with family members, for instance the grandmother. Neglected, maltreated or molested children were also placed in foster care if suitable foster parents could be found. During 2009/2010, foster care supervision services were rendered to 2 698 children.

Family reunification services were delivered to 634 families (984 individuals) during 2009-2010. These constructive programmes are aimed at improving the circumstances of the parents in order to have the children returned to their care in the long run.

Referral to appropriate resources

Social workers are challenged to effectively link people experiencing social problems with resources in the community. This may entail that people in financial need be temporarily provided with subsistence means, assisted to apply for social grants or pensions or referred to a church for alimony. In other instances it might be necessary to refer clients to specialised therapy or

other resources in the community to help resolve their problems. Such resources might often be expensive, unaffordable or not readily available. In utmost cases it might be necessary to obtain court orders to place vulnerable children in alternative care.

Projects and outreach programmes in the community (Group- and Community Work)

This programme includes, amongst others, prevention programmes in the community, as well as the development of resources where needed. Examples are day care centres for vulnerable and orphaned children, community centres, holiday programmes, HIV and Aids awareness campaigns, skills development and life skills programmes. Activities are aimed at developing self-reliance in individuals and empowering them to be able to help themselves.

Emanang Nokeng is NG Welfare's specialist unit for community work. This unit for initiating and promoting projects has existed since March 2007. During the past financial year 12 713 persons were reached, in addition to the number reflected on the office's case loads.



Since HIV and Aids status does not necessarily have to be revealed, it is difficult to single out the exact number of children involved in Aids programmes. NG Welfare attends to these children by means of day care facilities at community centres. Where necessary, Emanang Nokeng also supports in crèches in the community. An attempt is made to develop these into safe havens for children in crises who need a place of safety. Approximately 1 200 children are taken care of on a continuous basis at 15 such centres and crèches during the week.

The social workers at family care offices also involve registered clients of the office in groups or community work projects. A distinction is drawn between therapeutic groups on the one hand in which persons with a common problem or need are involved, and group care on the other that does not necessarily demand therapeutic inputs, such as a group in which the unemployed are taught handicrafts, or a women's club. Seventeen (17) therapeutic groups were conducted and 376 persons were reached in this manner. A total of 20 non-therapeutic groups (group care) were organised during which 188 persons were reached. Nine (9) community work projects for clients were also run in different communities. Examples are holiday programmes for foster children and Christmas parties. A total of 443 persons were involved in service delivery in this manner.

The eight homes for the elderly conducted 13 outreach programmes during which 439 persons were reached. Examples are food projects and home based care services to elderly persons in the community. Other basic health care services made available to the elderly in the community, also include testing blood pressure and blood sugar levels.

Volunteers

Volunteers from the communities and the greater community take hands with the social workers to make a difference in people's lives. In 2009/2010, 462 volunteers were involved in the NG Welfare Family Care Centres (welfare offices). At the homes for the elderly, 348 volunteers were used, and 183 assisted at the children's homes.

The community work section used 12 volunteers to work at community centres full time. They do not receive a salary, but only receive a stipend or honorarium if funds are available. These women themselves also suffer because of their circumstances, but are of great assistance to NG Welfare through their involvement.

Children's Homes

Children without livelihood or who have been removed from their parents' homes are committed to children's homes through an order of the Children's Court if placement with a family is impossible.

Children committed by a court order were often subjected to trauma such as:

- Sexual assault and abuse
- Physical assault and abuse
- Emotional abuse
- Neglect and/or abandonment
- Poverty
- Orphaned
- HIV/AIDS (Infected/affected)

We believe in the value and dignity of every individual and are committed to help children and young people to develop to their full potential. The holistic approach followed ensures that the needs of each child are provided for in a safe and healthy environment.

The Abraham Kriel Children's Home in Potchefstroom and the Catherine Robson Children's Home in Vereeniging accommodate children from the provinces North West and Gauteng respectively. Three hundred and fifty-two (352) children were taken care of in the 2009/2010 financial year in these children's homes. Together, these children's homes have four social workers, 23 child carers, 9 administrative members of staff and 50 household staff in their employ.

The economic recession brought about that the children's homes were faced with many financial challenges. As a result donations to Catherine Robson Children's Home decreased visibly. At the beginning of 2010, Abraham Kriel Children's Home experienced a decrease in requests for new admissions, but the intakes again increased during March 2010.

Homes for the elderly / Services to older persons

Combined, the 8 homes for the elderly employ 68 nurses, 60 nursing assistants, 275 household members of staff, 15 administrative members of staff. Only one Home had a social worker. A total of 884 persons were taken care of during the year. Of these, 450 were needy elderly. Furthermore, 856 were white and 28 of other population groups. A total of 43 of these persons were handicapped, younger than 65 years of age.

The average unit cost amounted to approximately R4 000 per month. Most of the homes for the elderly also have retirement units where self-supporting elderly persons can live. Housing was provided to 588 persons in this manner.

Problems/tendencies influencing service delivery at homes for the elderly:

A limited budget and a lack of qualified staff such as registered nurses, pose huge problems. It is difficult to retain qualified staff if the salaries are not competitive. Some of the elderly persons have either no children or uninvolved family members. In such cases no extra payment is received from the relatives and this pressurises the home financially. A further dilemma encountered is irregular or late payments of the government subsidy.



Funders and Partners

NG Welfare is funded partially by the Department of Social Development and the Synod of Western Transvaal. In addition, NG Welfare's branches conduct several fund-raising events during the year to help balance the budget. A total of R3 003 759.82 was raised through the respective branches during 2009/2010, i.e. 4.85% of the consolidated budget. It is a huge responsibility on the shoulders of social workers, managers and other members of staff who already suffer from massive workloads and it is also very time consuming.

Corporative governance

NG Welfare subscribes to best practices and principles as contained in the Code of Control and Managerial Principles in the King III report. The Board of Directors regularly monitors compliance in order to ensure constant improvement of the managerial and corporative practices and that the matters of the company are managed transparently and with integrity.

The Board of Directors are in the process of ensuring that the requirements of the King III report, applicable to companies with financial year ends on or after 1 March 2010, are complied with in as far as it relates to a non-profit company. The Board of Directors is also in the process of assessing its obligations regarding compliance with the new Company Act, Act No. 71 of 2008 (the New Act), which was promulgated. It will come into force on a date as will be announced in the Government Gazette.

BEE points and tax allowance

Through involvement with NG Welfare's activities, a company can earn BEE points and indeed based on our initiatives with regard to socio-economic development or enterprise development. All donations to NG Welfare are also tax deductible. A Section 18A certificate can also be issued for any donations to NG Welfare's Head Office, Family Care Offices or Children's Homes.

Acknowledgement:

Many thanks to:

- Each congregation of the NG Church in Western Transvaal that promotes this service through financial contributions, support and involvement.
- Each member of the congregations, co-worker and donor that relieve the burden of the staff through participation, voluntary service or donations.
- The Department of Social Development and NLDTF (National Lottery Distribution Trust Fund) for their financial support
- The extremely dedicated, loyal and efficient staff at all the branches of NG Welfare North West that bring hope and light, where it is lacking, in such a selfless manner.



Health & Soc Dev

Department:
Health & Social Development
North West Provincial Government
REPUBLIC OF SOUTH AFRICA



Contact particulars

NG WELFARE BRANCHES / NG WELSYN TAKKE WELFARE OFFICES / GESINSORGKANTORE

NG Welfare Bloemhof	053 433 1353
NG Welfare Carletonville	018 787 4038/9
Fochville Social Services	018 771 2871
NG Welfare Klerksdorp	018 462 9887/8
NG Welfare Krugersdorp	011 660 3183/4
NG Welfare Lichtenburg	018 632 4347
NG Welfare Meyerton	016 362 0864
NG Welfare Potchefstroom	018 297 7347
NG Welfare Randfontein	011 412 1035
NG Welfare Roodepoort	011 763 5644/5
NG Welfare Schweizer-Reneke	053 963 1156
NG Welfare Vanderbijlpark	016 981 1044
NG Welfare Vereeniging	016 421 4044/5
Ver-Wes Social Services Wolmaransstad	018 596 1318
NG Welfare Zeerust	018 642 1312
Satellite Office: NG Welfare Koster	014 543 4035

CHILDREN'S HOMES / KINDERHUISE

Abraham Kriel Children's Home	018 294 5347
Catherine Robson Children's Home	016 455 1733

INSTITUTIONS / INRIGTINGS HOMES FOR THE ELDERLY / TEHUISE VIR BEJAARDES

Huis Meyerton Home for the Aged	016 362 0045
Japie Kritzinger Home for the Aged, Bloemhof	053 433 1403
Jeugland Home for the Aged, Vanderbijlpark	016 933 3995
Klerksdorp Home for the Aged	018 464 1822
Koster Home for the Aged	014 543 2052/3
Luipaardsvlei Home for the Aged, Krugersdorp	011 955 2108/9
Silwerjare Home for the Aged, Schweizer-Reneke	053 963 1330
Wolmaransstad Home for the Aged	018 596 1159

COMMUNITY CARE CENTRES / GEMEENSKAPSORGSENTRUMS

Emanang Nokeng West Rand	011 664 7931
Gembou Day Care Centre	083 268 3660
Developing community care centres in Polokong, Utlwanang, Magaliesburg, Princess (Roodepoort) and NG Welfare Soul City	082 451 7684

colourcode designs

076 391 7578 www.colourcode.co.za

designed by fransa