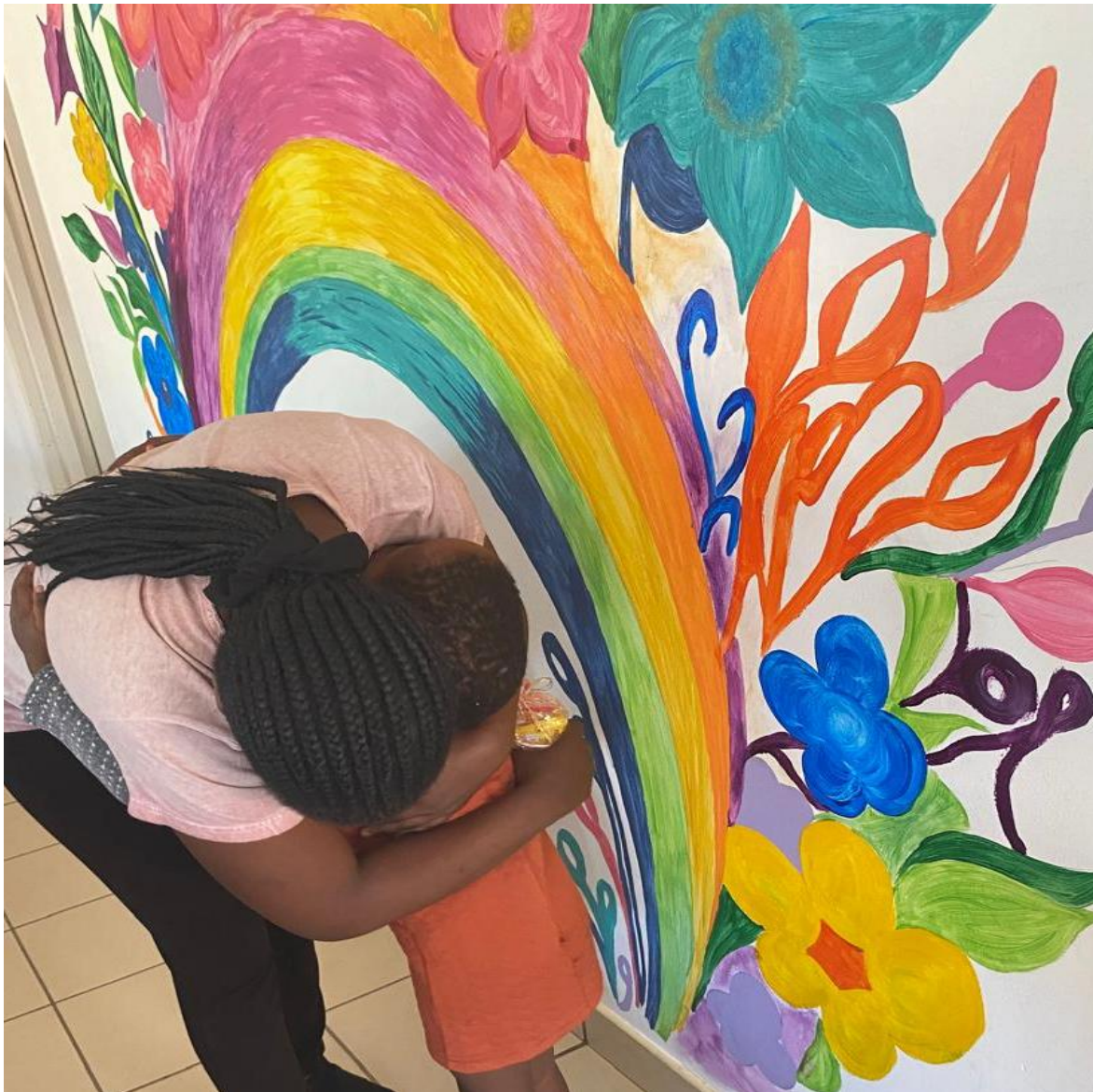


(Operating as Pietermaritzburg Child and Youth Care Centre)

**ANNUAL REPORT**

**2024 / 2025**



**"Investing in the Best Interest of each Child in our Care"**



### VISION

Investing in the Best Interest of each child in our care

### MISSION

To render Professional Child and Youth Care Services to vulnerable children needing alternate care, through their legal placement into residential care

### PURPOSE

To provide Holistic Developmental Care using the Circle of Courage Model within the Life Space of our Children

### UPHOLDING OF VALUES



Generosity

Honesty    Respect

Belonging

Commitment

Mastery

Courage

Independence

Responsibility

Fairness

## CHAIRPERSON'S REPORT

It is with great pride and a deep sense of responsibility that I present this Chairman's Report for the Pietermaritzburg Children's Home, operating as the Pietermaritzburg Child and Youth Care Centre, for the Financial Year ending February 2025. This past year has been one of resilience, growth, and community. Despite the challenges faced, we have made significant strides in fulfilling our mission to provide a safe and nurturing environment for the children in our care.

This year, we continued to provide the support and care for our children, consistent with the standards of previous years. While there were no significant changes in the number of children, we faced some staffing challenges which were prompted by the need to comply with current regulations. The director was thus compelled to act accordingly and let go of staff that were not meeting the requirements in terms of their qualifications. This reinforced our commitment to upholding the highest standards of professionalism and care within our organization.

The team has continued to work diligently to ensure that each child receives the care, support, and services they need to thrive. We have also focused on maintaining the quality of our programs and services, ensuring that the children in our care continue to benefit from a safe and nurturing environment.

Financially, the Home had operated with a deficit this past year, resulting in us tapping into reserves. Finances are a critical factor for any non-profit, and while this shortfall is concerning, I am confident in our ability to find solutions. Our administrative practices remain sound, and we are continuously seeking ways to balance our budget while maintaining the high level of support we provide.

While our relationships with sector organisations remain strong, there is room to grow our involvement with the local community. We made efforts to network more with stakeholders and join local community events to help strengthen local relationships. This presents an opportunity for us to build stronger ties with those around us, increasing awareness and support for PCH.

Additionally, our hall has become a great asset and helps to ensure a comfortable and safe environment for activities the children participate in. Likewise, the small income sourced from rental usage of a local church provides added gain for the Home.

This past year we were pleased to continue with the elected board members, and the addition of our 2 new board members have added value to the work we do at PCH. They come with the knowledge and experience that is needed in avenues that fit in with the portfolios that we are working towards initiating for the Board.

Looking ahead, our focus will be on sustainability. We are particularly excited about the National Lottery Grant Funding that is anticipated in the new financial year. This will initiate a first phase of our plans to implement a solar electricity solution in the administration block, which will help us significantly reduce our municipal expenditure, allowing us to allocate more resources to our core mission of caring for the children.

We will also continue to strengthen our financial position through innovative fundraising initiatives and strategic partnerships, ensuring that we can meet our budgetary needs and expand our services where possible.

We acknowledge the Department of Social Development's role as a funder to the home, knowing that the facility is reliant on the state subsidies to ensure that we meet our goals and objectives. However, we also note that ideally, we should in fact be subsidized at a rate per child that covers the cost to care, for which we are aware, that our Director is part of the Provincial Advocacy Task Team constantly using opportunities to lobby around this issue.

In conclusion, I would like to express my deepest gratitude to our staff, volunteers, donors, and partners for their unwavering support and commitment. The work we do at the Pietermaritzburg Children's Home is truly a collective effort, and it is only through our combined efforts that we can continue to make a difference in the lives of the children we serve.

As we move forward, let us remain steadfast in our mission, guided by compassion, dedication, and the belief that every child deserves a chance to reach their full potential.

Thank you.

**Mr L. Du Preez**

**Chairperson**

## DIRECTORS REPORT

It gives me great pleasure to present our annual report for the 2024/ 2025 financial period. This past year, we relatively coped with the department's quarterly tranche system for our subsidy payments, which we were placed on in the previous financial year. This year we made a concerted effort to maintain our relationships with our Corporate Social Investment (CSI) business partners who supported our facility through continued donations in cash and kind. We also sustained partnerships with our usual funding conduits and were pleased to be approved for further Hwseta funding to support our training and programme needs. Seeking key funders is always a challenge and thus at the end of this financial year, we were grateful to receive feedback from the National Lottery Commission on approved grant funding.

### RELEVANCE

In the current financial climate, there continues to be a high demand from NPOs for more funds to sustain our projects and programmes. Majority of our funders and donor companies remained focused on key issues of relevance and sustainability. Within Social Developmental Services, residential care remains the most expensive option of care, however, we equally remain just as relevant as long as there is a need to offer care and protection to children who require alternate care. In line with South Africa's National Development Plan, as a residential care facility, PCH does play a pivotal role by providing a valuable service to our country's most vulnerable group. In line with Government's vision of transformation, and the needed services to orphaned and vulnerable children as spelt out in the White Paper, our Home will continue to render relevant residential services, as the last option offered in the Continuum of Care Model. We continue in our plight to strongly advocate for Government to recognize residential care as a specialized service for the most vulnerable of children.

We were initially governed by the Children's Act 38 of 2005, which outlined the commitment of Government to ensure they support and financially assist those NPOs providing services to children of the State. The Children's Amendment Bill 2017 (3rd draft) was passed on the 06.12.22, and the Amended Act was assented to by the President on the 12.01.23, to promulgate the new gazetted Children's Act 17 of 2022, which we now operate under.

We continued to engage with the Provincial Department of Social Development (DSD) as a children's sector: residential services, and within the broader NPO sector, to advocate for further discussions on the existing yet still relatively new Sector Financing Policy (SFP) which became a DSD priority in the latter part of 2023. DSD indicated that the changes to the funding payment system was a response to implementing what was in this policy. No significant updates occurred in the 2024 - 2025 year, regarding the implementation phase for stage 2 of the Nawongo judgement. Further attempts to secure a meeting with the Department's HOD to address this outstanding National matter never materialized and sadly none of our correspondence was acknowledged.

The General Laws Amendment Act No 22 of 2022 which was signed into law in December 2022, resulted in changes implemented via SARS, with reference to funding implications for undisclosed funds allocated as donations within the sector.

All NPOs were now compelled to start submitting their IT3D donor declarations for the 2023 - 2024 year. This became a point of contention as NPOs could not access clear guidelines and support from Sars directly, and we were redirected to private service providers who quoted excessively to assist NPOs to meet this legal requirement.

## **GOVERNANCE**

Since we function as a Section 21 Non-for-profit (NPC) company, our annual updates continued with CIPC. We took a board resolution to remove 1 board member due to continued absence and removed 1 member who had resigned in the prior year. This change, the request to update another board member which was outstanding as well as the addition of the 2 new board members were submitted to CIPC for updating the system. We updated the authorization documents, beneficiary ownership registers and COR39 forms in order to update all members in November 2024.

Our updated Memorandum of Incorporation was approved in 2017 and remains valid. In terms of this MOI, PCH continued with the additional elected staff member attending Board meetings, as per the regulations of the Children's Act. Likewise, the elected Youth representatives continued to attend bi-monthly board meetings. The elected staff member joined the youth representatives to participate bi-monthly at the beginning of our board meetings, and thereafter they exited the meeting for other business aspects. Most often all 4 youth representatives would attend.

We are fortunate to have a PCH Trust, with 3 trustees that support the work we do. They are Mr Mike Yeats, Mrs Irene Dugmore and our Chairperson Mr Lee Du Preez. We continued to engage with the Trustees via quarterly Trust meetings in the year.

### **DSD 5-yearly re-registration**

Our registration certificate with Department is valid for a 5-year period and due for renewal from March 2025. We started putting documents together and getting the updated certificates from January 2025 for submission of our renewal application and file to DSD on the 18.02.25.

### **Strategic Planning**

As part of our annual strategic planning, we held a session with Ntombi Khumalo from Global Finch Foundation on the 22<sup>nd</sup> of October 2024 to explore options of sustainability.

### **Legal Obligations**

As a legal entity, PCH must ensure that we function within the ambits of all other laws. This implies that we comply with their requirements:

National Minimum wage: All staff salaries are reviewed annually to ensure that workers are paid within the stipulated new rates, which was R27.58 per hour applicable from 01.03.24.

BEE Affidavit: This is annually updated and was updated on 23.02.24 for the new financial year.

SARS Tax clearance certificate: This is applied annually and was updated on the 15.03.24 once our annual returns were submitted.

DOH Health and Hygiene certificates: These were required for the 5-year renewal process with DSD. Applications started in February 2025, and certificates awaited.

DOL monthly declarations: With the KZN - UIF champion for online declarations, our online profile and declaration was finally set up. We were able to update the 2021-2022, 2022-2023 and the 2023-2024 declarations online by the 13.05.24.

DOL TERS UIF Audit: We were contacted by the TERS audit team in October 2024, to review the 2019 funds received for staff that were placed off duty during Covid 19 lockdown. We submitted records for March and April 2020, and even though May 2020 was requested, we could not submit for this month as the May request was rejected. In January 2025 the audit team asked for proof of payments for all affected staff salaries again from Netcash Payroll. This was a challenge to access, and a letter was obtained and submitted. On the 03.02.25 the findings of the audit were received with only 1 query - we had underpaid 1 staff member by R19.73. This staff member was no longer at PCH and thus we paid this amount into her bank account and submitted the proof of payment to DOL on same day.

New SARS Section 18A laws:

- The new clauses related to the amended Section 18A receipts were implemented from March 2023. In January 2024 we re-designed the format of our office section 18A receipts to align it with the new regulations. Our telemarketing Section 18A receipts were also re-formatted.

POPI Act: The POPIA compliance manual is in place. An Audit follow-up was made in June 2023 - to ensure that PCH was compliant - regarding our submission and registration of our information officer on their system, which was completed years ago with the director listed on their system.

## **COMPLIANCE**

A continued concern in the field is that despite knowing of the relevant Legislation that impacts on the work we do, many CYCCs fail to comply with some of the basic requirements stipulated in the regulations. We have numerous legal obligations to comply with as CYCCs. One of our main contentions stems from compliance with the Norms and Standards, and the Regulations of the Children's Act. The National DSD provided provincial trainings on the Developmental Quality Assurance Framework (DQAF) in the 2022 -2023 financial year, however, years later its roll out has been very slow and inconsistent in the province, with regard to training their employees to understand the nature of the DQA process. Only a few districts were communicated with on this process in the 2023 - 2024 financial year, with no more than 3 CYCCs having this whole process applied with them. Likewise, for the 2024 - 2025 financial year again there were possibly no more than 3 CYCCs that were part of a DQA process, and this only occurred in Durban.

Our priority always remains to ensure that we meet the legal and moral obligations that we have to our children. At all times our overall priority is to ensure that we are creating a safe, secure, and enabling environment for children.

We have measures in place to ensure that staff have complied with relevant clearances:

SAPS Criminal Offences Register: 2 New staff and 2 interns employed in the financial year of concern were cleared against the register, whilst 1 staff and 2 Naccw intern clearances were awaited.

Sexual Offences Register: Most of the staff were cleared, whilst 6 new staff and 2 interns completed Affidavits in the interim.

## **Department of Social Development:**

**Monitoring and Evaluation visits:** A visit to PCH took place in March 2023. The actual report was received in January 2024. A training was held for selected CYCCs on 26.03.24 to discuss the new monitoring tool effective from April 2024. We had NO monitoring visit from DSD for the March to February financial period and neither was the new tool shared with us via the Department!

**National Child Protection Register:** We applied for our new social worker's clearance again, as an updated clearance was required for Court. Clearances were received for 4 new staff, 2 board members, 3 Hwseta interns and 2 Naccw interns.

**Business Plans 2023 -2027:** The new business plans 2023 - 2027 were submitted on the 22.05.24. We then re-submitted this business plan on 12.02.25 with the re-registration file.

**Service Level Agreements 2024/2025:** We attended a district meeting to update on the SLA process in March 2024. We received the SLA file in June 2024 to attend to amendments, and again in August 2024 to certify various documents, and this was submitted by the 17.07.24. We have not received a signed copy yet.

### **NPO Annual Reports:**

2006 - 2007 report: In November 2023, on request we re-submitted the report, with no feedback. In May 2024 we were again informed that the report was outstanding, and we resubmitted. We received the compliance letter on the 16.07.24.

2003 - 2004 report: was submitted in August 2024 and received the letter of acknowledgment. After numerous queries, we still did not receive the compliance letter by year-end.

### **Updates of Board Members:**

According to the department all NPOs must complete a standard template to update the changes to their board members annually, however this document was never shared with us, and neither did our DSD coordinators raise the matter. It was only during the NPO submissions for National Lottery Commission (NLC) applications that the issue was raised, as the Department's updated details on the system were used to verify our board members for the NLC process.

PCH was not applying to the NLC at the end of 2024, as we were awaiting feedback on the application submitted in 2023, however, we decided to complete the registration process, and discovered that majority of our board members were not on the system. A request was made to the district office for the template which was received a few weeks later and completed. We were then asked to redo the templates and attached additional information on separate pages which was submitted on the 06.12.24.

## **PROFESSIONAL STAFF**

**Registration with Council:** The Children's Act spells out the requirement that all CYCCs employ trained and skilled staff to meet the needs of children in their care. As an Employer we thus have this obligation. The staff also have an obligation to equip themselves with the minimum level of training and education and be registered with our Council for Social Service Practitioners.

Council began implementing their changes in November 2023, to align themselves to the changed legislation, and hosted a webinar in June 2024, to reiterate that employers will be held accountable for the staff employed under the regulations. Council reinforced that childcare workers were awarded 10 years (since the signing of the regulations in 2014 by the National Minister) to complete their minimum qualifications and get registered with Council, and an official statement was put out in October 2024, emphasizing that the minimum level 4 qualification would be weaned off by 2025.

Compliance with regulations: We conducted an internal skills and qualifications audit with our team and consulted with Council in December 2023 to provide us with updated status reports on each childcare worker. The Council audit revealed that PCH had different categories of childcare staff on site: some who had completed all their study requirements and were found competent but simply remained without an Hwseta certificate, whilst others who were still not on track and had for various reasons not completed their outstanding work for submission to Naccw. The former group were "saved" as they had council numbers and were not DE-registered. However, the latter group had childcare staff who had never registered or was removed from the register and would not meet the obligations in terms of council registration within a suitable time frame. All these matters were raised individually with the childcare workers, as well as openly discussed at meetings, and taken to the Board. These new compliance requirements impacted negatively on the future employment status of many childcare workers in the field, and at PCH we unfortunately had to operationally dismiss 3 CYCWs.

Level 5 Training: Since late 2023, we were advised that the FETC level 4 was being phased out and that the new minimum level of qualification will be the Occupational Certificate (OC) level 5. DSD have asked us to complete their audit of child and youth care workers in August and again in October 2024. The challenge remains that without sourcing funding, CYCCs cannot move in this direction. There is the choice of those with their level 4 certificates following a Recognition in Prior Learning (RPL) process, which can be a lengthy drawn-out process with Naccw, or the alternate option remains to enrol and complete the full OC level 5.

All these matters take time to address, and we hope to source other funding for the learnerships, since the Hwseta Expression of Interest 2024 application was sadly rejected due to DSD not providing our NPO compliance letter early. In January 2025 we consulted with Durban CYCC to offer training and started negotiating the option of training in PMB, if we secure the minimum number of 25 learners for the programme. Council made a commitment to consult with the Hwseta on behalf of the sector, and a template was provided for us to submit our names of staff members awaiting their Hwseta certificates. This was submitted to the secretary of the Professional Board for Child and Youth Care (PBCYC) on the 01.07.24 for 2 CYCW staff, however the expected verification meeting was cancelled in July 2024. In February 2025, we had 2 of our staff collected their Hwseta certificates.

Council Annual Fees: The Council changed their policies in relation to annual fees for all practicing social service practitioners. We had to make payment in December 2023 for the 2024 - 2025 fees and paid in December 2024 for the 2025 - 2026 year for all current staff.

Council dual registration: In November 2023 Council approved the Directors portfolio and indicated that she could register as a child and youth care worker at auxiliary level.

This process was placed on hold as she registered for the Post Graduate Diploma in Child and Youth Care for the 2023 - 2024 years.

Council reporting of unprofessional conduct:

In the prior year, the organization had to report unprofessional conduct for 2 staff members. Both cases, required completion of Council reporting templates and submission of all evidence related to the incidences. There is a lengthy process of Council asking for comments and responses from each party, leaving both cases unresolved by the 2024-year end. Unfortunately, these processes have proved to be very slow and both cases were still not finalized by the end of the 2025 financial year.

**HEALTH AND SAFETY:**

We do our best to ensure that we comply with the general health and safety requirements.

First Aid: boxes were replenished regularly, using an updated list of requirements as provided by Global Services. These lists were placed into all first aid boxes as well as the medical lists placed into the medical boxes.

Health and Safety committee: They had several meetings in the year with new nominations for the fire marshals put in place. Their duties included walk-about, completion of checklists per cottage, together with the maintenance officer to ensure that we address any identified matters of concern. At times the management team met with the Director to attend to the serious matters. Some of these tasks included replacing of window handles and latches, replacing broken windows and the purchase of needed equipment e.g. additional fire extinguishers. All our safety equipment such as the fire extinguishers, fire hoses and smoke detectors were also serviced as per regulations.

Children's safety: In terms of the children, regular fire drills were conducted - some planned and some unplanned through false alarms. There are 2 overall Fire Marshall's per shift. The annual election of the new health and safety committee members was postponed from February 2025 to March 2025, due to unforeseen circumstances.

With reference to children's continued care and protection, this can be sometimes challenging as we deal with children that present with all kinds of behavioural responses and all types of medical conditions that must be managed. We especially deal with more issues from senior children, and each child must be given the required time and importance to listen to their stories and offer the right response.

General Safety: The cover for the electrical box on the grounds was replaced in June 2024. In August 2024 there was some unusual sparks in the junior boy's cottage and TDM Electrical attended to some faults on the DB. The surge protector blew in November 2024 and TDM then replaced this protector.

In January 2025 we again had the surge protector blown. It damaged 2 geysers, the power box for the alarm system in the computer room, and the motor on the main gate, all of which was repaired in February 2025.

## ADVOCACY

Our team continued to advocate at all levels, to ensure that we offered the best quality of services to our children – it created opportunities for all professional staff to raise issues related to children's needs, rights, and responsibilities in whichever context we are faced with.

We also used every opportunity that presented itself, for PCH to advocate and lobby for issues that matter to the Children's sector. We have continued to submit input to change current legislation and regulations that impact on service delivery, through other submissions of comments via Provincial bodies such as the KZN NPO Network and Inyathelo and National bodies such as the National Association for Childcare Workers (NACCW) and the South African National Child's Rights Coalition (SANCR) on matters pertaining to the Children's Amendment Bill 2017 (3<sup>rd</sup> draft) and the General Laws Amendment Bill 2022.

Provincial Advocacy: Our Province took up 3 issues: the signing of the new Service Level Agreements (SLAs), clarity on the reasons for the further subsidy cuts of R2000 per month from all NPOs, and the request for the actual Sector Funding Policy (SFP) to be shared with the sector and a training workshop to be held with NPOs. Our provincial task team for the NPO Network wrote to the HOD on sector issues in March 2024 and continued with a few task team meetings and a further letter was submitted to the chairperson of the DSD Provincial NPO Forum, with no response. However, the District Director did forward the SFP and the 7<sup>th</sup> edition SLA document to the PCH director (who is part of the Provincial task team) which was shared with all NPOs. The PCH director was also allocated with the task of drafting a further letter that our team sent to the KZN Premiers office, for which we received no response. As a member of the Provincial Task team for CYCCs, we continued to forward concerns to our DSD HOD and attempted to have a face-to-face meeting with her and their team, however this did not materialize.

National Advocacy: All our advocacy work was forwarded to Lisa Vetton to table nationally at Parliament. She consulted with us in March 2024 when she raised the common DSD issues existing in KZN and Gauteng at parliament. In April 2024 SANCR submitted a letter on behalf of all members to the National Minister of Social Development, which sadly had no response. In October 2024 Lisa Vetton was given another opportunity when she was invited to the National Portfolio committee meeting, and we shared more KZN challenges with her. As PCH the director used to be invited to the National Child Protection Forum meetings, where we had a voice for residential care, however there were no forthcoming invites in the past financial year.

Some of the standing issues that required advocacy included:

Funding as per the Nawongo order, delayed subsidy payments, changes to the SLA contractual agreements due to cuts in funding in the middle of a financial year, the reduction in numbers of children funded as per the Master List, lack of uniformity with monitoring, poor communication, standardization of DSD engagements with NPOs in all districts and regions under KZN and the Sector Finance Policy.

Childcare Advocacy: We created many platforms for our own childcare workers to have a voice and advocate for pertinent concerns that impact on their work with children. They engaged in online events, Nationally, Provincially, and Locally to lobby for themselves and the children.

Media Advocacy: The director was interviewed by Groundup reported in May 2024 and our article published related to the sudden subsidy cuts by DSD, and its impact on our work. The reporter did a site visit and used a PCH photo in the article.

**FINANCIAL IMPACT**

This financial period remained difficult with Post Covid impact and the decrease in income from donations, businesses, and fundraising. Approaching business houses for sponsors were rewarded to a small extent for specific events, however we saw a reduction in our regular cash donors over the year, including the telemarketing income. Several monthly sponsors of grocery items and meal donations continued. Our continued issue remained managing the monthly cash flow and sourcing more funding to cover the anticipated deficit. We are very appreciative of the fact that we have a good working team at PCH and that they understand the financial climate and its impact on our home. We were unable to allocate an increment in 2024 and could not allocate any form of a 13<sup>th</sup> cheque in December 2024 to our staff, however they graciously accepted these realities and embraced them as a team, trying to help in many ways with our fundraising efforts.

The Department of Social Development subsidizes a portion of the cost for the care of the children residing in the facility. This subsidy provided by the government was approximately 77% of the total income received for the financial year end 2025. Such an amount from DSD was only evident due to the forced implementation of the Nawongo judgement in our sector in the 2022 - 2023 year. The remaining 23% was generated by the organization to keep the Home sustainable. During this financial year, PCH was able to manage its cash flow easier due to the quarterly payments. We worked hard to reduce our overall expenses by regularly reviewing our service providers, however unexpected emergencies such as repairs to 2 water leaks found at the 2 senior cottages, do tend to deplete reserves quickly.

**STAFF COMPLIMENT**

STATUS: 2024 - 2025	
STAFF COMPLIMENT AT BEGINNING OF FINANCIAL YEAR	24
RESIGNATIONS (3) AND DISMISSALS (1)	4
NEW APPOINTMENTS	2
STAFF COMPLIMENT AT END OF FINANCIAL YEAR	22
HWSETA FUNDED INTERNS	2
<b>TOTAL STAFF COMPLIMENT AT END OF FINANCIAL YEAR</b>	<b>24</b>

- 2 childcare workers were operationally dismissed in May 2024 and 1 in June 2024, due to their inability to comply with the Council requirements in respect of the minimum training qualifications.
- The childcare manager/supervisor resigned in December 2024.

- 1 childcare worker was appointed in August 2024.
- The 2 other childcare posts were not officially filled as we accepted 2 intern childcare workers appointed and paid via Naccw from October 2024. These interns were changed and new ones appointed in 2025.
- A new childcare supervisor was appointed in January 2025.
- 1 social work intern and 1 information technology intern was appointed in January 2025 and funded via the Hwseta.
- From February 2025 we began preparing for Eunice Dumakudes retirement planning at the end of May 2025.

## **TRAINING AND STAFF DEVELOPMENT**

This past 3 years we have accessed the Hwseta funding to assist with training needs for our team. This requires a lot of administration to submit the online annual WSP/ATR, which were submitted on the 10.04.24 and approved on the 01.07.24 for the 2025 - 2026 period.

### Funding 2023 - 2024:

In July 2023 we submitted 3 expressions of interest. These were approved for: accredited adult education and training in computer literacy (5 management team staff were trained in excel levels 1 and 2 in August 2024), bursaries for employed (the director enrolled in 2023 and completed her studies at the end of 2024), and internships for unemployed (1 social work intern was appointed from January 2024 till December 2024).

- Adult Education and Training: R20 000 was approved and R16000 received in the financial year. Site visit was conducted at the end of August 2024. The outstanding R4000 is awaited after all completion reports and portfolio of evidence (POE) supporting documents were submitted in September 2024.
- Internship: PCH began paying for the social work intern's monthly stipend from January 2024. The mid-year review was completed and the site visit conducted. The amount of R76073 was paid to PCH in October 2024. The balance of R1102 was paid in January 2025.
- Bursary for Post Graduate Diploma students: A total of R18017 was paid towards the student fees in February 2024, and additional funds of R1799 used for the bursary equipment. Both were paid for by PCH and closing reports and all supporting certificates were submitted for the completed qualification in March 2025. Site visit was conducted. The total funds are awaited from the Hwseta.

### Funding 2024 - 2025:

- AET application: request for funding for child and youth care workers in basic computer skills, submitted in June 2024. Received full approval in September 2024 for 3 staff to be trained. We awaited the Hwseta payment of 1<sup>st</sup> tranche of funds guidance on when we can begin with this training.

- Internships: applied for 2 interns in June 2024 and received full approval in September 2024. Both the social work and information technology interns began in January 2025. The mid year reports have been submitted and their funding awaited whilst PCH has been paying their stipends since January.

- Bursary for master's students: application submitted. No response was received.

- Learnerships: application made for all childcare workers in June 2024, to be trained in the Occupational Certificate for level 5 in child and youth care. Follow up was made in October 2024, and we were informed that these were rejected as the Hwseta did not accept our NPO compliance for the end of 2023-year - when the 2024-year end was required. It was unfortunately beyond our control to receive the required compliance letter timeously.

#### Funding 2025 - 2026:

- The new call was made earlier than usual in January 2025 before the submission of the new WSP/ATR reports. In February 2025 the director reviewed the expressions of interest and began preparing for submissions.

#### Research:

- The Post Graduate Diploma research study focused on Transitional Care and an exploration of the Independent Living Programmes offered in Residential Care facilities, which adds value to the work and programmes offered by PCH, as it has created the awareness that our programme is sorely lacking in the key components needed to ensure its success.

We maximize all training opportunities that staff can attend to ensure that we are functioning at our optimal level. At PCH we try to ensure that all Staff are exposed to all types of learning environments to inspire and motivate them on how they respond to our children. Staff who attend external training return and share or do in-service with others.

**The Team was exposed to the following trainings: -**

#### **External Training attended (physically):**

- 26.03.24: Welfare Forum - Trauma Informed Care by Childline - attended by 3 CYCWs.
- 19.04.24: Administrator attended the PCB/NGO session: SARS tax exemption new laws.
- 16.05.24: DSD hosted a workshop on the NFD tools for social workers.
- 21.06.24: Director attended the PCB/NGO forum with speaker on Trauma informed care.
- 30.07.24: Welfare Forum workshop - Working with teenage girls who have experienced sexual violence - Director, childcare manager, social worker and 3 CYCWs attended.
- 16.08.24: Excel training Level 1 at Midlands Computer and Business School attended by management team.
- 30.08.24: Excel training Level 2 at Midlands Computer and Business School attended by management team.
- 12.09.24: DSD training for directors and supervisors on the National Supervision Framework held at SAVF offices.

- 07.02.25: Capacity Building on Monitoring Tool for Children in CYCCs held at SOS - for social workers.
- 03.02.25: Consultation with Palesa and her contact with the Information regulator N Zondi. Option to run a workshop for all PCH staff to be considered. A follow up email sent to the regulator on the 05.02.25 to discuss some training options.

**External Training attended (online):**

- 11.04.24 - NACCW Webinar online - Key Variables for assessing child and youth care programs - childcare manager and 8 CYCWs attended.
- 18.04.24 - PR officer attended SAIF training: Tips on Social Media fundraising.
- 22.05.24 - Director and administrator attended the Turning Point workshop on the Sars IT 3(D) for PBOs.
- 02.12.24: Workshop on Sars IT 3(D) submissions for NPOs, hosted by SAIF.

**The Child Care Team attended various Internal Trainings conducted by the Childcare Manager.**

Naccw Training/Leadership/Events

- 05.03.24: PMB CYCC Forum meeting at PCH, 3 management team members attended.
- 20.03.24: Director's forum meeting attended in Durban.
- 03.04.24: NACCW Provincial Executive meeting - Attended virtually by the director, childcare manager and 2 CYCWs.
- 11.04.24: Director joined the webinar session with Leon Fulcher on Relational childcare work.
- 18.04.24: Childcare manager attended NACCW National Executive Committee meeting as the Chairperson of KZN.
- 20.04.24: Our youth reps, Tukelo, Siwe, Onothando, Sngobile and Thobeka went for the NACCW youth forum meeting in Durban at Ethelbert CYCC with the 2 youth coordinators, Zandile and Sipho. Onothando was elected to be the Provincial secretary.
- 08.05.24: NACCW Practitioners Forum meeting - at PCH with other PMB Organizations celebrating CYCW's week.
- 10.05.24: NACCW Webinar online - An accidental journey...in child and youth care - childcare manager and 8 CYCWs attended. The director attended this webinar by Nick Smiars and did the closing address.
- 11.05.24: PMB CYCCs forum meeting held at SOS children's villages. Management attended.
- 22.05.24: PEC meeting

- 28.05.24: Youth reps from PCH Tukelo, Onothando, Sngobile and Thobeka attended a virtual meeting on the importance of voting.
- 11.06.24: PMB CYCC Forum meeting at SOS.
- 12.06.24: Childcare manager attended the Senior CYCWs meeting at Wylie House.
- 12.06.24: Director attended the principals forum meeting at DCH.
- 24.06.24: Joint Webinar SACSSP and NACCW - Registration and Code of Ethics for CYCWs - childcare manager and 4 CYCWs attended.
- 17.07.24: PEC meeting virtual - Director, childcare manager and 2 CYCWs participated.
- 20.07.24: Youth reps attended Youth Forum in Durban.
- 31.07.24: Provincial meeting in Durban attended by the director, childcare manager, social work intern and 4 CYCWs. The guest speaker was the DUT HOD for the Health Sciences Department speaking on the DUT CYC Department processes for those who want to study further.
- 14.08.24: KZN Practitioner's Forum at PCH with other PMB homes - Topic - Code of Ethics.
- 27.08.24: NEC meeting Director and Childcare manager attended.
- 28.08.24: Webinar by Dr Laura Steckley - The Therapeutic Use of the Everyday - 2 CYCWs attended.
- 31.08.24: Youth reps attended Youth Forum at Khazimula and then visited the Mandela Capture Site.
- 18.09.24: PEC meeting - childcare manager and 2 CYCWs (youth coordinators) attended.
- 30.10.24: Naccw webinar with Council and Union.
- 11.10.24: PEC meeting - childcare manager and 2 CYCWs (youth coordinators) attended.
- 16.10.24: PMB Practitioners Forum meeting at Wylie Park, all CYCWs and other PMB organizations - Reflections, challenges, achievement from 2024 and goals for 2025.
- 18.10.24: PEC meeting - childcare manager and 1 CYCW (youth coordinator) attended.
- 19.10.24: Youth Forum at DCYCC in Durban - 2 PCH youth coordinators and the 4 youth reps Mangaliso, Sngobile, Thobile and Onothando attended.
- 23.10.24: BGM at St Theresa - childcare manager and 7 CYCWs attended.
- 16.11.24: Youth Forum at DCYCC in Durban - Siphon, and the youth reps, Mangaliso, Sngobile, Thobile and Onothando attended.

#### Staff Development:

We use many opportunities to appreciate our staff. All our celebration days include an acknowledgement of the work done by the childcare staff.

### Student Placement and Support:

- A few scholars attended in July and December to do community service activities.
- DUT: 2 public relations students began in August and attended weekly. 1 student ended in November 2024 and the other in December 2024.

### Internships 2024:

- PCH (Hwseta funded) : 1 intern social worker was appointed for 2024.
- Naccw (Hwseta funded) : 2 interns joined in latter 2024, however their services were reviewed and ended.

### Internships 2025:

- PCH (Hwseta funded) : 1 social work intern and 1 information technology intern were appointed from January 2025.
- Naccw (Hwseta funded) : 2 new childcare workers joined in early 2025.

## **FUNDRAISING EFFORTS**

We struggle like all other NPOs in the current financial climate to identify appropriate events that will bring community support. We did manage to bring in some funds via payfast, several jumble sales (R8290pa), hall hire (R18000pa), hire of braai stands, and our submissions to central waste and global scrap.

Payfast: we received very few donations via this platform. However, from R15132.61 we moved to R35132.61 with the support of a large donor in August 2024.

Commshelf: PCH continued with our telemarketing efforts to raise funds through individual donors, however the past year has seen a further decrease in the cash contributions received.

Cascades Life Centre: The director submitted our name for consideration. The centre hosted a competition with their customers, and we were added as a recipient charity. In April 2024 we received R8000 from this effort.

Shoprite Checkers: The director submitted separate applications to the different branches within the city, for the excess food requests in April 2024. We began receiving donations in kind of grocery items from the different Shoprites from June 2024.

Golf Day: We made a surplus of R37739 for this event held on the 23.06.24.

Mandela Day 2024: We were pleased to have 8 major donors for this event and a few other local donors. These included Business Fighting Crime, the Horse Unit, Meadow feeds, Toy Box Creche, Nizamia school, Comrades Marathon Association, Morar and Associates, Kathy Jackson, and Willowton Bakery.

Oceans 8: The director made some queries about this event, and we were allowed to apply on the 25.07.24 to be considered. On the 16.08.24 we received a working agreement to complete as we were selected as 1 of 10 invitational charities to participate in the 2025/2026 events. An introduction meeting was held on 14.09.24 and entries opened in September.

We worked on marketing the event and joined the team to distribute flyers at the Midmar Mile in February 2025.

Iam4change/Shoprite Checkers competition: We were selected as 1 of the Top 3 Charities by customers and were the NPO Charity winner of R12 000, which was used in 3 allocations in this financial year for the purchase of groceries from Shoprite Checkers Raisethorpe.

## **NETWORKING**

We are grateful to have the opportunity to network with strong NPOs and forums that work in the sector and support the work of PCH. These include the CINDI Network, PMB and Midlands Chamber of Business, Midlands Social Services Forum, KZN NPO Network, NPO fundraising forum, and SA Institute for Fundraising. We also appreciate the opportunities to represent PCH at National Forums such as NACCW, SANCRS and the National Child Protection Forum. Likewise, we acknowledge and appreciate partnerships with numerous NPOs and departments to render programmes and activities in the year.

## **DONOR PARTNERS**

Companies: We acknowledge and thank some significant donors who are supportive throughout the year: Willowton Oil and Bakery, National Chicks, Y Chetty and Associates, Motor City, Chicken Licken, Stay Easy, Shoprite Checkers, Focus, Sunshine Bakery, Magma, AET, Sanzaf, Sunshine Seedlings, Road Lodge PMB, The Hub, The Methodist Church, Scottsville Primary, Amberglades Occupational Health Nurses forum, Thorbin de Thorbin, Rehen Maharaj, Mr Magaya, Mr Khuzwayo, Volpes Carpets, Battery Man, Rita Brijlal, HM Mekraj and Mrs Bhamjee.

Special Projects: We appreciated donors who conducted some special activities that benefited our children and home. These included Willowton bakery for hosting a cupcake decorating training event for our learning impaired children from Newton school, New Enterprise Trading that sponsored fish to our home that was enjoyed by the children for a few months, Cascades lifestyle center for sponsoring movie tickets for children to enjoy outdoor movie nights, and Shireen Singh for introducing PCH to numerous donors who began donating cupboards, office cabinets and adopting our junior girls cottage. Planning began in January 2025 for the upgrades to this cottage. We also acknowledge our anonymous donors who contribute in cash towards the home or special events such as transport for an outing to the Sunset Farm.

Donor Updates: The PR students assisted to update the donor records on our excel system for the periods 2022, 2023 and 2024.

## **FUNDERS**

Department of Social Development: We appreciate the subsidies received via DSD however reiterate the fact that such funding is insufficient to care for the children we serve, noting the added burden due to lack of subsidy increases and reductions in these funds, which significantly impacts PCH in a negative way.

### KFC Add Hope Campaign:

We are pleased to be part of this campaign which sponsored R130000 towards grocery expenses from October 2024 to September 2025.

PMB and District Community Chest: We appreciate the increased contributions of R60 000 for the year.

Community Chest /Booyens Refrigeration CSI Project:

With the motivation of the Community Chest staff to Booyens Refrigeration, we were awarded the supply and fitting of a cold room for our central kitchen, and the project began on the 28.06.24. The project was completed on the 14.08.25 and ready for use. We are deeply indebted for this resource valued at R117129, that is most needed in the summer months!

Ken Collins Trust: PCH acknowledges their continued and consistent support of R42000pa. We also received an additional R24000 as a once off grant.

National Lottery: We submitted our application on 05.06.23. A site visit was conducted with their official on 07.11.23. A visit was made to their offices in December 2024 to check on progress and we were asked to wait for the written response. In January we confirmed the grant allocation on the 14.01.25 and signed the grant agreement. All relevant documents were submitted, and funding was awaited at the end of the financial year.

Alert Engine/ Motus Parts:

We were extremely grateful to Ntsiki for championing this funding. We received R47805.54 for school uniforms and R11707.60 towards underwear and sandals for all children in March 2024. Unfortunately, no funds were authorized for us to access for the balance of the financial year.

NMI/DSM: PCH received R35 000 as a grant allocation from this application.

**PROGRAMME CHAMPIONS**

We acknowledge the support of external ambassadors who have offered us invaluable knowledge and life skills in the past financial year:

- ❖ Pietermaritzburg Gandhi Mandela Foundation Values Based programme
- ❖ Inkuzi Isematholeni Organization Gender Based Violence programme
- ❖ Love to Live Gender Based Violence programme
- ❖ PMB Child and Family Welfare Cloud Worksheet Educational Pilot
- ❖ PMB Child and Family Welfare/SAPS Child Protection
- ❖ Woodlands Library Library Programme and Book Club
- ❖ AFM Church Spiritual and Youth programmes
- ❖ Astro Soccer League Soccer programme
- ❖ Sivuselela Isizwe Organization Peace club

## **SPECIAL THANK YOU TO YOU!**

I convey my sincere appreciation to all our Major Donors, Corporate Donors, Regular Donors, Donors in Kind, all our wonderful well-wishers and friends throughout the year. We appreciate you for taking time to be with and offer your guidance, advice, and support to us, for the benefit of our children.

A very special thank you to our dedicated Trustees for your continued expert advice and guidance, to our Board of Directors for your generosity in time and commitment to what we stand for, to all our staff for your loyalty and ever-willing approach to give off your best, and to our strong and steady members of our Management Team for your willingness to accept new challenges, and your continued advocacy and championship for the work we do, in the name of our children!

Despite all the challenges we may face, we remain grounded and focused on doing everything we can to create an environment of safety, security, care and most importantly love within our children's life-space on a daily basis.

Going forward, PCH looks forward to celebrating our 140<sup>th</sup> Anniversary in 2026...  
a celebration of 140 years of offering core residential alternative care services  
to vulnerable children in our country, and a salute to all who came before us,  
for having a steady vision on reaching out to those most in need,  
and ensuring that we provide a quality service to them.

**"The True Measure of a Person is His Capacity  
To Love and Serve"**

**God Bless**

**Fiona Balgobind,**

**Director**

## **SOCIAL SERVICES REPORT**

I appreciate the opportunity to present a report on the Social Service and Children's activities for the financial period, (2024-2025). One of the joys of preparing the annual report is that it gives us the opportunity to look back and be thankful for all that has been accomplished. The past financial year was filled with wonderful opportunities and some challenges, and we successfully managed to overcome the challenges and triumph.

We continue to strive to promote and uphold the culture of good quality care for the children in our facility, by rebuilding and nurturing good relationships with outside stakeholders so that our children are the beneficiaries of quality education and care. This was done by continuing to make sure that the environment that our children live in, is enabling, safe and secure for them to become good citizens in the future. Also, through the utilization of structured programs that considers the children's needs, age appropriate, as an individual as well as a group.

In the past year, CYCC(PCH) accommodated a total of 86 (8 new admissions). Children accommodated are between the ages of 4 and 21 years. They are placed into four (4) cottages according to their age groups.

This past year, 19 children were reunified with families and some with their extended families and foster parents, through the reunification services which is an integral part of our program. This has been a joint responsibility of the placement agency, and PCH who are the children's custodians, and we are proud to have played a more active role in this process in recent years, and we are continuing to be the champions of this process as we have increased the number of children that are returned into the community, where they belong. Two (2) children were transferred to Mental Health and one (1) enrolled into One Life Programme and later found a job at Treverton College. A total number of 21 children that were disengaged. We had 63 Of 75 children that went on LOA (Leave of Absence) in December 2024, first time ever in the history of PCH.

### **WORKING WITH FAMILIES AND HOST PARENTS**

The sad reality is that some children have no families and arrangements are made for them to be hosted by unrelated families and individuals. During this financial year PCH Team visited all families for matriculants, had case conferences with Case Managers preparing and finalising for reintegration. The Team travelled as far as Vryheid and Richards Bay and all the visits resulted in successful smooth reintegration. We also had one child Amanada M who benefited from the arrangement of unrelated host families. She was introduced to an already screened host family in Richmond. The contact with the host family began in the beginning of August 2024 and this contact progressed positively. The host mother visited PCH and the child, thereafter she was calling checking on the child on a weekly basis. LOAs were arranged and the child was happy and benefiting from the family bond. The child was integrated with the family in December 2024.

### **Working with Matrics 2024**

Our matrics started 2024 academic year with a positive attitude. Private tutors were hired by PCH to help our matrics with Mathematics, ... History and English. School performance was monitored on a quarterly basis and improvement was observed and noted. Towards the end of the third quarter all Matriculants were enrolled at Ace Academy to attend extra classes. The results were pleasing and this contributed to PCH getting a 100% pass for Matric 2024.

**Mbuso M** -supported with CAO and NSFAS applications and follow ups, unfortunately no offers from both NSFAS and Tertiary Institutions applied in were issued. In February 2025 he applied at Creative Arts College and accepted for Photography.

**Nkosingiphile M** -supported with CAO and NSFAS applications follow ups. NSFAS offer was issued, and he missed to respond in time. He was also accepted at DUT Ndumiso Campus and was unable to study for 2025 Academic Year due to finding issues.

**Thabiso M** -supported with CAO and NSFAS applications follow ups

**Noluthando Z** -supported with CAO and NSFAS applications follow ups. She was able to get NFSAS funding but unable to get acceptance in Tertiary Institutions.

**Nonhlanhla L** -supported with CAO and NSFAS applications follow ups. She received an offer from University of Zululand and was unable to respond in time due to technical issues experiences on her side.

One Newton learner **Simphiwe N** completed his Level 4 and remained under the care of PCH as part of After Care Services. He was enrolled at Creative Arts College for a 2-year Programme: Photography and Animation

- In the reporting year, PCH had 5 Matriculants, very pleased to report that all passed, 3 bachelors, 2 diplomas.
- In 2025, PCH has been blessed with only 1 Matriculant.

**- Back to Normal:**

Our children have been actively involved in several programmes, which included the following:

**- Developmental Program:**

This includes 24hour physical care, access to appropriate schooling and education, family reunification and reintegration. Assistance with disengaging from the program, promotion of children's rights, mastering of the age- appropriate tasks, life space work, life skills, casework and groupwork.

**- Therapeutic Programs:**

This includes a Developmental assessment, Individual Developmental Plans (IDPs) for each child, Case Conferences, individual counselling of children, and referrals to specialized services, home visits, family meetings, dealing with the daily holistic and developmental needs of each child.

Individual counselling	405	Court orders were updated	51
Court visits	35	Section 176 reports	05
Sections 159 reports	29	Case reviews	49
Absconders	01	Transferred to other Facility	02
Mentors /host parents	18	Children being mentored/hosted	13
Minor incidents dealt with by CCWS	20	Minor incidents dealt with by social worker	78
Complaints involving staff	0	Complaints involving children	136
Child line	0	Groupwork sessions	09
Individual Developmental Plans	41	Home Visits	08

\*10 new ID applications and 10 collections of issued IDs

\*6 applications for birth certificate and 6 collections

**-Medical:**

Total of 188 different referrals were made to various other medical, care or counselling services.

Northdale Hospital	54	Greys Hospital	10
Edendale Hospital	18	Woodlands Clinic	63
Northdale Dentist	2	Edendale Hospital Eye Clinic	1
Psychologists (Behavioral challenges)	4	Northdale (Chronic)	3
Edendale (Therapeutic services)	4	Northdale MOPD	1
Lifeline	2	SANCA	1
Ghandhi Assessment Centre	15	Woodlands Clinic (repeat medication)	1
East Boom Clinic	1	Harwood Pharmacy	2
East Boom Eye Clinic	3	Townhill(assessment)	2
Greys ENT/ Oncology	0	Greys Renal/ Urology	1

**Success Story on working with Therapeutic and Counselling services**

Zamagambu M: She was admitted at PCH in February 2025 and had multiple traumatic experiences. She kept PCH team and the school on toes and demanded special attention on a weekly basis. She was referred to TCC in Edendale now called Harry Gwala Hospital for treatment and counselling. She was further referred to Ghandi Assessment Centre and attended Psychology sessions. Thereafter was referred to Townhill Hospital for assessment, admitted for 3 weeks and finally got proper diagnosis.

Training for CYCWS, Social Worker was offered by the Chief Psychologist on site in Townhill Hospital on how to work with the child concerned and her behaviours. After months of hard work, patience and dedication the child showed some improvement in her behaviour. She is the most improved in behaviour in the Unit and her CYCWs are impressed. During the Assessment Tool meeting with Case Manager, biological mother and PCH team this was discussed and the child was commended and encouraged for her most improved behaviour.

**- Educational:**

- ❖ Our children were engaged in online tuition and virtual learning platforms. That assisted them in catching up with the curriculum.
- ❖ Our children attended Career Guidance sessions and Holiday programmes.
- ❖ All matriculants were enrolled at Ace Academy for extra classes during the week after school and on weekends.
- ❖ High School learners attended Extra Classes at their schools on Saturdays
- ❖ All matriculants were supported with CAO and follow-ups
- ❖ In February 2025, our two 2024 matriculants were enrolled at Creative Arts College
- ❖ PCH had one learner that was assessed at Townhill Hospital and was found to be a candidate for Special Needs School. The application for support needs assessment has been signed by school and Caregiver, submitted to Department of Education and awaiting placement response.
- ❖ Children making full use of resource centre, doing research for their schoolwork.



Sunset Farm outing Fun Activities    Bessie Head Library Programme    Bonfire evening



East Boom -Pharmacy Month    Seniors celebrating Spring Day    Sai Balvikas Interactive Day



Worksheet Cloud Study Programme    Willowton Bakery School Programme: our students' work



The Horse Unit -Mandela Day visit    Matric Ball 2024 - Well done on your good results.



AFM Church play    New Apostolic Church visit



Cascades Shoprite Checkers Voucher    Mandela Day Initiative and Lynpark “spare an item” campaign



Mkhuseli Security Gives back    Junior Girls Makeover: Shireen & Friends Child and Youth Care



Varsity College NGO Connex    Youth Reps Gratitude to KFC Raisethorpe & Add Hope visitors



Spur (Hilton) Fun Fest day    Golf Day 2024    Etham college “Item campaign



Homeless Network Motivational Talk    The Methodist Church Annual School Shoe campaign

School visits on performance progress	35	School visits on parent's meetings	18
School visits for re-admissions	65	Visits to Special Schools	09
School visits for behavioral problem	21	School visits for placement	8

**- After care:**

- Simphiwe N - enrolled at Creative Arts College and doing Photography Course in in the current year and Animation in the following year.
- Mbuso M - enrolled at Creative Arts College and is doing Photography. He is assisted by PCH in terms of transport fee to attend classes
- Thabiso M. was assisted with couriering his Matric statement of results and posts available for application.
- Nkosingiphile M - upon finishing Matric examinations Nkosi was assisted by Facility Social Worker to get Leaners Licence tuition. PCH assisted him with booking, eye test and collection fees. He was accepted at DUT Ndumiso Campus for .... Unfortunately, NSFAS funding was not approved. The Facility Social Worker arranged for him to get a funder for driver's licence tuition from one of the local Driving Schools (Normans Driving School).
- Nonhlanhla L - was assisted with applications at University of Zululand, she was called in for Admission in February 2025 but the course she applied for English and Linguistics was full and NSFAS rejected her application. She is going to re-apply for NSFAS in September 2025.
- Noluthando Z- was assisted on CAO and NSFAS follow ups. Unfortunately, she did not get any response from the institutions she applied at. She applied again in 2025 Academic Year, and she is still waiting for response.
- Muzi remained at PCH after matric 2023 was enrolled to Life Changers programme and supported by PCH in terms of Pocket money and cosmetics on monthly basis until he got a job in January 2025 at Trevorton College in Mooi River as Boarding Master.
- Zwakele Ndlela - is currently in Harrismith studying Plumbing. She finished her Agriculture Level 1 course with Agri Sector and graduated in 2024.
- Mireille Naidoo - she is no longer staying with her aunt, stays with her friend and has a 7-month-old baby. She applied with at UNISA and NSFAS and waiting for response.
- Wanda Njilo- according to his Case Manager he said he does not want to study academically but he wants to play soccer. He is currently out of province playing soccer for one of the soccer clubs.
- Noluthando Mbokazi - She is still with her foster parent at Mpolweni. NFSAS was approved for 2025 Academic Year. She has not yet accepted in any of the tertiary institutions. She was assisted with finding her important Documents that she left when leaving PCH in 2023.

**Some Highlights for the year:**

- Trip to Howick Home Affairs for ID Applications and after that visit to Howick Falls.
- Matric Mid- year outing - PCH spoiled the matrics with an outing at the end of June examinations, went to watch a movie and lunch at Spur.

- Matric Ball/Dance - PCH funded each matric with R800 to prepare for Matric Ball. The social worker requested support from other Organisations/stakeholders in PCH circle to assist in making the Dream Matric ball for our children. Organisations that assisted were: Asmall's Clothing, Quick Serve, Newton Pre-Vocational School and AFM Church.
- Children's faces lit up with joy when going on LOA, visiting their Families and Hosts.

Matric 2024 farewell - PCH hosted a Christmas Party where matric were honoured by gifts and each gave a short speech of appreciation and thank PCH. It was a bittersweet moment as some had been with PCH for over 10 years and were now leaving the place they called "Home" for so many years.

PCYCC was fortunate enough to have 5 of 5 matriculants for 2024, to be reunified at the end of the year. Some with their biological families as part of our reunification services. Other with their host parents.

\* Christmas Party for the children who remained at PCH in December 2024 arranged by one of our matric 2023 Muzi M with the help of Good Samaritans from his Church.

\* Australian Donor showed interest in supporting one of children Simphiwe M, paid his college fees and takes care of monthly data and airtime.

\* Normans Driving School offered full course driving lessons to Nkosingiphile M.

#### **Child Protection Week: 29 May to 5 June 2024**

The theme was "Protecting South African Children, 30 years on". The Child Protection Week aimed to raise awareness about the importance of safeguarding children from harm, abuse, neglect and exploitation. The overall goal of Child Protection Week was to create a society where Children are safe, healthy, and have their rights respected.

The Social worker extended invitations to important role players in the community to raise awareness on child protection.

All 75 PCH children attended awareness on:

- children and human rights
- drug and alcohol

#### **CONTINUOUS AND PROFESSIONAL DEVELOPMENT**

Trainings, Workshops, Capacity Buildings and Webinars took place in 2024 and were attended by the social worker, the information was imparted to our children to enrich and enhance their development.

1. Working with teenagers that have experienced sexual violence
2. Dealing with in-person as well as online problematic sexual behaviours in children
3. Training on NFD (Non-Financial Data) Tools
4. District Intersectoral Child Care and Protection Forum held quarterly.
5. Networking with other NPOs on NPO Forum Meetings held quarterly

COMPILED BY:

STACEY SIBISI  
SOCIAL WORKER

## CHILD AND YOUTH CARE REPORT

I am delighted to submit a Child and Youth Care (CYC) report for the 2024/2025 year. As a Child and Youth Care Centre (CYCC), we primarily provide residential care. Alongside this care, comes therapeutic support, life-skills training, and planned programmes which ultimately cater for the holistic development of our young people. Such service rendering is not always smooth; however, we take pride in knowing that our child and youth care workers (CYCWs) remain present amid challenging times to support our young people. This report will provide a synopsis of our service rendering which include activities/programmes and interventions we as the CYC team implement, ensuring that young people in our care are given the support they deserve.

We have CYC meetings which happen every Monday morning (after unit handovers). These meetings are used to discuss weekend reports, forthcoming appointments and about strategies for appropriate interventions given the challenges CYCWs face in their respective units. We use Friday mornings for in-service training on various topics that CYCWs mostly require supervisory support on.

Some of the aspects covered by the senior child and youth care worker (SCYCW) to support 16 CYCWs include:

Individual supervisions	15
Group supervisions	2
Inservice trainings	14
CYC meetings	23
Telephonic supervisions	329
Online supervisions	44

### **HEALTH AND SAFETY**

We have CYCWs who are trained in health and safety representing all shifts across the units. These are namely, Thabsile, Lorraine and Bongekile (unit 1), Nomvula and Phindile (unit 2), Sphesihle, Siphosenkosi and Lamile (unit 3) and Snehlanhla and Zandile (unit 4).

- We have a health and safety committee that oversees matters related to overall health and safety of staff (CYCWs) and young people. CYCWs do walkabouts to assess hazards that might put lives at risk as well as items that either require fixing or replacing. Issues related to maintenance are reported by CYCWs to Mervyn who then fixes them. The committee together with all CYCWs have health and safety meetings twice a month where these issues are discussed to find workable solutions.
- All units have fire drill sessions as per arising need. Units also respond accordingly whenever there was a false alarm that happened.

### **OC LEVEL 5 TRAINING**

- In February 2025, the director reported that CYCWs will need to move from everyone currently at level 4 to the level 5 as the level 4 is now being phased out. The training for level 5 is anticipated to start this year.

## **IN-SERVICE TRAINING**

Friday mornings are used for in-service training which the SCYCW facilitates on topics where CYCWs require further information.

- 08/03/24 - Policy and Procedure: Disciplinary Procedures and Codes
- 15/03/24 - Holiday Planning - March holidays
- 05/04/24 - Inspection points in Units gone through and inspections done in each Unit.
- 08/05/24 - Relational CYC - Benefits and challenges and Being in a Relationship vs Having a Relationship.
- 31/05/24 - June Holiday Planning.
- 05/08/24 - Supervision of young people, unit inspections, use of cell phones by CYCWs when children are there, recording of appointments.
- 29/08/2024- Helping a girl in need program
- 13/09/24 - Holiday Planning
- 20/09/24 - Case Review
- 28/10/24 - Inspections and walkabouts done
- 15/11/24 - Holiday planning
- 21/11/24 - Inspections and walkabouts done.
- 14/02/2025, we had our in-service training on: Anxiety.
- 21/02/2025, we had a review session on the Anxiety in-service training.

## **NACCW FORUMS**

- In March 2024, there was a Pietermaritzburg (PMB) forum meeting at PCH which Fiona, Ropah and Stacey attended.
- In May 2024, CYC week was celebrated at PCH which included other PMB organisations.
- In June 2024, there was PMB forum meeting held at SOS. Ropah also attended a senior CYCWs meeting at Wylie House in Durban.
- In July 2024, Fiona, Ropah, Zandile and Siphon attended a virtual PEC meeting.
- In September 2024, Ropah, Zandile and Siphon attended a PEC meeting.

## **DEVELOPMENTAL/RECREATIONAL/HOLIDAY PROGRAMMES**

Our young people get to watch movies regularly when they have free time. This is not done only for fun but for educational purposes as well. To achieve this, CYCWs assess the nature of a movie before they approve for young people's viewing.

Our young people are also supported by a programme offered by SANCA aiming mostly at their behavioural issues and general life lessons.

- 03/07/24 - Treasure hunt was held, for fun, to promote teamwork, listening skills, and following instructions.
- 05/07/24 - Campfire - All young people gathered around the fire, made tea on the fire, drank with biscuits and shared folk lore stories they learnt from their grannies.
- 13/07/24 - All young people played different games by the field, visitors from Silk House Team brought pizza for lunch, jumping castles and party packs for the young people. CYCWs on duty were given caps and T-shirts.
- 18/07/24- Young people got caps, drinks from the Comrades foundation. they
- Yolo (Mzansi Youth) began on the 02.11.24 and ran for the whole month.
- Awareness on bullying (SAPS/Lifeline)
- Raising boys to be good men (The Character Company) -letter was sent to request discounted rate for 5 boys to attend. They responded on the 02.11.24 to confirm a rate of R50 per boy.

- 21/11/24 - Teenage pregnancy and GBV Awareness program
- 23/11/24 - YOLO and CHOMY programs were held.

### **CARING FOR THE ENVIRONMENT**

All units are involved in environmental clean-up to care for the environment. This includes raking, collection of mulch and picking up papers/plastics around respective units and common areas around the centre. This is done regularly to keep our centre clean and most importantly hazard free for the safety of young people in our care.

### **SPIRITUAL**

Young people attend AFM church for their spiritual development. Junior units participate in our internal Sunday school as well. Every second Sunday, Thabsile (unit 1 CYCW) facilitates Bible studies for the junior units.

- Some of our senior children attend AFM Friday evening sessions.
- Young people attending AFM church, AFM Sunday school and Youth.
- Juniors attending AFM Sunday School.
- Every 2<sup>nd</sup> Sunday afternoon- Juniors have Bible study facilitated by Thabsile.
- 09/08/24 - Life Changers church came to spend some time with our young people and encouraged young people to believe in themselves.

### **EDUCATIONAL**

- All our young people attend their respective schools for basic education on regular basis. Instances of absence include when a child is not feeling well and taken to the clinic and/or when the child is due for an important appointment.
- We have a lot more students at Newton school than prior years
- CYCWs also collect school progress reports for young people in their care across different schools that young people attend.
- CYCWs attend intervention meetings scheduled by the schools whenever there are concerns by the teachers regarding our children and youth.
- Senior children take school-based after classes, and some are enrolled with the Ace Academy tutoring services to help them with their schoolwork.
- CYCWs supervise homework/study time to ensure our young people indeed do use such a time for the designated purpose.
- Junior units also do storytelling to help young people develop their listening and comprehension skills.
- 11/08/24 - Grade 10s to 12s attended a Career Guidance program at Life Changers facilitated by Clementine - they had a walk about, did vision boards and goal setting then they played some games.
- 24/08/24 - Grade 9-12s attended a Career Guidance Program at SAVF - there were speakers from different educational disciplines, and it was a fruitful session.
- 30/08/24 - Junior boys had story telling.
- SANCA: Awareness on Drug abuse on 01/07/2024
- CHILDLINE: Cyber Bullying and Online Safety on 04/07/2024
- KZN HGOD'S Family Life Church: Reach Week on 07/08/2024
- SAVF SOCIAL SERVICES: Career Guidance on 24/08/2024
- OFFICE OF THE PREMIER: Motivational Talk for girls to 29/08/2024
- HEALTH: Mental health Talk (Emotions' Regulation, Substance Abuse and Bullying) on 19/07/2024 Awareness on Bullying and Drug Abuse on 02/09/2024

- - Awareness on Gender Base Violence (GBV) on 30/09/2024
- 04/09/24 - We had a program done by SAPS and Lifeline Social workers on how to prevent and how to stop bullying.
- A Ride with an Angel on 26/09/2024 Teenage Pregnancy (KZN-Health Northdale hospital)
- We all went to Old New Prison on the 16.12.2024 where young people did speech, storytelling and poem that assist them to improve their English-speaking skills and build confidence in speaking in public.
- 21/12/24 - young people did a speech with Muzi. Lifeline - girls and boy's talk in January 2025.
- The Character Company began from January- Raising Boys to be Good Men
- Lifeline - girls and boy's talk on 07/02/2025
- Raising Girls to be Good Women - presentation by Lungi Sehola on 13/02/2025.

### **SCHOOL TUITION**

Our young people were attending extra classes provided by the schools they attend which are Sobantu secondary, Heather and Haythorne high. These extra classes helped improve their schoolwork outcomes as many achieved excellent results. The subjects that young people needed more support in included English, History, Life Sciences, Business Studies and Geography.

#### **External Tuition:**

- Maths tutor comes in mainly on Sundays, with a break during the holidays.
- English tutor began in May and does online classes twice a week on Mondays and Wednesdays at 6pm for 4 of the learners that do English as HL. For the one learner that takes English as a FAL, he has lessons on Mondays at 4 pm and History on Wednesdays at 4pm.
- Lessons carried on during the July holidays.
- When it happens that the tutors are not available on scheduled days, they plan to cover up the missed day.
- English tutor ended her tuition in August as she was re-locating.
- Ropah and Stacey approached ACE academy who offered to support our matrics with tuition in all subjects at R2500 pm. Classes will be on Saturdays from September. The letter was submitted on the 27.08.24 to them, confirming this discounted price for our children. Ace operates from Monday to Friday and we will maximize the time in the holidays.

### **GRADE 12 PROGRAMME**

- Our 5 grade 12 learners are busy with the studies and extra classes.
- We secured a maths tutor from March 2024 for physical classes weekly.
- English tuition began in May 2024, twice a week and online.
- 2 meetings were held on 19/06/2024 and 30/06/2024 respectively. Discussion on academic needs, progress made regarding private tutors and matric ball preparations.
- Issues related to the costs of x5 matric dances was raised on the 15.08.24. We estimated a value of R1400 per learner with their ticket included. Director asked Sne to put out a social media call for support on this.
- 4 meetings held with matric learners in August regarding matric ball preparation, upcoming 3<sup>rd</sup> term exams, private tutorials at ACE Academy.
- Attended Career Guidance programme on 24/08/2024
- Applications for CAO and NSFAS for all 5 learners - processes were completed with registration payments to CAO.

- 21/10/24 - Matrics started exams and continued into November.
- 2 meetings held with matric learners individually and as a group regarding Bursary Applications and reunification.

### **LIFE-SKILLS PROGRAMMES**

Our young people get engaged in different life-skills programmes/activities to help them with normalisation and preparing them for independent living. The independent living skills include preparation of meals, budgeting and learning to use public transport. CYCWs do this in accordance with the independence quadrant found in the Circle of Courage assessment tool. The skills include helping with the dishing of food, baking birthday cakes, spring cleaning, self-care as well as maintaining good hygiene.

- 01/07/24 - SANCA program on Substance Abuse Awareness - Invest in Prevention- all young people attended.
- 02/07/24 - Young people used toilet roll holders to make pencil holders, flower vases using plastic bottles, paper and craft paint. They also made flowers using wire and wool. Others used cardboard to make picture frames and sandals.
- 04/07/24 - Childline program - awareness on dangers of social media, cyber bullying, dating on social media, human trafficking. Empowering them to be more responsible.
- 03/07/24 - Maze run game to improve critical thinking and decision-making skills. Younger ones did drawings.
- 14/07/24 - Junior girls had a program on Human values.
- 19/07/24 - Bullying, emotions, substance abuse and mental health program by a psychologist from Fort Napier Hospital, seniors attended and some selected juniors.
- 21/07/24 - Junior boys had a program on respect.
- 26/07/24 - Behavioural concerns meeting held for the junior girls.
- 26/07/24 - Child Care manager and Social Worker had a meeting with Unit 3 boys about unacceptable behaviours, specifically making school pants skinny. We spoke about rules, routines, respect and bullying.
- 28/07/24 - Junior girls had a discussion on toilet manners.
- 04/08/24 - Junior boys had a program on how to follow rules.
- 18/08/24 - Junior boys had a program to remind them about Fire drills. Junior girls did a program on Manners and good manner of approach.
- 23-25/08/24 - 1 of our senior boys attended a camp by for" Single mums raising Boys"
- 25/08/24 - Junior boys had a program on respect. Junior girls had a discussion on following routines.
- 29/08/24 - Office of the Premier came to have a program for the girls, there was a motivational talk from someone from their office, then Old Mutual, encouraging them to be money wise and sharing tips on saving money. We also had an inspirational speaker from Alexander Forbes.
- 31/08/24 - 4 senior girls attended a girls talk program at Bessie Head.
- 17/11/24 - Junior girls had a program about self-care and self-love.
- 21/11/24 - Teenage pregnancy and GBV Awareness program
- 23/11/24 - YOLO and Chomy programs were held
- 29/11/24 - YOLO and Chomy took place.
- Health Talks occur regularly with various community partners such as the local hospitals and pharmacies.

## RESOURCE CENTRE

The resource centre is used mostly for school related research by our young people. Also, there are those that use the resource centre for their worksheet cloud programme. Junior girls practise computer skills and spellings and learn how to do their own research using a computer. They also do word searches on the computers.

- Research for school projects being done in the resource centre using the computer and the books as well.
- Computer speakers/microphones were not working as a result online sessions with the English Tutor were done on the office phone.
- 6 young people using the computers for the worksheet cloud program.
- 05/07/24 - Seniors took turns to use the resource centre, learning how to prepare a CV, how to create an email address. They were assisted with preparing for an interview, questions to expect and how to respond.

## Pilot Program - Virtual education (with Child Welfare)

- Existing members on the programme and 5 new elected members, total of 10
- members currently waiting for login details.
- PMB Child Welfare was reminded by Facility Social worker for the codes, however there were some issues with the actual programme. In the month of July, 5 children logged in every weekend.
- Consulted with Julie on the 12.08.24 - she reported that there were some issues because they moved to a new system. The supplier for the programme was working on sorting the outstanding codes.
- 23/02/2025 worksheet cloud was initiated. The 10 young people were using the computers for the worksheet cloud program since the new log in details were received. However, in January we were having problems logging on, even for those with existing login details. Stacey made several follow ups with the social worker at Child Welfare, and we are awaiting further guidance.
- 30.01.25: Mangaliso, Sive and Themba attended a Character career program at resource centre.
- 04.02.25: Stacey reported that the club was interested in offering the programme to another group of boys and girls. We awaited their planning meeting.

## WENDY AND THE DRAMATIX/LIBRARY PROGRAMMES

We were informed to hold with their programmes as the librarian is short staffed. After some discussion, we decided that we will further consult with her to explore options to attend short programmes at the library if possible.

We are also awaiting a training with Bhavisha to prepare CYCWs to run programs in our library.

- We went to Bessie Library for ongoing programme on the 17th of December 2024 to draw Christmas cards together with photo frame were use beads, papers, glitter, etc to make photo frame and cards.
- 19/12/24 - Young people attended library programme were learned about different animals which was Snakes, Cockroaches, Spiders, Tortoises etc were even got a chance to touch them.

## SPORTS

In preparation for sporting activities, our young people use the PCH ground for practice. Our boys (junior and senior) are participating in the Astro league competing with other teams around the community.

We are very much appreciative of our inclusion in the Astro league as our young people do not only keep fit but are able to socialise with their other young people in the community, further helping with normalization.

Other sporting activities that our young people get involved in include netball and athletics at various schools they attend. We have 2 teams, under 17 and under 13 team has 1 of our junior girls playing. Siphos (CYCW) was our representative to attend Astro coach meetings at Mountain Rise.

### **GARDEN PROGRAMME**

All units are involved in gardening activities which include planting, weeding, raking, and watering of the planted vegetables. These are done regularly as we teach our young people the importance of gardening and the inclusion of fresh vegetables in their food. Each unit is allocated a specific garden to look after to ensure that each and everyone of them gets their turn to look after the garden across all units. The programme is both therapeutic and teaching them lifeskills as they learn to do mulching, caring for plants and composting.

### **BOOK CLUB**

Young people continued with their reading practice amongst each other in their units. We had a total number of 48 children in the Book Club programme. Members were divided into 2 groups, seniors and juniors. In July we did not have a session due to many other programmes taking place. The book club session was held on 30/08/2024 at our hall and 25 members attended. A further session was held on the 30/09/2024 at the hall. Only 7 members attended, and the theme was: Why Study in School? Another session was held on 31/10/2024 at the social workers office and 11 members attended with the continuation of the same theme. There were no sessions in November since some children were still writing exams, others left for LOA soon after finishing exams and the facility social worker was busy arranging LOAs. A further book club session was held on the 16.12.24 at Old Prison Pietermaritzburg where many events happened including reading and poem. We then had a break for the holidays. January and February were busy with school preparations

### **CHOIR**

Our young people are involved in the PCH choir that was coordinated by Siphosenkosi (CYCW from unit 3) and the choir practices are usually done when he is on duty. In September 2024, our choir went to sing at the tea party at Isabel Beardmore old age home. Choir practice was held in preparation for celebration dates such as Freedom Day, Worker's Day, Mother's Day, Youth Day and Father's Day. On the 19.10.24 and the 26.10.24 the choir sang for our KFC managers and staff who visited PCH as an Add Hope Campaign beneficiary. On the 18.11.24 they sang at the Children' awards function, and on the 16.12.24 the young people sang at the Old Prison. On 18.12.24 the young people had visitors from Alexander Forbes and joined in to promote some great participation songs.

### **CELEBRATION DAYS**

Units take turns in coordinating events through which important days are celebrated.

- Human Rights Day was celebrated, coordinated by CYCWs from unit 2 (junior boys). Young people danced to songs and gave speeches in celebration of this day.
- Good Friday was celebrated, coordinated by CYCWs from unit 3 (senior boys). Young people engaged in spiritual dancing and listened to Gospel songs to celebrate this day.
- Family Day was celebrated, coordinated by CYCWs from unit 4 (senior boys). Young people enjoyed as they participated through song and dance.

- Freedom Day was celebrated, coordinated by CYCWs from unit 1 (junior girls). Young people delivered speeches, poems, and drama to celebrate this day.
- Workers Day was celebrated, coordinated by unit 2. Young people participated through song and dance with some doing drama for the day.
- Ascension Day was celebrated, coordinated by the church in our hall where it was held.
- Election Day was celebrated, where young people were taught the importance of voting. Young people were then involved in mock elections to demonstrate the process.
- Youth Day was celebrated, coordinated by units 1 and 2. Young people participated in the signing of traditional June 16 songs. They were also taught more about the importance of the day.
- Fathers' Day was celebrated, coordinated by unit 2. Young people were taught to appreciate father figures in their lives.
- Spring Day was celebrated, coordinated by all units. Young people from all units presented their charts which showed plants and trees growing to maintain the spring theme. The celebrations took place near the unit 3 garden to align with spring theme as well.
- Heritage Day was celebrated, coordinated by units 1 and 2. All units were dressed in cultural clothes to showcase their diverse cultural roots. For supper, cultural foods were prepared for this day. Cultural items were presented as well. The Christmas day celebrated on the 25.12.2024 we went to do preparations at units 1 decorating the Christmas tree putting Christmas presents with the tree.
- Valentine's Day was celebrated coordinated by all units. Young were taught the importance of embracing one another with love as siblings since they all belonged to one big home (PCH).

#### **HOSTING PROGRAMME**

- Clementine has been with us since the 20.05.24. With the support of Clementine we began with this programme in June after discussions.
- 01.07.24: Clementine arranged a meeting with potential host parents at PCH to discuss legal requirements and procedures. Some interested persons began with their clearance applications.
- 01.08.24: she returned with some completed clearance application form 30's for potential hosts.
- 02.08.24: the director met with another potential host Tina together with our team and referred her to the programme.
- We have worked at recruiting and screening potential host parents so that by December 2024 we hoped to reduce the number of children on site and give more an opportunity to experience a family during the holidays.
- The challenge with the programme was the lack of follow up from the department social workers and without the home visits to prospective host parents to assess them, we cannot present them at Court. This has delayed our objectives of the programme.

#### **AFTERCARE / REUNIFICATION**

- Muzi has visited and is doing well with the life changers programme. Consulted with Thami on the 17.07.24 -reminder to forward his toiletries and pocket money, which was requested by Ropah to sort out. Thami reported on the 07.08.24 that Muzi was leaving to Cape town in another week - we assisted with pocket money and toiletries for this.
- Nokubonga is doing well at Mental Health. The childcare workers have visited several times to offer her support.

- 12 children went on LOA and 2 family grocery hampers issued for September school holidays.
- 1 home visit and 3 telephonic communications with parents in October 2024. Reunification: 18 children were reunified officially by January 2025.
- Aftercare: Working with children who exited:
- Enrolled Mbuso and Simphiwe at Creative arts College. Both decided to study photography. PCH found sponsors for both young people. One paid upfront to the college. PCH paid upfront for the 2nd person on the 23.01.25 and the donor Mtsiki, will be paying us quarterly for his fees. Her first payment was received on the 06.02.25 towards Simphiwe's fees. Mbuso's reduced fees approval was received on the 19.02.25. We offer him transport support to get to the college from his uncle's home in Catoridge.
- Enrolled Nkosiphile Mabaso at Normans' Driving school - they are not charging for his lessons for the learners or for the driving lessons thereafter. PCH is helping to pay for the transport for attending classes from Howick. We will also pay for his fees to book for learners and for license.
- Bongani continues to attend youth events, while staying with extended family. We offer him the transport costs to attend PCH on the days when youth take place.
- Muzi is being supported through the life changers programme. He maintains contact with us and is enrolled as an intern at Treverton Private school, which he is enjoying.
- Nokubonga is doing well at Mental Health. The childcare workers are monitoring her health and progress as well.

#### **YOUTH REPRESENTATIVES**

Our KZN and PMB sub-regional youth forums are coordinated by Zandile (CYCW from unit 4) together with Siphosiphiso (CYCW from unit 3).

- In April 2024, Bongani through aftercare, joined the youth reps on their forum meetings.
- Our youth reps attend regular meetings planned by the National Association of Child Care Workers (NACCW).

Our gratitude goes to all our donors and stakeholders for the unwavering support provided during this time. May God bless you all!

**"Their children will be successful everywhere; an entire generation of godly people will be blessed" - Psalms 112: 2**

Thank you

**Langa Mshayisa**  
**SCYCW**

## PUBLIC RELATIONS AND MARKETING REPORT

### Fundraising and competitions

#### **We Act for Change and ShopRiteSA**

15/03/2024: We had the opportunity to be live on Ukhozi FM where we won R12 000 in food vouchers from ShopRiteSA and We Act for Change, an organisation that helps make a difference in the communities. The PR officer had the opportunity to be interviewed by the legendary Dudu Khoza about our organisation and the work that we do.

#### **Cascades Lifestyle Centre**

Cascades normally hold competitions which are for the sole benefit of NGOs around Pietermaritzburg. During the month of March, PCH was fortunate enough to be a selected Charity to win R4000.00 cash from their Shop n Win competition.

#### **Monthly Jumble sales**

We're excited to share that over the past financial year, we had a total of 6 monthly jumble sales at the Pietermaritzburg Children's Home, and they have been success! Thanks to the incredible support of our community, we raised a total of R8290.00.

#### **Golf Day**

Golf day was held on the 23 June 2024, and it was a success. We had a total of X40 players, the number slightly decreased from what we had anticipated due to the fundraiser that the golfers were having the following week. At the end of the reconciliation made a total of R37 319.00 for the golf day fundraiser.

#### **Sponsorships and donations:**

Brenell Deserts	SAVF
Thornbrook Wall and Fence	Compendium Insurance Brookers
Danflooring	Ethekwini Caterers
Scottsville Mall	Road Lodge (PMB)
Ngelizwe Trading	Urifire
Woodlands garage	Woodlands Supermarket
Rams Chairs	Mr Mike Yeats
MIT Security	Midlands Cine Centre
Northway Spar	SBD Business Solutions
Moore Midlands	Mkhulisi Security
Volpes (LMM)	Pastel Printers and Embroidery
Mozambik Restaurant (Athlone)	NCI Brookers

Gavin	Omega Pharmacy
Reggie	Lynx Marketing
Mrs Stacey Sibisi	Ms Gugu Ndlanzi
Dared (SBE Tech Group)	

### **Mandela Day**

Mandela Day held on the 18<sup>th</sup> of July 2024 was a success. We had a total of X8 companies who visited PCH bringing along the items we had on our Wishlist. Items such as bed sheets for all the cottages to toiletries and groceries.

Mandela Day 2024 Champions.

Ward 34 Seniors	Comrades Marathon Association
Age-In-Action	Toybox Primary School
Morar Incorporated	Willowton Group Bakery School
Cathy Jackson	Nizamia Islmaic School

### **Yoco Machine sales**

The Yoco machine was used for card payments at the recent golf day fundraiser and a sale of R2110.00 was made. This machine is linked to our fundraising account and sales from Yoco reflect on this account. The sale includes golf player's fees, airfyer raffle.

### **Appeal letters**

We received a generous hamper valued at R10,000 from Umgeni Water to be spent at Phoenix Cash and Carry. This initiative came because of our appeal efforts to help reduce our grocery costs at PCH.

In January 2025, we received excellent results from one of our school uniform and stationery appeal letters sent out in November and December. We are grateful to have received a generous donation of R10,795.00 from God's Family Life Church, which will greatly assist with the purchase of school uniforms and stationery for our children.

### **Promotional Campaigns**

- ❖ Payfast: the balance is currently at R46 432.61, it shows the effectiveness of the Donate Button and our advertising. This is an increase of R16 128.29 from the last financial year's report.
- ❖ KFC: Add Hope campaign also remains of our monthly newsletter as means to encourage our donors to support this worthy cause that PCH benefits from.
- ❖ GivenGain: we added this donation option for donors who want to donate towards a campaign of their choice. This remains featured on our monthly newsletter and Website to direct more traffic to this platform.

- ❖ Even though we haven't received any donations via this platform for PCH, we are fundraising through it for Oceans8 Charity Swim.

Share an item from your cupboard: We collected clothes, groceries and R2100 cash donation from Linpark High School under our "Share an item from your cupboard" campaign. We also had the privilege of collecting 257 canned foods, a collection made possible by Etham College. This amazing gesture was featured in 3 publications.

### Ocean8 Charity Swim

We are excited to announce that we've begun visiting schools to promote the Oceans 8 Mile program and encourage student participation. Our outreach aims to support the course and engage the community. Additionally, we have launched the Oceans 8 swim initiative across our social media platforms to raise awareness and share updates. By connecting with students and families, we hope to foster a love for swimming and ocean conservation while raising the much-needed funds.

On the 7th of February, during the week leading up to the Midmar Mile, we held an activation at the Hilton Centre and Athlone Circle. It was a busy day as we handed out flyers and dropped some off at Pick n Pay to make sure the swimmers had the information they needed.

Then, on the 9th of February, I headed to the Midmar Dam to promote the event. It was amazing to see thousands of swimmers gathered, and we made sure to spread the word to as many as we could. It was a great opportunity to connect with the community and get everyone excited for the event!

### Trainings and workshops

19<sup>th</sup> of March 2024 NGO Connex, an annual event hosted by the Varsity College. A chance to interact with students who may like to volunteer their time with our organization. This day we collected a total of X8 names who shown an interest in PCH. We have also added them to our monthly subscribers on Mailchimp.

- ✓ 18 April 2024. A virtual training by SAIF and Dr Augusta Dorning presented on personal branding, which looked at an in-depth resource that one can use to change the way others perceive you and your company. Tenley Cummings also presented tips for social media fundraising. She shared that using appropriate and clear pictures as well as proper grammar and spelling can be a great help on your post as well the message you are trying to put across. The purpose of the post must be clear and ensure that you do research on industry trends.
- ✓ Varsity College Fun Day-17/08/2024. Management staff were invited to VC as their Mandela Day initiative. NGOs in the children's sector were treated to a day of fun and networking by Sonya Nursoo (Student Wellness Manager-VC) and team. This was a lovely time to interact with other NGOs.
- ✓ 16/08/2024- NGO Forum attended by Palisa.
- ✓ 16/08/2024- Excel training Level 1 at Midlands Computer and Business School.

- ✓ 29/08/2024- Helping a girl in need program.
- ✓ 30/08/2024- Excel training Level 2 at Midlands Computer and Business School.
- ✓ 17/09/2024\_ Invitational Charities meet and greet on Teams. On September 26<sup>th</sup>, 2024, we attended the Women in Leadership Conference hosted by Agora Ministries. It was a wonderful event where Pastor Govender delivered an inspiring message, and the host shared the strengths and contributions of women in leadership. The experience was both uplifting and empowering, reinforcing the importance of supporting women in various roles
- ✓ 18/10/2024\_ NGO Forum with Bianca Johnson- On this day, Bianca provided valuable insights on harnessing the power of AI within our organizations. She highlighted that we are already utilizing AI in our daily lives and discussed how, as nonprofits, we can access various platforms at no cost, including Canva and Google Workspace. Additionally, she introduced the ZipWP tool, which allows us to create a new website for our organization at no charge, with ongoing hosting provided.
- ✓ In February, we attended our very first NGO Forum at the Chamber House, and it was an incredible experience! We were fortunate to have Mrs. Nompilo Gumede, the CEO of Women in Business, as our guest speaker. She shared some truly inspiring insights on the power of love and networking in Pietermaritzburg, leaving everyone feeling motivated and connected. It was a wonderful opportunity to bring people together and learn from one another.

## Marketing

- In the month of March, I had an opportunity to visit Etham College to collect goodies they collected under our SHARE AN ITEM FROM YOUR CUPBOARD campaign. The Executive Head, Mr Luksich welcomed us with a cup of coffee and express they willingness to do something of similar nature for PCH.
- 15/03/2024: We also had the opportunity to be live on Ukhozi FM where we won R12 000 in food vouchers from ShopriteSA and We Act for Change, an organisation that helps make a difference in the communities. I had the opportunity to be interviewed by the legendary Dudu Khoza about our organisation and the work that we do.
- In the month of April, we also had X3 articles published. The 1<sup>st</sup> one was on the 12/04/2024, by the PMCB. 2<sup>nd</sup> and 3<sup>rd</sup> articles were published on the 19/04/2024 by the Maritzburg Sun and The Witness. All these articles were regarding the Shoprite prize win as well as the Canned food drive held by Etham College which was for the benefit of PCH.
- 24/04/2024: Ukhozi FM called me again for a follow up regarding the prize of R12 000. Dudu Khoza asked how the process was and how helpful was the prize to PCH. I also got an opportunity to share our social pages and how can people get a hold of us if they wanted to assist live on air.

- The following day, they phoned again to record a "Thank you message" which was played over the course of 2 weeks on the Jabulujule segment. This was a wonderful opportunity for PCH as this gave us an opportunity to once again, put ourselves out there.
- During the month of May, I visited companies in Town, Scottsville, Hayfields, Mkondeni and Chase Valley with the aim of promoting our upcoming Golf Day fundraiser. More details are available under "Fundraising

### **Newsletter**

We are pleased to share updates on the performance of our monthly newsletter. Our newsletter continues to be circulated on a regular basis, reaching a growing audience and providing valuable insights into our initiatives at the Pietermaritzburg Children's Home.

### **Social Media Platforms**

#### **Facebook**

Our Facebook page remains our primary marketing tool, with daily updates on events and various awareness campaigns. We are proud to report that our page has gained a total of 2660 likes

Our X account is also actively updated daily, currently boasting 1,004 followers. While our Twitter following has not seen significant growth, it remains an important channel for communication. However, it is evident that Facebook continues to be the more popular social media medium among our supporters.

#### **Instagram**

Our Instagram presence has shown growth, increasing to 504 followers. This slight increase reflects our ongoing efforts to engage with our audience through visual content and storytelling.

#### **Website**

We have received feedback from numerous donors who reported discovering the Pietermaritzburg Children's Home through their searches on our website. This indicates that our organization remains prominent in search results for children's services, enhancing our visibility and outreach within the community. In our ongoing efforts to provide relevant and engaging information, the website has been updated with fresh content. We have removed outdated posts and newsletters, ensuring that our visitors have access to the most current information about our programs, events, and initiatives.

#### **InContact (Children's Database)**

The stats are as follows:

- 19 Exited children, these numbers include both year 2024 and 2025.
- 19 files need to be captured and update pictures.
- 56 Children's files captured out of the 76 we have.
- 19 New files need to be captured.

Incontact program remains fully functional and continues to run smoothly. Notifications are still being received regularly via email, ensuring that all necessary updates and reminders are communicated effectively. Additionally, our Social Workers are receiving timely reminders to stay on track with their responsibilities, helping to maintain consistent and accurate records. The next phase of the Incontact program will involve reconciling the data for the upcoming year. This will include reviewing children who may have left PCH and identifying any new admissions who need to be included in the program. This reconciliation will ensure that the program remains up to date.

### **PR Inservice Trainees**

This year, we once again welcomed X2 PR students, Palesa and Phamela who will be with us for 6 months. They have been orientated by Fiona and me. They adapted seamlessly well into our organisation. They proved to be instrumental in assisting with marketing, fundraising and administration tasks. They unfortunately left before finishing their term which is one of the challenges we face with DUT students. Their reasons were financial constraints among other personal issues.

### **🙏 Thank You to Our Amazing Donors! 🙏**

We would like to say a big thank you to all our amazing donors who have given different kinds of donations and sponsorships to the Pietermaritzburg Children's Home. Your support truly means so much to us! ❤️

Because of your kindness, we've been able to provide the children in our care with the important items and resources they need. Every single donation - whether big or small - makes a real difference in creating a safe, loving home where our children can grow and succeed.

Together, we are helping build a brighter future for these young lives, and it wouldn't be possible without your generosity. Thank you once again for making such a special impact

**Sinethemba Sithole**

**PR & Marketing Officer**

## PIETERMARITZBURG CHILDRENS'S HOME NPC

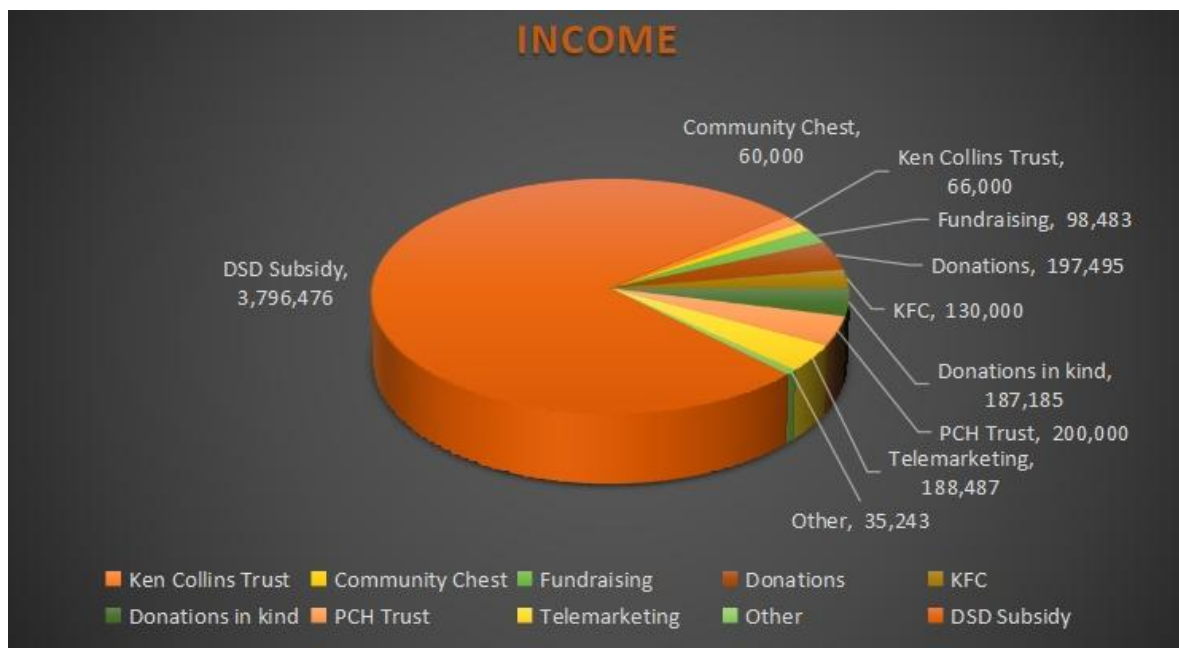
### TREASURER REPORT - FOR THE YEAR ENDED 28 FEBRUARY 2025

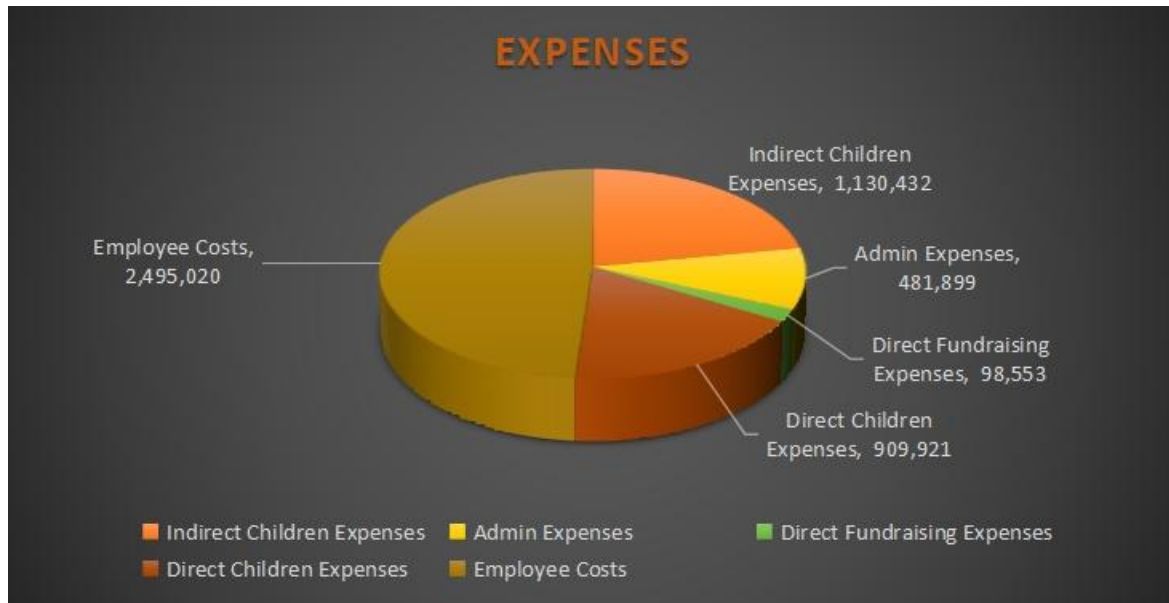
It is my esteemed privilege to present the Treasurer's Report for the financial year under review.

#### Financial Performance

The organization recorded total revenue of R4,825,643 (2024: R4,713,051), reflecting a modest increase of 2.4%. This growth was bolstered by consistent funding from the Department of Social Development (R3,796,476), as well as significant contributions from trusts, corporations, and community partners. Donations in kind rose to R187,185 (2024: R123,168), alleviating pressure on operating expenditures.

Conversely, other income experienced a decline to R133,726 (2024: R224,830), primarily attributed to a reduction in sundry income and one-time discounts received in the previous year.





Operating expenses totalled R5,115,825 (2024: R5,063,816), indicating a slight increase of 1%. The largest component of these expenses continues to be staff costs, which amounted to R2,495,020 and comprise nearly half of total expenditure. Other significant cost drivers included groceries (R559,036) and municipal expenses (R614,974).

In summary, the organization reported a deficit of R131,705 (2024: deficit of R109,127).

#### Financial Position

As of 28 February 2025, the organization's total assets were valued at R7,971,632 (2024: R8,117,947). Property, plant, and equipment, particularly the home located at 45 Teak Road, represent the majority of these assets, totalling R7,074,746. Cash and cash equivalents decreased to R313,286 (2024: R727,067), primarily due to operating deficits and the timing of receipts.

Liabilities remain low at R188,260, resulting in healthy net reserves of R7,783,372.

#### Cash Flow

Cash utilized in operations amounted to R438,532, in contrast to cash generated of R500,772 in 2024. After accounting for investment income, the net decrease in cash for the year was R413,781.

#### Sustainability and Outlook

Although the organization's balance sheet remains robust, the recurring operating deficit underscores the necessity to diversify income streams and enhance fundraising efforts. The reliance on government subsidies, which constitute nearly 80% of revenue, poses a risk in the event of funding delays or changes in policy.

The board and management are actively engaging with donors, trusts, and corporations to address this challenge. Additionally, efforts are underway to improve cost efficiency without compromising the quality of care provided to children.

**Appreciation**

On behalf of the Finance Committee, I would like to extend my heartfelt gratitude to our funders, donors, and volunteers for their ongoing support. I also wish to express my appreciation to my fellow board members for their guidance and commitment to ensuring financial accountability and sustainability. Lastly, I would like to convey our sincere appreciation to the management and staff for their outstanding efforts and unwavering commitment to the Home, especially during these challenging economic circumstances.

**Mr. M Achari**

**Treasurer**



**CELEBRATING 139 YEARS  
OF SERVICE TO  
VULNERABLE CHILDREN**

**002 213 NPO  
2002/014771/08 NPC  
930003017 PBO**

**Banking details:**

Name of Account : PMB Children's Home  
Bank : First National Bank  
Account number : 50932521351  
Branch : Boom Street, Pmb  
Branch Code : 221325

Telephone : 033 3874004  
Address : 45 Teak Road, Woodlands, Pmb  
Postal : P O Box 949, PMB, 3200

**Emails**

General Manager : [director@pch.org.za](mailto:director@pch.org.za)  
Administration : [admin@pch.org.za](mailto:admin@pch.org.za)  
Public Relations : [pr@pch.org.za](mailto:pr@pch.org.za)  
Social Work : [social@pch.org.za](mailto:social@pch.org.za)  
Child Care : [cmanager@pch.org.za](mailto:cmanager@pch.org.za)

