

FAMSA

Western  
Cape

Families South Africa



64<sup>th</sup>  
Annual  
Report  
2011-2012



the relationship people  
ensuring work/family balance



## *Mission*

To Support  
Individuals, Families,  
Organisations,  
Communities & Society  
To Build, Restore &  
Sustain Functional  
Relationships

FAMSA

Western Cape

 The Relationship People

Families SA  
www.families.org.za



## *Vision*

The  
National Leader  
In Services  
That Enhance  
Relationships

FAMSA

Western Cape

 The Relationship People

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# Purpose statement

to actively contribute towards the creation of

# healthy & effective functional families

as the cornerstone of a stable  
prosperous society & nation



# Contents

1	Chairman's Report
2	Director's Report
3-5	Ensuring Work/Family Balance
6-14	Family & Relationship Strengthening
15-16	HIV and AIDS
17-20	Community Care and Support
21	Employee Wellness Programme
22	Training & Public Awareness
23	Human Resources
23	Donors
24	Staff

# Chairman's Report

This has been a year of ups and downs for FAMSA Western Cape. On the positive side, we have been fortunate to have received a Grant from the NLDTF (National Lottery Distribution Trust Fund) to make additions to FAMSA Western Cape's Head Office in Observatory. Building commenced in July 2011 after a drawn-out council approval process due to the premises being designated a heritage site. The building process made it difficult for staff, who had to share offices/desks and make do with only the basic work materials - all offices at Observatory were 'packed up' in October and duly put into storage until April 2012. Despite the difficult working conditions, our staff has been incredible in that they have managed to meet the majority of their work targets and commitments. FAMSA training continued to be presented at the Observatory Hall, which also came with its own set of challenges in terms of noise levels, heat and difficulties using electronic equipment. However, our FAMSA staff rose to the challenge and continued to present FAMSA's annual training programme. I would like to commend FAMSA staff for their diligence and commitment, during this time. The upside is that we now have a beautiful new training room which has the capacity to train a greater number of people, as well as more office space to accommodate our staff. On behalf of FAMSA Western Cape, I would like to extend our thanks to the NLDTF for making this possible.

The year was not without its difficulties. Along with many other NGO's in South Africa, FAMSA Western Cape started to feel the impact of the global recession. One of FAMSA's most consistent funders requested FAMSA not to apply for 2011/2012 as a result of reduced income. Unfortunately, the recession has a knock-on effect down the funding stream. Furthermore, many companies are struggling to survive and so are reducing their support of organisations such as FAMSA which - despite sustainability initiatives such as offering trainings to professionals - is ultimately a welfare organisation, promoting the strengthening of families and the building of healthy relationships. Of concern of late is the number of well established NGOs that have an excellent track record and offer much-needed services, which are closing their doors. The NLDTF has indicated a policy shift towards supporting emerging organisations - which may have merit. However, what is happening to those established organisations that have proven their worth in terms of the quality and the impact of the services they offer to the most disadvantaged of our communities? Finally, I would like to say a BIG THANK YOU to the wonderful organisations and individuals who have supported FAMSA Western Cape. Without you we would not be able to accomplish all you see highlighted in this report. To the Staff and the Executive Committee, thank you for your tremendous contribution to this organisation.



Greshen Chetty  
Chairman



# Director's Report

“he is  
happiest,  
who finds  
peace in  
his home”

Johan Wolfgang Von Goethe (1749-1832)



FAMSA Western Cape is a non profit organisation committed to working with people from all social and cultural backgrounds and of all ages. We offer support for all sorts of relationship issues, whether people are in a relationship or single, no matter how old or young and regardless of sexual orientation. We provide services that prevent and reduce the devastating effect of relationship breakdown, not only on people's lives but also on the wider society.

What a year it has been in terms of the economic climate impacting upon the country's relationships. We are continuing to feel the effects of the recession, with many families finding it very tough to cope in this environment. The recession has not only had an impact on our families, but has also made it more difficult for FAMSA Western Cape to obtain funding in this climate. FAMSA Western Cape is working very cost effectively to reduce this impact; however we still rely on our funders and donors for their continued support.

We are particularly focused on ensuring consistent access to our core services and have made significant headway with our strategic objective to maintain the high quality and standard of work; and to strive to be even better. To achieve this objective we continue to up-skill staff by providing training and development; keep abreast of the latest trends in our profession and have a monitoring and evaluation system in place.

In this year's Annual Report, we are focusing on ensuring work-family balance, which is the theme for the International Day of Families 2012. Johan Wolfgang Von Goethe (1749-1832) said “he is happiest, who finds peace in his home”. Would this not be wonderful if we could have this peace not only at home, but also in the work place? The Annual Report will also give you insight to a number of our staff members, who themselves endeavour to find a balance between work and family life.

Despite our tight finances, we are optimistic about the future of FAMSA Western Cape and that we will continue to meet the needs of individuals, families, organisation, communities and society to build, restore and sustain functional relationships.

More importantly, FAMSA Western Cape is fortunate to have so many passionate and skilled members of staff, executive members and volunteers who are dedicated to helping couples, individuals and families with their relationship difficulties. The contribution of everyone at FAMSA Western Cape is greatly valued.

I hope you enjoy reading our annual report and that it gives you an idea of the difference that we make in people's lives.

Noelene Blekkenhorst  
Executive Director



# Ensuring Work/Family Balance

## Balance Your Home and Work Life

Couples have different ways of functioning within the family. At one end of the spectrum one or both work from home in a SOHO (Small Office, Home Office) - and at the opposite end of the spectrum both work outside the home. Somewhere along the continuum we find partners where one remains at home and is responsible for all household chores and duties, while the other earns the income outside the home. More often these days one partner lives and works in their home town while their partner commutes on a weekly or monthly basis, earning his or her living in another city! Think of all the domestic and migrant workers who live far from home and see their families only from time to time, leaving the spouse or grandmother in charge of the domestic situation.

No matter what applies to your family unit, you will need to distribute the weight of duty and home life equally to avoid exploitation and resentment from creeping into your relationship. As any sailor knows - cargo must be distributed equally or the ship will go down to the bottom of the ocean when the next storm blows in. Every Captain of a sea going vessel knows that without a Good First Mate the ship will not reach its destination. It is vitally important within your own particular system that you have agreements, rules and boundaries to ensure that you achieve a balance between how time is spent, how leisure is used, and how decisions are made!

Having agreements and rules and limits allows negotiation to take place, duties to be equally divided according to the strengths and needs of the partners, and duties to be equitably divided. As executives of your household you and your partner need to set aside time for regular re-negotiating, planning and problem solving sessions - and keep the negotiations confined to these sessions to avoid ad hoc nagging and bickering.

At these meetings the only question a partner may ask of the other is: What do you need me to do so that this system works happily and progressively? (NOT 'Have you done what I told you? or `WHY did you do X instead of Y?'). Remember the team that negotiates properly, functions well and survives the journey!

Beatrice Kidd  
Sessional Worker

Early mornings; late nights; public transport; deadlines; homework; cooking supper; bath time; bedtimes. All this makes up a day in my life as a working mother/parent.

I have found some mornings really difficult to get out of bed. Especially if I had a late night, and by late night, I mean running after a little one that only gets the best of her energy at night. As none of us in our family are morning people, with getting done in the morning, putting the girls in the car, dropping them at grandma, and rushing to make our train in time - mornings can be a bit chaotic. Not to mention that public transport can be a let-down some days; and from there getting to work on time; for

work to be done; and deadlines to be met. I always leave work on time, hoping that with public transport I'll be in time to pick up my girls at their different points.

Nevertheless, at the end of a long week, we try and spend as much time together as a family to catch up on time not spent together during the week. I never realised how difficult it would be sometimes to be a working parent with little children that sometimes want you to 'please' take them to school, or look at you with longing in their eyes, asking if you will be the one to pick them up from school, when the answer is always the same, "Sorry my love, mommy has to go to work".

Don't get me wrong. Going to work keeps a lot of us sane - to have that break from the family routine and to have grown-up conversations with other adults. Notice, how so often grownup conversations are about...our children and family! In the same breath, I would also like to say how emotionally strong we have to be to leave our children so early in the morning and sometimes only see them for two hours in the evening before bedtime. As important as it is for both parents to work in this day-and-age, we miss out on so many special moments that we will never be able to get back again.

Therefore, we should treasure each and every moment we have together as a family, through bad times and good. Moms don't forget that it is very important along with family time to have that precious and very rare 'me-time'.

Melaney Pietersen  
Personal Assistant

"Ensuring work/family balance" ... I understand that although I may not be a family man yet, it is important to keep the house a home where a family can interact, spend time with each other and share their commitments with each other. Many households have become a second office space where people get caught up in the hustle and bustle of their work commitments. Home should remain a warm, soft and tender space where families can bond with each other.

Carlo Williams  
Junior Manager: Domestic Violence

Achieving balance with work and family is an ongoing process of walking a tight-rope and juggling responsibilities at work and the needs of family members. These needs and responsibilities change over time. It is therefore very important to step back and periodically assess how things are going. You can then decide if changes are needed. The outcome will be that you are enjoying your life more and being in harmony with the things you value most





# Ensuring Work/Family Balance

Here are some of the lessons I've learnt in my ongoing effort to achieve a better work-family fit:

- Work/family balance is a conscious decision. Work and family don't "balance" automatically. Achieving balance is an ongoing process. Understanding this can reduce frustration and help you to act to gain control.
- Build downtime into your schedule. When you plan your week, make it a point to schedule time with your family and friends, as well as activities that help you recharge.
- Drop activities that sap your time or energy. Many people waste their time on activities or people that add no value. For example, spending too much time at work with a colleague who is constantly venting and gossiping, or spending too much time on social media instead of face-to-face socialising or activities that energise you. Take stock of the activities that aren't really enhancing your career or personal life and minimise the time you spend on them.
- Get moving. It's hard to make time for exercise when you have a jam-packed schedule, but experts say that it may ultimately help you to get more done by boosting your energy level and enhancing your ability to concentrate. Research also shows that exercise can help you to be more alert and focused.
- Remember that a little relaxation goes a long way. Don't become overwhelmed by assuming that you need to make big changes to achieve more balance in your life. Set realistic goals - like trying to leave the office earlier one afternoon a week. Then slowly build more activities into your schedule that are important to you - you have to make a little time for the things that ignite your joy.

Tiana Bester  
Bellville Office Manager

As the well known saying goes "knowledge is power", and this is the one thing that no one can take from me. I have gained so much knowledge and so many skills while working for FAMSA. Thanks to all the training, the workshops and the team building. This has made me a very confident individual, which has helped me deal with difficult personal circumstances. Earlier this year my husband was diagnosed with heart and kidney failure. I will never forget this time; how terrifying and emotional it was for us as a family. But what I do remember was how the staff supported and comforted me, also the text messages and the phone calls, the hugs and the prayers from all the volunteers. This strengthened me tremendously. So for me it is a great pleasure to be at the Mitchell's Plain Office daily to give of myself to others in need. I really love what I do. Thanks to FAMSA. May God bless and prosper FAMSA for many years to come.

Sylvia Hulbert  
Community Lay Counselling Co-ordinator: Mitchell's Plain



Melaney Pietersen



Daleen van Staden



Carlo Williams



Tiana Bester



Beatrice Kidd



Deldre Engelbrecht



Sylvia Hulbert

# Ensuring Work/Family Balance

In the "Work and Family Balance Manual (Work and Family Balance Manual © - March 2007- State of Victoria, Australia) it states " ... What is work and family balance? Achieving a balance between work and family is important to everyone. A balance between work and family responsibilities occurs when a person's need to meet family commitments, is accepted and respected in the workplace. Helping people achieve a balance between their family needs and their work commitments supports productive workers as well as committed family people. All people in the workplace, whether they are employers or employees, will need to balance their work with their family responsibilities at some time in their working lives". This informs me that this balance is both the responsibility of the employer and employee.

For me, I think that when you're stressed in your work life, you have no energy left to attempt to maintain a healthy family life - and things can easily get out of sync. As this did get out of sync for me in 2011, I made the conscious decision to follow Deepak Chopra's advice which is the following: Manage your stress; practice yoga and meditation and breathing; have a healthy eating/nutrition plan; and exercise; and I'm adding 'conscious mindful living'.

Okay so I'm doing the yoga and meditation and breathing regularly and it's really making a difference to how I'm feeling. I feel really good in my body space at the moment. I try to eat healthily mostly - but then as a family we'll have pizza together and braais (with snacks) ... but that's healthy family time isn't it? And yes, when my treadmill winks at me and says come on over ... I do oblige, occasionally ...

The guys in my family play quite a bit of golf (whew!) ... but no matter ... that's de-stressing for them and that's my 'me' time - when I can do whatever I want to do in peace and quiet - whether reading, sleeping, doing mosaic, painting, beading, gardening (grew the biggest brinjal/eggplant this year; almost the size of a football, really and truly!).

And the 'conscious mindful living part' - well that's a work in progress! Right now I'm reading The Art of Possibility: Transforming Professional and Personal Life by Rosamund Stone Zander and Benjamin Zander. It's a collection of illustrations and advice that suggest a way to change your entire outlook on life and, in the process, open up a new realm of possibility.

Sometimes there is so much busyness; it's not always easy to spend family time together. But this year we're making a conscious effort! Engelbrecht family holiday!

Deidre Engelbrecht  
HIV and AIDS Manager

Work inevitably encroaches into my family time, but I don't allow this to become a habit or an expectation. Since acquiring a BlackBerry, I have also been able to deal with e-mails while being a passenger in the car when we go away for the weekend instead of sleeping for the two hour drive.

Daleen van Staden  
Head: Clinical Services

## work/family balance is a conscious decision





# Family & Relationship Strengthening

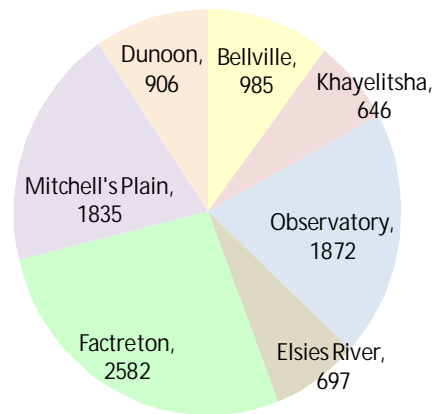
## Clinical Services

One of the highlights of the year was the one-day CPD accredited Family Therapy Conference in celebration of the International Day of Families held on 13 May 2011 at the Belmont Conference Centre in Rondebosch. Different therapeutic modalities were explored with Elize Morkel talking on Narrative Family Therapy, Cecilia Robins demonstrating the McMasters model via a video of a family session, Tanja Meyburgh doing a live Family Constellations session and Romanian psychologist Ileana Rogobete giving an overview of Systemic Family Work. The conference was fully booked with all 90 seats taken and FAMSA received overwhelming positive feedback.

A new clinical position was created as a result of the reviewing of FAMSA's organogram as part of a change process. Pauline Sevitz, who had been working as a sessional worker, was appointed as the Counselling Manager at the Observatory office in September and Anthony Hawthorn, the EWP and Trauma Manager, added the FAMtrac Training Department to his portfolio. This freed up the Clinical Manager to move into a more strategic position as Head of the Clinical Services, to focus on the maintenance and improvement of the quality of clinical services such as professional counselling, supervision/mentoring and public awareness and training, as well as exploring new opportunities based on the direction of FAMSA's strategic plan. The focus has been on expanding the services as well as realizing FAMSA as the preferred service provider to Government, Corporates, NGO's and the general public. Having all the FAMtrac training courses CPD accredited is also a prime objective.

Daleen van Staden  
Head: Clinical Services

Counselling: No of Interviews  
Per Office (excl. HIV & AIDS)



## Counselling

### Professional Counselling: Observatory Office

I was excited to move from my position as sessional worker to my current position as a counselling manager at the Observatory office in September 2011. The transition has been both interesting and challenging. The change took place during the time of our building renovations.

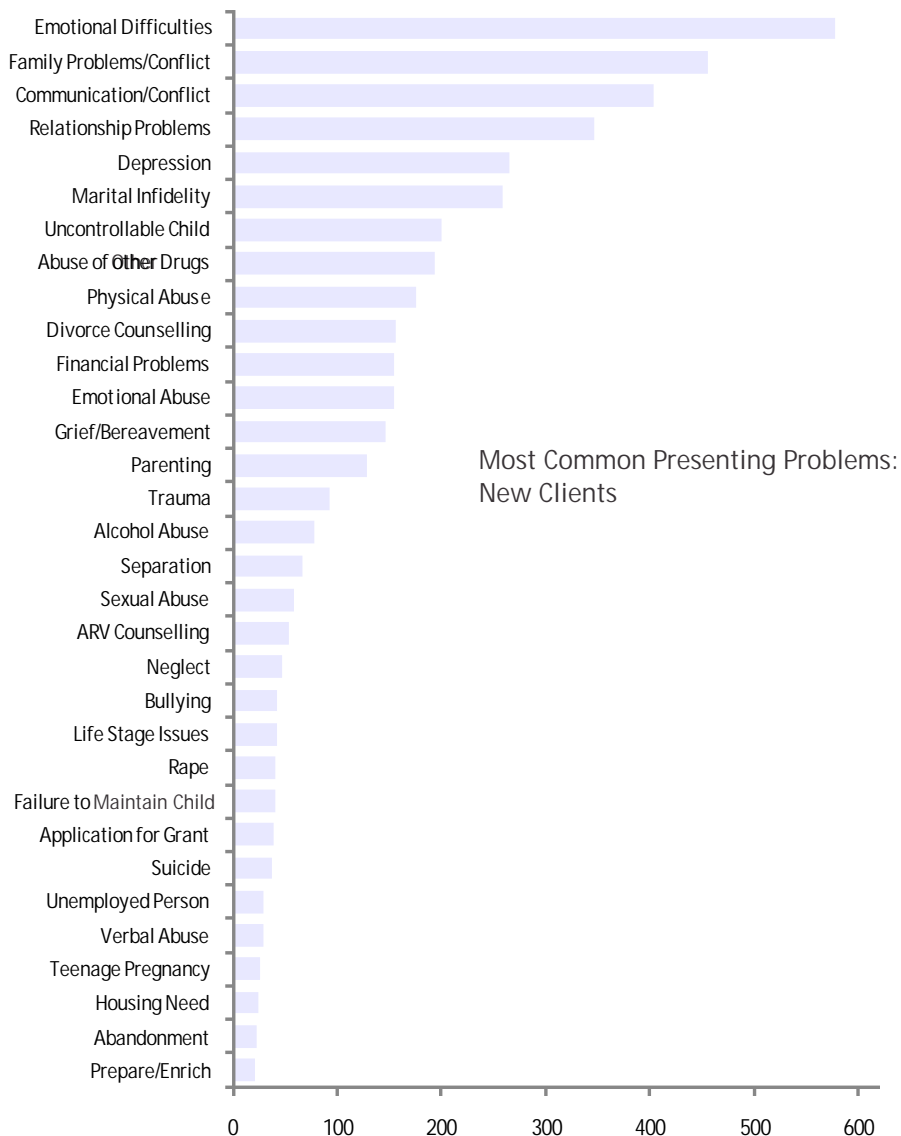
It is to the huge credit of the staff, sessional workers and clients that they were able to adapt and adjust to performing their tasks under such difficult circumstances with noise, dust and rubble all around. People were sharing offices and spaces and it was a real test of communication, working together and relationship building on all levels. It was also I think a reflection of the clients' valuing the service they received at FAMSA that they kept on coming despite having to change venues and counselling rooms. The sessional workers had to work under additional pressure at that time, because we were working with a smaller staff complement as we did not take on any additional staff or interns at that stage. So thank you to all for their unified effort and for sharing the load. Thank you also to Gloria and Lynette at reception and intake respectively for calming the clients and dealing with the ever growing waiting list at that stage.

Now that the building is completed and we are settling into our new office spaces we welcome Shelley and Muriel back from their extended leave period. Tammy has moved over from the Bellville Office and Conrad, who was an intern and is now a registered counsellor, has joined us as a sessional worker. We welcome them to the highly qualified, diverse and capable team that we have here at Observatory.

The transition from a sessional worker to a managerial position has been so interesting. As a sessional worker I was not fully aware of the whole picture of the organisation. Now that I have had the privilege of being involved on an operational level I have become more familiar with the huge range of services that FAMSA Western Cape does offer. I hope to work together with the team to see what additional services could be put in place to even further develop and extend the range. Some of the ideas to be considered are opening the office on a Saturday morning and exploring the need for support groups. We will also be asking our clients for more than their usual feedback, and will continue to build on the solid foundation that my supervisor Daleen, has put in place.

Pauline Sevitz  
Counselling Manager: Observatory Office

# Family & Relationship Strengthening



## Professional Counselling: Khayelitsha Office

FAMSA's Khayelitsha family counselling centre continues to offer services that enhance family resilience and family preservation in the form of counselling to individuals, couples and families. Family resilience can be defined as the ability of a family to respond positively to an adverse situation and emerge from it feeling strengthened, more resourceful and confident than before (Simon, et al, 2005). It is believed that resilient individuals are able to adapt easily and cope with stress better. They appreciate positive aspects relating to the family and understand their roles and responsibilities.

- Primary problems experienced by our clients include the following categories:
- Poverty/unemployment
- Abusive relationships
- Family and relationship breakdown
- Emotional difficulties
- Parenting problems
- Children with behavioural and drug problems
- Trauma

During the financial year 01 April 2011 to 31 March 2012, a total of 363 new clients have been reached through counselling. Other programmes that focus on strengthening families with the aim of reducing risks to families were implemented in this past financial year. These include Marriage Enrichment Workshops, Parenting Skills Training and FAMSA's Male/Female Identity Workshops.

Ntombekaya Sigonya  
Khayelitsha Office Manager

## Professional Counselling: Bellville Office

In total, 985 counselling sessions were conducted during this reporting period. A total of 363 new clients were seen, with a subsequent 622 follow-up sessions over the course of the year. For the most part, these counselling sessions were achieved by four part-time sessional workers - an incredible achievement. In accordance with previous years' statistics, the biggest drop in numbers of new clients occurred during the months of December and January.

In order to reach the planned targets for the new financial year, the appointment of more sessional workers needs to be considered.

FAMSA aims to maintain a high quality of service and strives to improve our client experience as far as possible. Evaluation forms are available for all clients, who are encouraged to give feedback. Forms collected during the year indicate that clients experienced the counsellors' knowledge and skills, as well as their willingness to help as either 'Good' or 'Excellent'. In general, clients indicated satisfaction with the service provided at the FAMSA Bellville Office.

# Family & Relationship Strengthening



Some of the comments of clients include:

- Very good experience
- “leersaam, professioneel en opbouend”
- “Dit was aangenaam, mense baie vriendelik”
- I found good service even though I thought it would be difficult
- Very helpful and patient
- Excellent & efficient
- “Baie professionele diens”

The Bellville Network is a network of professionals' representative of various social work organisations, as well as social workers in private practice. In addition to discussion of each other's services, referral procedures and planned projects, representatives on this structure who are considered to be experts in their fields', also share their knowledge and skills through Continuous Professional Development activities, endeavouring to ensure ethical and professional quality of services to all clients.

Tiana Bester  
Bellville Office Manager

## Community Lay Counselling

I want to pay tribute to every volunteer who served FAMSA Western Cape and their communities during the previous year. They were prepared to give of their time and energy to help others. Although counselling and group work is emotionally draining, they seem to enjoy doing it, because they know it makes a difference in people's lives. FAMSA's community lay counselling takes place in the areas of Dunoon/Joe Slovo, Factretion, Elsie's River and Mitchell's Plain.

Dunoon office constitutes two Wendy houses on the premises of Dunoon Primary School. The people of Dunoon are very poor and live in challenging circumstances, with few resources or community services available. There are a lot of health problems and a lack of good medical services. The volunteers, who also live in these conditions, serve the community with much caring and empathy. They have a real passion for their fellow community members.

FAMSA rents two offices in the Multi Purpose Centre in Elsie's River. This is very central and accessible to clients. Poverty and unemployment are the biggest problems in Elsie's River. The volunteers see a lot of family members struggling with these problems, as well as substance abuse, domestic violence and relationship problems. In spite of their own problems, these volunteers render an excellent service to the community.

FAMSA's Mitchell's Plain office recently relocated to new premises. They are now situated in two offices





# Family & Relationship Strengthening

in the Mini Mall in the Town Centre. This is a much more accessible and safe counselling venue for clients. Mitchell's Plain is a big area. Volunteers have to travel far to get to the office, meetings and/or their counselling venues. They are however dedicated and serve their community with a smile!

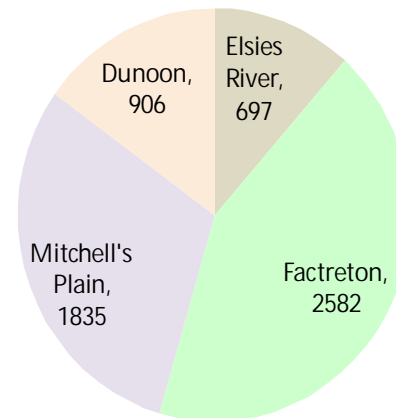
Factreton lay counsellors use two offices in the Shawco Community Centre in Kensington. This is near a taxi rank and user friendly. The Factreton volunteers are a very close group who care not only for their clients, but also support each other in difficult times. Although they counsel at different schools and other venues, the office remains the hub of their work.

## Highlights of the year

- The Community Counselling Staff and Volunteers played a big role in last year's Annual General Meeting. They put on a show with the theme "Confronting Family Poverty and Social Exclusion". The volunteers thoroughly enjoyed singing and playing the part of homeless people, begging at the traffic lights, and highlighting the difference FAMSAs makes in people's lives. Mercia Marsh, Coordinator of the Factreton Office wrote an amazing poem that was acted out by a volunteer, Kate Molengo.
- Seventeen new Community Volunteer Lay Counsellors were trained during September and October 2011. It was a heterogeneous group from different areas and cultural groups. The graduation ceremony took place on 15 November 2011. The volunteers were awarded their certificates by Noelene Blekkenhorst, Director of FAMSAs Western Cape. The event was exciting and marked a special achievement for all of those that participated in the training. In December 2011, the Community Lay Counsellors joined the staff for a wonderful 'End of Year Function'. They really felt part and parcel of FAMSAs and enjoyed dressing up for the occasion. Everyone enjoyed it thoroughly.
- Training: FAMSAs's Community Lay Counsellors benefitted from a number of short training courses in February and March 2012. They received training in Parenting Skills, Bereavement Counselling for Adults and Children, Drug Counselling and Child Abuse Counselling. These topics were decided on because of the needs and problems in the communities where they work. They were taught how to identify problems, contain clients in the counselling situation, and refer them appropriately if necessary. The volunteers were excited to be better equipped to serve their communities. For some of them it was a deep emotional experience to do these trainings.
- Team building: Community Lay Counsellors and their Co-ordinators took part in an exciting teambuilding day at Manyano Centre in Paarl. They enjoyed every minute. In the bus to Manyano and back they sang and shared jokes and stories. The programme at Manyano was real team building, and evoked healthy competition and much laughter!

Annatjie Wait  
Community Lay Counselling Manager

Community Lay Counselling:  
No of Interviews



Community Lay Counsellors are very active in Kensington and Factreton. Due to a lack of resources in this area the Lay Counsellors are challenged daily with problems such as domestic violence, attempted suicides, drugs, alcohol abuse and teen pregnancies. Lay Counsellors also work in the Primary Schools and in the two high schools in the area. Issues identified by the Lay Counsellors working in the schools include broken relationships within the family and trust issues between parents and children. Learners also express their unhappiness over living conditions and addictions of parents and family members. We refer most of our cases to the Department of Social Development and to the social worker from the Department of Education. We also work closely with SAPS victim support room under the auspices of Community Police Forum. Drug problems are referred to Community Outreach, the local drug counselling centre in the area.

FAMSAs Factreton has become more recognised within the community and the service is greatly appreciated by schools,

stakeholders and the community at large. In addition to counselling, Factreton Community Lay Counsellors present Male and Female identity workshops in the Primary Schools, assist with the annual Mini Men's March, hold awareness programmes in the community and run parenting skills workshops.

Our annual kiddie's camp is always a great success, and took place in April 2011 at the Manyano Centre in Paarl, benefitting 25 children from disadvantaged families in the area.

Our 2011 Women's Day event in partnership with Kensington/Factreton Meals on Wheels was presented by Cathreen Munday and Mantie Smit.

To highlight Child Protection Week 2012, FAMSAs presented a talk on FAMSAs services for Foster Parents in partnership with DSD (Department of Social Development).

During the coming year we aim to hold more awareness programmes with the aim of enabling people to access help sooner.

The successes of FAMSAs's Factreton office can be attributed to the commitment, dedication, and team work of the Community Lay Counsellors. WELL DONE!

Mercia Marsh  
Community Lay Counselling Coordinator: Factreton

# Family & Relationship Strengthening

## Message from the Factreton Community Lay Counsellors

We, the FAMSA Community Lay Counsellors are truly grateful and appreciate what FAMSA does for us.

Monthly Supervision - It is always valuable and an asset in our work and it is also an

opportunity to meet with our colleagues

Training - We learned a lot and find the tools useful in our sessions and in our own personal lives.

Training received - Adult and Child Bereavement, Child Abuse, Parenting Skills, Group Facilitation, Drugs.

Teambuilding - Thank You FAMSA! FANTASTIC!

The FAMSA Factreton Community Lay  
Counsellors

THE HEART OF THE FACTRETON COMMUNITY



the relationship people

# Family & Relationship Strengthening

10 Highest Presenting Problems Per Office (Decreasing order)

Mitchell's Plain	Elsies River	Factreton	Dunoon	Bellville	Khayelitsha	Observatory
Emotional Difficulties	Abuse of other Drugs	Emotional Difficulties	Relationship Problems	Relationship Problems	Depression	Communication/ Conflict
Family Problems/ Conflict	Family Problems/ Conflict	Family Problems/ Conflict	Emotional Difficulties	Emotional Difficulties	Financial Problems	Relationship Problems
Uncontrollable Child	Marital Infidelity	Uncontrollable Child	Family Problems/ Conflict	Family Problems/ Conflict	Communication/ Conflict	Emotional Difficulties
Communication/ Conflict	Communication/Conflict	Emotional Abuse	ARV Counselling	Communication/ Conflict	Marital Infidelity	Depression
Grief/ Bereavement	Parenting	Communication/ Conflict	Physical Abuse	Divorce Counselling	Family Problems/ Conflict	Family Problems/ Conflict
Emotional Abuse	Trauma	Marital Infidelity	Financial Problems	Marital Infidelity	Divorce Counselling	Physical Abuse
Abuse of other Drugs	Relationship Problems	Physical Abuse	Marital Infidelity	Physical Abuse	Emotional Difficulties	Divorce Counselling
Physical Abuse	Divorce Counselling	Grief/ Bereavement	Alcohol Abuse	Life Stage Issues	Relationship Problems	Marital Infidelity
Marital Infidelity	Emotional Abuse	Separation	Application for Grant	Grief/ Bereavement	Emotional Abuse	Prepare/ Enrich
Divorce Counselling	Alcohol Abuse	Divorce Counselling	Unemployed Person	Trauma	Physical Abuse	Grief/ Bereavement

## Relationship Enhancement

### Prepare/Enrich

I have seen several couples for Prepare/Enrich during the year and most said they enjoyed the sessions and found them very useful. I personally have only seen couples before marriage, although the programme can be used for marriage enrichment.

One of the staff gave a voucher for the program to a relative as an engagement present. Perhaps this is something that could be marketed further, especially in bridal magazines.

The couple complete the questionnaire in the first session and feedback is given in the remaining three sessions, as well as input on communication, conflict resolution, family and financial issues.

I regard the course as extremely worthwhile and almost wish it could be seen as essential before getting a licence to get married – like a drivers' licence!

Anita Grant  
Sessional Worker

### Marriage Enrichment Workshop Khayelitsha

FAMSA's Khayelitsha office held a special marriage/relationship enrichment workshop in celebration of Valentine's Day on the evening of the 17 February 2011. The workshop was intended for couples wanting to deepen their connection and enrich their relationship. The goal of the workshop was to help couples learn about themselves, their partners and their relationship - assisting them to identify strengths and growth areas. Couples learnt positive communication techniques and active listening skills, as well as learning about assertiveness and healthy ways of resolving and managing conflict. Self awareness was also covered as an integral part of healthy relationships. Later on in the evening, intimacy was discussed, in terms of love and sex, communication and conflict management.

The workshop was well attended and couples said that they gained a lot of information around communication skills. Two couples had age-gap issues and they specifically appreciated the workshop, saying that they felt re-energised and that their self-esteem had been boosted. They also felt "young" again and enjoyed the 'romantic' atmosphere of the Valentine's evening.

Ntombekaya Sigonya  
Khayelitsha Office Manager



# Family & Relationship Strengthening

## Mediation

### Parenting Plans & Mediation

So many exciting things have happened this year!

The renovations are finally over; we have new offices and FAMSA has a new, improved home with beautiful facilities! I am most excited that FAMSA now offers family mediation services which include divorce mediations, post-court mediations and the mediating and drawing up of parenting plans. I am now working at FAMSA as a Family Mediator on Tuesday and Friday afternoons in the 2pm-7pm slot.

I am FAMAC (Family Mediators Association of the Cape) trained and accredited and all mediations are done in accordance with the new Children's Act. As such, I am able to call upon (and do!) my FAMAC mediator colleagues for advice on any tricky legal or mental health issue that comes up in my mediations.

Here are a few advantages of mediation:

- Parties get to communicate face to face with the help of a trained and experienced uninvolved mediator and the process of mediation itself promotes ongoing communication.
- The mediation process is emotionally less draining than litigation as the mediator tries to help the parties move towards a resolution of their conflict and structure a healthy way forward instead of each working through a lawyer to punish and hurt one another.
- The mediation process is far less costly than the legal one and far more constructive as the parties can communicate openly and collaborate instead of each working separately through their respective lawyers.
- You, the separating parents make the decisions about you and your children's future and not some judge or magistrate who doesn't know you at all.

My love and passion for mediation comes from the idea that mediation is YOUR process to organise the end of YOUR relationship and restructure YOUR parenting now that you are no longer together. It is very empowering and reaffirms my belief in people's ability to resolve conflict and work together. Yes, they can, and do, fight. But yes, they can, and do, put aside their fights.

Margaret Fulton  
Mediator and Sessional Worker



## Parenting

### Parenting Skills Workshop Program

Khayelitsha office organised two Parenting Skills Workshops during 2011/12. The aim of the workshop is to:

- promote open communication between parents and children
- relationship building e.g. with parents, peers, educators and the community
- to raise awareness to parents about challenges confronting their children

The first workshop was held in May and 23 parents attended. Communication with one's children was identified as a dominant theme during this workshop. During the role-plays parents were asked to role-play how they spoke to their children. Many shouted and called names. The training was very powerful in that they learned positive ways in which to communicate with their children.

In September, the Social Auxiliary Worker from Khayelitsha held a Parenting Skills Workshop for parents of Yomelela Primary School, where FAMSA was presenting Male/Female Identity Workshops. Twenty six parents attended. A number of the parents were hearing impaired, and the workshop enabled them to realise that they were experiencing the same challenges as other parents, which was comforting to them. The training was presented with the assistance of a sign language interpreter. Parents evaluated the training as being very helpful to them.

FAMSA's Facticeon office presented Self Awareness and Parenting Skills Workshops at the Community Outreach Organisation (COO) in July/August. Feedback from the social worker at COO was positive. She reported that the workshop was "...viewed by the participants as very useful, as it can be applied in their daily lives, especially with significant others and peer pressure groups. The essence of its usefulness lies in the fact that the participants were made aware how to empower and assert themselves, which was done exceedingly well by the facilitators".

### Parenting Skills: Train-the-Trainer

In support of FAMSA's goal to strengthen families, FAMSA plans to increase the number of parents reached through Parenting Skills Training. To this end, FAMSA's Community Lay Counselling Manager initiated a 'train-the-trainer' Psycho-educational Group Skills Training for Parenting Skills Workshops for the Community Lay Counsellors, with the goal that the Lay Counsellors will roll out the workshops in their respective communities. The Community Lay Counsellors are looking forward to implementing these workshops in the communities of Facticeon/Kensington, Dunoos/Joe Slovo, Elsie's River and Mitchell's Plain in 2012/13.

# Family & Relationship Strengthening

## Addressing Domestic and Gender-based Violence

### Observatory Men Stopping Violence Group (MSVG)

The Men Stopping Violence group (MSVG) is a treatment programme for men who are perpetrators of domestic violence and focuses on getting men to understand their violent behaviour whilst empowering them to use non-violent behaviours in their intimate relationships. Meetings take place every Thursday evening.

Two thousand and eleven has been a very successful year for the MSVG in Observatory. Initially there were concerns regarding the availability of office space due to the building renovations, but the use of an office seemed to inadvertently form a more intimate space for them to share and open up about their intimate lives. Attendance was very regular by a large core of group members, averaging eight men per session and reaching a high of 12 in the later months of the year. Even after the December break and the commencement of the group in February, the men were eager to return and do the work.

Feedback from the men's partners has also been very positive which proves that this group is successful in ending physical violence. We did see a slight decrease in new men coming into the group over the course of the year however, but this could be attributed to the reduced number of counselling sessions at this office, as a result of the building renovations. A total of 56 men were assessed and contracted to attend the group, with 13 completing the cycle of 24 sessions.

### Bellville Men Stopping Violence Group (MSVG)

The MSVG in Bellville runs on a Tuesday evening at FAMSAs office in Vredelust, Bellville. This group has struggled for numbers since it was initiated in late 2009, but 2011 did see an improvement in attendance. This is primarily due to a stable and committed facilitation team who work very hard with the men and are committed to seeing a change in their lives. The group enjoyed an average of six men per session throughout the year, but there were sessions when between seven and eight men would be present at the small office space we have available for the group.

The group made use of more video material than previously and a lot of discussion was focused on where the men were in their lives. It seems apparent that the group in Bellville is different to that of Observatory in the sense that the men presenting at that office seem to be in need of individual counselling as a parallel process. The group and the facilitators have therefore played a huge role for the men in not only addressing their violent and abusive behaviours, but also unpacking the deep and emotional pain these men were experiencing.

Unfortunately, after the December break, numbers of the group decreased dramatically. Efforts were increased to contact the men and get them to come to the group, which has led the project leader and facilitators to investigate the matter further. It is apparent though, that the December break has interrupted and stalled the flow of the group. A total of 31 men were assessed and contracted to attend the group.

### Khayelitsha Men Stopping Violence Group (MSVG)

The MSVG in Khayelitsha runs on a Wednesday evening at the Khayelitsha office. The success of this group can be attributed to the dedication and enthusiasm of the facilitators to making an impact in the lives of the people that FAMSAs interacts with, for the benefit of the community as a whole. The majority of the referrals to the group are from the nearby SAPS office and the men have been dedicated in attending the group.

This group has faced many challenges since it started in late 2010 - one being that many of the men worked outside of Khayelitsha and would often, therefore, arrive late to sessions. There was also the challenge of getting the local Magistrates to refer men to the group. The facilitators and project leader addressed this as they acknowledged the great need of the service in the Khayelitsha community.

Changes have been made to accommodate the men. This group now starts later in the evening to allow group members time to travel from work. A travel subsidy is also offered to the men to ensure that they can travel home safely in the evenings. Subsequently, the group has averaged seven men per session, with the group swelling to between 10-13 men on several occasions. The start of 2012 has seen great continuity and the focus on educating the men and creating an awareness of their behaviour have encouraged them to want to change their behaviour and improve their intimate relationships.

Carlo Williams  
Junior Manager: Domestic Violence

### Male / Female Identity Workshops

The Male/Female Identity workshops are FAMSAs domestic violence prevention strategy which addresses vulnerable youth at several schools. The workshop makes use of 5 sessions to tackle several themes, including gender and sexuality, assertiveness, self-image, domestic violence and identifying feelings. Workshops have been run at schools in the Factreton, Kensington, Khayelitsha, Dunoon and Mitchell's Plain communities. Workshops often take place after schools hours, and children who attend are provided with refreshments as part of the programme.

Mitchell's Plain saw the introduction of the workshops in the area, with 3 workshops being run. Approximately 110 grade six learners attended the sessions. Four workshops were presented in Dunoon with nearly 400 children in attendance. The group has been very successful in this community due to the dedication of the trainers. Three workshops were completed in Khayelitsha and Factreton, with close to 350 and 200 children attending respectively.

All in all, over 1000 grade 6 and 7 learners attended FAMSAs Male/Female Identity Workshops in 2011, a fantastic achievement. A special thank you goes out to all of the community lay counsellors who have made themselves available to facilitate the workshops at the schools.

Carlo Williams  
Junior Manager: Domestic Violence

# Family & Relationship Strengthening



## Mini Men's March 2011

FAMSA's Mini Men's March is an awareness campaign during the annual '16 Days of Activism against the abuse of women and children'. This march includes children who attended FAMSA's Male/ Female Identity Workshop, who take to the street as an expression of activism against battering in their communities. Two thousand and ten saw the first combined march where children from the areas of Dunoon, Facticeon, Khayelitsha and Elsies River combined to form one march in Cape Town. In 2011 this was replicated, but on a much larger scale.

Along with 1000 children which FAMSA brought to the march, a further 450 were assembled by other organisations invited to the event. The theme for the march was "Solidarity against abuse" which highlights the combined efforts that organisations, communities and people should take to end the cycle of violence. FAMSA was thrilled with the participation in the march of the following organisations: the Department of Social Development, Hearts of Men, the Centre of Justice and Crime Prevention, Quaker Peace, Department of Correctional Services, representatives of the Khoi-San community and several church groups.

The event was a huge success, with coverage on E-TV Prime Time news as well as several newspaper publications and radio. FAMSA looks forward to hosting the event in 2012 if funding is secured.

Mitchell's Plain Office held a separate Mini Men's March, as past experience showed that it was difficult for these children in this area to attend on a Saturday. 235 children marched from the 'Pick up Point' to Eastridge Community Hall, where Carlo Williams, FAMSA's Domestic Violence Co-ordinator talked to them about the 16 Days of Activism. They were also entertained by local entertainers and received light refreshments. The day was a great success and very well organised. FAMSA was joined by volunteers from Childline who also participated in the march.

Carlo Williams  
Junior Manager: Domestic Violence

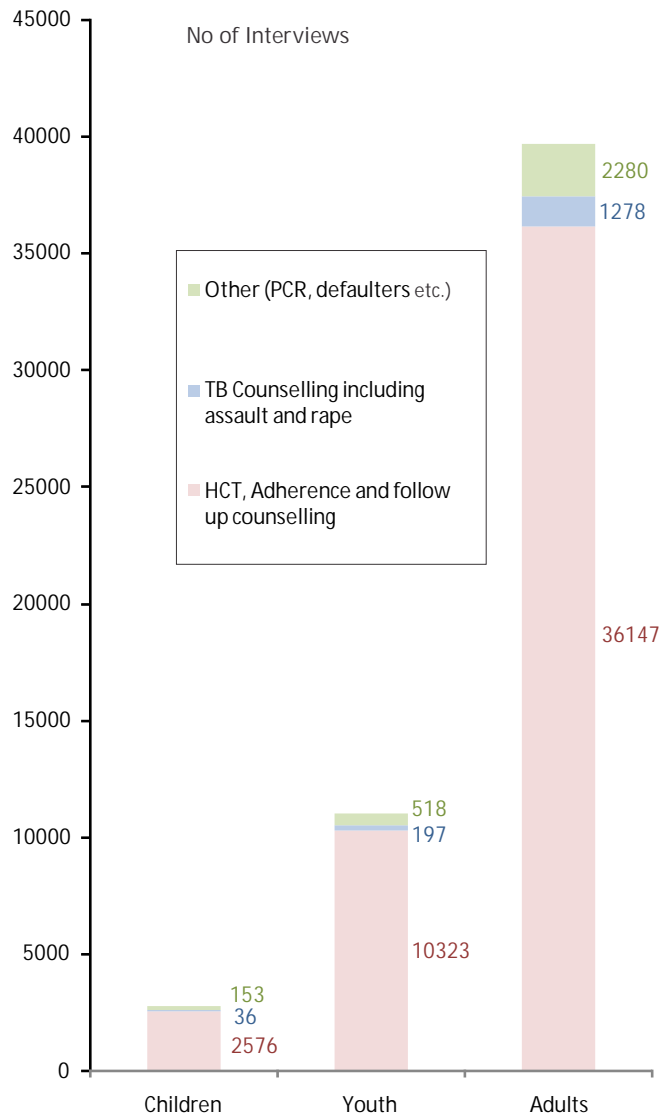
## Anger Management Group: Khayelitsha

FAMSA's Social Auxiliary Worker at the Khayelitsha Office ran a 6-session anger management group of learners identified as needing assistance. The purpose of the group was to give the boys a chance to help each other in improving their coping skills when challenged by anger triggering circumstances. Ten boys between the ages of 13-14 years old attended.

Nonceba Mapeyi  
Social Worker



# HIV and AIDS



## Sisonke Beading and Sewing Group

With donor funding dwindling and low customer interest in luxury goods, a decision had to be made on the fate of the Sisonke project, as FAMSA could no longer single-handedly sustain the project financially. As evidence of empowerment, trainer managers and the women of Sisonke decided to take over the project and continue working on a part time basis, while looking for other jobs elsewhere. They then started the year working on laying out plans of how they would continue to work on their own, after taking over the project in September 2011. FAMSA agreed to continue to assist the group by providing banking facilities to enable electronic fund transfers to the project from both local and overseas clients.

Assisted by FAMSA, trainer managers attended computer lessons to enable them to communicate electronically with local and overseas customers. In addition, they also trained other women on how to manage the project when they were away, to ensure continuity. The trainer managers also continued to attend courses by the AIDS Training and Counselling Centre (ATTIC) to enable them to do counselling - with the result that Thembekile Nxesi successfully applied for a position as one of FAMSA's HIV and AIDS counsellors. She is now based at the Langa Clinic.

Flora Dlodlo  
Sisonke Co-ordinator / Operational Support Manager



## Counsellor Programme

**“How wonderful it is that nobody need wait a single moment before starting to improve the world!”** Anne Frank

FAMSA's HIV and AIDS Programme continues to offer HCT (HIV Counselling and Testing), Adherence, PMTCT, as well as in some facilities, TB counselling to people accessing the ten facilities in which FAMSA's 29 counsellors are based. In 20011/12, counsellors reached 11 433 clients and conducted 53 508 sessions.

The counsellors were informed of the DOH's (Department of Health) plan to roll out the integrated TB/HIV Community Adherence Support programme. Although some counsellors are doing community visits, they are few and far between and this still has to come to fruition in its totality.

Xoliswa Solombela, one of our HIV and AIDS Co-ordinators, attended a DOH meeting on the 11th July 2011 at Woodstock CHC about TB/HIV integration of counsellors. Langa Clinic, Du Noon Clinic and Vanguard CHC were identified as the sites that were going to implement this pilot integration. As a result, all the Langa counsellors were to be trained in the TB/HIV integration course. On the 18th and 25th July 2011, Langa counsellors attended flipchart training at Tygerberg Hospital. The DOH started implementing the roll-out of TB/HIV integration in October 2011.

Langa Clinic started a club, run by counsellors and the Sisters in the Clinic to fast track patients that are adhering. They have ongoing group sessions with them; they acknowledge the clients commitment in taking their medication and encourage them to continue to do so. They also have a kid's support group weekly for children between the ages of five and 13.

Xoliswa completed a master trainer course on MSM (Men who are having sex with Men). Our next step is for her to train all the counsellors in FAMSA's newly built training room, as we were unable to do it in the past year due to the renovations that were taking place at the time at FAMSA.

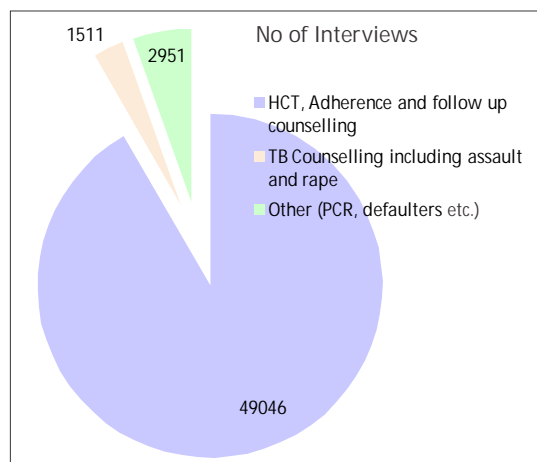
Didi (HIV/AIDS Manager) spent three days at Robbie Nurrock, successfully completing her skills audit booklet and had a positive experience being part of the everyday ongoing professional process of HIV counselling and follow-up. Thanks to Faika and Belinda and Sr. Willis for hosting her and the Robbie Nurrock staff as well. Not everyone has completed their skills audit tool, as most counsellors were not allowed to complete this at their facilities at the time. However, all skills audit tools are expected to be completed this year.

After almost a year's absence due to building renovations still from the world cup, our counsellor resumed working at Cape Town Station Clinic in October 2011.

In December 2011, we received an invitation from the DOH inviting all counsellors to an event in Simon's Town. It was a day for the counsellors to enjoy as an acknowledgement of the work that has been done at facilities and their efforts in the field of HIV and AIDS. The counsellors were informed to bring comfortable clothes for walking and swimming. Feedback from the counsellors indicated that they had a wonderful time, thanks very much to the DOH. They received goodie bags and certificates of appreciation and they really enjoyed the day, the weather was perfect and they were able to swim as well.

Vivian Tshingane and Sabrina Jeffries, who are based at Groote Schuur Hospital, were given a scholarship for a year to do Advanced counselling skills and computer studies at UCT by Kidz Positive and they attend classes three times a week after hours.

Our counsellors have had PMTCT training at the DOH in 2012, and other ATTIC training still continues on an ongoing basis for counsellors' development.



In March 2012, we introduced client-feedback forms to the health facilities where our counsellors work. The feedback is only positive thus far. For example: In the clients own words - the counsellors are, “Good; friendly; helpful; informative; she was asking me about my condition; explained everything such that I knew which way to go/start with my life (health); she was marvellous; she's got a sense of humour and very down to earth; she is good and friendly - I give her 500%; she's very friendly; excellent - she is good she explains things so nicely - excellent approach; very well; services are helpful; informative; welcoming; she knows what she is talking about; her approach is very good; very good and useful; the counsellor should keep it up”.

We also received from the DOH: an award for a high rate of HCT (HIV Counselling and Testing) services at Cape Town Station Clinic, as well as an award for a high TB cure rate at Chapel Street Clinic.

The HIV Project also said farewell to the Sisonke Bead Project in Langa, after so many years of over-seeing this Project. During December, one of the Bead Co-ordinators joined the HIV Project as an HIV Counsellor at Langa Clinic.

According to Richard Feacham, Executive Director of the Global Fund (during 2002-2007), the global HIV/AIDS pandemic is already worse than the Black Death, which raged in the mid 14th Century and is the largest catastrophe in recorded human history. The HIV/AIDS pandemic is not expected to peak until around 2050 or 2060 ([www.eurosurveillance.org](http://www.eurosurveillance.org)).

So in conclusion we must do what Winston Churchill said, and that is “Never, never, never give up”.

Didi Engelbrecht  
HIV and AIDS Project Manager

Queen Sibinda & Xoliswa Solombela  
HIV and Aids Co-ordinators



“provides a safe space for children who don’t have anyone to care for them after school and in the holidays”





# Community Care and Support

## “Kiddies” Holiday-care/After-care Programme

FAMSA's “Kiddies” holiday and after-care programme is continuing to provide a safe space for children who don't have anyone to care for them after school and in the holidays. It is offered to children from Khayelitsha between the ages of 5 and 12 years old. Children receive a nutritious meal, as well as care and assistance with homework. In the holidays, the carer organises a life skills programme for the children to learn and enjoy.

On the 8th April, they celebrated World Book Day, taking 53 of the children to the local library. The Centre Manager, Ntombi Sigonya, is passionate about encouraging reading and literacy. Most of the children enrolled for library membership.

During the September school holidays, the “Kiddies” Project was visited by “Projects Abroad” volunteers. Volunteers visited daily and interacted with the children, playing games, but also teaching them about subjects such as nutrition, eating healthy foods and maintaining well-being. ‘Lessons’ were presented in a fun, playful manner. The children had a wonderful time and are looking forward to their visit in 2012.

In June FAMSA's Family Counselling Centre commemorated Child Protection Week, in which the children attending the Centre were taught strategies for protecting themselves and learning to say NO. An officer from SAPS was invited to speak to the children, and the officer asked the children to memorise the emergency number, but also gave other numbers such as the child help-line. Children were also encouraged to memorise numbers of people close to them who they could contact in an emergency.

Yandiswa Sitonga  
‘Kiddies’ Holiday & After-care Volunteer

## Youth Camps

In 2011/12, FAMSA Western Cape ran three youth camps for vulnerable children from the communities in which we work. All three camps were held at the Manyano Youth Centre in Paarl, which we have found to be an excellent venue with experienced facilitators. The programme included life skills, swimming, games, mountain climbing, climbing wall and a trip to Butterfly World.

Learners who attend the camps are identified by FAMSA's school counsellors, as well as the facilitators who run our Male/Female Identity Workshops in the schools. Most of them are underprivileged and a number are exposed to domestic violence, gangsterism and drugs. A couple of the children were from child-headed households, with most of them being from single-parent families. For most of the children, it was their first youth camp and they really enjoyed the activities which included getting into groups and cooking their own supper, decorating biscuits and making their own photo frames. The mountain and wall climbing really boosted the confidence of many of the children. Thank you to all of the volunteers who assisted with caring for the children over the weekends

Comments written on the evaluation forms include:

“It was a great camp we learned a lot and made new friends”.

“Auntie Mercia can we stay longer please”.

“We enjoyed the food; it was nice and made us full”.

Mercia Marsh  
Community Lay Counselling  
Co-ordinator: Factreton Office

## Family Awareness in Khayelitsha

In support of the International Day of the Family (15 May), FAMSA's Khayelitsha Office Manager organised a two-day family awareness and outreach event in Site B, Khayelitsha on the 5th and 6th May 2011. Communities targeted were BM section and RR section in site B. The aim of the event was to make the community aware of the importance of family and to raise awareness on the services offered by various organisations. Six organisations took part in the event including: FAMSA, SANCA, Mthawelanga Simameleni, Damila, NICRO and DSD. Community members responded very well and the stakeholders also had a chance to hold one-on-one sessions. People were given time to ask questions and referred to an appropriate service provider. The two days were evaluated as very informative and the event was successful.

Ntombekaya Sigonya  
Khayelitsha Office Manager



# Community Care and Support

## Family Fun Day in support of Youth Day: Mitchell's Plain

FAMSA's co-ordinator, Sylvia Hulbert, organised a family fun day to celebrate Youth Day (16 June 2011) at the Eastridge Community Hall in Mitchell's Plain. Children from the area were organised into teams and played soccer and netball, while their families cheered on and enjoyed the day. A comedian was invited to entertain the younger children, and hip hop dancers were enjoyed by all. The area's Ward Counsellor DJ'd for the event. HIV and AIDS counsellors were on hand in their tents to offer free counselling and testing. Pots of food were made and handed out to members of the community. The children all received hot dogs, sandwiches and party packs. Over 1000 people attended. Despite the rain, the event was a huge success with everyone having a great deal of fun!

Sylvia Hulbert  
Community Lay Counselling Co-ordinator: Mitchell's Plain

## Women's Day

### Dunoon

FAMSA's Co-ordinator in Dunoon, Thembekile Gwaka, organised a Women's Day Event in partnership with the Dunoon Clinic at the Methodist Church in Dunoon. Ninety eight Women attended the event. The theme of the day was Women's Health. Three specialists were invited to speak on specific health issues, including: Cervical cancer, stressing the importance of Pap Smears; a gynaecologist to talk on pregnancy and the health of the baby in the womb, including the affect of alcohol on the foetus and sexual health. Sisters from the Clinic were on hand to offer HIV and TB testing. At the end of the presentations all of the women had the opportunity to be tested if they chose, as well as the chance to have a breast check-up. Entertainment was provided by a local singer (who was a previous finalist in Idols) and a comedian. Thank you to Pick n' Pay in Tableview that sponsored the breakfast.

Thembekile Gwaka  
Community Lay Counselling Co-ordinator: Dunoon

### Khayelitsha

In celebration of Women's Day, a special workshop was organised at FAMSA's Family Counselling centre in Khayelitsha. Forty eight women from the Khayelitsha community attended. The aim of the event was to educate women on women's health issues, as well as their legal rights. Women were encouraged to take responsibility for their health. Health issues were addressed by a Sister from Michael Mapongwana Clinic.

The Heart and Stroke Foundation also sent a speaker who encouraged and educated the women about looking after the health of their heart. SANCA, Mothers to Mothers and the Women's Legal Centre, also took part in the day. The women therefore benefitted from a holistic workshop with practical information. They were also given information of the various resources available to them in the area.

Ntombekaya Sigonya  
Khayelitsha Office Manager

### Mitchell's Plain

Mitchell's Plain Community Lay Counselling Co-ordinator, Sylvia Hulbert, also held a Women's Day event targeting 40 mothers and children. The event was held in Colorado Park at Elwambina Halfway House. The aim was to encourage the mothers to build strong relationships with their children through spending time with one another. The mothers and children made collages together and then enjoyed lunch. The children received little gift bags with sweets and chocolates.

Sylvia Hulbert  
Community Lay Counselling Co-ordinator: Mitchell's Plain

### Factreton

In Factreton, Women's Day was organised by FAMSA's Community Lay Counsellors. Thirty women attended an interesting event where guest speakers spoke on the following topics: Family, Relationships, Love Languages and Self - Care (burnout). Poetry, singing and spiritual dancing made the day really special for all. It was a real community event as participants included: community members, SAPS, Clinic, Day Hospital and Library staff, women from the local retirement home and NGO's.

Mercia Marsh  
Community Lay Counselling Co-ordinator: Factreton Office









# Employee Wellness Programme

In a recent discussion I found myself forced to reflect upon what FAMSA can offer the business community. What is our value proposition?

It didn't take long to realise that FAMSA's core business is relationships and at the heart of just about any work related problem is a dysfunctional relationship. Dysfunctional because one or both parties are unable to effectively communicate or resolve the problem at hand. The picture becomes more complicated when the boundaries between work and home life become blurred.

You only need to consider your own family life, to realise the multiple possibilities for dysfunctional relationship patterns. It would be naive to assume that individuals are able to neatly package these issues and leave them at home.

You may be asking yourself what is my point? It is simply that dysfunctional relationships make for unproductive employees.

With this framework in mind FAMSA has been able to add exceptional value to any Employee Wellness Programme. With long standing supporters like the Pep Stores group and new recruits like Table Mountain Cable Ways and the GTS group benefiting from our services.

In all that we do, it comes down to a few simple principles that add immense value to the work place. We enable people to:

- Listen
- Understand
- Resolve Conflict
- Problem solve

In so doing I believe that FAMSA's Employee Wellness Programme is impacting on multiple systems. We only work with the individual or the couple but they in turn will be part of a larger family and even larger community. Like the pebble that is cast in the pond we rarely see nor are aware of just how far the ripple effect will expand.

Anthony Hawthorn  
EWP and Trauma Manager



Family Awareness Outreach

# Training & Public Awareness

FAMtrac is the embodiment of sixty four years of FAMSA's intellectual development.

FAMtrac's vision is to equip professionals and lay counsellors with an integrated blend of knowledge, skills and attitudes to support individuals to build and strengthen relationships. FAMtrac has for many years been the pearl that has been encased in the unassuming clam shell. FAMSA has known FAMtrac's potential but has struggled to unveil its true promise. With a new venue on the horizon and committed experienced trainers, FAMSA aims to demonstrate FAMtrac's true value.

FAMSA reached 166 people with the following training courses offered by FAMSA despite having to source alternate venues due to the renovations to FAMSA's building.

- Starting and Running Your Private Practice
- Couple Counselling Skills
- Affairs/Infidelity Counselling
- Mc Master's Family Counselling
- Couple Counselling: Developmental Model
- Divorce Counselling
- Sexual Counselling
- Clinical Supervision
- Bereavement Counselling
- Couple Counselling Skills
- Basic Counselling Skills
- Prepare/Enrich Training
- Domestic Violence

FAMSA gave input into the following articles:

- Family Feud: Foshini in-house magazine
- Communication: Foshini in-house magazine
- What a Man Should Do When Women Cry: Destiny Man
- Social Work Career: Kuier
- Domestic Violence: SA Writers College
- Taking Your Relationship to the Next Level: Destiny Man

FAMSA presented the following talks in 2011/12:

- Raising a family as a working mother: Media24
- Information on FAMSA services: SAPS Mitchell's Plain
- Women as Leaders: West End Primary
- Domestic Violence: Pep Clothing

FAMSA counsellors participated in Radio Interviews on the following topics:

- Single Parent Home: 567 Cape Talk
- Domestic Violence: Radio Zibonele
- Teen Support: Bush Radio
- FAMSA Services: CBC Media

Carlo Williams and Tiana Bester were interviewed on TV for the following programme:

SABC 3rd Degree: Male Victims of DV

Staff benefitted from the following in-service trainings during 2011/12:

- Occupational Health & Safety: Hammie Lategan
- Affairs - Imago Perspective: Wendy Lawson & Marina Swart
- Child Inclusion when doing Parenting Plans: Dr Mathilda Smit
- Focusing-oriented Couple Counselling: Peter Powis
- Incest: Shelley Horwitz
- Non-violent Communication: Linda Kantor
- Psychotherapy Group Training Applied to FAMSA Men
- Stopping Violence Group: Carlo Williams



# Human Resources

## From the Human Resource Team

At FAMSA Western Cape all employees are seen as a great asset to the organisation and are highly valued. An organisation is only as good as the people it employs!

FAMSA Western Cape's HR Department's core business is to develop all staff, leadership and set clear guidelines, by having HR processes and systems in place.

For the past year FAMSA WC managed to implement the following:

- HR Manual - includes recruitment and selection, policies and procedures as well as performance management;
- Job evaluation and salary grading – was completed according to the Paterson's Model and categorised into the different salary bands;
- Staff development and training – FAMSA aims to give every employee the opportunity to up-skill themselves to be knowledgeable and competent in doing their work. We are grateful to the HWSETA for making it financially possible for our staff development.

Training attended by FAMSA Western Cape staff over the past year:

- Emotional Intelligence
- Computer Skills (Word, Excel, PowerPoint & Outlook)
- Information Technology Skills
- Conflict Management
- Marketing
- Finance for Non-Financial Managers
- Management and Leadership
- Office Management
- Graphic Design
- HR Management
- Customer Services
- Personal Assistance Skills
- Bookkeeping Course
- Project Management

Health & Safety: Staff attended a Health & Safety Training and all Health & Safety appointments have been made.

Nomfundo Ntoyanto  
Deputy Director

Cathreen Munday  
HR Officer



# Donors

## Thankyou to our Donors

Department of Social Development - Western Cape  
NLDTF (National Lottery Distribution Trust Fund)  
Department of Health - Western Cape  
JET Lee Will Trust  
E/LBW Maskew Miller Trust (Administered by the Maitland Trust)  
The Lodge Concord  
Dr C Schneider  
Mr and Mrs Oestreich  
YMS  
Orbis Security Solutions  
Suiderland Fishing Division – Pioneer Fishing (Pty) Ltd  
RCS  
St James's Church Picadilly  
K West  
T Mostert  
Winners Supermarket  
Pick 'n Pay (Tableview)  
Development Bank of South Africa  
Cape Natural Products  
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Ackermans  
A Long  
H Lategan  
Protea Hotels  
Lynette Croudace Trust (Administered by the Community Chest)  
Rondebosch United Church  
Forderverein "Christen fur Afrika"  
Blackmoon Design and Advertising  
Ster Kinekor  
T Raats  
Media 24



Executive Director  
 Noelene Blekkenhorst  
 Deputy Director  
 Nomfundo Ntoyanto  
 PA to Director & Deputy Director  
 Melaney Petersen  
 Head: Clinical Services  
 Daleen Van Staden  
 Financial Administrator  
 Venessé Savage  
 Assistant to Financial Administrator  
 Samantha Engel  
 Bookkeeper  
 Angela Rigby  
 Junior Project Manager: Domestic Violence  
 Carlo Williams  
 Project Manager: Community Lay Counselling  
 Annatjie Wait  
 Project Manager: HIV/AIDS  
 Deidre Engelbrecht  
 HIV and AIDS Co-ordinators  
 Queen Sibinda, Xoliswa Solombela  
 Project Co-ordinators  
 Sylvia Hulbert, Mercia Marsh, Thembekile Gqwaka,  
 Lorraine van der Westhuizen  
 EWP/ Trauma Support Manager  
 Anthony Hawthorn  
 Counselling Manager: Observatory Office  
 Pauline Sevit  
 Office Manager: Bellville Office  
 Tiana Bester

Office Manager: Khayelitsha Office  
 Ntombekaya Sigonya  
 Marketer  
 Marlene Brand  
 Resources Manager  
 Erica Mendes  
 Office Support Manager  
 Flora Dlodlo  
 Administrative Assistants  
 Shaunette Toms, Ricardo Verwant  
 Girl Friday  
 Sylvia Rexwana  
 Training Co-ordinator  
 Drusilla Du Plessis  
 Receptionists  
 Gloria Mashinini, Sharon Rhode, Yvonne Hugo,  
 Monica Tobi, Vincent Roberts  
 Receptionists (Relief)  
 Samantha Coerts, Harry Guta, Helen Jacobs  
 Data Capturer  
 Ubernica October  
 Handymen  
 Ernest Radu, Johannes Titus  
 Housekeepers  
 Gertrude Fumba, Melanie Daniels (part-time)  
 Driver  
 Tim Wilson  
 Intake  
 Lynette Daniels  
 Volunteers  
 Andrea Eckstein, Karin Blanckenberg

Sessional Workers  
 Ingrid Elte, Lezelle Peters, Antonette Jordaan, Annie  
 Jollivet De Oliveira, Beatrice Kidd, Tammy Rowan,  
 Shelley Horwitz, Anita Grant, Muriel Joppen-  
 Kossman, Beatrice Theron-Everts, Conrad Stewart,  
 Margaret Fulton  
 Social Workers  
 Gcobisa Ngalo, Noceba Mapeyi  
 Social Auxiliary Worker  
 Ethel Dyabuza  
 McMasters Family Counselling Facilitator  
 Cecelia Robins  
 Mens Group Facilitators  
 Louis Gaum, Elizabeth Petersen, Zain Young, Monde  
 Mgwele, Dumisani Nqina, Sally Fielles, Frances  
 Rogers  
 Khayelitsha Office Aftercare Volunteers  
 Yandiswa Sitonga  
 Community Lay Counsellors: Mitchell's Plain  
 Charmaine Riley, Craig Joseph, Daphne Fortuin,  
 Delia Roberts, Edith Page, Francis Adams, Francis  
 Carelse, Jacqueline Beukes, Jennifer Van Schalkwyk,  
 Koos De Villiers, Linda Hugo, Maria Brown, Martha  
 Moon, Moira Taylor, Natasha Paris, Patricia Hugo,  
 Sally Fielles, Veronica Cloete, Veronica Abrahams  
 Community Lay Counsellors: Fackreton  
 Abdurahman Saville, Cecil Barendse, Dawn  
 Leedenberg, Esther Julius, Felicia Meyer, Glenda  
 Alexander, Harry Guta, Hazel Arendse, Helen  
 Jacobs, Katie Molenso, Laetitia Daniels, Louisa  
 Guta, Malcolm Goodall, Nazli Gabier, Tim Wilson,

Magdalene Jackson, Veronica Mitchell, Walter  
 Jackson, Basil Petersen  
 Community Lay Counsellors: Dunoon  
 Babalwa Gasa, Bonglwe Mntwapni, Caroline  
 Mntuyedwa, Refeloe Lehana, Tozama Mobhayi,  
 Vuyelwa Mxanda, Yandiswa Noyabo  
 Community Lay Counsellors: Elsies River  
 Chantal Bruckner, Charlene Christopher, Charmaine  
 Ryan, Jeanette Strydom, Lavona Williams, Margaret  
 Ruiters, Michelle Demas, Patrick Van Wyk, Vivienne  
 Van der Horst, Winston Sives  
 Sisonke Trainer/Managers  
 Thandazile Xulu, Thembekile Nxesi  
 HIV & AIDS PMTCT/HCT/Adherence Counsellors  
 Nomazotsho Xhamlashe, Ncebakazi Tiya, Amanda  
 Dickenson, Noxolo Langa, Robert Twalo, Lindiwe  
 Madasi, Sabrina Jeffries, Vivian Tshingane, Thobeka  
 Sotiya, Nomaxabiso Baleka, Thozama Mvula, Louisa  
 Ben, Nesizwa Cotiyana, Lungiswa Lukani, Shirley  
 Lese, Falka Norodien, Zukiswa Mose-Dano,  
 Mandisa Magodla, Babalwa Mdatyulwa, Belinda  
 Williams, Kutala Booi, Khotso Mokotso, Olivia  
 Phela, Cynthia Emmanuel, Ellen Knight, Kathy  
 Andrews, Lungiswa Mzondo, Daphne Fredericks,  
 Noloyiso Fesi

## Executive Committee

Chairman: Greshen Chetty  
 Vice-Chairman: Vusi April  
 Treasurer: Henk Mulder  
 Members: Wonga Mampana, Joy Warries  
 Secretary: Nomfundo Ntoyanto

2011-2012 Audited Financial Statements Are Available On Request From FAMSA WC  
 Bank Details  
 ABSA Bank  
 Claremont Branch  
 Branch Code 421109  
 Account Number: 360 322 572  
 Vat Registration Number : 4920124478  
 NPO Number: 002 888 / PBO Number: 930006613





# Families South Africa

the relationship people

## OBSERVATORY

9 Bowden Road

Observatory 7925

Tel: (021) 447 7951 / 082 231 0373

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Web-site: [www.famsawc.org.za](http://www.famsawc.org.za)

## BELLVILLE

15 Fairway, Vredelust

Bellville 7530

Tel: (021) 946 4744

Fax: (021) 946 4793

E-mail: [tygerberg@famsawc.org.za](mailto:tygerberg@famsawc.org.za)

## KHAYELITSHA

49 Ntsikizi Street, Ilitha Park

Khayelitsha 7784

Tel: (021) 361 9098

Fax: (021) 364 0231

E-mail: [khayelitsha@famsawc.org.za](mailto:khayelitsha@famsawc.org.za)

## MITCHELL'S PLAIN

Mini Mall, Symphony Walk, Town Centre

Tel & Fax: +27 21 391 6015

Cell: 073 0564 789

## FACTRETON

Room 5, SHAWCO Building

155, 12th Avenue, Kensington

Tel: (021) 593 8074

## DUNOON

48 Siyabonga Street, Dunoon

+ Freedom Road, Joe Slovo Park

Tel & Fax: +27 21 556 1945

## ELSIES RIVER

Elsies River Multi-purpose Centre

Halt Road, Elsies River

Tel & Fax: +27 21 9330192