



**FAMSA** Families  
Western Cape South Africa

the **Relationship** People

65<sup>th</sup> Annual Report 2012 - 2013

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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.

## Vision

The national leader in services that enhance relationships.

## Mission

To support individuals, families, organisations, communities and society to build, restore and sustain functional relationships.

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## Offices

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### DUNOON

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### ELSIES RIVER

Elsies River Multi-purpose Centre  
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# Chairman's Report

It gives me great pleasure to once again present FAMSA Western Cape's Annual Report on the past year's activities. This year, we focus particularly on our beneficiaries – the reason for doing the work that we do. In this report we highlight the extent and output that our fantastic team has accomplished throughout the year. However, it is important to know that the work is meaningful – that it is making an impact and changing peoples' lives for the better. We give all of our beneficiaries the chance to evaluate our service, but a number of clients have been kind enough to put in writing how FAMSA has impacted on their lives. I would like to extend our thanks for the valuable feedback we have received, as feedback enables FAMSA to improve our service - to see what works and what doesn't.

Forming the core of FAMSA Western Cape's work, FAMSA's counselling service has reached 11 460 people and families in need, and our statistics confirm that the majority of cases revolve around relationship/family and emotional struggles, followed by difficulties with children and infidelity, which could in certain circumstances be an outcome of not dealing with problems within the relationship. Sadly, bereavement and trauma are significant in the statistics, perhaps reflecting the realities of life, and to an extent, the society in which we live. Domestic violence, in its'

various forms, underlies the fact that with many of the clients seen by our counsellors, abuse in one form or another is occurring in their relationships. Often, the seeds of this behaviour are sowed as children, being caught up in the intergenerational cycle of violence and revealed at FAMSA by a concerning increase in the number of bullying cases seen by our counsellors. Substance abuse is so often intermingled with relationship/family problems and abuse, and our families in the Western Cape often present this as a scourge that devastates communities and prevents growth and the development of safe and healthy environments in which children can grow up. On a more encouraging note, FAMSA's Prepare/Enrich programme for those that are preparing for marriage or who want to improve their relationship, continues to be popular with clients.

I would like to commend all of FAMSA's professional and lay counsellors for their commitment, the quality of their service and for helping to make this organisation a welcoming, safe and nurturing environment where relationships are healed. FAMSA's HIV counselling project continues to support people that are infected or affected by HIV and AIDS/TB, providing HCT (HIV Counselling and Testing), adherence, PMTCT (Prevention of Mother to Child Transmission) and follow-up counselling services. FAMSA is part of the DOH's (Department of Health's) roll-out of TB integration aimed at forming a more holistic health and counselling service, having been initiated in 2012 at the Langa Clinic and being extended to other facilities over the coming year. FAMSA is proud to be part of this vital initiative and I congratulate the HIV programme for their contribution towards the fight against HIV and AIDS/TB. FAMSA Western Cape's training department, FAMtrac, has

contributed significantly to our national vision of being the 'Leader in Services that Enhance Relationships'. Over the past year, FAMSA has successfully applied for CPD points for most of our trainings, as well as the Supervisors Forum. This has resulted in an increase in numbers attending the trainings. Well-done to this team, as FAMtrac is income-generating and contributes to organisational funding - which is much needed as a welfare organisation.

Finance is an ongoing concern in the NPO sector, and as an NPO FAMSA Western Cape is indebted to our funding partners and donors, as without their contributions, we would not be able to offer the services and make the impact that we do. We thank our partners and donors for the trust and belief in the value of our work.

FAMSA would never be able to accomplish all that it does without the hard work of our support staff, who take the administrative burden off the counsellors and trainers and ensure the effective functioning of this organisation. A special thanks too, to my team, the Executive Committee, who contribute to effective governance and serve FAMSA Western Cape as volunteers, giving up their personal time to assist the organisation. Lastly, I would like to thank Noelene Blekkenhorst, the Executive Director, who has steered this organisation through a very trying time in the NPO sector and who continues to strive to guide FAMSA to achieve even greater heights.

Greshen Chetty  
Chairman

Bank Details            2012-2013 Audited Financial  
ABSA Bank            Statements Are Available On  
Claremont Branch    Request From FAMSA WC  
Branch Code 421109  
Account Number: 360 322 572  
Vat Registration Number: 4920124478  
BHF Number: 0900090059684  
NPO Number: 002 888 / PBO Number: 930006613

Provincial Department of Social Development   NLDTF (National Lottery Distribution Trust Fund)   Community Chest Western Cape   Provincial Department of Health   E/LBW Maskew Miller Trust (Administered by the Maitland Trust)   Exactmobile   Lynette Croudace Fund (Administered by the Community Chest)   Suiderland Fishing Division – Pioneer Fishing (Pty) Ltd   JET Lee Will Trust   K Pelzer   L Halliday   Media 24   Firefly Advertising   Blackmoon Design & Advertising   G&M Tangerding   J&M Schoppe   Emplast Engineering   J Schormann   T&C Schlenz   St James's Church Picadilly   Protea Hotels   Ster Kinekor   T Raats   Lodge Concord   E Ahlers (Bevryde Sappige Vroue)

## Donors

# Director's Report

FAMSA's purpose is to actively contribute towards the creation of healthy and effective functional families as the cornerstone of a stable prosperous society and nation.

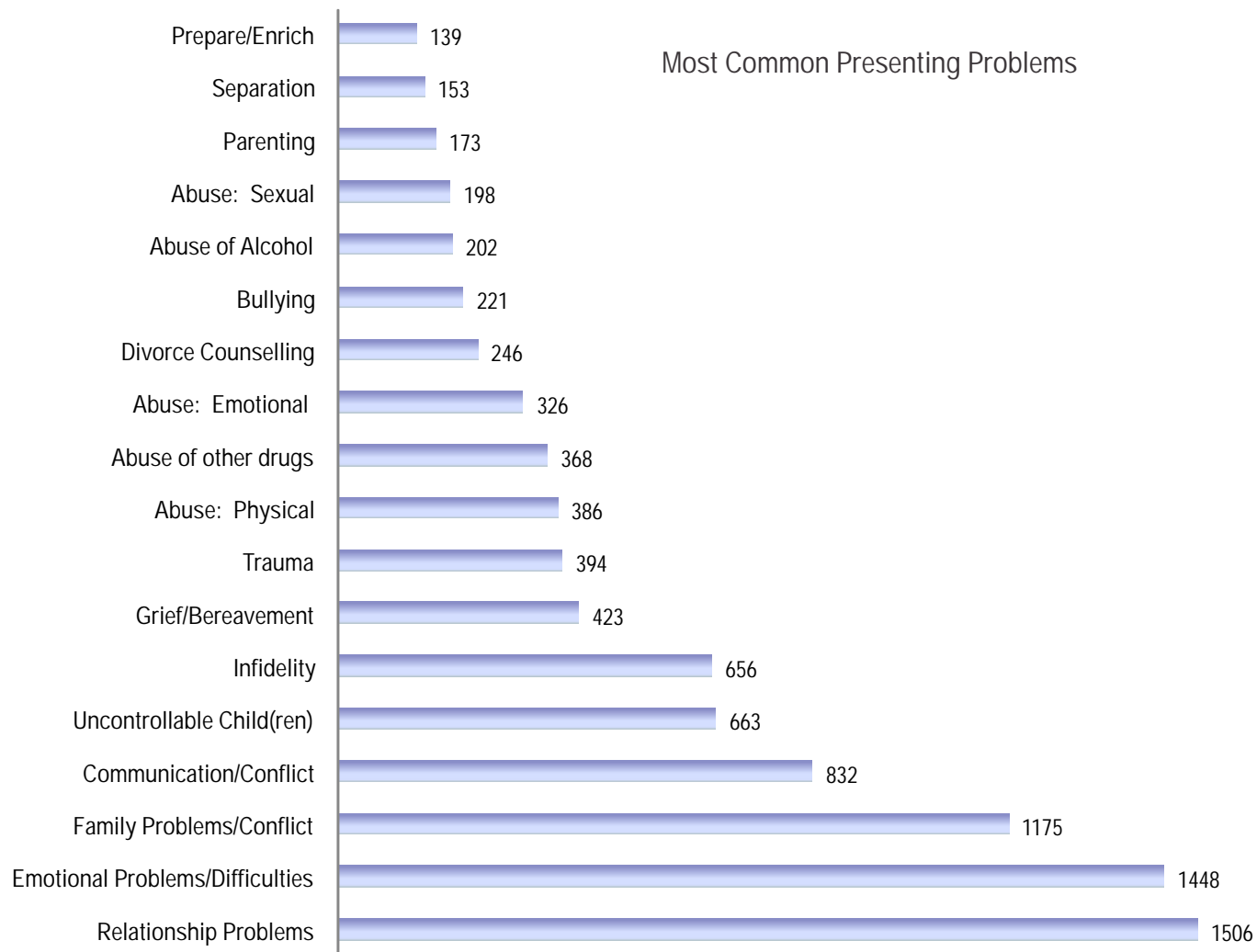
Families are at the heart of FAMSA's mission to support individuals, families, organisations, communities and society to build, restore and sustain functional relationships. Families in South Africa are faced with many challenges which impact on the wellbeing and productivity of society as a whole. "Dysfunctional behaviour within the family and the disintegration of family life impact on the wellbeing of family members and lead to moral decay in families. This is particularly so where there are high levels of unemployment" (Department of Social Development, 2011). FAMSA's role is to build sound relationships in families – in their various forms, and communities.

Promoting healthy relationships has significant benefits not only for individuals, but also to society as a whole. We have no statistics as to what relationship breakdown costs South Africa, but it makes economic sense to prevent such breakdown in the home, society and the workplace.

"The strength of a nation derives from the integrity of the home".  
Confucius

FAMSA has experienced great financial difficulties this past year, but we continued rendering an integrated and holistic approach through our therapeutic, educative and preventative services. The greatest asset that FAMSA Western Cape has as an organisation is our highly experienced and committed staff and volunteers. We all work towards our one common goal to provide a professional and high quality service to our beneficiaries. I wish to thank the Executive committee, the staff and our wonderful volunteers for their hard work and their commitment to our organisation.

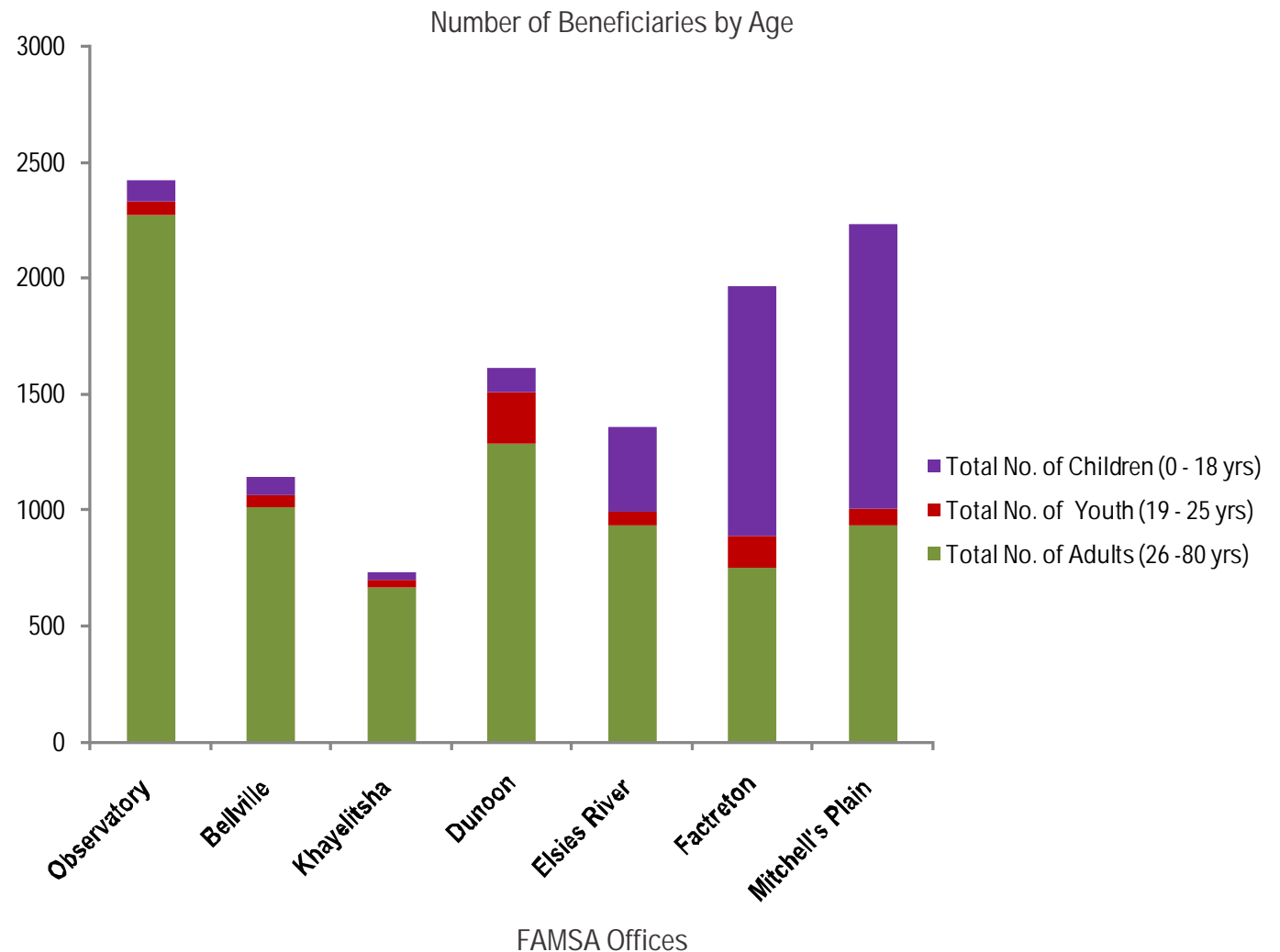
Noelene Blekkenhorst  
Executive Director



# Clinical Services

At FAMSA Western Cape, we are proud to have sustained a high quality service by having systems in place that help to maintain staff loyalty and commitment to remain employed at FAMSA. This has become increasingly more important due to the shortage of funding experienced in the NGO sector. FAMSA Western Cape is known for providing excellent care-for-the-carer and supervision that has, for some time now, also been offered to outside professionals. Employees are supported with career development prospects within the organisation where they receive the necessary mentoring and coaching to equip them with their tasks. Other staff development opportunities, such as first-rate In-service Trainings and a Supervisor's Forum that is CPD accredited (and now also open to outside professionals) are also available. In line with our mission statement, we support our staff to build, restore and sustain healthy, effective and functional families. To this end the staff can access all FAMSA's professional services such as Preparation for Marriage, Divorce Mediation and Trauma Support via the FAMSA Employee Wellness Programme. A generous Family Responsibility Leave gives staff extra time to spend with sick children and elderly parents. FAMSA provides superb working conditions for staff to maintain a healthy work / family balance by offering flexi office hours and when appropriate, permission to work from home. Over and above the Family Responsibility Leave, staff may also bring their small children to work during school holidays when they have no crèche facilities available. All of the above contributes towards FAMSA being the preferred Service Provider for professional and lay counselling for the public, for training professionals and lay counsellors, for supervising and mentoring professionals and lay counsellors, and for partnering with government and other organisations.

Daleen van Staden  
Head: Clinical Services





# Clinical Services

## Client Feedback

"Thank you for not judging me but listening to my story".

"I had lost hope in life, but that has all been revived, thank you".

"You have helped me realize that I cannot change my past but I can certainly do things differently for my future".

"I came to realize that losing someone close to my heart cannot be the end of the world - I picked up pieces and life goes on, thank you".

Ntombi Sigonya  
 Manager: Khayelitsha Office

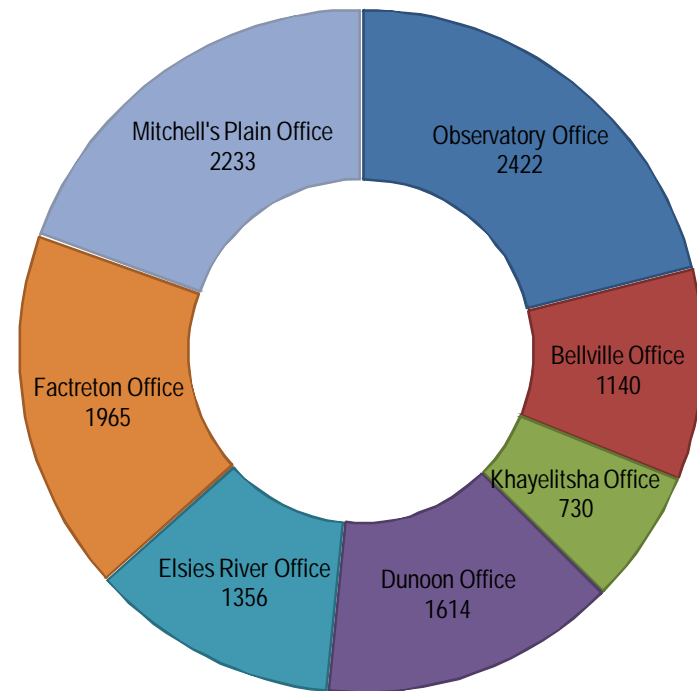
## Counselling Khayelitsha Office

FAMSA Western Cape's Khayelitsha Family Counselling Centre offers professional counselling services, delivered by social workers and servicing the Khayelitsha area. As an early intervention, we provide care and support services to individuals, couples and families. We see couples and families with relationship problems resulting from a number of different factors i.e. communication breakdown, family violence, marital infidelity, divorce, parenting problems,

poverty, grief/bereavement and trauma. Children mostly present with behavioural and drug problems. Many of our individual clients suffer from emotional difficulties i.e. anxiety, depression and other stress related problems. Quite concerning is that lately we have been confronted by a problem of youth wanting to commit suicide. FAMSA doesn't only deal with people who are having trouble with their relationships, but also offers a marriage preparation and enrichment service – helping to prevent problems within the marriage, or improving on an existing relationship. Over the past year, referrals for this service have come from a local Church.

During the financial year 01April 2012 to 31 March 2013, 730 people have benefitted from FAMSA's professional counselling service at the Khayelitsha Family Counselling Centre.

Number of Beneficiaries 2012/13





# Family Awareness

## Khayelitsha Office

With emphasis on the role and significance of families, this is an annual integrated awareness programme organised by FAMSA Western Cape's Khayelitsha office, together with other service providers in the community. The aim of the event, which took place in Makaza, Khayelitsha on the 15th of June 2012, was to strengthen families by raising awareness on the various services/resources available to them in Khayelitsha. The day started with a workshop, followed by distribution of pamphlets. A total of 200 people were reached.



# Counselling

## Observatory Office

This past year at the Observatory office has been one in which we have seen, both, settling and consolidation, as well as using creativity to stretch scarce resources. An example of this was when we were short of sessional workers and did not have funding to increase our complement so we approached those who had expressed an interest in doing sessional work to become involved as volunteer sessional workers. So it was that we welcomed Raella Abel, Penny Middleton and Priscilla Clarke as volunteers. They have joined the other volunteers Andrea Eckstein and Margaret Fulton in making a huge difference. We are also so grateful to our other dedicated sessional workers: Ingrid Elte, Tammy Rowan, Lezelle Peters, Anita Grant, Beatrice Kidd, Conrad Steward and Annie D Olivera-Jollivet for their dedication and working under difficult circumstances, especially during the building alterations. We also welcomed Shelley Horwitz and Muriel Kossman back to the team.

Our dedicated front line team of Gloria Mashinini-Motsapi and Lynette Daniels as well as our after-hours receptionist Vincent Roberts, play such a valuable role in helping the clients feel at ease from their very first contact, whether they call or walk into our office.

Thank you to all the counselling team at the Observatory office for their commitment to making a difference in peoples' lives.

Over the past year we have noted a few trends emerging:

- We have seen an increase in requests for mediation. The number of mediation sessions has increased substantially and we are grateful that parents are looking towards a more mediated and negotiated settlement which we hope will be in the best interests of the children and the parents. Clients are also more aware that our FAMSA counsellors are able to negotiate parenting plans.

- We are concerned to note an increasing number of families torn apart by the use of drugs, especially tik, and have seen an increased number of clients traumatised by gang-related traumas and deaths.
- We are also having increased requests from parents wanting to send their children to us. We always explain that we work with families and not with children on their own. It does seem that because facilities caring for children on their own are so stretched and waiting lists are long that people turn to FAMSA for help. Our response is to see the families with the children and to focus on the families.

## Going forward

In life change is inevitable, so even at the time of writing we are seeing changes with some of our sessional workers moving to work at FAMtrac. We are sure that the benefit of their clinical training and experience will serve them well with an understanding of what the trainings we offer are about. We are often asked in clients' feedback about Saturday morning counselling. We are actively involved in making this a reality using the resources we have available and hope to make an announcement about this soon.



Pauline Sevitz  
Counselling  
Manager: Observatory Office

## Counselling Observatory Office



Dear FAMSA

I have been attending counselling at FAMSA Western Cape since the end of 2010. After months of avoidance, I found the telephone number and made the call. I was grieving the loss of my father who died in June 2010 from Motor Neuron Disease. I had no knowledge of the grieving process, no guidance and I was trying to push forward in a competitive world where no one really stops to feel your pain. I struggled to get myself to counselling - I couldn't find the time, the energy or the money. My relationship with my fiancé started to become affected, my work took a dip and I lost my natural desire to live life fully. I started sleeping all day, after a full night's sleep, I became antisocial and my goals started to become blurred. I needed change. My fiancé prompted my first session by paying for me once I made the booking. Since my first

session in 2010, I have been through many experiences, many phases that would have, prior to counselling, probably rocked my world entirely. Rebuilding family relationships and dynamics after a death of a family member takes time and focus. Each session I was allowed the space and time to sort through and organise myself, my perception of myself and my environment, which helped me to start reconstructing myself and relationship with my family. Simultaneously, my fiancé and I were attempting to create our own life, our own values and ideals. We kept on putting ourselves and our relationship on hold to deal with all the other "stuff" going on around us.

In the winter of 2012, my counsellor suggested that I look into the Prepare and Enrich Programme offered at FAMSA. She mentioned that it would be through another counsellor. The point that the Prepare and Enrich programme does not judge your relationship or tell you if it is going to work out or

not, made sense to me. Rather, the programme highlights differences in expectations, ideals and experience from each person's upbringing that they might bring into the relationship. Once these differences are highlighted, the couple go through four sessions with the counsellor, learning practical ways and skills of communicating. My husband and I have been married for less than a year, but we have been living together for seven years. The Enrich programme has helped us create order in our home, our communication channels have opened and we feel supported by the skills we have acquired through the programme. I went from bereavement counselling, to everyday functional guidance, to marriage preparation and enrichment. I feel that my time with FAMSA has been the most rewarding experience!

Tamryn  
Client of Pauline Sevitz

Dear FAMSA

I have been coming to FAMSA for plus minus three months. When I started coming I was an emotional wreck but thanks to dedicated people, I have become the person I used be. Strong, independent, able to stand up for myself, not allowing anybody or anything to get to me. FAMSA is an organisation that we cannot do without because we cannot afford the fees of private practices. My son has also benefitted tremendously from the support he has been receiving from your dedicated

staff. He is a different person after coming for three months. I have been telling people what a good organisation FAMSA is. It really takes special people to do the work done by FAMSA. Thank you from the bottom of my heart for helping me to take back my life and be strong for my child. Thank you, thank you, and thank you. God Bless!

Client of Tammy Rowan (Sessional Worker)



# Counselling Presenting Problems

Top 13 Presenting Problems per Area (from highest to lowest)

OBSERVATORY	BELLVILLE	KHAYELITSHA	DUNOON	ELSIES RIVER	MITCHELL'S PLAIN	FACTRETON
Relationship Problems	Relationship Problems	Relationship Problems	Family Problems / Conflict	Family Problems / Conflict	Emotional Problems / Difficulties	Emotional Problems / Difficulties
Communication / Conflict	Emotional Problems / Difficulties	Family Problems / Conflict	Relationship Problems	Infidelity	Uncontrollable Child(ren)	Family Problems / Conflict
Emotional Problems / Difficulties	Communication / Conflict	Emotional Problems / Difficulties	Trauma	Abuse of other drugs	Family Problems / Conflict	Uncontrollable Child(ren)
Family Problems / Conflict	Infidelity	Communication / Conflict	ARV Counselling / Support	Relationship Problems	Grief / Bereavement	Communication / Conflict
Infidelity	Family Problems / Conflict	Infidelity	Abuse: Physical	Uncontrollable Child(ren)	Communication / Conflict	Grief / Bereavement
Prepare / Enrich	Step Relationships	Abuse: Physical	Unemployment / Employment Problems	Communication / Conflict	Trauma	Abuse: Emotional
Divorce Mediation	Grief / Bereavement	Separation	Abuse: Emotional	Bullying	Infidelity	Abuse of other drugs
Depression	Parenting	Abuse: Emotional	Abuse of Alcohol	Emotional Problems / Difficulties	Abuse: Physical	Relationship Problem
Grief / Bereavement	Trauma	Grief / Bereavement	Rape	Trauma	Bullying	Bullying
Abuse: Physical	Abuse: Physical	Divorce Counselling	Abuse: Sexual	Divorce Counselling	Divorce Counselling	Abuse of Alcohol
Divorce Counselling	Divorce Counselling	Failure to Maintain Child	ID Application	Abuse of Alcohol	Abuse of other drugs	Life Stage Issues
Trauma	Prepare / Enrich	Trauma	Emotional Problems / Difficulties	Abuse: Physical	Abuse: Sexual	Neglect
Separation	Abuse: Emotional	Uncontrollable Child(ren)	Communication / Conflict	Neglect	Abuse: Emotional	Infidelity

# Counselling

## Belville Office



In 2012/13 1140 clients received intervention at the Bellville Office during the reporting period. This is 208 clients more than the previous financial year - therefore, an indication that there is a demand for this service in the Northern Suburbs of Cape Town, the area we service. This was achieved with only four sessional workers during the year, as well as two volunteers who joined the team during the last quarter of the financial reporting period.

In line with previous years, the biggest drop in

numbers of new clients occurred during the months of December and January, with the highest number of clients being seen during the 2nd quarter of the year, i.e. July to September. Throughout the year we work with a waiting list. Sometimes this list gets as long as 25 people waiting for an appointment. Mostly, they are assisted with an appointment very quickly (as a result of a cancellation). However, at other times, people have to wait several weeks before they can be accommodated. Again, this is an indication that there is currently a great need for family/relationship counselling services – greater than we can meet at the moment, it seems. It would therefore be very beneficial if there were more sessional worker posts available to provide this fundamental support.

### Client satisfaction

A total number of 186 Client Feedback Forms were collected during this year indicating 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.

Some of the suggestions of clients includes:

- More offices (more counsellors).
- EFT facilities at offices.
- Refreshments while you wait in reception.
- Chairs are not comfortable.

### Networking

As Manager of the Bellville Office, I attend the Bellville Network – 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, members who are experts in their fields also share their knowledge and skills in the form of Continuous Professional Development activities. In this way, this network assists in the ongoing task of ensuring ethical and professional quality of services to all clients.

Tiana Bester  
Manager: Bellville Office



# Community Lay Counselling

In spite of being constrained significantly by a lack of funding for reimbursements, training and Care-for-the-Carer during 2012/13, all of the 53 Community Lay Counsellors (CLCs) stayed with the programme! The CLCs are committed and loyal to FAMSA Western Cape. Many often testify of the change FAMSA has made, and still makes, in their lives. We are delighted that for 2013/14, we have received funding from the NLDTF, which will make an enormous impact on this programme in the coming year. In accordance with all aspects of FAMSA Western Cape's work, the core business of the CLC Programme is 'Relationship Building'. The 10 highest presenting problems identified by this programme through first line counselling were: Family Conflict; Uncontrollable Children; Substance Abuse; All Relationship Problems including

Communication/Conflict and Marital Infidelity; Trauma; Grief; Bullying; and Physical Abuse. Lay Counselling, as a first line intervention, cannot be underestimated. Early identification of problems by the Lay Counsellors can result in the prevention of tragedies. Therefore the CLCs were trained in counselling women in the Peri-Natal Period, which is from conception through pregnancy, until the baby is one year old. The focus is specifically to identify warning signs of mental health problems, and refer for specialised treatment. As FAMSA Western Cape specialises in family / relationship counselling, 20 CLCs attended a specially organised in-service McMasters Family Counselling Training, to enable them to work more efficiently with families.

Counsellors work at the offices, as well as at local schools or other venues. In 2012/13 FAMSA's CLCs were active in the areas of Dunoon, Facticeon, Mitchell's Plain and Elsie's River, where FAMSA satellite offices are situated. Further inroads have been made with this programme, as this is the first year that the CLC's were able to start to offer this service at schools in Elsie's River, where there is a great need for short term counselling and referral. Furthermore, we have formally extended our counselling service to Joe Slovo Park. Our dream of the previous two years came true! We are so excited to announce that thanks to funding received from the NLDTF and ground provided by the City of Cape Town, a double container was set up in Joe Slovo Park, Milnerton as a counselling venue for the Dunoon Office. CLCs have already started to offer counseling with the additional benefit that this venue will also be used for HIV testing and counselling in 2013/14, being set up as FAMSA's first Non Medical Testing site. In spite of threats by community members to damage the container, as many of the surrounding containers were vandalised due to Xenophobia in the area, FAMSA Western Cape has already become known in the community and is seen as an important resource and service.

Harry Guta and myself, Nazli Gabier, both Community Lay counsellors at FAMSA's Facticeon office, have both been selected to attend a Social Auxiliary Work course through CEFA (Continuing Education for Africa).

We are two of ten lay counsellors at FAMSA who have received bursaries by an unknown sponsor. We received these bursaries due to the fact that we are doing voluntary work at FAMSA and as CEFA has nominated our organisation to receive the bursaries. We are eternally grateful for this opportunity, and there are no words to describe our absolute gratitude that FAMSA is allowing us to do our internship for the full year at their offices.

We would like to express a special thank you to Annatjie Wait, our Community Lay Counsellor Manager and our mentor for putting in extra time to support, assist and mentor all ten of us in her very busy schedule at work including two other learners who could not receive their accreditation for their studies at ISWA (

Once again, I am sincerely grateful to FAMSA, and hope and trust that we will be a benefit to the communities we serve.

Nazli Gabier & Harry Guta  
Community Lay Counsellors: Facticeon Office



# Community Lay Counselling

Over and above counselling, CLCs are still actively involved in the community presenting workshops, including Parenting Skills, Male and Female Identity and Marriage Enrichment, as well as raising awareness and educating the public through events and talks. The CLCs managed to dramatically exceed their target for Parenting Skills, which is a fantastic achievement.

Parenting Skills Workshops	Number of Parents Reached
Parenting skills	370
Parenting skills for teenage parents	251
Marriage preparation / enrichment workshops	22

FAMSA Western Cape has for many years, advocated for our CLCs to gain an accredited qualification. Unfortunately, funding constraints made this very difficult - along with the limited number of accredited institutions, and unexpected changes in accreditation status/guidelines of the South African Social Services Professional Council. We were then delighted that 10 CLCs were recruited and are being trained by CEFA as Social Auxiliary Workers, while sponsored by another donor. Selected CLCs have to do 1200 notional hours practical work at FAMSA Western Cape at the CLC offices.

Annatjie Wait  
Community Lay Counselling Manager





# Community Lay Counselling

## Message from the Mitchell's Plain Office

FAMSA's new office in the Mini Mall, Town Centre, Mitchell's Plain has become so well known that the Department of Justice refers clients almost on a daily basis, especially from the Interdict-Court. People are encouraged to see a FAMSA counsellor before an interdict is granted. We even had a visit from the Control Prosecutor and Intermediary (the person who compiles the court preparations for the victims who are sexually abused).

We also get many drop-ins at this venue and have noticed that many clients need assistance with drug abuse. However, as we specialise in relationship/family counselling, we listen and then accompany them to "the Cape Town Drug Centre", which has an office just outside the Mini Mall – at FAMSA, no one is turned away. As far as substance abuse goes, we provide assistance with family issues that arise from the substance abuse. This year, our office has seen an increase in trauma debriefing cases. This is mainly due to the many muggings in and around Mitchell's Plain.

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



Dear FAMSA

My naam is Patrick Petersen. Ek is 41 jaar oud met vier kinders. My werk het my na FAMSA toe verwys om rede my vrou wou my skei. Toe ek die eerste keer by FAMSA aangemeld het, was ek baie hartseer. Ek het gevoel om nie meer te lewe nie. Ek het twee keer oorweeg om selfmoord te pleeg. Ek het n baie gawe behulpsume dame by FAMSA ontmoet. Haar naam is Sylvia. Met my eerste sessie het sy my seer gesien. Sy het presies geweet waardeur ek gaan en het dit saam met my gevoel. Sy het my baie bemoedig. Die tweede keer het dit n bietjie beter gegaan. Ek het omtrent vier sessies met Sylvia weg en dit gaan elke keer beter met my. Ek moet sê dat Sylvia uitstekende werk doen.

Dear FAMSA

My name is Natasha Muller I'm 27 years old and had a session with an amazing lady Sylvia at your offices in Mitchell's Plain. It helped a lot, she listened and gave advise and hugs. I see myself in her chair any time soon. I am a people's person and have a heart for children. I'll do some research from today on and see where I need to start.

Have a BLESSED DAY GOD BLESS  
Regards Natasha

# Community Lay Counselling



Francis Adams works at the Mitchell's Plain office

## Message from Factreton Community Lay Counsellors

Nazli Gabier - The gratitude shown by adults for counselling and workshops done, also the workshops done at the schools are over-whelming for me.  
 Basil Petersen - working with a team that is committed and dedicated, not shy to express their passion toward their work and people. Great to be part of an excellent team!  
 Cecil Barendse - My passion was always to do community work, and then I found FAMSA, who gave me the training to follow my passion.  
 Dawn Leedenberg - I am equipped with a toolbox in order to work in the community because of the training, supervision and workshops, which I have received from FAMSA.  
 Felicia Meyer - FAMSA taught me to listen with understanding, which I apply with my clients and in my own personal life  
 Harry Guta - Wow! I'm still around in this beautiful organisation FAMSA that allows me to be an agent of change and to serve the community with knowledge, to empower people, enriching their respective lives.

Hazel Arendse - The feedback from clients proves that we as Lay Counsellors are much appreciated.  
 Helen Jacobs - Thank you to FAMSA for letting me grow as a Lay Counsellor through their training, supervision and mentoring.  
 Esther Julies - People are not interested about how much we know, until we show them how much we care.  
 Katie Molenso - FAMSA is a life-line in a very desperate situation.  
 Mercia Marsh (Community Lay Counselling Co-ordinator: Factreton Office) - Through the hard work, dedication and feedback, which we receive from clients, it is clear that our Lay Counsellors are doing much appreciated work in our community. We will always be grateful for the sponsors for their contributions that enable our Lay Counsellors to receive trainings and reimbursements for the work that they do.  
 "The great and glorious masterpiece of humanity is to know how to live with a purpose" – MONTAGUE

Dear FAMSA

I would like to thank this organisation for allowing me to be part of making a difference in our community. However, it is time for me to do self awareness - due to medical reasons I'll be taking time off indefinitely, counselling has helped me to heal from my past hurts, and have a purposeful life - which made me want to put on perfume, a nice dress, lipstick and confidently be a pillar of support for those who are hurting and perplexed. So I CANNOT SEE MYSELF SITTING BACK DOING NOTHING! I WILL BE BACK SOON!  
 Kind Regards to all in FAMSA, Annatjie, Sylvia and all lay counsellors. Thank you.

Love, Jacky  
 Community Lay Counsellor: Mitchell's Plain Office

May I listen to your worries?  
 Though you feel despair,  
 If you talk with me for a moment,  
 You will see that I care,  
 Please share your sorrow with me,  
 Don't be ashamed to shed a tear,  
 I'll listen to your worries,  
 Try to help remove the fear,  
 I cannot solve your problems,  
 This is something you can do,  
 But talking through your worries,

May give you an overview.  
 Perhaps within the silence,  
 You might just be aware,  
 That deep within that silence,  
 Is someone else who cares ...  
**FAMSA THE PEOPLE WHO CARE,  
 THE RELATIONSHIP PEOPLE**

By Lavona Williams:  
 Community Lay Counsellor  
 Elsie's River Office





# Community Lay Counselling

## Door-to-Door Campaign:

Resource Awareness Day in Factreton & Kensington (02 November 2012)

The aim of this day was to distribute a Resource List consisting of contact details of all organisations offering services in the Factreton/Kensington area as well as the FAMSA services leaflet. Comments from community members included the following:

"A resource list is long overdue".

"So grateful for the service".

"People are proud of the work of the community lay counsellors, they are doing a super job".

Sadly, when the fridge magnet was issued at one house, the person responded, "I don't have a fridge".



In addition to distributing the lists door-to-door, 120 lists were distributed to learners who had taken part in FAMSA's Male/Female Identity workshops. Counsellors also handed out lists at the Clinic, Day Hospital, Police Station, Library, SASSHA and DSD (Department of Social Development). The list was also emailed to the chairperson of the Kensington/Factreton rate payers association. He forwarded it to a further 400 people on their data base. A successful awareness-raising event!



# Community Lay Counselling Awareness and Information Sharing day Community Services and Resources

FAMSA's Mitchell's Plain Co-ordinator, Sylvia Hulbert, and her CLC volunteers, invited organisations from the Mitchell's Plain area to take part in a community awareness and information sharing day, highlighting community social services and resources available to people living in the area. The event took place at the Eastridge community hall in Mitchell's Plain. Organisations taking part included: FAMSA Western Cape, Safeline, SAPS (Social Crime Department), Advice Office, Crisis Line, ACVV and Mitchell's Plain Care Centre. Representatives of each organisation gave the audience an overview of their services. UWC drama students presented an emotional and thought-provoking play with a message about taking back your power when there is abuse in the family – "From victim to survivor". FAMSA's CLCs also provided meaningful entertainment for the audience as they presented a comedic role-play showing a dysfunctional family, ending on a more serious note, indicating that people could go to FAMSA for assistance with family problems. On a lighter-hearted note, the audience was delighted to watch children from a local crèche, who performed songs and dances.



FAMSA's CLCs were asked to present an Employee Wellness Programme for workers on the Zandrug Farm outside Clanwilliam.



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# Trauma and Employee Wellness Programme (EWP)

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Each year the AGM report provides the opportunity to reflect on the real impact that we make in the work that we do.

Historically employee wellness work has been criticised for its brief intervention. The argument has gone along the lines of "how much difference can you really make in one session". Our experience would suggest that for the average trauma victim, one session can be life changing for the following reasons:

'I'm going mad!' turns to: 'this experience that I am having in my body, mind and emotions is a normal reaction to an extra ordinary experience'.

'I'm alone.' turns to: 'there are people around me who care and want to support me through this difficult experience'.

'I'm helpless!' turns to: 'I have knowledge about what is happening to me and what to expect over the next few days weeks and months'.

'I can't cope!' turns to: 'with the help and support of people around me my body has all it needs to heal from this traumatic experience'.

So it is that the work we do is often only a part of the support that facilitates the innate human potential to heal. It becomes apparent very early in this profession that we do not hold some magic formula to make people 'better'. We can only facilitate a process to promote healing.

Suddenly the potential of one session become enormous. That one session can provide the scaffolding for the individual to rebuild the bits in between - with the underlying message being that you have the potential to facilitate your own healing with just a few key guiding principles. One client commented at the end of a EWP session that, "now I have the tools to go and do the work". So in one session we don't fix it but can most definitely provide a tailored DIY kit.

Anthony Hawthorne  
Trauma and EWP Manager





# Domestic Violence

## Men Stopping Violence Groups (MSVG)

The Men Stopping Violence Group (MSVG) is FAMSA's perpetrator treatment programme aimed at providing safety and protection to survivors of domestic violence by providing a platform for men to discuss men's issues, anger management issues, and family of origin issues and to challenge stereotypes which contribute to violence in the home. Currently FAMSA runs three groups, namely Observatory, Bellville and Khayelitsha groups which are all held at the FAMSA offices. Each office has a complement of three facilitators, and operates after-hours to accommodate working men. In order to make this service both affordable and accessible, a travel subsidy is offered to men who make use of public transport.

### Observatory MSVG Group

A total of 41 men attended the Thursday night group sessions at Observatory, facilitated by Elizabeth Petersen, Carlo Williams, Francis Rodgers and Laurie Gaum. This figure is less than the previous year. However, the attendance has been much more consistent throughout the year and more men have finished the cycle of 24 sessions. A total of 42 sessions were run throughout the year.

The group maintained a strong core attendance and the luxury of having different facilitators with varying styles allowed for a rich culture to be developed within the group. Many men were thankful for the facilitators' ability to bring the group to the point where they felt it positively influenced their lives.

An area of concern was that there were fewer court referrals as compared to previous years. Even though letters to Magistrates continue as always, many men seem to be passing through the system without a relevant service such as MSVG.

### Bellville MSVG Group

A total of 31 men attended the Tuesday evening sessions at Bellville, facilitated by Tiana Bester, Sally Fielies and Zain Young. A total of forty four sessions were run. The facilitators continue to work hard despite the continuing low numbers, together with the high drop-out rate. Although 31 men are contracted to join the group, few show up on the day, despite the efforts of the facilitators and project manager. A high percentage of the men are referred from the courts, yet they also form the largest percentage of fall-out participants. The motivation of voluntary members is much higher than court-referred members, who also don't seem to mind the consequences of not attending. On a more positive note, the group attendance slightly increased towards the end of the year which is an encouraging sign.

### Khayelitsha MSVG Group

A total of 30 men attended the sessions on a Wednesday evening, facilitated by Ntombi Sigonya,

Dumisani Nqina and Monde Gwele. An unconfirmed number of these are court-mandated as the group receives very little support from the Khayelitsha Magistrates Court. A total of 40 sessions were held over the year.

Although smaller than Observatory group, the attendance remained very stable throughout the year. This group experiences many challenges as the men often work outside the community and are therefore affected by travelling and making it to the sessions on time. Also, with the increased incidents of taxi, train and bus strikes in 2012, it was incredibly difficult for those who make use of public transport to attend.

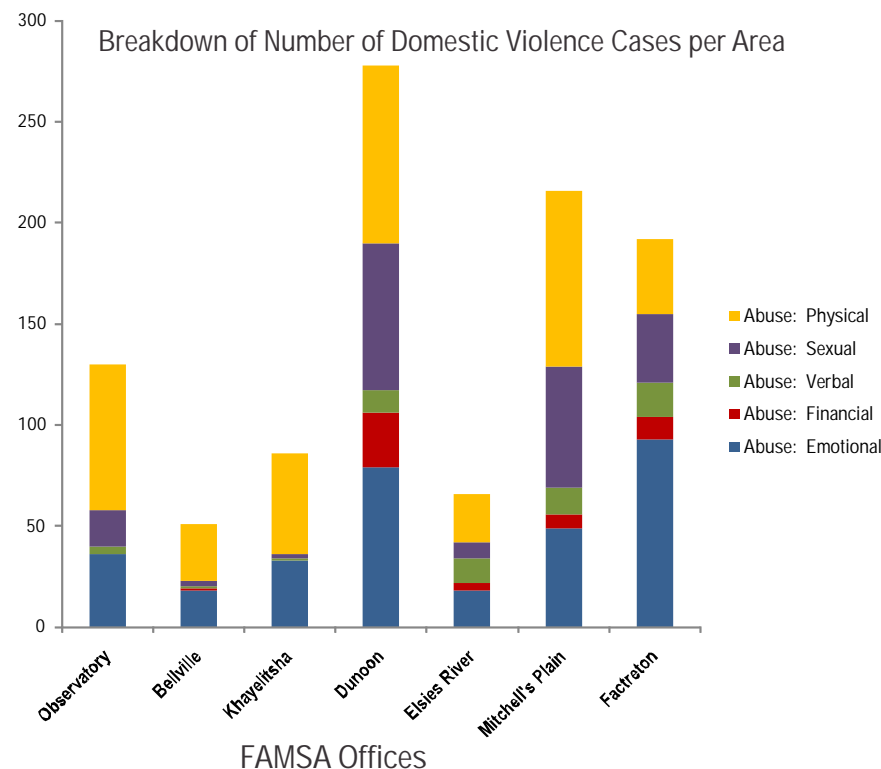
For this group, an area of concern is the lack of support from the Khayelitsha Magistrate's court. FAMSA intends to try to develop its relationship with the Magistrates, as well as increasing efforts to market the group in the Khayelitsha community.

### Plans for 2013/14

FAMSA Western Cape's CLCs from Factreton and Mitchell's Plain have expressed a need for a MSVG in both areas. The feasibility of setting up additional MSVG groups will be investigated in the coming year, being dependent on the need in the area, as well as on the availability of funds.

Carlo Williams

Junior Domestic Violence Manager



# Domestic Violence

Dear FAMSA

I came to FAMSA voluntarily after the breakup of my relationship with my partner to whom I was engaged to be married. We had purchased a beautiful home together and lived together with her daughter and my son. We were deeply in love and enjoyed a wonderful life. However, the relationship had its difficult moments. I always responded to these difficult moments with abusive behaviours characterised by verbal abuse and other forms of abuse including emotional abuse, general threatening, aggression and intimidating attitude which, on a few occasions, resulted in physical abuse to the extent where I pushed her and once dragged her down the passage. My partner eventually left with her daughter and obtained an interim protection order against me as she felt threatened by me and was fearful of my abusive behaviours. For the first time I began to understand the seriousness of my abusive behaviours and reactions at times of dispute or conflict when I was presented with the interim protection order and had to make representation in Domestic Violence Court. I resisted some of the charges as I felt that they were fabricated for another purpose. There were however certain charges which I recognised as factual and valid. For the first time, I read the Domestic Violence Act and discovered the definitions of abuse. With very mixed feelings but with sincere intentions, I approached FAMSA and attended 2 sessions with Carlo Williams who suggested my participation in group sessions. I committed to 24 weeks of weekly group sessions.

I have now completed my 24 weeks of group sessions at FAMSA under the guidance of Carlo Williams and the other co-facilitators. Apart from my own very painful and emotional 24 week journey, I am completely astounded by the selfless attitude of the facilitators who dedicate time to helping people such as myself with the social

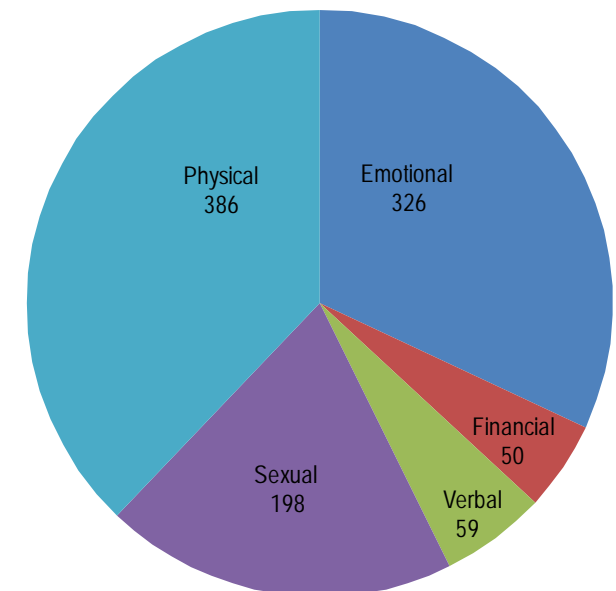
problem of domestic violence and abusive behaviour. The 24 week program included many practical exercises which were profound in helping me understand how my behaviours were inappropriate, wrong and unacceptable in society and has no place in any relationship. The group discussions and the participation of other members in the group contributed in a very positive way to my realisation of how I have hurt myself and, more importantly to me, how I have hurt others. The discussions and challenging questions of the facilitators at times seemed harsh and unkind but have in truth have been so essential in helping me to understand my behaviours and how I would need to address them in the future.

I do not believe I would have come to the place in my life that I now find myself without the assistance and guidance of FAMSA. I am at a place where I understand the destruction I have caused, recognise my abusive behaviours and consider myself accountable and responsible for all of it. I do not blame my ex-partner for any of my abusive behaviours or the incidences that arose. I understand and believe that I have just commenced a life-long journey of behaving differently towards people in general and within my intimate and close relationships specifically. I have been deeply and profoundly touched and humbled by the process that I have undergone through my 24 sessions at FAMSA. I am deeply grateful and appreciative to FAMSA, the co-facilitators and the participation of the other men in the group. I believe the format of the group sessions to be so very helpful. The content of the work and the skill and guidance of the co-facilitators has played a very significant role in what to me has been a very successful and positive experience. I am deeply touched by the contribution that FAMSA has made in my life over this short time and I leave with a sense of the great importance and value of FAMSA in our society. I believe that much needs to be done to effect general change in society and especially in recognising that women are the weaker gender but not the inferior gender. I believe that in my case and in part, without using it as a justification, my past and the environment in which I have lived and been exposed to, is the root of my abusive behaviour. I am left with a sense that there is much societal work that needs to be done to

change the manner in which men are raised and the views and attitudes men have towards women. Increasingly there seems to be societal degradation of issues and values such as respect, tolerance, acceptance and many others. The interventions and assistance such as provided by FAMSA, have contributed so positively in my life and I view FAMSA therefore as a beacon of light and hope in addressing these issues in society by offering assistance to people like me. The enormous and positive contribution FAMSA have played in my life in getting me to commence my journey and maximise my manhood and equipping me for future relationships is of incalculable value to me. It has excited me with hope for my future as a better man, a better partner, a better father and a better member of society and in my workplace. In a world where people throw "stones", I would like to throw "bouquets" and accolades to FAMSA as an organisation and to the co-facilitators specifically as my 24 week program has been one of the most meaningful personal journeys I have undertaken in my 48 years of life.

FAMSA Men's group participant

No. of Clients Presenting with Domestic Violence



# Domestic Violence

Dear FAMSA

Having been a participant in the men's group at the FAMSA - Belville office, I can only thank the staff and the facilitators for the often tiring and frustrating work that they encounter on a daily basis. As a participant of more than 5 months the team of facilitators allowed me (in my own time) to unearth the deeply rooted personal issues which gave rise to significant levels of conflict among my family and in my marriage. If it were not by the grace of God and the professional expertise of the team and the practical tools that they employed during our group sessions, I do not believe that I would have as healthy a relationship that I now have today with my wife, family and the ease

with which I engage with society as a whole. I truly must commend the level of service which was always professional, as I personally did not ever feel judged for being there (by any of the staff or facilitators). The fundamental premise of mutual respect which included observing another's opportunity to speak and/or ask questions without being interrupted or judged was always maintained, while the strictest levels of privacy and confidentiality were also maintained, which undoubtedly facilitated the healing process for us all.

I have to thank the FAMSA benefactors for funding this organisation and the work that it does. I maintain that even IF just one person (i.e. one man) is helped through the work of FAMSA it equates into one less women and/or child and member of society that could potentially come into contact with (his) abuse. Sincerely,

FAMSA Men's group participant



## Fatherhood Project

Recently while fixing a cupboard to the wall I was provided with a valuable life analogy.

While drilling the final hole I had the sickening feeling of the bit going through something soft. My silent prayer was instantly dashed when a cold spray of water hit me in the face - I had hit a water pipe and now what? In the moment I became so obsessed with water getting on the floor that I reached for towels and anything else that might absorb the spillage. It wasn't until a few minutes had passed that it suddenly dawned on me - no matter how much I tried to mop up, the water would keep coming until I addressed the problem at the source.

For several years FAMSA has been engaging men in an attempt to heal the deep-seated hurt which results from the intergenerational cycle of violence. This can at times feel like trying to mop up the water when the mains are still on.

Since the start of 2012 FAMSA has engaged with Sonke Gender Justice and the larger Men Engage Campaign to try and find and bring about healing at the source of this pain. One of the initiatives has been the expectant fathers groups. In this program we aim to reach men before and directly after their babies are born. Research is showing that men who engage with their new born infant are less likely to become involved in risk taking behaviour and are less likely to perpetrate intimate partner violence. Furthermore, research shows that men who develop positive relationships with their children live longer and healthier lives (Sarkadi, 2008; Bartlett, 2004).

It therefore stands to reason that if we want to stop the flood of hurt and anger we can only do that through changing one generation at a time. For us the fatherhood programme is a way to make a change - one father at a time. For every father that forms an intimate connection with his child there is the possibility for one less person either becoming the victim or perpetrator of intimate partner violence.

Anthony Hawthorne  
Trauma/EWP Manager





# Domestic Violence Male/Female Identity Workshops

The Male/Female Identity Workshop is FAMSA's gender awareness education workshop run at Primary Schools in Mitchell's Plain, Dunoon, Facticeon and Khayelitsha. Grade 6 and sometimes grade 7 learners are the targets, and the group focuses on five themes, namely: gender and sexuality, self-identity, domestic violence, identifying feelings and assertiveness. The groups take place in several schools in the Mitchell's Plain, Facticeon, Khayelitsha, Dunoon/Joe Slovo Park and Elsies River communities.

In 2012/13 the workshop was presented at 13 schools, with some consisting of two or three groups.

- Three schools in Dunoon/Joe Slovo Park: Sophokama Primary, Dunoon Primary and Marconi Beam Primary School.
- Three schools in Khayelitsha: Kuyasa Primary, Isiphiwo Primary and Umthawelanga Primary.
- Six schools in Facticeon: Sunderland Primary, St. John's Primary, Wingfield Primary, W.D. Hendricks Primary, Windermere Primary and Kenmere Primary.
- One school in Mitchell's Plain: Jamaica Primary.

Unfortunately no schools were completed at Elsies River due to the CLCs transitioning into the schools.

A total of 1454 learners benefitted from the workshops throughout the year.

Dunoon	342
Khayelitsha	420
Facticeon	517
Mitchell's Plain	175

A new facilitator manual has been developed which has enabled the CLCs, who have been trained to facilitate the course, to present the course in a more structured way - having better training aids and tools, making it easier for them to communicate the information to the learners and instil learning.

I would like to give special thanks to the facilitators for their hard work and dedication to the children, and to the schools for their eagerness and hospitality for having us in the classrooms.

Carlo Williams  
Junior Domestic Violence Manager





# Domestic Violence

Dear FAMSA

My name is Joe (name changed for confidentiality). I am a retired teacher turned businessman. My wife Tammy (name changed) could not stand my uncontrolled behaviour anymore and left to live with her sister in December 2011. We were married for 25 years and there were many incidents of violence and abuse. I abused Tammy.

I beat her, and kicked her and accused her unfairly. Over the 25 years there were religious and psychological interventions. I attended various series of counselling: Church counselling, sessions with a psychologist as well as with a sexologist. I would be able to manage myself in my intimate relationship with Tammy and be calm for a period until the next outburst.

I love Tammy and really did not want to behave like that. In desperation I spoke to a family friend who also works for FAMSA as a social worker. She told me about the work of FAMSA in this regard. She recommended that I speak to Carlo Williams and consider joining the Men's Group. I spoke to Carlo and after two interviews I was accepted onto the programme. That was the best move in my life. I started in February 2012 and am still here. My own life is back on course.

Here at FAMSA I learnt to get in touch with my feelings. Here I experienced the safe space where I could unpack the trauma of my early childhood hurt that changed my behaviour. Under the leadership and guidance of four outstanding professionals I was challenged in many ways to address the hurt, attend to my demons and to rediscover my authentic self. How grateful I am! I was recommended to also look into other avenues of support to help me. Therefore I went for the Life Line Course as well as sessions with the IMBADU Men's Group. Both of these were recommended to all of us at our Men's Group sessions with FAMSA. I only know of one other man who also attended a Religious Group counselling series. I am forever grateful for what I have learnt at Life Line and IMBADU about myself. Both of these two programs assisted me in my dealing with my difficulties from different angles. We were always encouraged to do the work

on our own too. I got hold of very meaningful literature on brain chemistry and the underestimated role of physiology in my behaviour.

Although I have completed 24 weeks, I am aware of the importance for me to keep on coming to the FAMSA men's Group as the Team of Counsellors are so exceptionally geared to help me (and others in similar situations). They see the stuff that we are not aware of. They challenge us in a therapeutic sense and work very hard at helping us. My experience as a Teacher and School Guidance Counsellor for 20 years as well as my basic studies and further reading in Psychology qualify me to say that the FAMSA Men's Group's Counsellors are experienced and exceptionally equipped for this task.

They helped me/us to develop our own respective safety plans to fall back on in times of crisis. These safety plans included a trustworthy confidant, breathing, meditation, prayer, time out, making an appointment and appropriate communication. They taught me/us to reevaluate my thoughts, my ideas, my suspicions, my emotions and my actions. They taught me to listen. They taught me to ask questions and present issues as a workable model of communication. They taught me to respect my feelings and the feelings of my wife. They taught me about entitlement and gender role stereotypes.

They taught me about religious stereotypes and religious role determinations. They taught me about traditional expectations and legally enforced expectations. I have been challenged to reevaluate these stereotypes and expectations. They taught me to respect other people's journeys and especially to stand back and respect my wife's journey. They taught me about control. They taught me to journal as I work through my issues. They taught me that my wife is a person. They taught me that building sound relationships is more important than winning arguments. These are a few things that I was taught here in the Men's Group. These things were not lectured in a cold academic way. The counsellors met us where we were. They connected with us where we were on our respective journeys. From there they skilfully redirected our thoughts and feelings by asking questions and challenging us to address our respective issues. Their different approaches supplemented one another. They worked in coherence as a team to help us. The video on Thabang and Matlakala's Story was a great eye-opener. The illustration of the shattered mugs will also stay with me forever.

FAMSA Men's Group Participant

# HIV and AIDS

## Counsellor Programme

It is estimated that 5.6 million South Africans live with HIV. In 2010, there were an estimated 380,000 new infections. Young women between the ages of 15 and 34 are disproportionately affected. Together, HIV and poverty are fuelling the tuberculosis (TB) epidemic, with a HIV/TB co-infection rate of 70%. At the end of 2011 the South African National AIDS Council (SANAC) launched the National Strategic Plan (NSP) for HIV, TB and STIs 2012-2016. The NSP aims amongst other things to treat three million people living with HIV by 2016 and to reduce vertical transmission of HIV (PMTCT) to below 2%.

Notable country successes over the last two years include:

- The launch and continuation of the HIV Counselling and Testing Campaign (HCT).
- The increased number of antiretroviral treatment sites (in the last two years they have increased from 490 to more than 3,000).
- A decrease in the HIV transmission rate from mother to child from 8.5% to 2.7%.
- The number of people reported to have access to ART has increased to roughly 1.8 million.
- In the 2012 ARV tender the Department of Health again negotiated much reduced prices for antiretrovirals.
- The public sector will finally be providing three-in-one fixed-dose combination ARVs from April 2013.
- We also note progressive steps from Minister Motsoaledi to address health inequalities between public and private health care.

We welcome the NHI pilot projects and we are contributing in some of the pilot areas. We also support the revitalisation of primary health care and the integration of community health care workers and nurses – all of which form part of the wider health reform strategy (TAC Feb - 2013).

FAMSA Western Cape is still funded for 29 counsellors and two Coordinators by the Provincial Department of Health (DOH). For the financial year starting the 1st of April 2013, FAMSA has applied for a 30th counsellor whom we hope to place at Cape Town Station Clinic which has become quite busy.

FAMSA Western Cape's HIV Lay Counsellors work at ten health facilities in the Cape Metropole. These are highlighted below:

### Langa Clinic

- Counsellors have accomplished the proposed HIV and TB integration services very well in terms of the roll out of HIV/TB Integration counselling. As a result the Department of Health (DOH) has officially signed Langa off as a TB site on the 10th December 2012.
- There are 32 ARV clubs for those clients who are adhering to their medication very well.
- On Thursdays afternoons Didi Engelbrecht and Xoliswa Solombela are attending MDT (Multi-Disciplinary Team meetings) with the Doctors, Sisters, Community Care Workers (CCW), clerks and counsellors for case discussions where our counsellors are presenting and discussing individual clients for follow-up.

### Robbie Nurock CHC

- This facility was also chosen as one of the HIV/TB Integration sites in 2012. Unfortunately they have not initiated services as yet and have to still refer clients elsewhere. FAMSA acknowledged Belinda Williams with an award for achieving the highest amount of clients doing HCT in August and September 2012, seeing 200 or more clients per month respectively.

### Woodstock CHC

- Monwabisi Gqogqa, who was recently employed at Woodstock CHC, is doing an excellent job for Medical Male Circumcision counselling for HIV positive males, by encouraging them to have the procedure as it has been proven to decrease the risk of transmission of HIV.
- Louisa Ben is experiencing difficulty in counselling five deaf clients (who need communication in sign language) as they don't understand each other. She tried to communicate with the clients in writing but they are illiterate. FAMSA contacted an organisation that teaches sign language; however it was not possible as they wished to charge us R4000 for the training - so we need to look at other options.
- In October 2012, a panel of ATICC facilitators visited the facility to assess how counsellors were progressing after completing their training at ATICC.

- There are eight ARV clubs running at this facility, with the most recent one being established in 2013.
- Factreton Baby Clinic and Kensington Day Hospital
- Lisi Balu, our new counsellor, is fitting in well in both Clinics. Lisa started as a relief counsellor while Cynthia Emmanuel was on maternity. She is from the DRC and is a qualified nurse by profession and while waiting for her papers to be recognised by the Nursing Council, decided to do counselling in the HIV field. Being a nurse is an advantage, as she is knowledgeable about TB and child health too. Our challenge with her employment is that we can only re-new her contract when her stay is renewed by home affairs, which is every three months.

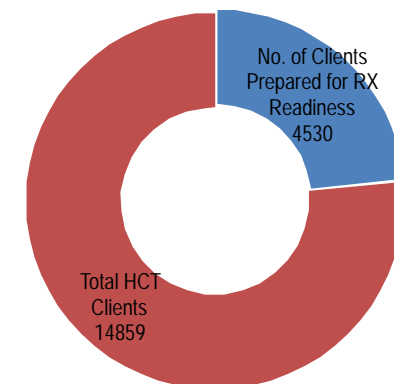
### Brooklyn Chest Hospital

- Our counsellor at Brooklyn Chest, Kathy Andrews has done very well in initiating the ARV unit at Brooklyn Chest Hospital since 2009.
- We are pleased to report that relationships with the multi-disciplinary team have improved tremendously at this facility, as there were a number of ongoing issues that have now been resolved.
- Kathy has now moved to GSH after our counsellor in the maternity section became very ill. Unfortunately our other counsellor contracted TB while working at Brooklyn Chest, and she is now at another facility to aid her recovery.

### Groote Schuur Hospital (GSH) ARV Site

- Counsellors are working very well within the multi-disciplinary team. Targets are not met in this facility due to the nature of patients they see. As we know, GSH is a tertiary institution so only serious cases are referred, and as soon as they are well again they are referred back to local clinics in the community. Our GSH counsellors engage in counselling, group work and

Number Of Clients Reached Through HIV Counsellor Project



# HIV and AIDS

## Counsellor Programme

community outreach work. They facilitate two ARV clinics in the facility and have two ARV Support Groups, one adolescent and adult group. Sabrina Jeffries and Vivian Tshingana were both awarded bursaries through Kidz Positive to study Advanced Clinical Counselling at GSH and they graduated in Dec 2012. Vivian received Bronze in the health literacy class. Both have been awarded bursaries to continue this year with the programme, which comprises of case discussions/case supervision in the afternoon - after they have attended to their clients.

### Groote Schuur Hospital PMTCT (Prevention of mother to child transmission)

- To try to reach targets counsellors visit different wards and offer HCT (HIV Counselling and Testing) to un-booked cases and as well as to those who did not test in their local clinics.
- It is with sadness that we lost Babalwa Mdatyulwa last year in November who worked in this ward. Robert Twalo has admirably carried the load single handed on his own without any complaints and is always willing to go the extra mile. Robert also assisted at the Parent Expo last year, where he was interviewed on Bush Radio.
- Kathy Andrews joined Robert in October 2012, and both are doing an excellent job.

### Chapel Street Clinic

- Faika Norodien, who has worked at the facility for two years, resigned in January 2013 to further her career in Johannesburg. A new counsellor has been employed in her place.

### Spencer Road Clinic

- Spencer Road Clinic is a TB and STI Clinic. DOH is looking at integrating the facility as one of the TB/HIV Integration facilities this year. With integration, we hope this will increase the number of clients seeking services. Sr. Stuurman, who is in charge of the facility, has been conducting outreach with counsellors around Observatory / Salt River to try and increase the numbers reached.
- All our counsellors are trained in TB/HIV Integration.

### Queen Victoria Clinic

- Queen Victoria is a very small clinic that offers family planning and HCT. The facility has a compliment of three staff members including the counsellor. They work on a booking system to accommodate their clients who are working, so very few walk-ins access the services. We are considering the prospect of doing marketing around this vicinity in Cape Town to raise awareness about services that are on offer. The counsellor receives monthly visits from the DOH to complete folder audits as this facility has only recently introduced opening folders for their clients. The system seems to be running smoothly so far. The counsellor has tried to work morning shifts at Cape Town Station to boost her statistics, however, due to bookings at her own clinic this did not work out well. We will revisit this plan and see how we can arrange it to benefit both Clinics.

### Cape Town Station Clinic

- After renovations at the Clinic, Olivia Phela is back at the facility since last year. Olivea is doing very well at this facility, which has a huge patient load. Olivia sometimes sees more than 20 clients per day. We are therefore looking at placing two counsellors in the facility. Olivia received a certificate of appreciation from Didi Engelbrecht for work well done and for reaching above target on her counselling statistics.

## Feedback from clients:

"They can give again the food parcels to the people as they did before".

"The community must work together with the clinic - food parcels must be given to the needy".

"There is nothing to add only to say keep up the good working standards".

"I just wish every clinic could be like this, go to schools and tell the children about it - the meaning of FAMSA".

"Everything is good so far".

"Nothing must be changed - everything is perfect the way it is".

"Faster service".

"Great service, keep it going".

"As al die staff so goed voorbereid is soos Belinda - dan hoef julle niks verander nie".

We will be receiving money from NLDTF for food-parcels again; however this funding is limited. It is important that people taking ARVs do so, on a full stomach. Unfortunately, many are destitute.

Didi Engelbrecht  
HIV and AIDS Manager

Xoliswa Solombela  
HIV and AIDS Co-ordinator

Queen Sibinda  
HIV and AIDS Co-ordinator





# Training & Public Awareness

Counselling staff benefitted from the following in-service trainings:

- Psychotherapy group training applied to FAMSA Men Stopping Violence Group: Carlo Williams
- Hypnotherapy applied to family work: Dr Cecil Schneider
- Perinatal mental health applied to family work: Dr Simone Honikman/Bronwyn Evans: PMHP
- Emotional focused couple counselling: Dr Elmien Lesch
- Network family counselling: Andrea Eckstein
- Preparing couples and single moms to "Prepare for Baby": Shelley Horwitz
- Your family temperament: Karen Quail
- Parent education workshop: divorce: Dr Mathilda Smit
- Interventions for a "child in need of care": Ancilla Adonis from DSD



FAMSA was requested to present the following workshop:

VRC/VGK SA Gestig Belhar: Marriage Enrichment

FAMSA Western Cape was consulted/quoted in the following articles:

- Foshini Living Space: Marriage preparation
- Clicks Club Card Magazine: Missing children
- Kuier: Grandparents and boundaries
- Women's Health: Dating couples seeking help
- Kuier: Families and drugs
- Fairlady: Mediation and divorce

FAMSA Western Cape counsellors participated in the following:

Radio interviews:

- Two Oceans Vibe Radio: Cheating
- Radio 786: Family Expo
- Bush Radio: Family Expo
- Radio 729 – Cape Pulpit Greeting: FAMSA services and families

TV interviews:

- City Varsity: Domestic violence
- eTV: Intimate partner violence
- Stress management

FAMSA Western Cape was requested to do the following talks:

- SASWIPP: Trauma
- City of Cape Town: Peer pressure

Community Lay Counsellors reached 1147 people through the following talks:

- FAMSA Services (four talks)
- Basic human needs
- Peer pressure
- 16 Days of Activism
- Parenting skills (two talks)
- Balancing work/family
- Role of women
- Women, crime and substance abuse
- Positive parenting
- Trauma in the family
- Support services to families (two talks)
- Empowering single parents
- Parenting and sexuality
- World Aids Day
- Trauma

The following trainings were presented by FAMtrac to 224 professional and lay counsellors:

- Basic counselling skills (2 x trainings)
- Prepare/Enrich (2 x trainings)
- Trauma debriefing
- Domestic violence
- Divorce counselling (2 x trainings)
- Bereavement counselling
- Starting and running your private practice (2 x trainings)
- Blended families
- McMaster's family counselling (2 x trainings)
- Supervision
- Affairs counselling
- Sexual counselling
- Bringing about healing in a traumatised society
- Stress management

## Community Support "Kiddies" Holiday and After-care Programme

FAMSA's Khayelitsha "Kiddies" After-care and Holiday Programme is aimed at taking care of young school going children whose parents are at work, and who are often left unsupervised after school hours. This programme applies to any child that we consider vulnerable. The reasoning behind this project is that it is impossible for many parents to take off from their work after school hours and during school holidays.

It is a fact that young children get abused during this time. Therefore FAMSA "Kiddies" programme provides safety (safe haven). The "Kiddies" programme is available for children between the ages of 6 and 11 years. We have 73 children enrolled at the kiddies programme, and about 38 children attend on regular basis, with numbers varying from day to day.

### Outings and Events

FAMSA "Kiddies" celebrated:

- World book day on the 08th April 2012 at FAMSA Family Counselling Centre – to encourage a culture of reading at an early stage and improve children's literacy. We also aim to evoke children's interest in reading.
- Child protection week (the first week of June) – to educate and teach children how to protect themselves against child abuse.
- On the 5th of October 2012 we hosted a heritage day event at FAMSA - the objective was to teach and instil the value of culture to our children, as well as to embrace our South African heritage.

### Parents' feedback

"This programme has helped my child and my family at large, having peace of mind knowing my child is safe after school and getting the valuable guidance and support regarding his reading and home work".

"My child used to not eat vegetables but now he eats healthily. FAMSA taught him healthy eating. He is more disciplined now".

"Home work is no longer done in the morning rush hour and he reads more often".

"My child has become aware of her body and that it only belongs to her, nobody has the right to touch her in a way she doesn't like".

"My child has become over-sensitive about her rights".

"This is a real safe haven for kids. They love and enjoy FAMSA kiddies - it is their own space".

Yandiswa Sitonga

'Kiddies' Holiday & After-care Co-ordinator: Khayelitsha Office





# Partnerships and Working Together

## Family Expo and Parenting Seminar

FAMSA Western Cape was asked by the Department of Social Development to partner with them and other important stakeholders, such as the Parent Centre, along with other organisations involved in children and family services, to organise a Family Expo and a Parenting Seminar.

The Family Expo was open to the public and show-cased the services available to the community under the Department's 'Care and Support to Families' objective.

The main purpose of the Parenting seminar, which targeted professionals, was to create a platform for role players to share knowledge, best practices and strategies, and models to strengthen parenting. Participants evaluated this objective as having been achieved as the networking opportunities provided by the seminar laid the groundwork for the establishment of a network within the parenting sector.





# Staff

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

Resources Manager  
Erica Mendes  
Human Resources Manager  
Cathreen Munday  
Office Support Manager  
Flora Dlodlo  
Administrative Assistants  
Shaunette Toms, Ricardo Verwant  
Girl Friday  
Sylvia Rexwana  
Training Co-ordinator  
Drusilla Du Plessis / Conrad Stewart  
Receptionists  
Gloria Mashinini, Sharon Rhode, Yvonne Hugo, Monica Tobi, Vincent Roberts  
Receptionists (Relief)  
Harry Guta, Helen Jacobs  
Data Capturer  
Ubernicia October, Ncebakazi Nintshi (relief)  
Handymen  
Ernest Radu, Johannes Titus  
Housekeepers  
Gertrude Fumba, Kathleen Jeffries, Melaney Daniels (part-time)  
Driver  
Tim Wilson  
Intake  
Lynette Daniels  
Volunteers  
Andrea Eckstein, Priscilla Clark, Penny Middleton, Lidia Batchelor, Raella Abel  
Sessional Workers  
Ingrid Elte, Lezelle Peters, Antoinette Jordaan, Annie Jollivet De Oliveira, Beatrice Kidd, Tammy Rowan, Shelley Horwitz, Anita Grant, Muriel Joppen-Kossman, Beatrice Theron-Everts, Conrad Stewart, Margaret Fulton, Karin Blanckenberg, Riaan Grobbelaar, Martha Smith

Social Worker  
Nonceba Mapeyi, Sibongiseni Mpahlwa  
Social Auxiliary Workers  
Ethel Dyabuza  
McMasters Family Counselling Facilitator  
Cecelia Robins  
Men's Group Facilitators  
Elizabeth Petersen, Zain Young, Monde Mgwele, Dumisani Nqina, Sally Fielies, Francis Rogers, Laurie Gaum  
Fatherhood Project Facilitators  
Sandra Jacobs, Dumisani Nqina, Yandiswa Sitonga, Cecil Jacobs, Andea Echstein, Thembekile Gqwaka, Carlo Williams, Anthony Hawthorne  
Khayelitsha Holiday/ Aftercare Co-ordinator  
Yandiswa Sitonga  
Khayelitsha Holiday/Aftercare assistant  
Boniwe April  
Community Lay Counsellors: Mitchells 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 Fielies, Veronica Abrahams, Veronica Cloete  
Community Lay Counsellors: Facreton  
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, Veronica Mitchell, Walter Jackson, Basil Petersen  
Community Lay Counsellors: Dunoon  
Babalwa Gasa, Bongwiwe Mntwapni, Caroline Mntuyedwa, Refeloe Lehana, Tozama Mobhayi,

Vuyelwa Mxanda, Yandiswa Noyabo  
Community Lay Counsellors: Elsie's River  
Chantal Bruckner, Charlene Christopher, Charmaine Ryan, Jeanette Strydom, Lavona Williams, Margaret Ruiters, Michelle Demas, Patrick Van Wyck, Vivienne Van der Horst, Winston Sives  
HIV & AIDS PMTCT/HCT/Adherence Counsellors  
Nomazotsho Xhamlashe, Ncebakazi Tiya, Amanda Dickenson, Noxolo Langa, Robert Twalo, Lindiwe Madasi, Sabrina Jeffries, Vivian Tshingane, Nomaxabiso Baleka, Thozama Mvula, Louisa Ben, Lungiswa Lukani, Shirley Lese, Faika Norodien, Zukiswa Mose-Dano, Mandisa Magodla, Babalwa Mdatyulwa, Belinda Williams, Khutala Booi, Khotso Mokotso, Olivia Phela, Cynthia Emmanuel, Ellen Knight, Kathy Andrews, Lungiswa Mzondo, Daphne Fredericks, Noloyiso Fesi, Thembekile Nxesi, Lisa Bula, Monwabisi Gqogqa, Vuyokazi Botile, Busisiwe Henda, Magdalene Jackson

## Executive Committee

Chairman: Greshen Chetty  
Vice-Chairman: Vusi April  
Treasurer: Henk Mulder

Members:  
Wonga Mampana, Joy Warriess, Patricia Jansen

Secretary: Nomfundo Ntoyanto