

Let's Get Inclusive!

Embracing our uniqueness
and celebrating diversity



75th 2022 2023 ANNUAL REPORT



Mission Statement

To support **individuals, families, organisations**, and all of **society** to **build, restore and sustain functional relationships** as the **cornerstone** of a **stable and thriving society**.

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Chairman's Report

I write to you today with a profound sense of gratitude and fulfilment as I reflect upon my tenure as the Chairman of FAMSA Western Cape. Serving in this role has been a privilege, and I am humbled by the opportunity to contribute to an organization that values inclusivity and diversity within the NGO sector, especially considering our history marred by exclusion based on colour and gender. The importance and significance of fostering inclusivity and diversity cannot be overstated, as it is the bedrock of a just and equitable society.

It all began in 2008 when I joined the FAMSA Board of Directors as an ordinary member. Little did I know that this would mark the beginning of a transformative journey that would lead me to assume the role of Chairman in 2012. Over the years, I have dedicated myself to this position, striving to uphold our organization's values and work towards its mission. It is with mixed emotions that I announce my decision to step down as Chairman, knowing that this transition opens the door for fresh perspectives and new leadership.

During my tenure as Chairman, FAMSA Western Cape has been involved in a multitude of activities and achievements. In my first year, we engaged in

numerous conferences, including the training of Dan Siegel, the renowned Neurobiologist from the United States of America. This experience proved to be a tremendous learning curve for all of us, and it highlighted our commitment to staying at the forefront of knowledge and innovation in our field.

Allow me to share a light-hearted moment from our journey together. In May 2017, we organized our inaugural Family Run at Mandela Park Stadium in Khayelitsha. I vividly remember participating in the event, attempting to complete a 5-kilometre run. However, Sylvia Rexwana, running in her normal flat ballet pump-style shoes, effortlessly surpassed me as if I was standing still. It was a comical reminder that our strengths lie in diverse talents, and sometimes, we must embrace the light-heartedness of such experiences.

We have also celebrated significant milestones during my chairmanship. In 2017/18, FAMSA Western Cape commemorated its 70th year of existence, reflecting our enduring commitment to the well-being of our community since 1948. However, amidst these accomplishments, we have faced unprecedented challenges due to the global Covid-19 pandemic. The pandemic compelled us to reimagine our operations and adapt swiftly to a hybrid working model, encompassing both remote work and in-office activities. FAMSA Western Cape rose to the occasion by continuing to provide crucial counselling, training, and supervision services. Our training division,



Vuyisile April, Outgoing Chairperson

FAMtrac, successfully transitioned to online platforms while still facilitating face-to-face training. This adaptive approach ensured that our services remained accessible to those in need throughout the country. Furthermore, I would like to update you on our current project. Our HIV and AIDS/TB/STI Project has come to a close, and FAMSA Western Cape has been granted a contract to provide Community Based Health and Wellness Services in the Woodstock and

Greenpoint Nodes. This transition includes integrating our skilled HIV and AIDS counsellors into this new project, ensuring their expertise continues to serve our community effectively.

As I pass the reigns to Mr Wonga Mampana, a practising attorney who has been an invaluable member of FAMSA since 2008, I have full confidence in his ability to lead this organization. Mr Mampana brings a wealth of experience to the table, and his dedication to FAMSA Western Cape's mission is unparalleled. I am certain that under his leadership, our organization will thrive, pursuing excellence in service delivery and forging new paths in the field of social development.

It is important to note that although I am stepping down as Chairman, my commitment to FAMSA Western Cape remains unwavering. I will continue to contribute my skills and experience as an ordinary member of the Board, supporting the organization's endeavours in any way I can. This transition allows me to explore new avenues of involvement while



Mr Wonga Mampan, Incoming Chairperson



Jane Cope, Deputy Chairperson

maintaining my dedication to the cause we hold dear. I would like to take this opportunity to express my heartfelt gratitude to the Board of Directors for their unwavering cooperation and support throughout my tenure. Your collective wisdom and guidance have been instrumental in shaping FAMSA Western Cape's strategies and ensuring its continued growth and impact. Together, we have navigated challenges and celebrated successes, and I am honoured to have worked alongside each of you.

I would also like to extend my sincere appreciation to our Director, Noelene Blekkenhorst. Her steadfast leadership, guidance, and unwavering support have been invaluable to me personally and to the organization as a whole. Her dedication and passion for FAMSA Western Cape have been an inspiration, and I am grateful for the opportunity to have worked alongside such an exceptional individual.

Lastly, I would like to acknowledge and thank all the employees of FAMSA Western Cape. Your unwavering commitment, professionalism, and dedication to our mission are the driving force behind our accomplishments. Each of you plays an integral role in our collective efforts to make a positive difference

in the lives of individuals and families. I also extend my gratitude to all the members of FAMSA Western Cape for their continued support and engagement in our work.

In conclusion, as we reflect on the theme of this year, Inclusivity and Diversity, let us recognize that our strength lies in embracing the rich tapestry of talents, experiences, and perspectives that each individual brings. It is through fostering inclusivity and celebrating diversity that we can create a truly equitable society. As FAMSA Western Cape moves forward, let us continue to champion these values, working tirelessly to uplift and empower all those we serve.

Thank you once again for the privilege of serving as Chairman of FAMSA Western Cape. It has been a remarkable journey filled with growth, learning, and the profound satisfaction of making a meaningful impact. I look forward to the continued success and achievements of this organization under Mr Wonga Mampana's capable leadership.

Vuyisile April *Outgoing Chairman*



Stacey Lee Foster, Treasurer

Directors

Report

Our mission is to support individuals, families, organisations and society to build, restore and sustain functional relationships. Inclusivity is important in relationships to adjust the way we communicate - to get on with all people regardless of age, gender, ethnicity, religion, disability, sexual orientation, and national origin.

At FAMSA WC each staff member brings a diverse set of perspectives, work, and life experiences, as well as cultural and religious differences. The following are contributions and input from staff for this annual report:

"As mental health professionals, we need to be non-judgmental and accepting of everyone whatever and wherever they are."

"FAMSA values and recognises the diverse types of families in providing them with our supportive counselling service and believe in people's abilities to grow and change."

"Keeping an open mind when assisting our clients, attending our quarterly information sessions, and doing research in my own time regarding using inclusive language are ways in which I ensure that I am able to adequately assist our diverse client base."

Staff adapt counselling for the benefit of the client.

"One example is when a 25-year-old came for counselling when he lost his brother. The client is deaf, the way we were communicating in the session was through writing."

"As a new employee at FAMSA, I have a huge responsibility to accustom myself to the organization's values. This is a process of value change, which is inherently challenging due to its effect on changing a person's being."

"I treat each client and colleague as an individual. This helps a client to be free, being himself or herself during counselling as being accepted the way he or she is. I fully understand that we come from different backgrounds with different characters so we can never see or think the same way."

"I understand inclusivity as a term that advocates for people's equal access to any resource or opportunities that have the potential to bring about growth, development and/or positive change in people's situations. It limits gatekeeping, biases to opportunities, and provides a fair criterion through which members of a population should be observed."

Family diversity refers to all different forms of families and family life that exist in society, and to the characteristics that differentiate them from one another. Families can differ in many regards, like in their organization, in their class, age, ethnicity, culture, sexual orientation, and life cycle. Families tend to be more



Noelene Blekkenhorst, Director

diverse, more symmetrical, and more equal."

I would like to share some statistics with you:

The number of new and follow-up sessions for counselling at all our offices reached 4542 clients. For our community, trauma, and violence we reached 244 clients with trauma debriefing, rape 23 and victims of crime 2.

In dealing with disabilities our highest number of clients presented with mental illness. Most of our referral sources were self-referrals and thereafter teachers, principals of schools and then family members, intimate partners, or relatives. The top presenting problem for children was behaviour problems, bullying and anger. For adults, it was conflict, grief,

family conflict and relationship problems.

In our facilitation of skills development, we reached fifty-two couples in our marriage/relationship, parenting skills one hundred and sixty-three parents, teen parenting and coping skills seventy-one teens and our fatherhood programme thirty fathers.

FAMSA WC also continued to deliver supervision services to social workers at shelters and other organisations. The supervisors provide services to a diverse group of people. As one supervisor said, *“Diversity is not a hindrance but rather an opportunity for growth and maturity in a group if differences are not tolerated but embraced and used for the advantage of all individuals involved.”*

FAMtrac our training department continues to offer specialised training and wellness services with excellence. The past year has seen an increase in our EWP services. We continue to grow with the support of our Employee Wellness clients and a dedicated and supportive counselling and admin team.

We say a final farewell to our HIV/AIDS, TB/STI project. FAMSA WC has been in partnership with the Department of Health from 2002 to 2023. We would also like to thank the Department of Health for giving us a chance to continue our services at the community level through our successful application to provide Integrated Health and Wellness services in the Greenpoint and Woodstock Nodes. Wishing the FAMSA team well with their new initiative.

would like to thank you for your commitment, support, and loyalty and I welcome Mr Mampana as our new Chairperson.

All our staff, that embrace inclusivity and continue to deliver services to our diverse communities.

All our loyal volunteers

The executive committee, all of whom are volunteers, for their contribution and support over the past year.

And all our funders

Noelene Blekkenhorst
Director

4542

New and follow-up sessions clients

244

Trauma debriefing clients

23

Rape clients

2

Crime victims

COUNSELLING

Reflections on diversity

Over the many years that I have been working at FAMSA WC, I have seen many changes. When I initially started as a sessional worker some 30 years ago, we only had one office in central Cape Town. We were known primarily I recall it then, as dealing mainly with couple and marriage counselling and my memory is that somehow things seemed so much simpler.

Now coming back to FAMSA WC some 15 years later, I was struck by how the organisation had grown, with many branches and community offices.

I was also struck by the diversity of cases, individuals, couples, and families that we are now dealing with and the issues that are now more clearly articulated.

So many years later Cape Town is an absolute melting pot of people from all over the world and relationships develop between people of varied religious, and ethnic groups.

Sexual orientation is now more openly discussed and there is much more openness about people exploring options and different types of relationships. Families come in so many different shapes and sizes.

What does this mean for us as counsellors and for us as an organisation?

One of the basic tenants of a mental health professional is that we need to be non judgemental and accepting of each individual whatever and whoever they are. With the diversity that we as counsellors may be exposed to, this can at times be quite challenging because the counsellors' core values may be questioned or challenged. This is where supervision is so vital and transference and countertransference can be discussed so that the counsellor can hold and contain the client with whatever they are bringing and that allows their own perceptions and values to come through.

Over the years, our in-service information sessions have been used as an organisation to educate our counsellors and other professionals on a whole range of issues around diversity.

To mention just one or two with regards to understanding different and diverse religious and spiritual approaches we hosted inter-faith panels with representatives from different religious groups. Sharing information on approaches to issues such as bereavement and divorce.

With regards to understanding the LGBTQI population, we hosted a doctor who had herself transitioned so that our counsellors could be educated and enlightened and have a greater understanding.

I was also reflecting that our training programmes also afford a wonderful opportunity for our counsellors as well as other participants to become familiar with and bond through the level of open sharing. We

are exposed to professionals working with a diverse range of issues in a non-judgemental, respectful way.

The final point is that our staff complement too is so diverse and made up of a range of different individuals from such a diverse range of personalities, values, religions, and ethnic groups.

Over the years, I have learnt so much from my colleagues in informal chats about their cultures and have been able to share aspects of my religion, cultures and values with them.

Respect for others whatever the issue of diversity is the basis for finding solutions. An example of this was when I realised that a younger colleague was not comfortable calling me by my first name because that would be disrespectful in their culture. We came to a compromise, and I happily became Mama Pauline.

For some years I was privileged to be the mentor for the HIV and AIDS counsellors. This certainly offered me the opportunity of knowing a diverse group of counsellors as well as becoming more familiar with the issues around HIV and AIDS.

I am grateful for the many experiences and opportunities that I have been exposed to and appreciate that I have been exposed to so many diverse clients, colleagues and organisations which is so enriching personally and professionally.

Pauline Sevitz
Counselling Manager

COUNSELLING

From a neuroscience perspective

As far back as 2006 when same-sex marriages became legal in South Africa, FAMSA Western Cape took a stance of inclusivity - embracing our diversity. It is however helpful to think of positive discrimination as an evolutionary mechanism for group survival. The neuroscience basis for discrimination originates from the emotion of disgust. Disgust evolved to protect us from infectious diseases like the recent coronavirus. It gives us the capacity to differentiate between “us” and “others” within seconds.

English-born Canadian journalist, author, and public speaker, Malcolm Gladwell, reminds us of our implicit bias. His mother Joyce (née Nation) Gladwell is a Jamaican psychotherapist. His father, Graham Gladwell, was a white mathematics professor from Kent. Malcolm wrote about many African Americans (including himself) showing a stronger association with whites on their Implicit Association (RACE) Test (IAT). <https://implicit.harvard.edu/implicit/takeatest.html>

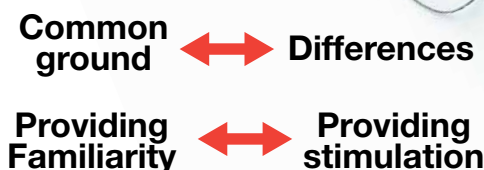
Our attitudes about race, gender, etc. operate on two levels:

- Our conscious attitude is what we choose to believe.
- Our unconscious conversely reacts due to experiences we’ve had, people we’ve met, lessons we’ve learned, books we’ve read, movies we’ve seen, etc.

Our unconscious attitudes may therefore be totally incompatible with our stated conscious values.

There are many diverse issues impacting relationships and the most common ones showing up in the supervisory relationship are age, experience, and personality. Many social workers are thrown into the deep end supervising lay counsellors and volunteers with many more years of experience than themselves.

We need to keep a bifocal view.



We need to acknowledge our inherent implicit bias and that we might unintentionally offend. We need to



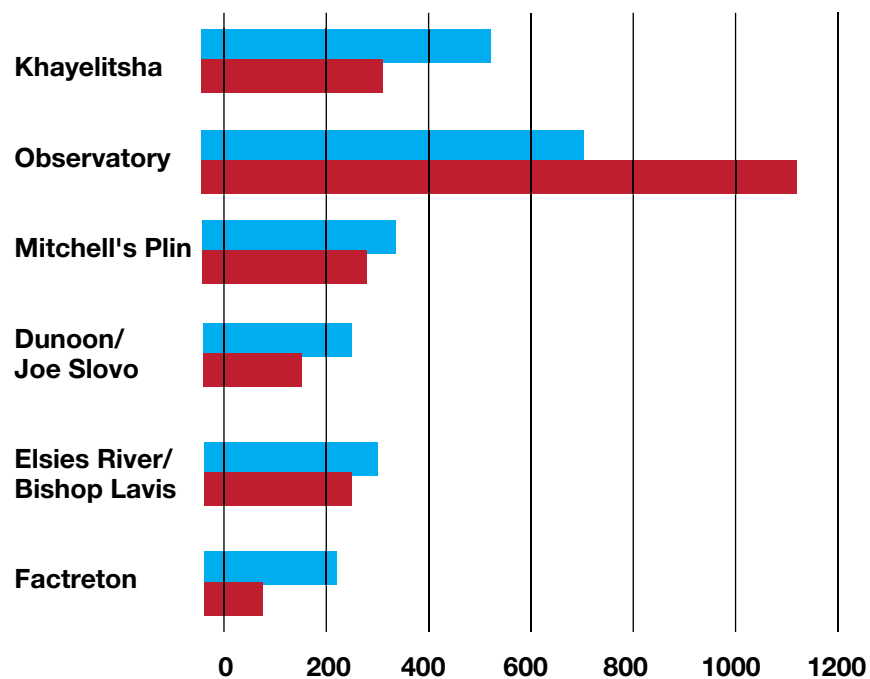
show compassion and self-compassion and repair relationship ruptures as they occur.

Our attitude should be eager to learn from one another so that cultural friendliness becomes an inherent trait.

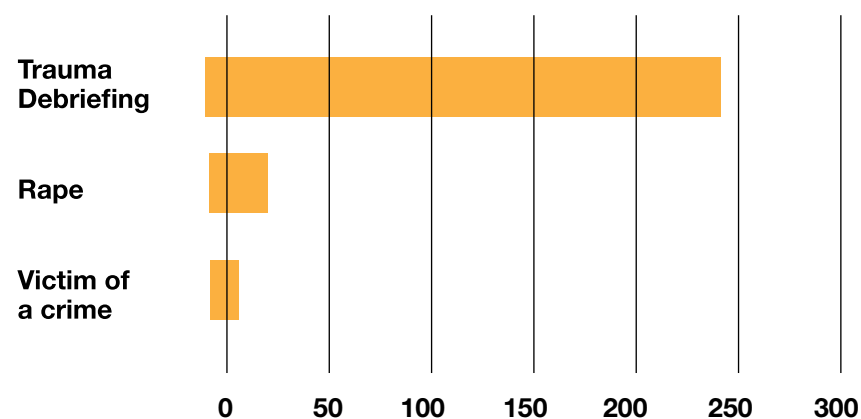
Daleen van Staden
Head: Clinical Services

Counselling at a glance

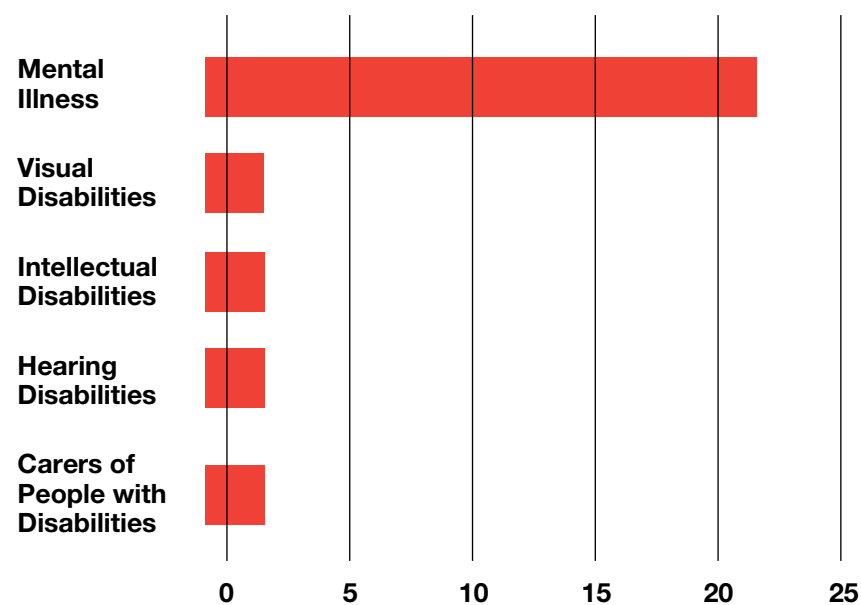
**Number of New Clients/ Families (blue)
Follow-up Sessions (red) per Office**
Total New =2344
Total Visits (follow-up sessions) =2198



Community Violence and Trauma: New Clients



Disabilities: New Clients



Let's make sure Counselling is INCLUSIVE



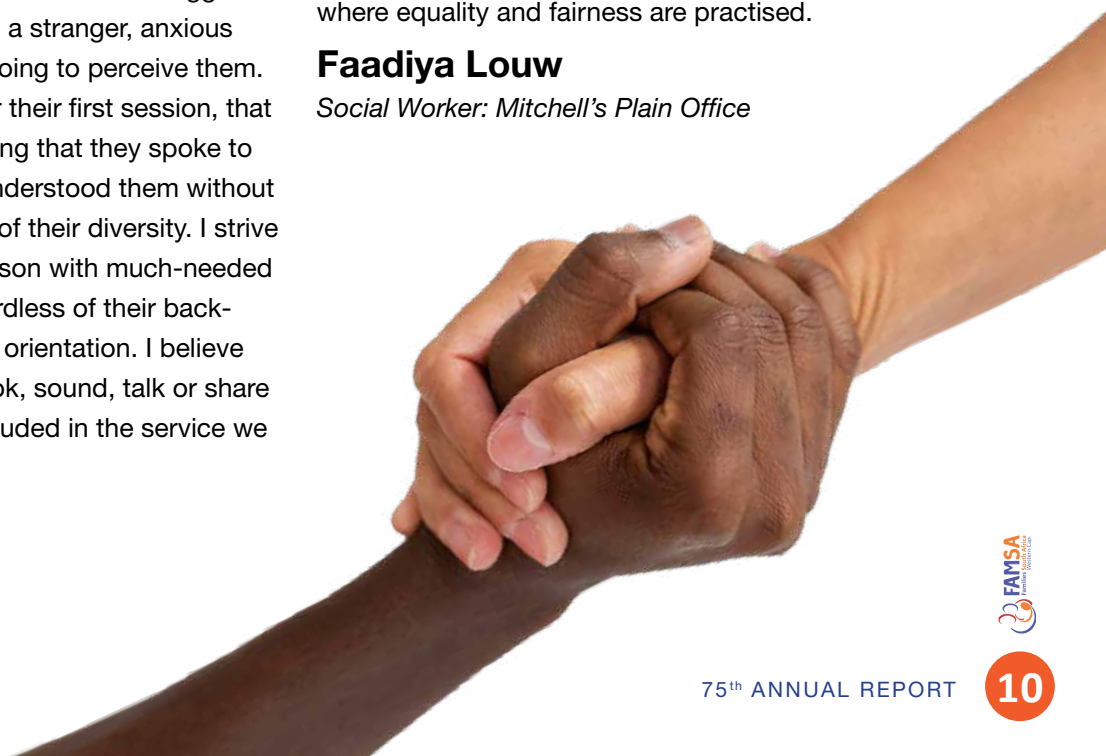
Inclusivity means not excluding people based on gender, race, class, sexuality disabilities or any other difference, but to provide each person with equal access to opportunities and resources.

As a Social Work counsellor at FAMSA, I deal with different people daily - single-parent families, blended families, same-sex families, and families dealing with disabilities, neurodiversity, or chronic illnesses. One of the challenges people sometimes struggle with is sharing their story with a stranger, anxious about how the counsellor is going to perceive them. Numerous clients tell me after their first session, that they feel so much relief knowing that they spoke to someone who listened and understood them without judging them on the grounds of their diversity. I strive to provide each individual person with much-needed respect and acceptance regardless of their background, class, race, or sexual orientation. I believe that people do not have to look, sound, talk or share my beliefs or values to be included in the service we render.

Practising inclusivity helps with providing a safe and non-judgmental space where people feel valued, obtain a sense of belonging and know that their identity is valued. Inclusivity is therefore also helpful in building healthy professional relationships with clients, where the clients can trust the counsellor and the counselling process. FAMSA values and recognises the diverse types of families in providing them with our supportive counselling service and believes in people's abilities to grow and change. It is, therefore, a rewarding experience to work for an organisation where equality and fairness are practised.

Faadiya Louw

Social Worker: Mitchell's Plain Office



Creating a safe & respectful entry space

To be inclusive for us as frontline workers means that we must welcome everybody that comes to the office seeking help with warmth regardless of race, culture, and age. We must treat them equally and respect them. We create a safe space for them to be able to share without being judgmental. We value our clients.

Dealing with clients is challenging because we meet different kinds of people with different attitudes and different problems that we must listen to and engage with. It's challenging sometimes because we meet those who are unable to talk or those who use sign language.

It is also exciting because we experience and learn from each other.

Nwabisa Siyolo

Reception

Khayelitsha Office

Thobile Mbali

*Social Auxiliary Workers: ...
Intake*

Khayelitsha Office

As the intake worker at Observatory Office, I come in contact telephonically with many clients of different genders, races, family dynamics and sexual orientations.

Over the past year, I have noticed a rise in

enquiries regarding same-sex couples counselling. Clients enquire whether FAMSA counsellors have the expertise to assist with LGBTQ-plus relationships. I always inform clients that our counsellors are skilled and trained to assist in a way that would be inclusive to all relationships regardless of sexual orientation, as our counsellors attend quarterly information sessions that focus on various topics which include LGBTQ plus relationships. This is essential to give our clients assurance that FAMSA is an organization that embraces diversity and inclusivity.

Another experience that stands out for me is when I received a call from a client who enquired about family counselling for her four adopted daughters. When screening the client, she went on to explain that she adopted four girls who were all siblings. Their mother, unfortunately, passed away due to HIV/AIDS and on her deathbed asked the client to take custody of the children. The client jumped at the opportunity as she had issues with fertility. However, her decision came with many challenges and that's why she reached out to FAMSA WC. Her determination to find an organisation to assist her and her daughters with counselling was admirable. I was then able to allocate one of our

counsellors to assist with family counselling as well as individual counselling.

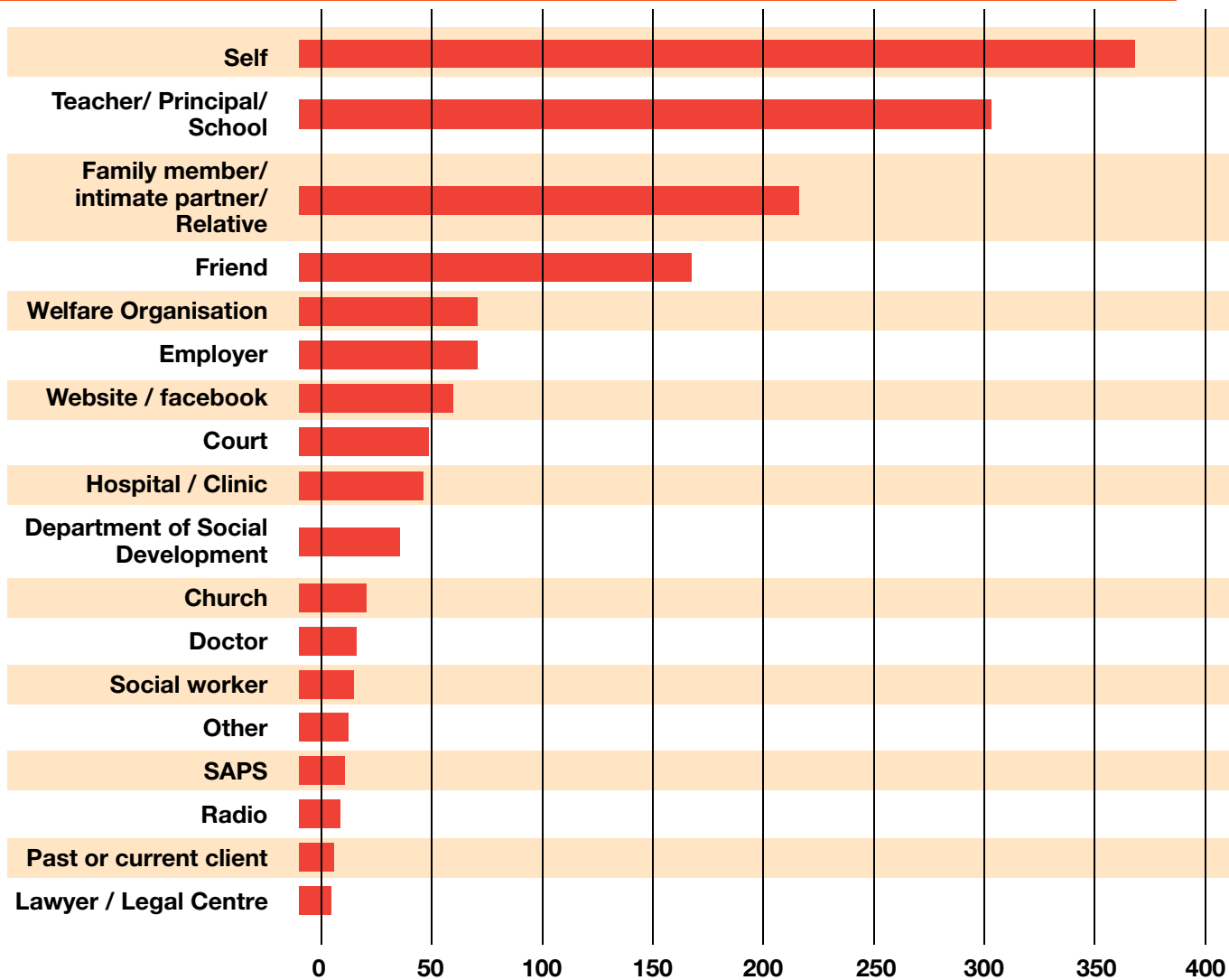
Keeping an open mind when assisting our clients, attending our quarterly information sessions, and doing research in my own time regarding using inclusive language are ways in which I ensure that I can adequately assist our diverse client base.

Micaela Butler

Intake Worker: Observatory Office



Referral Sources: New Clients 22/23



Adapting counselling for the benefit of the client

In Khayelitsha, a diverse range of people approach our office for counselling, being diverse in terms of colour, culture, age, language, and disabilities.

As an inclusive office, we work with all people according to their specific need. In my counselling experience, we have worked with people with disabilities. One example is a 25-year-old who came for counselling when he lost his brother. The client is deaf, so we adapted our way of communicating in the session to writing. He came for three sessions, and it became 'normal' to work with him.

Another couple, who are also deaf, brought their interpreter to counselling. This was a different experience, but it also worked out beautifully in terms of the results of counselling.

Our office partnered with a youth skills program (Si-yaya) where young people who are living with disabilities were placed at organisations to give practical help with cleaning. This was a good experience of

sharing space and working with people living with disabilities. Our staff is friendly and adapts easily to change. They have a way of making a person not feel 'different'.

We are fortunate to have a building that is inclusive to people who are living with physical disabilities and toilets that accommodate them.

Working with a diverse group has taught us to respect people and accept them for their differences.

Gcobisa Ngalo

Office Manager (Social Worker): Khayelitsha Office



CAPE
TOWN
DAILY

SOCIAL WORKER SHEDS LIGHT ON
UNDER-AGE DRINKING AND PARENTING

A SERIES OF BANK ROBBERIES, WERE ARRESTED IN JOHANNESBURG CBD AFTER THEY V

Every client is unique

- an individual

Inclusivity: what it means for me as a social worker at FAMSA WC, when engaging with clients and colleagues.

Firstly I have an understanding that clients and/or colleagues are unique, with **unique** ideas so it is important for me to embrace the uniqueness of each and every client/colleague. I treat each client and colleague as an **individual**. This helps a client to feel free to be himself or herself during counselling - being accepted the way he or she is. I fully understand that we come from different backgrounds with different characters so we can never see or think the same way.

Respect: I treat all clients/ colleagues with respect despite their age, status, religion, gender or culture - and even having different values - always respect. I fully understand that once you treat someone with respect you will re-

ceive the same, strengthening the relationship and creating a conducive work environment.

Congruent: I am honest and genuine, so it is easy to work with someone who is real and able to address things now, in the moment. I always create a space where clients can also be congruent around me. This helps clients, and even colleagues, to grow. This also helps to know where you stand with a client or colleague, and it brings peace and harmony to the workplace and to counselling.

Confidentiality: This value is very important because

as social workers clients are open to us. When working with a client I explain the importance of confidentiality, how we apply it at FAMSA WC, what are the boundaries of it and what are the right steps to follow if and when we must break it - a correct procedure must be followed, and the client must be aware of those steps. For example, if a client could be a danger to himself or to others, then we need to break it. Assuring confidentiality in the counselling process makes it easy for clients to open up freely and trust the social worker.

Self-reliance: as a social worker I believe my job is to equip clients with the skills to rely on themselves so that when facing another challenge in life they can handle those challenges on their own without the social worker's intervention. I believe that's how we measure the impact of our counselling on clients - empowering them with skills to rely on themselves more than before. I fully understand that the client is not an empty vessel at all. Each client has skills and values and ideas on how he or she wants to handle their life. A social worker is there to empower clients, not a fixer. There is a saying 'Teach a person how to catch a fish, rather than catch a fish for a person'. By doing that you enable a client to sustain their life. If you 'catch' a client when he runs out of fish, he will come back for more and you will get drained.

Nomsa Mtshungu

Social Worker: Khayelitsha Office



Working with people from different nationalities

Working with different types of people has made me look at the world differently and interact with people in different ways, which has ensured that clients felt respected and valued. This, along with the assurance of confidentiality and non-judgementalism is a conducive environment for clients to be open and honest in the counselling sessions.

One of my clients is from Zimbabwe (Shona speaking). At first, it was challenging speaking to him as he recently came to South Africa and does not communicate well in either English or Xhosa/Zulu. The first meeting was a challenge for both of us, but I had to try to make sense of what he was saying by listening, allowing him to speak and giving him my full attention. This client has resulted in me becoming very interested in learning about cultures, ethnicities, and other languages.

In the workplace, I ensure that everyone feels respected as an individual and that it is a safe space for one's beliefs - where one gets time off to observe their religion - and there is a sense of belonging and safety.

Nomkitha Tombe

Social Worker: Khayelitsha Office



Embracing FAMSA

WC values

As a new employee at FAMSA, I have a huge responsibility to accustom myself to the organization's values. This is a process, value change, that is inherently challenging due to its effect of changing a person's being. However, as a social worker observing core values of 'dignity and respecting the worth of every person, predisposes me as a professional to better understand inclusivity and its importance.

I understand inclusivity as a term that advocates for people's equal access to any resource or opportunities that have the potential to bring about growth, development and/or positive change in people's situations. It limits gatekeeping and biases to opportunities and provides a fair criterion through which members of a population should be observed.

The social work profession is the epitome of the term inclusivity, given the role it plays in the community to bring about social justice. Therefore, working as a FAMSA WC social worker compels me to observe inclusivity at all costs, to ensure that service users

are not excluded on the bases of race, culture, ethnicity, gender, age, disability, socioeconomic status or otherwise. Inclusivity means that I embrace diversity and respect uniqueness. This means I will come across people who may be different from me in values and beliefs - I need to serve to the best of my abilities demonstrating competence and positive regard.

In my limited experience with the organization, speaking of inclusivity reminds me of two cases I have come across, where I may have carried myself in an unprofessional detrimental manner towards clients, had I not practised inclusivity. One of these cases briefly introduced me to 'Ukuthwasa' which speaks to ancestral calling - a topic that I am not familiar with.

The second case was about identity issues involving an individual of a different culture, race, and country from mine. I believe even introductions with clients presenting with such delicate scenarios would have influenced me to cause disastrous effects on these clients and ultimately our working relationships had I not been inclusive and limited by only my personal values, but not those of the profession and the

organization. I am proud to say that being mindful of the afore-discussed terms in my practice has placed with a better position to work with these cases well and in an open-minded approach, where clients are not violated. I wish and hope to carry this approach throughout my practice.

Siphesihle Ntuli

Social Worker: Khayelitsha Office

A personal & client journey

Inclusivity and diversity are for me on a personal level very important because they characterize me as a person first and foremost. It is important for me to be able to accept people from all walks of life irrespective of their culture, religion, sexual orientation, race, ethnicity, etc. I'm of the opinion that if I keep an open mind, it will be possible for me on a professional level to work with all types of families because our work is about working with families, individuals, and couples. But our core business is to touch families and lives and be a change agent.

I must admit that I've worked with all types of families at FAMSA WC. It was and still is a very refreshing and interesting journey and a life-changing experience for me. It is also challenging because I must put my own bias, judgement, prejudice, and preconceived ideas aside and accept families for who they are. People can easily detect when a counsellor/ social worker is judgmental because of how they are treated. In as much as the families think or declare that we as pro-

fessionals assist and help them, they are also impacting my life in a very real and significant way.

I would briefly like to share a success story about a single-parent family. The client's ethnicity is that of colour and religion is that she is Muslim. Her ex-husband's ethnicity is Asian (Indian), and his religion is that he is Muslim. The mother had to raise her two kids alone without the father being present or paying for maintenance. The mom was so emotional and sad when she first arrived at FAMSA WC, because her 16-year-old son had decided to go and live with his dad, after all the years that his father was not around. It literally broke her heart because her ex-husband is not a good influence or role model for his children.

She came for a few sessions at first and her son joined in afterwards, together with her 11-year-old daughter. At first, her son walked in and did not even



greet his mom or sister properly. It did not look good at all at the time. It also seemed as if he did not even listen to what we had to say. Gradually events unfolded, and incidents occurred, so much so that the father's true character and behaviour were revealed to the son. Her daughter was already very much aware that her father was and will never be there for her.

The mom persevered in coming for counselling bringing her two children along. Right now, the family are still attending counselling. Her son moved back home, and he and his sister are now closer than ever. The mom is still the parent that has the children's best interest at heart. They are also happy and the bond between all of them has become very strong. Stronger than ever before. Her son was also selected to be part of an academy for Karate. The mother and sister are very proud of their son and brother. Brother and sister also now jog together and do more activities together, which never happened before. Their father is still absent, and they all prefer it that way. This is but one success story.

Our work at FAMSA WC with families, couples and individuals is not in vain. Even though not every story will be a success story, we assist and help as far as possible. Clients are in fact the ones who bring about the changes in their own lives. My role as the counsellor is to facilitate the process without any prejudice or judgement, bias, or stereotype. However, it is not always easy, but it is possible "WITH GOD ALL THINGS ARE POSSIBLE" [personal value].

Nydean Stamboul
Senior Social Worker

Supporting the carers

Family diversity refers to all different forms of families and family life that exist in society, and the characteristics that differentiate them from one another. Families can differ in many regards, such as in their organization, in their class, age, ethnicity, culture, sexual orientation, and life cycle. Families tend to be more diverse, more symmetrical, and more equal.

In Dunoon and Joe Slovo Park communities, families comprise a diverse family structure that includes married couples, blended families, cohabiting families, single-parent families, same-sex biracial families, adoptive families and grandparenting families. FAMSA WC recognizes all forms of family and strives to make a positive impact in the communities through counselling and support services. This report will focus on grandparenting families. Grandparenting is the family type where children are brought up by their grandparents rather than their actual parents.

Grandparenting can be a more formal, permanent, or semi-permanent arrangement than just grandparents assisting with childcare.

The Social worker has experienced that there are several reasons why this situation may arise. From the outside, people might see the grandparent's happy upbringing of their grandchildren, but inside themselves, they may be in pain because they will be

**Grandparenting is the
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grandparents rather than
their actual parents.**

worrying about the future of their grandchildren, and what would happen to them if they died. The social worker has been dealing with cases such as these, where the grandparents are solely responsible for bringing up and taking care of the grandchildren in the Dunoon and Joe Slovo Park communities. Sometimes the whereabouts of the parents are unknown -some of the parents disappeared with child support

money from SASSA. As a social worker, I intervene by offering different services such as counselling and/or involving grandparents in Parenting skills workshops. Also, networking with other stakeholders in the community such Department of Social Development etc., for the best interest of the children and to make sure of the sustainability of the family. According to many of the 'grandparenting' families, the intervention of the social worker has made a positive impact on the community.

One case was that of an 85-year-old grandmother (client) living with two granddaughters, one of five and the other ten years old. The grandmother now reports that they are doing well due to the social work assistance they have received from FAMSA WC. The client appreciates everything that has been done by the FAMSA WC Dunoon office.

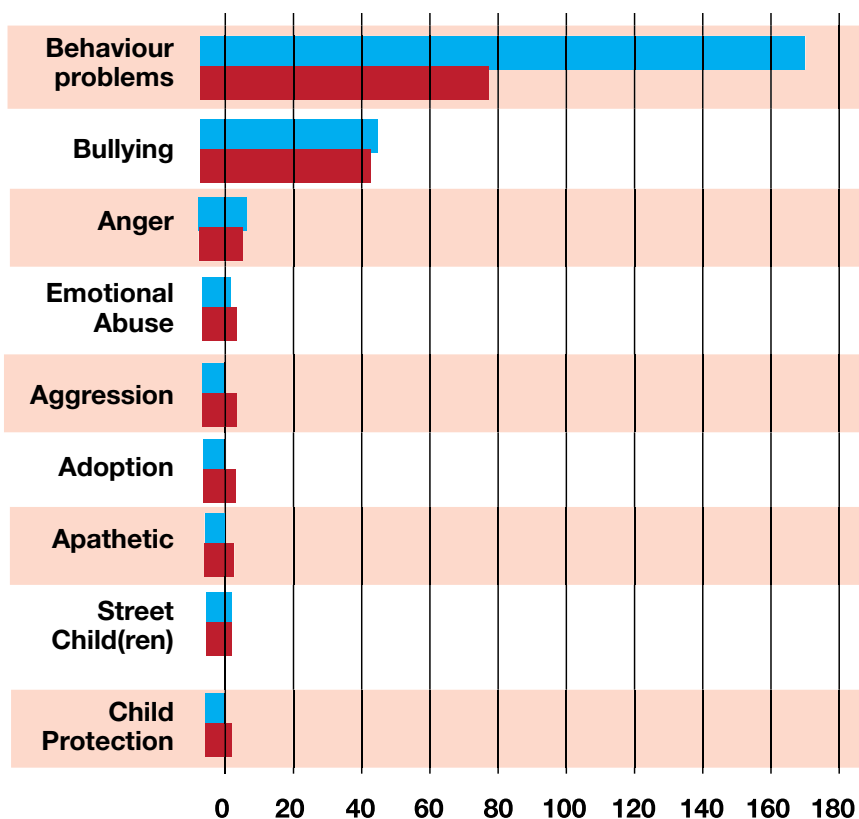
At FAMSA we believe that "healthy families create healthy communities" and are the foundation of our society.

Qakata Didiza

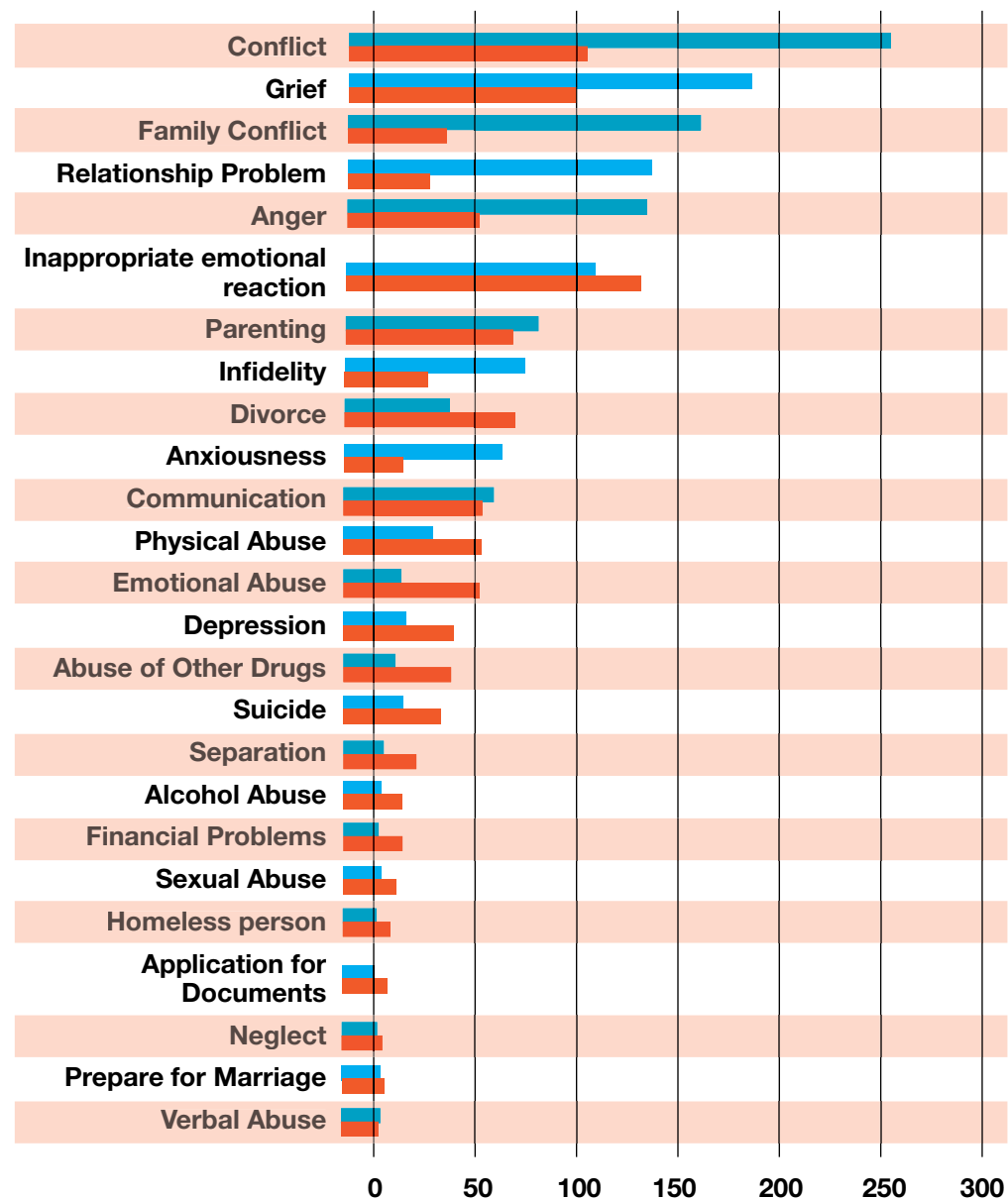
Social Worker: Dunoon and Joe Slovo Park Offices

What are the problems?

Top Presenting Problems of New Clients:
Children (blue) and follow-up sessions (red)



Top Presenting Problems for New Clients (blue)
and Follow-up Sessions (orange)



Top Presenting Problems per Office

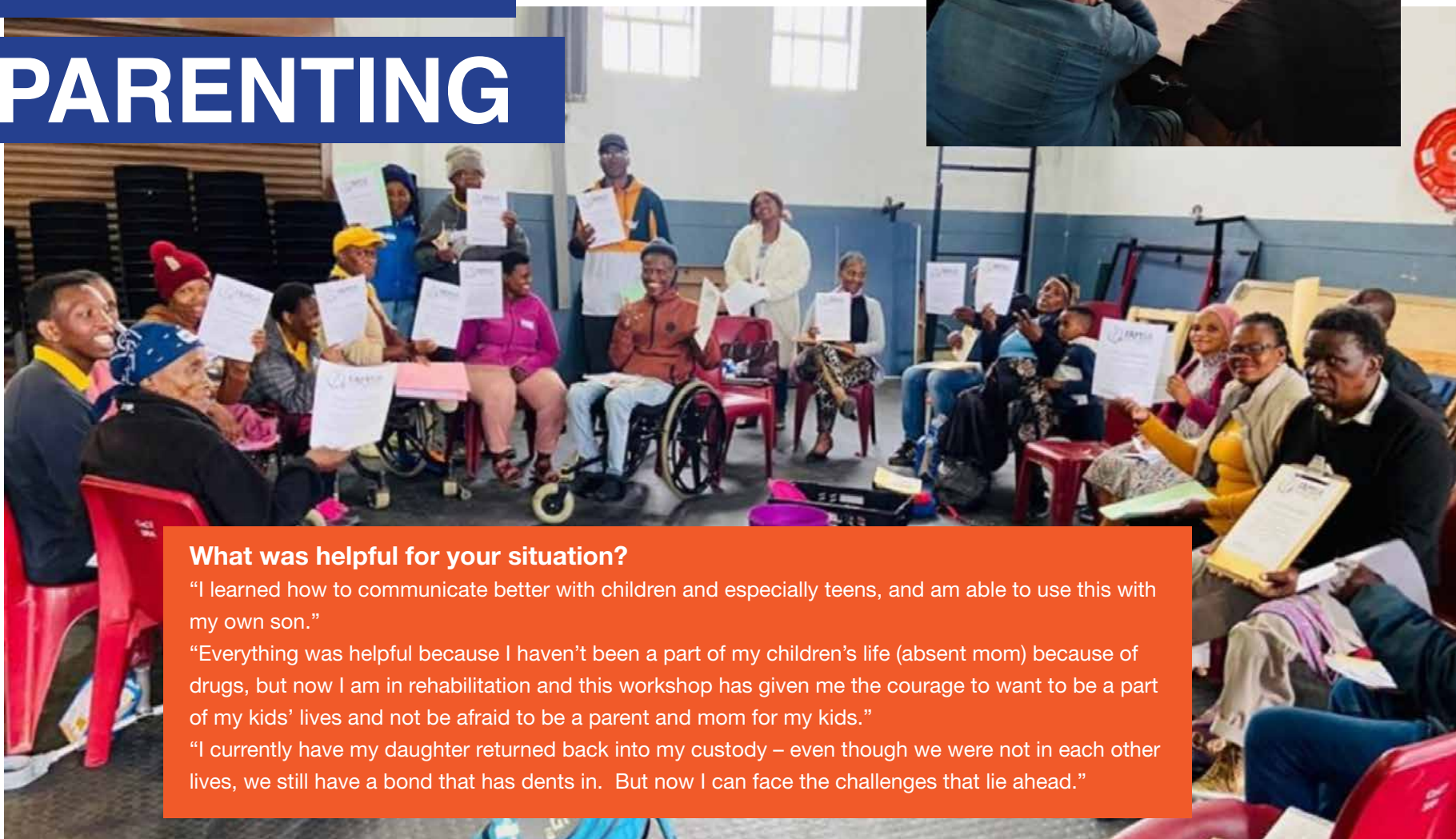
Observatory		Khayelitsha		Mitchell's Plain		Dunoon/ Joe Slovo Park		Elsies River		Factreton	
Conflict	100	Conflict	95	Family Conflict	43	Anger	38	Family Conflict	36	Family Conflict	23
Relationship Problem	91	Anger	72	Grief	38	Physical Abuse	24	Inappropriate emotional reaction	31	Abuse of Other Drugs	16
Family Conflict	44	Grief	60	Conflict	27	Emotional Abuse	17	Conflict	22	Conflict	13
Grief	42	Infidelity	48	Inappropriate emotional reaction	27	Infidelity	15	Grief	19	Inappropriate emotional reaction	10
Anxiousness	37	Inappropriate emotional reaction	44	Relationship Problem	22	Grief	14	Parenting	18	Grief	9
Anger	22	Communication	41	Parenting	20	Anxiousness	13	Relationship Problem	13	Homeless person	9
Parenting	22	Divorce	22	Divorce	17	Parenting	12	Physical Abuse	8	Relationship Problem	8
Emotional Abuse	20	Suicide	19	Abuse of Other Drugs	6	Abuse of Other Drugs/	9	Abuse of Other Drugs	6	Divorce	6
Divorce	18	Physical Abuse	13	Anger	6	Application for Documents	9	Suicide	5	Depression	5
Inappropriate emotional reaction	18	Alcohol Abuse	11	Anxiousness	5	Depression	9	Anxiousness	4	Financial Problems	5
						Family Conflict	9	Depression	4		
								Sexual Abuse	4		

Let's facilitate Skills Development

PSYCHO-EDUCATIONAL WORKSHOPS	Marriage/ Relationship Enrichment	Parenting Skills	Teen Parenting and Coping Skills	Fatherhood Programme
Focus group	Couples at risk	Vulnerable parents	Teen parents	Fathers
Khayelitsha	22	40	27	30
Mitchell's Plain	11	20	10	
Elsies River/ Bishop Lavis	9	29	11	
Joe slovo Park/ Dunoon	5	34	13	
Factreton	5	40	10	
Total Reached	52	163	71	30



Let's learn about Positive PARENTING



What was helpful for your situation?

"I learned how to communicate better with children and especially teens, and am able to use this with my own son."

"Everything was helpful because I haven't been a part of my children's life (absent mom) because of drugs, but now I am in rehabilitation and this workshop has given me the courage to want to be a part of my kids' lives and not be afraid to be a parent and mom for my kids."

"I currently have my daughter returned back into my custody – even though we were not in each other lives, we still have a bond that has dents in. But now I can face the challenges that lie ahead."



“Learning how to speak to my kids and learning the difference between communicating with my kids and talking to them. I learned that things is not just about me because I am the parent but that their feelings matter too. The workshop really refreshed my perspective.”

“I am very grateful for these three days and it helped me to understand how I should listen more to what my child has to say instead of ‘skelling’.”



Let's teach our teen parents PARENTING & COPING SKILLS

What was helpful for your situation?

"I learned how to work and learn with my child. I was taught about problem-solving skills as well as parenting coping skills. I was also taught that to discipline your child you need to be consistent with your disci-

pline."
"The parenting program was also helpful because I kind of struggle with school and being a parent at home. It takes a lot of my time to sacrifice for my future."
"The handling of a baby, because my girlfriend gave birth yesterday and it's now the time that I have to know how to handle the baby."

"Communicating styles and communication with the child at home. The teenage coping skills were very helpful because now I know how to understand or communicate back with my toddler. I've learned so much and I hope I could learn so much more."

"Mindfulness. Because sometimes you do things without thinking about the next person's feelings and hurting the next person and it can lead to something bigger than that. So, I have learned to think before I speak to someone and maybe say something wrong."

"The lesson of child emotions. It will help me bring up my child better than before."



An example of the impact of this workshop. With communication, - the teens struggled to express their opinions to parents. The workshop taught them how to express their feelings in a positive and respectful way. Also, they have learnt ways to express their feelings to friends and siblings too.

Let's educate teens about: Teen pregnancy, Bullying, Substance abuse

What was helpful for your situation?

It help[ed] me by getting self-confidence and I've learnt that [having] self-confidence can [help] you [to] participate in lot of things that you thought you would never [do]."

"Yes, it helped me a lot because now I am able to communicate with people and my

classmates."

"These sessions helped me to share what is bothering [me]. They helped to share my advice with other people. I was able to motivate other teammates about their situations."

Personal sharing: what hurts?

"My grandfather's death is still hurting even though it's been a year since he died." "Our teacher has been a good teacher to us and I kinda like her. She [taught] me more about myself and life."

"What is bothering me is my mother. She is suffering from depression. When she stays here with us in Dunoon her condition only gets worse. My father died in 2016 so the doctor says that is why my mother has depression. She thinks of how she would raise me and my sister while she did not attend school."

"My father's death. My grandfather's illness from diabetes."



Let's get real about couple relationships/marriage

What was helpful for your situation?

"Thank you FAMSA. The workshop changed my life. I wanted to leave the marriage, but I found ways to work through my problems. I'm staying in my marriage."

"That I don't feel alone, there are other couples struggling too. This workshop was a great help to all. Since sharing with others, I realized

how important my partner's feelings are. Other couples sharing has helped my relationship. I'm happy with the outcome. More would be a blessing."



"We realised we need to listen and communicate more. Writing down feelings and thoughts and then seeing our partner's responses on paper."



"More than I thought. I am aware of my partner's feelings. Communication. We can't have a civil conversation without fighting."

"I am more aware of my good and bad traits and working on these where I can gradually improve. This was very helpful and will continue with me in the future. I can now apply this every day in most situations."

"Conflict resolution, how to deal with conflict. Active listening helped me understand my partner's feelings more."



Let's get serious about Fatherhood!

Our Social Worker discusses the impact of this workshop:

On the topic of the challenges that are affecting men in their ability to effectively and efficiently take up their role as fathers, a lot has come out. The fathers identified challenges that included unemployment, depression, working long hours, alcohol abuse, stress, lacking parenting skills and support from their wives. In this session, we came up with ways of dealing with these challenges.

On the topic of anger, the fathers agreed that men are very angry. Through the facilitation process, they identified that what made them very angry, was the fact that they do not express their emotions or deal with their past experiences. As a group, we came up with the decision that as men are human beings too, they need to speak out.

The fathers emphasized that they need this gathering to take place every month because men need to learn to express their feelings and stop killing women. The day of termination was a sad day because many fathers said that the 'workshop' was the place where they started their healing process. They further

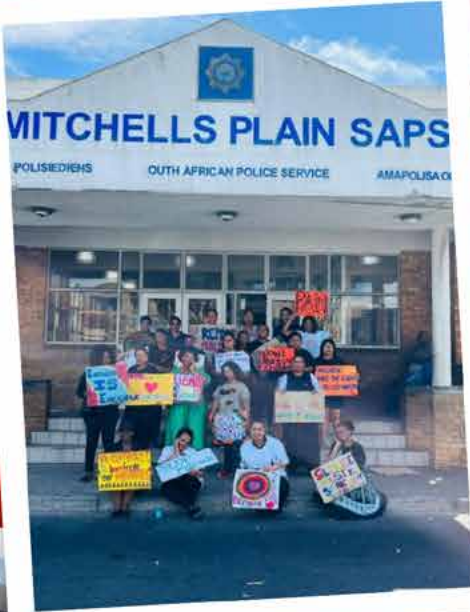
mentioned that the workshop changed their way of thinking, and it will never be the same in their homes and communities. It goes without saying that the workshop had a great impact on them.

Chuma Mangxa

Social Worker: Khayelitsha Office



FOCUSSING ON GBV!



A GBV counselling

case

Throughout our existence as an organization, our core principle is to strengthen, restore and build families. In this Factreton Office case, I am going to give a clear indication of how I applied inclusivity and respected the values of a family system. This case encapsulates how as an organization we demonstrate our vision and mission through working with families by being inclusive and appreciating diversity within a family system. It will also speak to our values of believing that a family system can change and take full responsibility for itself. This case has illustrated how people from all walks of life have a need to be heard and valued irrespective of their neurodevelopmental deficits. The case has been complex, regarding the roles of each family member and how each member perceives the current circumstance. Counsellor: Mercia Marsh

Referral from SAPS victim support:

- The clients were walk-ins.
- The clients were a 62 and 64-year-old couple.

Client's Presenting Problem: Family Conflict Linked With GBV

- The client's 30-year-old daughter has a boyfriend, who she claims is abusing her.

- The twin sister who is special needs, told the parents about the abuse.
- The parents took her to SAPS, who referred them to FAMSA WC.
- According to the parents, the working sister confides in the special needs twin about the abuse.
- The twins were inseparable, until 6 years ago when the older twin started working and dating.
- The parents said there is constant fighting and screaming every night between the sisters when one comes home from work.

...being inclusive and appreciating diversity within a family system.

Case Process

This is a nuclear family consisting of four members in the family system – mother, father and twin sisters. Consultation and follow-up visits were scheduled.

During a follow-up session it was discovered the twins each came with a prepared letter, the older one was very angry and admits being in a toxic relationship, but would rather be with her boyfriend than be at home. She said she wished her sister was not special needs because she doesn't want that responsibility when her parents are not around.



She is disappointed in her parents as the mother left her job to look after the special need twin. They struggled financially and never interacted with other children. She doesn't want to live at home but can't afford her own place. The dad said he had a good job and could support the family at that time. The dad explains certain rules that he tries to apply at home, as the girls' behaviour affects his wife's health. The mother was quiet and hardly said anything.

The special needs sister was very angry and swore at her sister and said she did not want her sister to look after her and wanted to have her own family and children. She said her life changed six years ago when her sister started working and started a relationship. She said that, as a result, she started to have imaginary friends. She claimed her sister has bruise marks on her body that troubles her but won't get involved and doesn't care anymore.

Skills used: listening, empathy, confrontation, self-awareness, and life skills.

The way forward: individual sessions with the girls and arranging a family meeting.

My observation: The parents were overprotective of the twins. They were not allowed to have friends and the older one had to help with the younger one. The separation came when the older one started working and dating six years ago, which had a big effect on the younger twin.

Intervention

As I have shared in the background history and the presenting issues, part of my intervention was to meet the family based on their lived experiences and how each family member perceives the situation. Meaning, I had to respect and accept each member of the family and believe they have the right to self-determination. Within this family, I had to put on different hats such as acting as a mediator, facilitator, negotiator and counsellor by listening respectfully and empathizing with each member's needs. For instance, acknowledging the fact that all family members had a full right to express themselves at certain times even though it could stir up conflict amongst the family. There were several factors which were brought forward into the counselling space. One of the key areas I would like to pay attention to is having a sibling living with an intellectual disability. This was a concern to both parties, the caregivers and the twin sister. But this also perpetuated feelings of resentment toward her family leading to a need to be distant and regardless of her status of being in an abusive relationship. Furthermore, it appeared to me during my intervention with the twin sister that her decision was based on a desire to eliminate the constant arguments which have contributed negatively to their mother's health. I refrained from imposing my own opinions. Psychoeducation was critical - having

a family session where all family members would engage in planning for the future in relation to the twin sister who is living with a disability. The family counselling session had a positive impact where everyone felt their opinion was valued and not dismissed.



Different options were discussed and agreed upon on how to resolve the issues as the biological parents were concerned about their age and not being eternally present for their twins.

Through my intervention with the family, part of the agreed goals was to equip the family with knowledge about people living with disabilities and how they can be accommodated and supported. This entailed speaking openly to the family about their (people living with disabilities) need and desire to be in an intimate relationship. It was apparent that for the caregivers, there are issues they will need to reflect on as the counselling sessions are in progress. It was also gathered they were not open and ready for their twin daughter to be in a long-term intimate relationship. In addition, during my intervention with the family, inclusion was encouraged, as the parents had

their own views on how their daughter should live her life. The counselor understood the family dynamics which were based purely on caring and protecting their own daughter.

Working with the family I have gained insight into how it is pivotal to build a rapport with families as they reach out to the organization to get a better understanding and increase awareness on how they can manage in resolving their own pertinent issues. Trust was built and openness was encouraged, to have real conversations. Regardless of the family dynamics, support was provided, and resources were shared on different aspects in relation to the family conflict and the occurring abuse. A safe space was provided without any judgmental attitude, equipping the twin sister with the resources to herself make the final decision of whether to continue or leave the relationship.

The family has since shared some light on how they are managing their challenges and are appreciative of the services provided. In conclusion, the outcome of the case has been satisfactory as the father has shared that there is progress regarding communication and tolerance levels for the twins. The twin who has been in an abusive relationship is spending more time at home, and the father has also reiterated that she might not feel rejected anymore. The relationship between the twins is improving and becoming much better. Family intervention is still in progress and termination will take place once the family has met their counselling goals.

Mercia Marsh

Social Auxiliary Worker: Factreton Office

Offering psychosocial support to victims

of GBVF & psychoeducational support to

perpetrators

FAMSA WC has been addressing GBVF for many years through our counselling, trauma support and support group interventions. We are extremely grateful to the National Lottery Commission, which has granted funding support - starting in February 2023 - to run our Men Stopping Violence Group at Observatory and Victim Support Groups at Observatory, Khayelitsha and Dunoon/ Joe Slovo Park. Our experience is that GBVF has no social class, colour or ethnicity. We see it across all elements of our society. The facilitator of the Observatory group, Nydean Stamboul, said that the women attending the victim support groups become more self-aware the more they attend, as the group provides a safe space where they can share their most vulnerable selves with members. Some of the women thought that they were the only ones in their situation, only to find that there are women in similar situations or even worse off than themselves. They bond as they become aware that are going through the same challenges, struggles and difficulties related to GBV relationships and femicide. Nydean also added that the SSG

(Survivor Support Group) is also very diverse, and the women get on very well with each other. They support each other and are looking out for each other in an amazing way. This is true “UBUNTU” in South African terms.

The facilitator of the Men Stopping Violence Group (MSVG) reported that the men again faced a lot of challenges this year. Previously it was Covid, this year they needed to contend with ‘load shedding’. The facilitators Lesley and Francis, with the help of the more experienced men in the group, were able to encourage the men in the group to continue attending the sessions. A ‘WhatsApp group’ was created for the MSVG members. The group members used this platform to encourage each other and to voice

their concerns and struggles that they face as they do their ‘inner work’ The men were also given homework via the WhatsApp group even if they were not able to attend the session that week. Even post-covid some men preferred not to attend the in-person session for personal safety reasons. The facilitators respected their decision and thus they were given the option of continuing with the sessions via Zoom (online). The guidelines for the men joining ‘online’ were made clear in terms of ‘confidentiality’ and ‘safety’ They needed to find a place away from other people when they joined. This they did. One man come back to the group this year after having been a MSVG group member for just over two years. He spoke with such excitement about the beautiful ‘space’ that he

is in and the wonderful relationship he has with himself and his family. He attributes his personal growth and transformation to the MSVG. He felt the need to come back and support other men in the group. The MSVG is certainly making a positive change in the lives of the men who continue to stay in the process. Those who attend the sessions regularly experience the ‘ripple effect’ with their families and the people they come in contact with.



Social Work Supervision – offering support, maintaining professional standards & ensuring quality services

In November 2022, a month after I started working at FAMSA WC, I attended the Supervision skills training course. This was still a period of orientation, finding my feet and getting to know the culture of the organization. To my surprise, one whole training session was spent on the topic of “Diversity”.

The training session covered many different aspects associated with diversity. We did not only look at the literature on this subject but also at practical ways to use this knowledge when interacting with our supervisees. Possible challenges and hindrances because of diversity, as well as how to address them, were also discussed. We were encouraged to look at ways to ensure that we celebrate diversity and ensure inclusiveness.

During my supervision sessions, I used the knowledge gained to discuss several aspects of diversity with my supervisees. I found that these open conversations led to better mutual understanding and the building of stronger working relationships.

Aloïse van der Merve

Social Work Supervisor for the VEP Programme

My group of Supervisees is truly diverse, as far as race, language, nationalities, religion, as well as sexual orientation. Although they all work at their own offices and organisations, they regularly meet as a group as well. Through this diversity, it is clear that they learn from each other through their differences.

One Supervisee is from Zimbabwe and her experience of a new country and culture and the acceptance of this by her colleagues is good to observe. She learns from her colleagues, but they also learn from her and in this way, they all grow.

One of the organisations where I work delivers services to the LGBTIQ+ community. Most of their staff members are also of this sexual orientation. In my Group Supervision, it is clear that the other Supervisees accept their colleague from this organization, despite their sexual orientation and that they also learn and grow through their communication with them. The way in which they all interact with each other is such a beautiful example of the value of diversity in a group. My own interaction with the staff at this organization is an example of how diversity can be used

for the growth of all parties.

Diversity is not a hindrance but can rather be an opportunity for growth and maturity in a group if differences are not only tolerated but embraced, and used for the advantage of all individuals involved.

Lettie Marsh

Social Work Supervisor: For the VEP Programme

I’ve been fortunate to provide a service to the most diverse group of people. These social service professionals come from different backgrounds, religions, and cultures. Their perspectives on family, marriage, social cohesion, and relationships differ so much from each other. Working closely with them has allowed me the opportunity to get a glimpse into their world and how they experience life within their cultural groups. Despite these differences, we are unified by the various roles we play as social service professionals, by the same struggles that have been brought upon us by our profession. Within the supervision process, the needs and requests of each supervisee get equal space, time and attention and we always strive towards fairness and inclusivity.

Barbara Williams

Social Work Supervisor: For the Families Programme

TRAINING AND EWP SERVICES

Famtrac – Stimulating counsellors with cutting- edge learning

As South Africans, we are privileged to live in a diverse society. FAMtrac is proud to have a diverse and inclusive team offering services, both training and employee wellness, in Afrikaans, Xhosa and English.

We continued to provide our courses online as well as running classroom courses. The FAMtrac Team continued to add high-quality courses to our training offering as well as redeveloping more classroom courses to fit online facilitation. As we continue to return to a post-COVID19 normality we also saw a return to classroom group training from organisations.

FAMtrac continued to be a first-line support system for many organisations through 2022 and provided employee wellness services throughout the greater Cape Town region. We are fortunate to welcome some new companies joining our FAMtrac family and making use of our employee wellness services. Our team believes in the value of relationships, and we provide services that are as inclusive as possible. Our team provide counselling

EWP COUNSELLING	EWP TRAUMA	
	EWP TRAUMA (INDIVID.)	EWP TRAUMA (GROUP)
No. of clients	No. of clients	No. of group members
27	168	62

Information sessions	Topic	Facilitator	No. reached
February 2022	Goal setting as a meaningful way to enhance the outcomes of your everyday practice and functioning as helping professionals	Barbara Williams	23
May 2022	Making sense of the social work intervention process- a-friendly approach	Anna Wait	20
August 2022	Family relationships living with a chronically ill relative	Annette de la Porte	32
November 2022	An End to stress workshop	Tova Goldstein	34
February 2023	Therapeutic Hypnosis in social work practice	Werner van der Westhuizen	32

in all three most prevalent languages in the Western Cape.

Our training and employee wellness services continued to grow during the period 2022-2023 seeing many new and regular faces. Our most heartfelt appreciation to the continued support of our clients.

Conrad Stewart

FAMtrac and EWP Manager

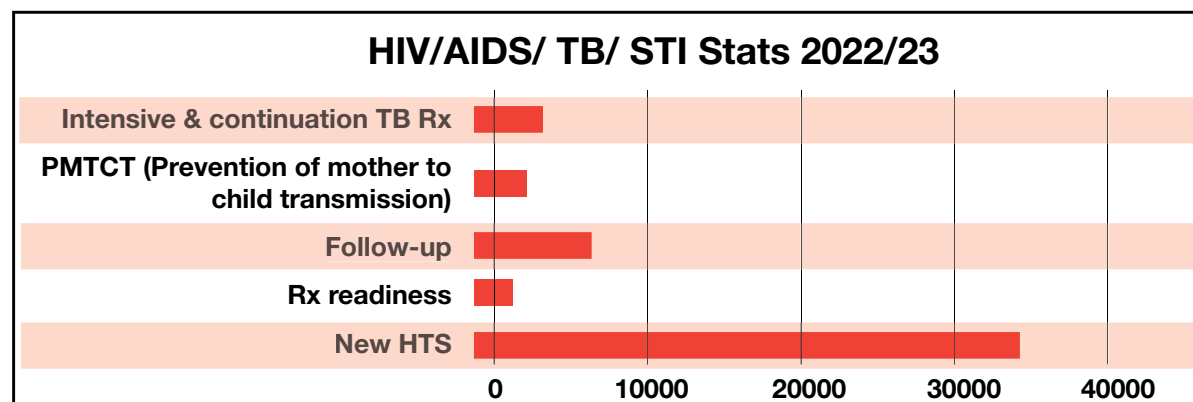
Training Course	No. Reached
Basic Counselling Skills 1	74
Basic Counselling Skills 2	18
Bereavement Counselling	36
Bullying	12
Couple Counselling	18
Domestic Violence	25
Emotional Logic 1	33
Training of House Mothers	12
Suicide Prevention	52
Supervision skills	31
Working with Children	3
Working with Trauma	21

HIV AND AIDS/TB/STI PROJECT

A Final Farewell

The South African Government has embarked on a deliberate effort to scale up HTS (HIV Testing Service) and strengthen its quality at all health facilities and non-health sites. With the increasing availability of quality HTS and its uptake in all public health facilities in South Africa, the proportion of people who have had an HIV test and are aware of their status has increased. South Africa has adopted UNAIDS' 90-90-90 strategy, which calls for 90 per cent of all people living with HIV to be diagnosed, 90 per cent of eligible people with diagnosed HIV to receive ART and 90 per cent of those on ART to have a suppressed viral load. In partnership with the Western Cape Provincial Department of Health, FAMSA WC has 27 counsellors, 2 co-ordinators and a Project manager supporting health facilities in the Western Sub District, Langa Clinic, GSH, Chapel Street Clinic, Spencer Road Clinic, District 6 CDC, Long Street Clinic, Reproductive Clinic, Brooklyn Chest Hospital, Kensington CDC and Factretton Clinic.

No of Male condoms distributed	611490
No of Female condoms distributed	57102
Number of Support Groups	31
Family Planning/ Health talks	338



A Final Farewell

This is **Nomgcobo Mvelashe** one of our counsellors who has worked for FAMSA for 10 years. She was diagnosed with diabetes in 2013 at Vanguard CHC and she was very shocked. Since then, she started with daily treatment, which was very difficult at the beginning. She acknowledges that what keeps her alive is being adherent to her treatment. She also started a diet and exercise programme and is now cautious about everything she buys, making sure to check the percentage of sugar added to all foods. She had to stop eating what she likes to eat, in order to improve her condition. This changed her life, but her experience also impacted how she helps her patients. She always advises patients to adhere to their treatment and to stay healthy as possible. Some will tell her that they don't have money to buy all the things that are required for their diet. She tells them to just do simple things, such as reducing fatty foods, eating toasted bread with no butter, drinking coffee without milk, and drinking water daily - even when taking meds - as this is what is working for her. She has used her chronic illness and what has worked for her, to assist her clients. What is important, she said, is to inform the people you are living with so that they adapt and accommodate what you need to



Nomgcobo Mvelashe

eat, without judging. However, she cautions, a patient with a chronic disease needs to be mentally ready to disclose their illness. It has been 20 years since her diagnosis, and she is still healthy, thanks to the changes she made. It is not easy, but she can live with it.



Rememberence

The Kensington FAMSA WC team, **Mandiswa Kampies** and **Noxolo Langa**, celebrated World Aids Day in their facility. Busisiwe Henda, a HAST coordinator at FAMSA WC, lit the candle for the remembrance of those who passed on due to HIV/AIDS, and for those who are living with it and adhering to the treatment and taking control of their lives.



World Aids Day



Louisa Ben, one of the HAST coordinators at FAMSA WC, presented a talk on World Aids Day to people shopping at the Golden Acre in the CBD. The talk covered all the services that the facility counsellors are rendering. She highlighted the new services including Prep (Pre-Exposure Prophylaxes), Pep (Post-Exposure Prophylaxes) and HIVSS (HIV self-screening). Nydean Stamboul, a Social Worker from FAMSA WC, presented a talk on GBV.



Thanks

FAMSA WC has been in partnership with the Western Cape Department of Health rendering services from 2002 up until 2023. The contract for Facility Based Counselling services has come to an end. We would like to thank the Department of Health for giving us the chance to render these services for all these years, trusting our abilities and capabilities and working hand in hand supporting each other whenever there's a need.



Western Cape
Government

Health

BETTER TOGETHER.

A Final Farewell

On the 31 of March 2023, FAMSA said farewell to the HIV/AIDS/TB/STI Project, acknowledging the service of all our counsellors. **Erica Mendes** (Resource Manager) and **Mandisa Ralarala Mkhonwana** (HAST Project Manager) complemented each counsellor with a service certificate to acknowledge and thank them for being part of the FAMSA team.

We would also like to thank the Provincial Department of Health for their continued trust in FAMSA WC with a new partnership agreement which enables us to continue to offer services at a community level through our Integrated Community Health and Wellness Service Project. FAMSA's contract with the Department of Health offers these services in the Woodstock and Greenpoint Nodes. These two nodes comprise the CBD, Bo Kaap, Warmer Estate, District

6, University Estate, Gardens, Tamboerskloof, Woodstock, Salt River, District 6 lower Vrede, Greenpoint, Waterfront, Seapoint, De Water Kant, Mouille Point, Camp Bay, Frensnay, Bakoven, Devils Peak Estate and Schotcheskloof.

Wishing the FAMSA WC team a good and progressive start, looking forward to working in the commu-

nity to save lives, to take care of those who can't take care of themselves and to support families whenever possible.

Mandisa Ralarala Mkhonwana
(outgoing HAST Project Manager)
CBS Project Manager



STAFF MATTERS

Supporting a diverse staff

Diversity and inclusion are critical components of a thriving organisational culture. As the HR support, one of my responsibilities is to promote an environment that is conducive to the different experiences and perspectives within the organisation.

FAMSA has always strived to meet the BEE requirements. As the HR support, I can proudly say that our organisation's statistics are as follows: 60.63% black, 38.7% coloured and 10.32% white.

Within these percentiles, we have several different languages including, English, Xhosa, Afrikaans, Sotho, and Zulu.

FAMSA has recently introduced a new project which is called the Integrated Community Health and Wellness Project, which includes health workers from various backgrounds who will be going into the communities to assist patients who are unable to commute to public health facilities. FAMSA has adopted the true meaning of embracing our staff members by continuing to be inclusive as the organization grows.

Samantia Nakoo

HR Support



STAFF

Noelene Blekkenhorst: Executive Director
Erica Mendes: Resources Manager
Daleen Van Standen: Head Clinical Services
Pauline Servitz: Counselling Manager
Conrad Steward: FAMtrac Manager
Mandisa Ralarala: HIV/AIDS Manager
Gcobisa Ngalo: Khayelitsha Office Manager
Gloria Mashinini Motsapi: Administration
Ernest Radu: Receptionist
Sylvia Rwexana: Girl Friday
Samantia Nakoo: Office Administrator
Zimkitha Jini: Financial Administrator
Nwabisa Siyolo: Receptionist
Nonceba Mdunyelwa: Girl Friday
Melikhaya Mjilana: Handy Man
Yonela Sipoko: Social Worker
Nomsa Mtshungu: Social Worker
Nomkitha Tombe: Social Worker
Chuma Mangxa: Social Worker
Siphesihle Ntuli: Social Worker
Nydean Stamboul: Media coordinator/
 Senior Social Worker
Nozuko Gxamza: Social Worker
Faadiya Smith: Social Worker
Qakata Didiza: Social Worker
Lisa Dicken: Sessional counsellor/ Social Worker
Margaret Fulton: Sessional counsellor/ Registered
 Counsellor

Quida Witten: Sessional counsellor/ Social Worker
Deslie Acton: Social Worker Supervisor
Aloïse van der Merve: Social Worker Supervisor
Alleta Marsh: Social Worker Supervisor
Fadia Julies: Social Worker Supervisor
Barbara Williams: Social Worker Supervisor
Helga Haupt: Social Worker Supervisor
Micaela Fish: Intake Officer / SAW
Babalwa Mgcuwe: Training Administrator/ SAW
Mercia Marsh: Co-ordinator/ SAW
Thobile Mbali: Intake Officer/ SAW
Lynette Daniels: Intake Officer/ CDA
Ubernecia October: Data Capturer/ CDA
Desiree Titus: Co-ordinator/ SAW
Margaret Ruiters: Co-ordinator/ CDA
Frances Rodgers: MSVG Facilitator/ Social Worker
Lesley Thomas: MSVG Administrator
Cathreen Munday: EWP Support/ SAW
Muriel Kossman: EWP Support/
 Pastoral Counsellor
Chrisna Visagie: EWP Support/ Psychologist
Louisa Ben: HIV/AIDS Coordinator
Busisiwe Henda: HIV/AIDS Coordinator
Monica Banzi: HIV/AIDS Counsellor
Cynthia Emmanuel: HIV/AIDS Counsellor
Thembekile Nxesi: HIV/AIDS Counsellor
Nomgcobo Mvelashe: HIV/AIDS Counsellor
Nondumiso Madubedube: HIV/AIDS Counsellor

Nombulelo Booi: HIV/AIDS Counsellor
Lindiwe Madasi: HIV/AIDS Counsellor
Lungiswa Mzondo: HIV/AIDS Counsellor
Ncebakazi Tiya: HIV/AIDS Counsellor
Felicia Meyer: HIV/AIDS Counsellor
Faika Norodien: HIV/AIDS Counsellor
Mandiswa Kampies: HIV/AIDS Counsellor
Noloyiso Fesi Ntambo: HIV/AIDS Counsellor
Nomaxabiso Baleka: HIV/AIDS Counsellor
Sylvia Fry: HIV/AIDS Counsellor
Noxolo Langa: HIV/AIDS Counsellor
Robert Twalo: HIV/AIDS Counsellor
Thozama Mvula: HIV/AIDS Counsellor
Vivian Tshingane: HIV/AIDS Counsellor
Thobeka Tetani: HIV/AIDS Counsellor
Bulelwa Bonga: HIV/AIDS Counsellor
Cornelia Mazinywana: HIV/AIDS Counsellor
Ntomboxolo Mgcoki: HIV/AIDS Counsellor
Yoliswa Fanteso: HIV/AIDS Counsellor
Ayanda Baso: HIV/AIDS Counsellor
Kholeka Dyani: HIV/AIDS Counsellor
Asandiso Kalako: HIV/AIDS Counsellor
Melumzi Manxiwa: HIV/AIDS Counsellor



THANKS YOU TO OUR DONORS

Department of Social Development:
Children and Families

Department of Social Development:
VEP

Powertool Repairs
Nyakallo Selela



Thank You

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BBBEE –Level 1 Contributor

Section 18a Registration

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Audited financial statements 2022-2023
are available on request