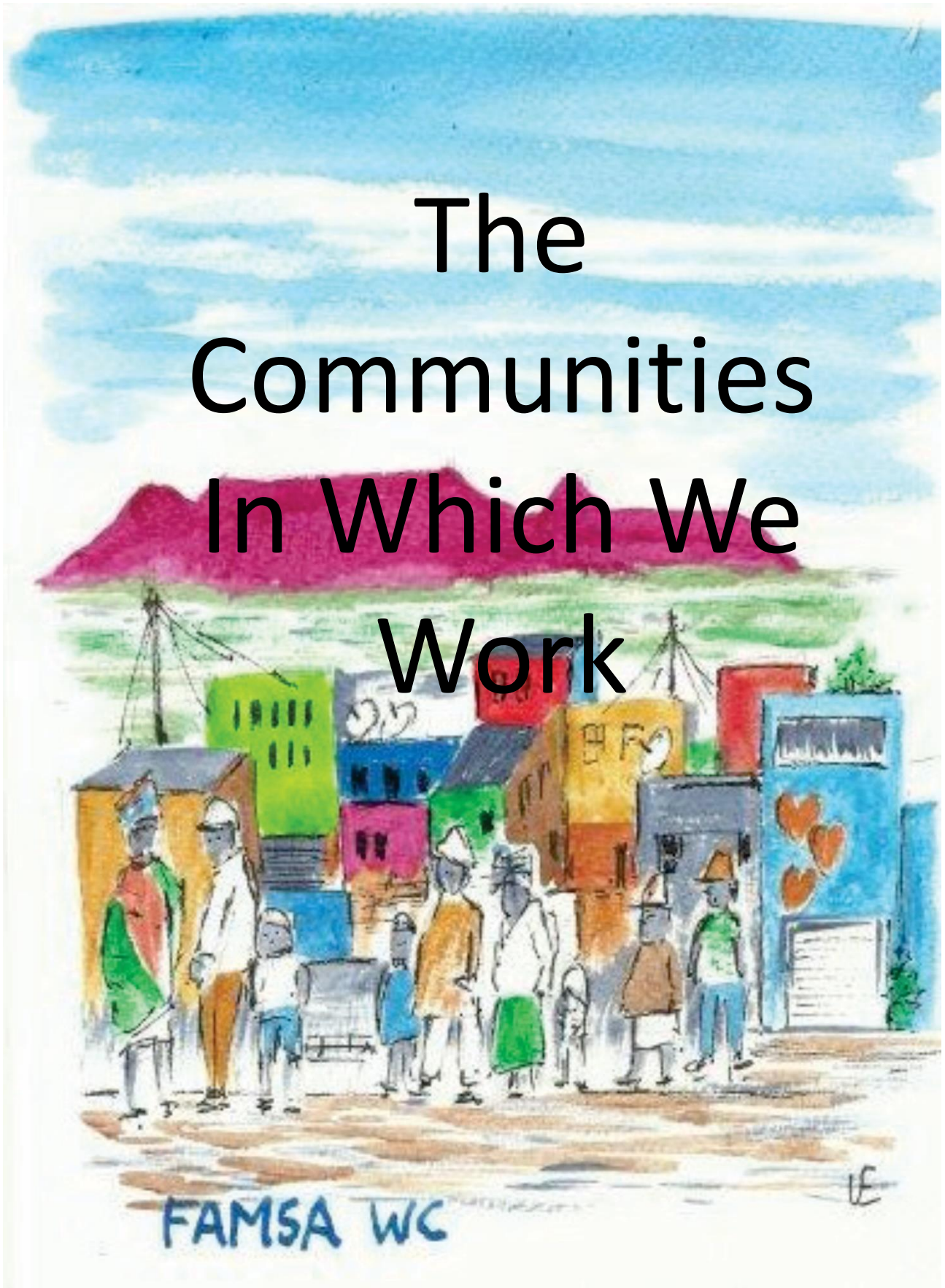


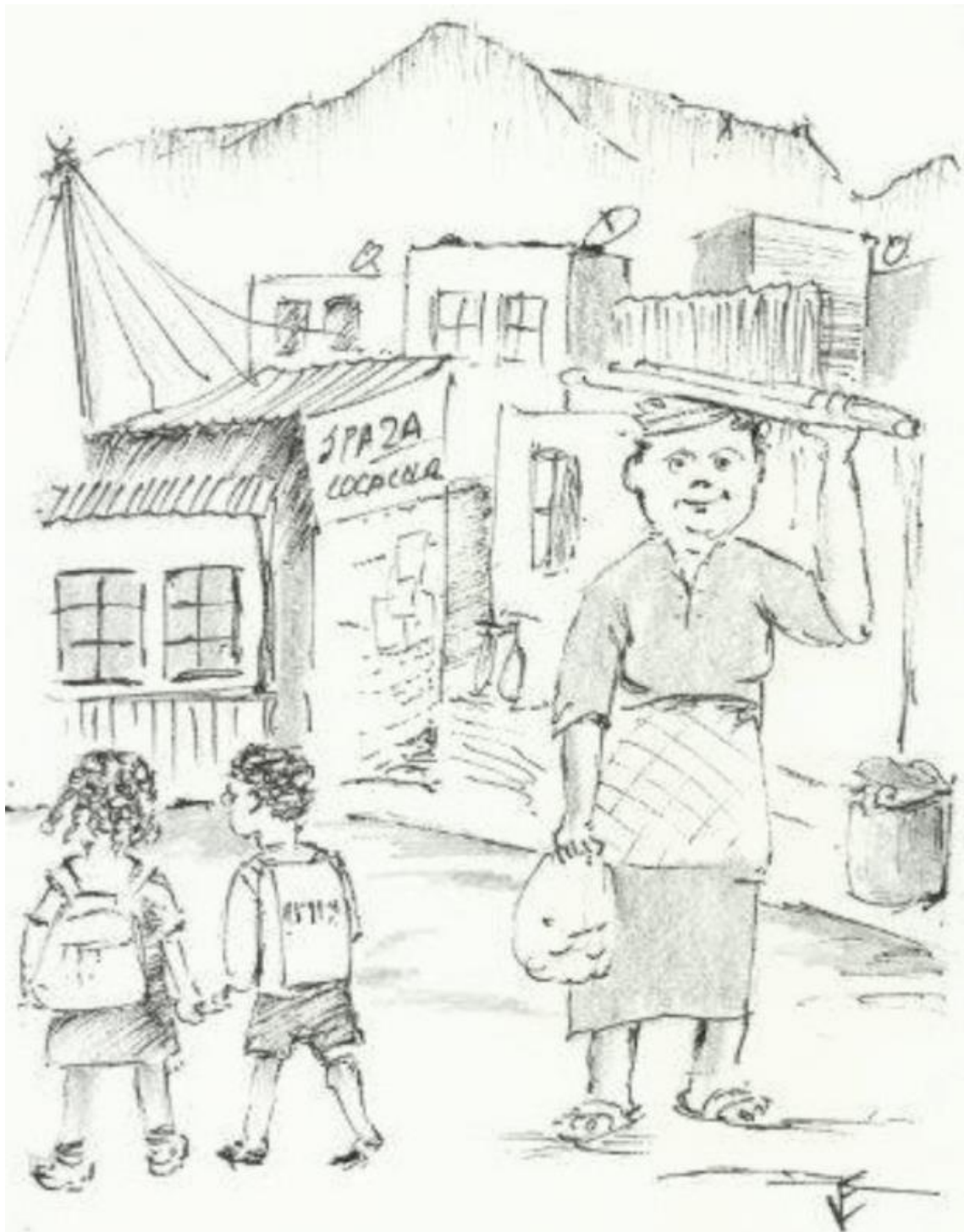
The Communities In Which We Work



FAMSA WC aims to help build a society where children and families are equipped with skills to live in connectedness with those closest to their hearts.

We work towards achieving our mission through our core business, which is counselling, training and supervision.

Our mission is 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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Khayelitsha Athletics Club
Econoloo
Rainbow Sound
Event Solutions
Topline Medals
K3 Water
Peninsula Beverages
The Brand Scene
Vukile Sonandzi
Thamar Houliston

Chair and Vice Chair report

On behalf of the EXCO I would like to extend grateful thanks and deep admiration to the members of the FAMSA family.

Technically FAMSA is an organisation, realistically FAMSA can only do what it does with the limited resources it has and the challenges it faces year in and year out because

the team are a family ready to
face all with grit and
determination.

As the Board meets monthly reviewing finances, problems and requests from the management team, despite the tests and trials, we rest assured that all will be well under the expert guidance of Noelene and the core team. This is not only because of their vast experience, but also because of their adaptability, determination and courage. Anyone who works in the NGO sector needs these characteristics and if someone does not arrive at FAMSA with them, they have every opportunity under the guiding hands of the Sage Ones to develop them. Sometimes the challenges seem insurmountable and yet to date FAMSA as a family, team, organisation remains strong and in service of their communities.

Kind Regards,
Jane Cope



**Chairperson: Mr Vusi April, Vice Chairperson: Ms Jane Cope, Treasurer: Ms Stacy-Lee Foster
Members: Mr Wonga Mampana, Mr Mr Andrew Bell, Ms Noelene Blekkenhorst**

Director's Message

I joined FAMSA WC as Director in 2001 and through all these years I have been proud of our staff, volunteers and executive committee who are committed and dedicated to fulfilling our vision. Our work helps to prevent some of society's biggest issues such as gender-based violence, loneliness, family violence, divorce and many other issues as indicated in this annual report.

Every day we focus on improving the wellbeing of our communities. Our communities are at the centre of everything that we do. Our focus is on relationships and we believe strongly that relationships matter in the communities in which we work.

As Frances Moore Lappe said:

“we humans
wither outside
of community.
It isn't a luxury,
a nice thing;
community is
essential to our
well-being”.

At FAMSA WC we believe that thriving families make thriving communities and thriving communities can change the world.

As much as we are trying to help our beneficiaries through our service delivery, we are also doing so for our communities. We can only be successful if we are all committed.

This report details some of the ways we are doing exactly that.

During all these years, I have been inspired and energised from the relationships I have formed with staff, volunteers, and the executive committee. I am proud of what we achieved in the past year and once again say thank you to all that made this possible.

Director
Noelene Blekkenhorst



Section 18a Registration

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BHF No: 090 009 0059684

Audited financial statements
2019-2020 are available on request

Beneficiary Analysis
B-BBEE Level 1 Contributor

Counselling

FAMSA WC is well known for our counselling services. But what does this mean? For those that have never been for counselling, this can seem like a far-removed concept with little meaning or something people with 'problems', may do undercover. However, when you dig down to where we are working and the issues that confront our people, the value of counselling cannot be measured. FAMSA WC's services are offered in Observatory, Khayelitsha, Mitchell's Plain, Facticeon, Dunoon, Joe Slovo Park, Elsie's River and Bishop Lavis. Taking a closer look at these areas can give better insight into why we are seeing such heavy fallout in terms of family and relationship breakdown and the problems that are escalated and perpetuated intergenerationally. People living in our communities' experience difficult circumstances such as high population density, poverty, with many living in prolific informal housing. Communities commonly are characterised by high levels of socioeconomic inequality and increasing unemployment. However, each community has its own identity and the issues are more nuanced. Nydean Stamboul is FAMSA's Social Worker based in the Eureka Estate Elsie's River. She is our Community Co-ordinator, managing and supervising all our community satellite offices and staff.

Elsies River

The challenges in this area are numerous: Gangsterism is rife, Teenage pregnancies, Domestic Violence, Bullying at schools, Divorce, Family Relationship Problems, Gender-Based Violence, Behavioural Problems, HIV/AIDS, Depression, Crime, Unemployment, Substance Abuse, Poverty, Legal Issues e.g. Child Maintenance, Parenting Plans:-

"One specific case I've dealt with was a gender-based violence case. A 20-year-old girl was involved with a gangster and found herself in an abusive relationship. He was also harassing her family. When she first came to see me for help and support, she was doing a hairdressing course in the same building as our FAMSA office. Over time, the abuse became serious and dangerous. One weekend, the perpetrator literally kidnapped the client for the weekend to show her where he was going to kill her. She managed to get away from him on the following Monday.

When she attended class on the Tuesday, she informed her facilitator about what happened to her over the weekend. She was very scared. Together, with her permission, we looked for safe accommodation at a Shelter for abused women and children. Her mother was also informed about her decision. I managed to find place for her at a Shelter in Athlone. Her uncle went with her to apply for a protection order, which was successful, and then accompanied her to the Shelter.

Violence

A characteristic of most of the communities in which we work is that the level of violence, GBV and crime is unacceptably high. The Provincial Crime Report 2016/17 Analysis of SAPS crime statistics states that the high murder rate in the Province could be attributed to a range of factors, which includes the proliferation of weapons (firearms), gang violence, drugs, alcohol and interpersonal violence. Bishop Lavis police precinct had the second highest increase in murders in 2016/17. While Khayelitsha precinct had the sixth largest murder rate in the Province. It also has the highest rate of attempted murder. Elsie's River is the precinct that tops the list with the highest attempted murder rates in the Province. Mitchell's Plain was also highlighted for serious crime. SAPS has gone so far as to develop 'gang' precincts, highlighting the extent of the gang problems in these areas. It is well known that violence is a learnt behavior. Children living in violent communities and homes learn that the only way to resolve their problems is to resort to violence. When children grow up and enter into relationships of their own, they often rely on what they were taught, making them extremely vulnerable to becoming perpetrators or victims by virtue of their learnt problem solving tools. The cycle of violence can thus be passed down to generations. (FAMSA WC MFIW manual).

This is one of the cases I have worked with, that ended in a success story. The client managed to get away from the perpetrator with the help and support of her family, FAMSA WC and her facilitator. He was also caught by the Police in the process. Working together and not in isolation can change the lives of the clients that we work within our communities."

Top Presenting Problems at Elsie's River/ Bishop Lavis Offices

Inappropriate emotional reaction	52
Trauma Debriefing	39
Behaviour problems (Children)	34
Family Conflict	28
Parenting	27
Conflict	18
Grief	16
Abuse of Other Drugs	7
Inappropriate emotional reaction (Children)	7
Relationship Problem	6

Counselling

At FAMSA WC, we provide counselling, refer clients to specialized organizations e.g. Statutory organizations, Shelters (for safety), Rape Crises, Mosaic, Department of Social Development (DSD), to name a few. We also facilitate workshops to equip and educate people with skills and knowledge e.g. Parenting Skills workshops, Teens Parenting and Coping Skills workshops as well as Marriage Enrichment for Couples workshops. We work with schools to address numerous problems in the schools e.g. bullying, behavioural problems, family relationship problems, teenage pregnancies. We also work with the Teachers towards the prevention of children being suspended from school. Furthermore, we work with churches especially with regards to the Marriage Enrichment Couples workshops and counselling.

We do believe that ultimately, building Partnerships with other organizations is of paramount importance because we cannot operate in isolation

An email received from a satisfied client.
"I wish to thank Nydean for the excellent manner in which she conducted our counselling session. We were thankful for the compassion, patience and pleasant manner in dealing with us. The warm reception received by the front desk and friendly environment meant a lot. We appreciated the privacy and professional care received from Naydean. She is a person that we could connect with. Wishing Nydean and Famsa further success in the future. Kind Regards" [Name omitted for confidentiality reasons].

Nydean Stamboul: Social Worker and Community Counselling Co-ordinator

Dunoon and Joe Slovo Park

Dunoon and Joe Slovo Park are relatively 'new' areas that have grown rapidly, after being purchased by the City in the early nineties and set aside for low-income housing for people from the Marconi Beam informal settlement. Now, the area is a fusion of different South African and foreign cultures. Unfortunately, people have not always integrated happily, and Dunoon is well known for terrible Xenophobia that occurred in 2008/09. Both areas are deprived in terms of services and poverty is rife. There are many people who have settled there when migrating to Cape Town to look for work. This means that some families are separated from each other. Qakata Didiza is our social worker, who works in both areas - from a container at a Church premises in Dunoon and at FAMSA's own container in Freedom Way, next to the Taxi Rank in Joe Slovo Park. Qakata describes the challenges that affect the community and gives an overview of the situation in these areas.

Significant challenges in Dunoon and Joe Slovo Park include domestic violence, teenage pregnancy, a high crime rate, family conflicts, relationships issues and gender-based-violence. Counsellors render counselling services and facilitate workshops to match the needs of the community. These include Parenting, Marriage Enrichment and Teen Parenting and Coping Skills, as well as a Youth Support Group, focussed on Goal Setting. Many people from Dunoon and Joe Slovo Park are destitute and lack resources. We refer clients who have poverty issues to SALT organisation for further assistance while counselling sessions continue in parallel. Clients with substance abuse issues are referred to Matrix for rehabilitation, while the individual and family counselling continues. Due to the high crime rate in these communities, many community members have lost loved ones, and some have been subjected to the horror of rape. We then offer trauma debriefing and bereavement counselling.

Community members really appreciate our services. We also get referrals from various stakeholders in the community such as the Department of Social Development (DSD) and from the nearest clinics. Counsellors see individuals, groups, families, and couples. We have many positive stories from the community. Not to share all the stories, but here is one example. *"A client was referred by a community stakeholder. The client had family issues, in that his wife's behaviour was not 'normal'. Through counselling, I identified that the issue affected the family as a whole. I then invited the client's partner for counselling and identified that the client's wife had behaviour problems that could put the whole family in danger. I then contacted the New Somerset Hospital to refer the client to the hospital psychologist. The psychologist accepted the referral and the client was sent to hospital for help. I then continued to see the client and his children for family counselling. According to the family, the situation is now better at home. The client said the process of change had developed, and they appreciated everything that had been done by FAMSA. To summarise the story, the situation at home has changed for the better."*

Top Presenting Problems for Dunoon/ Joe Slovo Park	
Anger	42
Grief	25
Emotional Abuse	21
Communication	17
Family Conflict	16
Abuse of Other Drugs	15
Depression	14
Aggression	11
Infidelity	8
Divorce	6

Counselling

In early 2020, the community was hit by Corona Virus. As counsellors, we supported, by providing counselling for those who were dealing with fears, anxiety, and depression as a result of the Virus. As the virus progresses, we expect to see more clients with these issues, as well as for bereavement counselling.

I would like to urge community members that if they notice any issues within their families, neighbours, relatives, or even themselves, they must not hesitate to contact FAMSA Dunoon and Joe Slovo office. Contact us or visit FAMSA office Joe Slovo (Freedom Way in Joe Slovo) / Dunoon office (Anglican church in Mnandi street Dunoon) 0711556536, famsadunoon@gmail.com or contact FAMSA Western Cape Head office 021-4477951.



Counselling

Factreton

Factreton office is housed in the Shawco building in Factreton and services clients from Factreton, Kensington, Maitland and the surrounding areas including the informal settlements Maitland Intersite, more commonly known as Ghost Town, Royal Road Informal Settlement, Sixth Avenue Informal Settlement, Koko Town and Wingfield. There are three gangs that operate across Kensington Factreton and Maitland. These include the Nice Time Kids whose stronghold is in Factreton, specifically, 'Die Gat'. Wonder Kids, also in Factreton, and the Americans who predominantly operate in Kensington and Maitland. There is constantly turf wars, especially in Factreton stronghold to two rival gangs (A Moment in Kensington Factreton Maitland: key findings from a two week workshop in collaboration with asf-uk, 1:1 & dag, 2017). There is also a lack of Policing in the area. Factreton, Kensington and Maitland are also known for the number of 'back-yarders', which means Wendy houses or shacks are built in the back yards of properties and rented out. This is confirmed by our Co-ordinator and Social Auxiliary Worker in the area, Mercia Marsh.

As a result of the lack of housing, there are often three, four or five families living on the same premises. In consequence, we can get two or three cases per house, or the same address but different families. Commonly, there are many single parents with absent fathers and mothers. There also many teenage parents and teenage pregnancies. To assist these teens, we offered Teenage parenting and coping skills workshops at both high schools in the area.

Another issue that is common to the area is the high number of school dropouts, these children feeding into gangsterism, drug use and peddling from Primary school age. Both boys and girls become involved, but mostly boys.

Many of the cases we deal with include Trauma and Grief counselling – required by the problems people have to deal with in this area, including suicide, shootings, murders, gang violence, rape, robberies, assaults, illnesses, family violence, people dying.

Unemployment is a significant issue leading to all sorts of social problems. There is a lot of elderly abuse, as well as child neglect due to Substance abuse. Many of the elderly take care of their grandchildren and great-grandchildren. However, we often see clients regarding children's behavioural problems. To assist parents, we have offered several Parenting Skills workshops which have proved to be very beneficial.

Many of the cases we see involve marital problems due to affairs, substance abuse, unemployment, lack of communication, spouse abuse and Domestic violence. We provide counselling to nuclear families, people in relationships, couples including same-sex, individuals, divorcees, domestic violence victims, grief, trauma containment and debriefing.

We are currently offering counselling in five schools and work closely with the teachers and Community Keepers' Social Workers, who identify possible referrals for FAMSA.

Through our counselling sessions, we identify and keep a list of clients for referral to our workshops, including teen parenting and coping skills workshops, parenting skills workshops and couple's workshops at the schools and in the community.

The Factreton community is very socially active and FAMSA enjoys positive relationships with various stakeholders. We work, refer and in turn, get referrals from the following organisations:

CHC (Community Health Centre) Clinic, DSD, ACVV, SAPS, COO (Community Outreach) Kensington Haven Night Shelter and Schools. Alexander Institute helps clients with protection orders in the area. We refer specialized cases to Shelters for women, Drug Counselling Centre, Rape Crisis, and the Family Court.

Top Presenting Problems at Factreton Office	
Inappropriate emotional reaction	41
Behaviour problems (Children)	35
Abuse of Other Drugs	27
Family Conflict	12
Grief	9
Trauma Debriefing	8
Conflict	7
Separation	7
Relationship Problem	6
Anger	5
Sexual Abuse	5

Counselling

A case I recently dealt with

"I received a call from the Ward Councillor asking if she could give my personal number to a client. I agreed as due to load shedding, our landline was not working. The client called, saying that her daughter was acting 'strange'. She also said that the daughter had discovered her boyfriend's body, who had committed suicide two weeks prior to the call.

I told her to see me immediately because I was not busy at that time. I spoke to the mom first. The mom said that the daughter had been coping, until that particular morning, when she was in a daze and did not respond. While the mom filled in the face sheet I spoke to the daughter. I asked the client (daughter) how she was. Her response was that she was 'okay'.

I asked her what happened. Her response was "nothing". I asked her where her boyfriend was currently, and she said that he was at home. I also asked her when last did she see him?

She mentioned that they had an argument the night before and being three months pregnant she walked out. She also mentioned that she was unsure to why she was here and wanted to leave. I asked to be excused and phoned the day hospital and spoke to the Sister in Charge.

I explained to the clients that it is important for her to see a doctor and that she might need medication. We can still do the counselling later, but it is of paramount importance that she speaks to a doctor.

I provided a referral letter and transported them to the Day Hospital. My follow-up call was with the mom the following day.

The doctor provided her with medication and confirmed a negative result of the pregnancy test. She was also referred to a psychiatrist.

FAMSA intervention: I was available immediately. I could identify the problem as trauma shock and grief. I could calm and support the family. I referred and transported them to the Day Hospital. I followed up on the Client. I then arranged a follow-up appointment for the family. The right resources and networks within an area are of so much benefit to our clients."

Another client sent this feedback to FAMSA WC.

"I am coming back to thank FAMSA to say Thank you for the beautiful life I have now. My husband is a different man, even my grandchildren say that Pa has changed and no longer shouts like he used to. He does exercises to help control his anger and always tells me how much it helps him. Thank you very much for helping us as a couple, and a family. [Names omitted for confidentiality]"

We also believe in maintaining partnership and working together for the sake of our beneficiaries. We get many referrals from the Department of Social Development but have also assisted with Parenting Skills Workshops. One of the Social Workers from DSD wrote to acknowledge our Parenting Skills Workshops and the benefit they are giving to families.

"Good Day, I trust that this email finds you well.

I would just like to express our sincere gratitude with regard to FAMSA hosting the parenting skills programme which immensely assisted each and every client referred. These group sessions targeted all parents and focus on the enrichment of all family's lives. I have received numerous requests regarding when the next sessions would be as well as positive feedback from the parents as they feel more equipped with skills to improve their home conditions and family behaviours in accordance with the Children's Act.

We appreciate the time and dedication that you all have taken; Mercia, Cecil, Bronwyn and Sheyaam to share and inspire the community which we serve. We are grateful for your interactions and material that is presented to the group has empowered them to function on their own and to understand their roles and responsibilities when forming part of a family.

As we continue to work with the vulnerable we hope that we will be able to work with FAMSA in facilitating more programmes for parenting skills at least every quarter as our primary focus is to preserve families and ensure that they have access to resources which will empower and motivate them.

It starts with educating our parents to create better futures and happy households where the possibility of abuse can be reduced.

Once again thanks to each and every one of you for your powerful messages and commitment in assisting our communities.

Warm Regards

Nabeelah Raffie

Social Worker

Department of Social Development

Elsies River Local Office."

Counselling

Mitchell's Plain

Mitchell's Plain was created in the 1970s to alleviate housing shortages in the coloured community of Cape Town when communities were forcefully removed and/or relocated in terms of apartheid legislation. It was planned as a segregated, self-sufficient dormitory suburb far removed from the white areas of the city, but also isolated from the black and Indian communities. Mitchell's Plain is isolated due to its distance from the city; transport costs are high and commuters have to travel for a long time each day. It is situated far from the centres of economic opportunity. Crime is endemic in the area and gang activity is infamous in this part of the Cape Flats (Mitchell's Plain Nodal Economic Development Profile).

FAMSA Mitchell's Plain office offers counselling services to clients living in the areas of Tafelsig, Lentegeur, Eastridge, Westridge, Rocklands and Portlands. However, there are clients that seek assistance that live in Delft, Hanover Park, Zeekoevlei, Phillipi and Wesbank. They access our office due to a lack of counselling services in the community where they live and due to the convenience of travelling to the office with public transport. The challenges clients experienced are domestic violence, substance abuse, marital problems, children /teenage behavioural problems, grief, bereavement, trauma, or divorce matters. A successful case that I have dealt with recently where the client's religion was the central issue in the breakdown of the relationship.

"A client came to visit the office feeling very distressed and broken about divorcing his wife according to the Muslim tradition, which is that he uttered on three different occasions that he is divorcing her and in their religion, they cannot remarry. He mentioned that they still love each other but because of religion, had to separate. The client explained that he felt guilty and regret not coming earlier for counselling when he was experiencing challenges in the marriage.

The client also mentioned that he has a very short temper and is struggling with anger. I empathised with the client's feelings and implemented the ethnic perspective with regards to being sensitive to his beliefs. The ethnic perspective was successful because the client mentioned that he felt very pleased having to talked to someone who does not disregard his belief by telling him to remarry his wife and ignore his beliefs.

I also assisted the client with managing his anger by discussing what anger is, the cycle of anger and how to manage anger. My client made very good progress with

regards to managing his anger. He mentioned in the follow - up session that he is coping better at work and home and when he gets upset with someone he would ask himself, 'is it kind, is it necessary or is it true', which helps him to gain more control over his emotions so that he can communicate in an effective manner without using destructive words. He also mentioned that he is not feeling excessively emotional anymore and is coping better with the divorce. His ex-wife is receiving counselling services from another organization."

At FAMSA WC, we offer family counselling, individual and couples counselling. Clients are treated with respect and dignity which helps to build a professional relationship with them. They are provided with a safe space to tell their story, to identify the problem, as well as to identify and choose options that will help them solve their problem. After each session, the clients mainly share feedback, that the session was helpful, they feel relieved, empowered and they are grateful to have someone listening to them.

We also offer Mitchell's Plain community Marriage Enrichment Workshops, Parenting skills workshops and Teenage parenting & coping skills workshops to the community. These workshops (group work setting) are a method used to educate, create self - awareness, build communication/ listening skills and learn to manage conflict to help build and restore relationships within the marriage and family system. Group members participate and cooperate very well within the workshop setting. They share their experiences, learn and encourage each other. Some members recommend FAMSA WC to their families and as they feel that they would benefit from the services rendered by FAMSA WC.

Faadiya Smith: Social Worker

Top Presenting Problem at Mitchell's Plain Office	
Grief	62
Behaviour problems (Children)	56
Relationship Problem	39
Inappropriate emotional reaction	38
Family Conflict	30
Trauma Debriefing	23
Divorce	22
Abuse of Other Drugs	20
Conflict	19
Physical Abuse	18

Counselling

Khayelitsha

Khayelitsha was established in 1985 as large numbers of people were forcefully relocated there as part of the apartheid strategy of separation according to race. Our office in Ilitha Park was built with support from the NLC (National Lottery) in 2013, however, we first started working in the area in 1992, in rented space after realising the dearth of social and family support services in Khayelitsha and other disadvantaged areas and the desperation of families and individuals who had no support for their family with relationship and social problems. Our Khayelitsha office has become an icon of hope and support for families in Khayelitsha. Gcobisa Ngala is the Manager and a professional Social Worker.

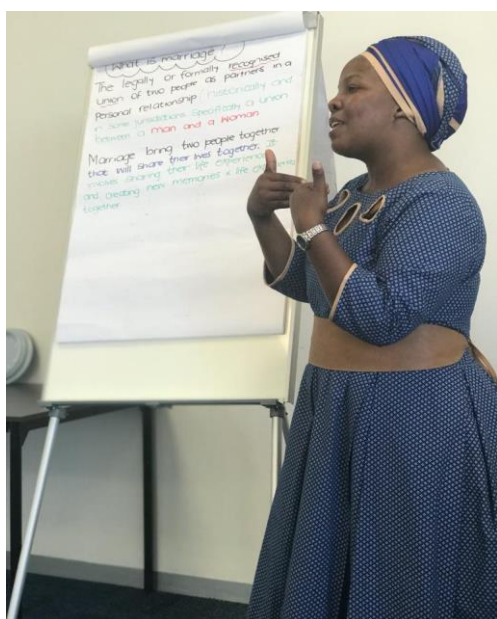
At the Khayelitsha Office, we see clients from Khayelitsha and surrounding areas, even as far as Kraaifontein and Paarl. FAMSAs WC is well known in the community because of the long-running partnership with Radio Zibonele (Community radio station) and the relationship with several Church leaders who we have collaborated with on projects. In 2019 we also developed another partnership with Radio Disa in Parow, through which we also grew our client base.

People in Khayelitsha face many challenges. One of the greatest threats is unemployment which is being faced by many of our clients leading to enormous emotional distress. Many are unable to pay for counselling sessions and some do not even have the transport money to get to their appointments. We have noticed an increase in the number of teenagers who abuse alcohol/drugs and

parents do not know what to do. The local park is well known as the place where children and youth get drugs and start experimenting at a young age. For some, housing and infrastructure is still a major concern.

Houses are overcrowded and people are unable to follow social distancing at home and with neighbours. With the advent of Covid-19, the pandemic is not easy to manage under these challenging circumstances.

During 2019/20, we have seen an increase in the number of people seeking counselling for themselves and their families, with a variety of presenting problems. The more common problems addressed include Emotional Difficulty, Grief, Family conflict and Communication problems.



Top Presenting Problems at Khayelitsha Office	
Conflict	94
Infidelity	52
Communication	51
Anger	37
Trauma Debriefing	34
Behaviour problems (children)	27
Grief	26
Divorce	23
Family Conflict	21
Depression	20
Alcohol Abuse	15
Pre-marital Issues	13
Relationship Problem	13



Counselling

Observatory

FAMSA's Observatory Head Office is situated just below Groote Schuur Hospital and close to the station. Our central situation and easy access to transport routes, attract clients from all over, from the 'wealthy' to the poorer communities surrounding Cape Town. We also accommodate working clients' as we offer after-hours and Saturday Counselling. Many people find they can slot in a counselling session during the day and then head back to work. Pauline Sevitz is FAMSA WC's Counselling Manager, having over 40 years of social work experience, being specially recognised for her knowledge of bereavement and trauma.

It is my pleasure to share some thoughts with you from the Observatory office. The Observatory office is not community-based in the same way that our other offices are. This means that we see clients from across the Peninsula. With our sliding scale we accommodate individuals, couples, and families from all levels of socioeconomic, religious and cultural strata. FAMSA WC is increasingly becoming known and recognised for our special emphasis in working with families. This is done by using a systemic approach to the issues at hand.

We are seeing an increase in the number of cases being referred by the Department of Social Development, the Courts, most specifically the Wynberg Magistrates Court and other welfare organisations referring their clients for family consultations. We are also seeing an increase in referrals where one parent has not seen a child for a few years. Our counsellors then work out a way of reunification for that parent and the child.

We are privileged to have at our office a team of experienced social workers, psychologists, and psychological counsellors to draw on. This enables us to work creatively and where appropriate call on a colleague for another assessment or opinion.

I am proud to share with you an example of where our counsellor was able to work with a family for the benefit of all the family members.

Please note that details have been changed to protect the anonymity and confidentiality of the family.

"Sally came to see me for counselling, after divorcing her husband and relocating with their four children. to their new home in Cape Town

She found it challenging being a single mother to the children while sharing accommodation with family members.

She felt pressured to find them a home where they could start anew as a changed family. She also needed to find work, while trying to find the most suitable schools for three of the children. During our sessions, it became apparent that Sally was overwhelmed with the challenges facing her. Furthermore, she felt she was failing the children, who were struggling to adapt to a new city; living with family members; fitting into their new schools and missing their father. After initially providing some

support to Sally in individual counselling I suggested to Sally that she and the children attend counselling together.

While the youngest child played with toys on the floor, the other three children and Sally were able to voice their fears, uncertainties, and challenges in the sessions. By sharing their thoughts in the safe space, the family members were able to understand how each other were feeling, and therefore, to have empathy with one another. The children looked at their mother in a different light when they realized how difficult it has been for her to make the decision to move to Cape Town, and how much it took out of her emotionally and financially, to create a new life for them as a family. Sally was once again able to feel validated and valued as a mother, and the children united and began interacting as a team, in an attempt to support one another."

Saturday office opening

Making counselling more accessible by providing counselling services on Saturday has proved most successful. The feedback from both the counsellors and clients is that they value the more relaxed and quieter less pressurised space that this offers (and they do not have to spend as much time in the traffic).

At the end of this financial year, Covid-19 reached Cape Town and we as an organisation have had to adapt to working online, which we believe will form part of our bundle of services going into the future.

It would not be possible for us to uphold the standard of professional counselling at the highly regarded level it is without the support and input of all who make up the FAMSA organisation.

Pauline Sevitz Counselling Manager

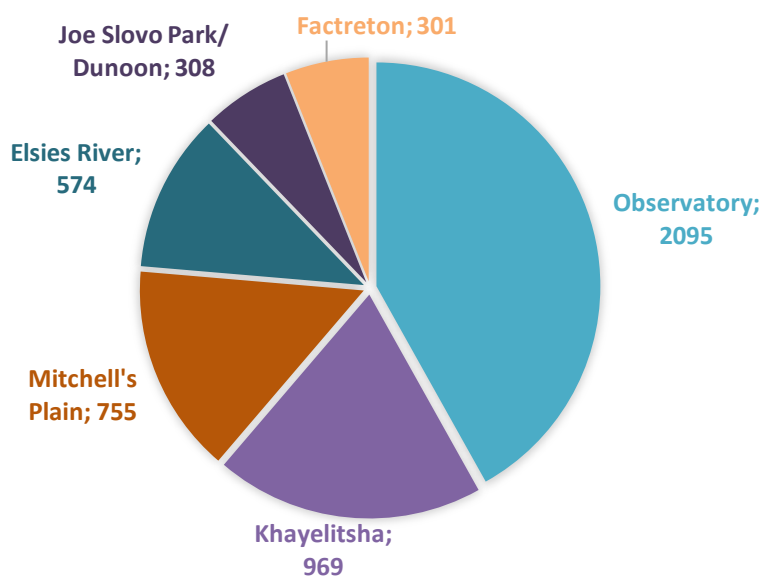
Top Presenting Problems at Observatory Office	
Relationship Problem	214
Trauma Debriefing	92
Inappropriate emotional reaction	76
Conflict	64
Family Conflict	53
Parenting	50
Anxiousness	47
Divorce	45
Communication	33
Grief	33
Anger	26
Infidelity	24
Separation	24

Counselling & Workshop Statistics

Community Workshops

	Marriage/ Relationship Enrichment	Parenting Skills	Teen Parenting and Coping Skills
Target group	Couples	Vulnerable Parents	Teen Parents
Khayelitsha	14	30	20
Mitchell's Plain	20	20	10
Elsies River/ Bishop Lavis	10	14	17
Joe Slovo Park/ Dunoon	7	29	11
Factreton	5	34	9
Total reached	56	127	67

TOTAL COUNSELLING SESSIONS PER OFFICE



Supervision

Supervision completes the three pillars that form FAMSA WC core service, in addition to our counselling and training. Supervision entails the supervision of professional social workers and social auxiliary workers, as mandated by social work professional standards. At FAMSA WC, through focussing on all three pillars, we ensure quality service to our beneficiaries through striving for excellence in being at the cutting edge of training and maintaining a high-quality service through support, education and guidance of our staff according to an ethical and professional standard.

Building on our internal system of monthly individual supervision, accentuated by our Supervisors' forum and our Supervision Training for social workers, FAMSA WC has externalised our service, offering professional

supervision to social workers at shelters and social service organisations in partnership with the Department of Social Development (VEP and Children and Families). In addition, we offered group supervision to lay counsellors, such as our Community Lay Counsellors, who offer first-line counselling and referral services in communities as well as for lay peer counsellors who have been trained in Basic Counselling Skills. Through the external supervision process, our supervisors have been exposed and invested in what Social workers at other organisations are experiencing and the often very difficult environments in which they work, often in isolation.

Annatjie Wait has many years of supervision experience and has worked supervising VEP organisations and since moved to organisations in partnership with DSD: Children and Families.



Supervising Social Workers for the Children and Families Programme

Starting in July 2019, I have taken up one of the two new Social Work Supervisor posts granted by the Department of Social Development supervising Social Workers for The Children and Families Programme in the Western Cape. My duties include supervising Social Workers from organisations in the Metro North, Cape Winelands, and Eden Karoo areas. Supervision is rendered according to the Norms and Standards for Supervision, as laid down by the Department of Social Development in the Supervision Framework for the Social Work Profession In South Africa.

It was quite an experience for me getting to know smaller Non-Government Organisations like Usapho, MES (Mould Empower Serve), Tygerberg Association for Street People, Glen Elgin Community Organisation, Hermanus Rainbow Trust, etc. I do individual as well as group supervision. In the groups, I include Social Auxiliary Workers, and Community Development Practitioners and Assistants.

During group sessions interesting topics are discussed, case discussions are done, and resources and other information shared. These group sessions are also

opportunities to debrief, share common problems, solutions, frustrations, and concerns.

Some of the topics that were discussed during the past few months were *Family Preservation, How to Balance Work and Personal Life, Building Resilience for Yourself, Assertiveness, Anger Management, Confidentiality and Conflict Resolution.*

When we discussed *Parents' Level of Education Impacting on Parenting*, it was interesting to hear how the Social Workers empower illiterate parents to support their children's formal education by motivating them, creating a learning atmosphere at home and enhance their ability to study.

The *'Differences Between Lay and Professional Counselling and Registered Counsellors'* was also discussed. A group session on *'Depression'* was very valuable to the attendees. Some attendees valued the discussion of *'Proper Report Writing'*.

I was privileged to attend a training on *'Therapy for Children and Families Affected by Sexual Abuse'*. I am busy training eight Social Workers on this Manual. My supervisees have found it empowering, as they often work with such cases. These organisations are not designated Child Protection Organisations, but they work therapeutically with the survivors and their families.

Supervision

Supervision at Bowlers Plastics

For the past year, I supervised a group of nine Lay Counsellors working at Bowlers Plastics and Life Changers, a Community-Based Organisation situated in the area where most Bowlers Plastics employees live.

This was an enriching experience for me. It is so motivating to see how people care for the vulnerable and broken people amongst them.

“One particular case comes to mind where the Lay Counsellor picked up that a fellow worker was very upset. With her counselling and guidance, it was established that the worker suspected her husband of sexually abusing her daughter. The case could properly be referred and was dealt with by the necessary professionals.”

A number of relevant topics were discussed during group sessions, including Personal Growth, Parenting Skills, Human Trafficking, Diversity in Counselling, Assertiveness, and Anger Management.

Annatjie Wait Social Work Supervisor

Daleen van Staden is FAMSA’s Head Clinical Services and the initiator of our Supervisors Forum in 2002. Daleen has also developed FAMSA WC’s Supervision Training and is currently expanding it and creating more depth, together with Anthony Hawthorn, in collaboration with our training department, FAMtrac.

Supervision in VEP (Victim Empowerment Programme) Shelters

This year we are reflecting on our experiences in the communities we live and work in.

Part of FAMSA’s service delivery is providing external supervision to social workers at shelters for abused women. This is quite challenging, as the service is limited to the specifications of the funding agreement with Directorate: Victim Empowerment, DSD Western Cape. I want to salute the social workers providing services under such difficult circumstances. Some of them are fresh out of universities with very little experience. They are thrown in the deep end to assess situations that might be out of their scope of practice, such as women with severe developmental trauma from intergenerational cycles of abuse.

Ideally, graduates should commence their career in working conditions where they have daily contact with peers as well as an open door to a supervisor. During these foundational years they are developing their professional identity. Regular contact with more experienced colleagues in the field as well as having a supervisor available who can do a conjoint session with a client if necessary, helps them to model professional behaviour. Yet many of them are the only mental health professional at the shelter and do their work in isolation. Junior social workers are also expected to supervise more experienced Social Auxiliary Workers in the field. This is a bit of a catch 22 situation, as the auxiliary workers are there to support the social worker, but often the social worker is feeling out of her depth with supervising a more experienced and mature person than herself. This situation is compounded by most of these junior social workers not having studied how to do supervision. Opinions, attitudes, and emotions are often more intense within the microcosm of the shelter setting representing the larger communities. It can, therefore, be quite tense having a very masculine LGBTBI client residing in a shelter for abused women where men are not allowed within their safe space. This situation is compounded when the LGBTBI client is particularly demanding and acting out, creating extra tension for the other women, children, and staff within the setting. Again, this is a bit of a catch 22 situation where all are guided by South Africa’s constitutional law that disallows discrimination, yet in the confined space of the shelter where many are on survival mode and therefore focused on their own issues, conflict is often inevitable.

Conflicting belief systems is another issue the social workers are confronted with. Many of the shelters came into existence through churches addressing the domestic violence in the communities. Many of the clients in the shelters suffer from mental illness. However, some of the board members of the shelters perceive mental illness as an indication of demon possession. It, therefore, requires quite a confident, assertive, and yet also compassionate social worker to manage these complex issues.

Daleen van Staden Social work supervisor

Supervision

Anthony Hawthorn is a clinical social worker, with extensive experience in trauma support and supervision. Anthony was responsible for supervising the Social Workers for Social Service Organisations, on behalf of DSD Victim Empowerment.

Supervision of Social Service Organisations for VEP Programme

The following allegory best describes my experience VEP supervision over the last 18 months

The beauty of allegory is that for each reader the meaning will shift depending on where you are at in your journey.

The Magic Button

There was a young person who more than anything in the world desired the gift of healing.

As a child, she would tell everyone that one day she would be a healer. Her parents would say that our people are builders we are not healers.

The townspeople would smile politely, pat her on the head and say that one day she would see how the world really works.

As the years past she convinced herself that perhaps her type of person was just never meant to be a healer and perhaps she should consider planning for a real future, one that was better suited for a person like herself. So she rose early every day as her people did and set out for another days labour.

On this day, she happened to be working next to an old man. The deep lines in his face spoke of the years spent under the brutal sun. The curve in his back told a tale of heavy loads and many hours bending at labour.

A moment of hesitation saw him miss his mark as he raised a heavy hammer, only to bring it down on one of his worn hands. The cold steel ate into his paper-thin skin. Resulting in a sharp pain that drove him to his knees.

Without hesitation, the young person caught him midfall, gently set him down and reached for the injured hand.

Without a word she washed and dressed the wound.

Then with a deep sigh turned to continue her labour. As she turned, she found herself startled by a steel grip on her shoulder. A grip that seemed out of place from the frail figure that reach up and grabbed her.

As she turned her eyes met two deeply set dark eyes buried beneath the wisdom of a life of hard living. As he held her gaze, he reached inside his pocket and produced a bright blue button. Placing it in her hand he simply said, "this button unlocks the deepest desire of anyone who wears it, it's my gift to you for what you have done this day".

While still holding her gaze, he then said, "go and do, believing that the button will make up for what you can't do yourself".

From that moment forward, she put down her hammer to build and lifted her hands to heal.

She never forgot that her type of people were not actual healers - they would always be builders but took comfort that with the button sowed into her jacket that she had a mask on that would hide her deepest secret.

With that confidence, she went about healing all those who crossed her path. As she moved from village to

village, she soon became renowned for her work. She knew that as long as she had the button no one would ever know that she was only a builder.

After some time, she received a call that there was a man in the adjacent village who was dying of an unknown illness and that it was said that she was perhaps the only person who could help.

As she entered the house, upon the bed lay the old man who she helped on the building site those many years back. Around his bed stood the most senior elders of all the adjacent villages. It became apparent that this was no normal man. That the man who lay on the bed was of a royal line.

In that moment it became apparent that everyone would know that she was only a builder and that she did not have the ability to heal. The man on the bed who gave her the button would uncover her secret when he realized who she was. She would then be exposed before all the Elders of all the villages.

Her greatest shame and worst fear had come true.

Everyone would discover that she was an imposter.

When summoned she reluctantly dragged her feet to his bedside. What lay before her was the shell of a man. The only thing that had not changed was the deep penetrating eyes that stared up at her.

With a voice that showed no resemblance of the fragile frame, he asked, "have you finally come to return my button?".

With reluctance, she reached inside her coat pulling the button loose and placing it in his fragile hand. With deep emotion and immense shame, she acknowledged that perhaps it was time to return to her station in life as a builder.

With a booming voice that surprised all in the room. He said, "have you not learned anything?". "The button did not make you a healer, it just fooled you to move past the limitations of others and embrace your real potential".

"You have and will always be a healer. The choice is whether you choose to continue to hide in builders shell".

Parting Thoughts

In summary, my experience of working with many young and talented social workers has been a process of uncovering potential.

Most young social workers spend a significant part of their career feeling like an imposter and waiting for someone to catch them out.

My journey with each one of them has been a process of getting them to trust themselves and trust the inner ability that each one of them has.

Mistakes will be made. With the virtues of humility and lifelong learning mistakes become learning opportunities and growth points. Many of these talented young social workers have achieved this career despite public opinion, not because of. So, hidden somewhere in each of their coats is perhaps the magic button that supervision can provide.

Anthony Hawthorn
Social Work Supervisor

HIV and AIDS/TB

FAMSA WC started working in the field of HIV and AIDS in 1996, when two Family Foundation (now termed Community Lay Counsellors) members, who qualified as Social Auxiliary Workers, were employed to provide counselling at two health facilities in Khayelitsha (Michael Mapongwana Hospital and Zakele Clinic). There was a need expressed by the clinics for full-time counselling assistance for their HIV positive patients regarding issues such as crisis counselling and support needed for individual and family problems, including domestic violence, sexual abuse, family conflict, bereavement and trauma. In addition, to assist with procedures and resources to obtain grants, protection orders in cases of domestic violence, legal aid and poverty alleviation. During their first year, the two counsellors were trained to offer pre and post-test counselling and to offer education to clients about HIV and Aids. In 2000 FAMSA WC was asked to present the Ministers' Training on HIV and AIDS as the faith-based sector has a key role to play in destigmatizing the illness and promoting greater knowledge, understanding and support for all affected by HIV/AIDS in congregations and communities. This led to FAMSA WC being invited in 2001 to assist ATICC to train HIV counsellors on the impact of HIV/AIDS on couples and families. This also saw the start of FAMSA WC's partnership with the Department of Health (DOH), when 10 FAMSA counsellors were trained to deliver MTCT (mother to child transmission) counselling to clients in health facilities in Bonteheuwel and Langa. Today our partnership with the DOH continues, with FAMSA WC employing 27 counsellors and two Co-ordinators to offer HST/ adherence/TB counselling at 11 Health Facilities in the Sub-Western District of Cape Town. Mandisa Rarlala manages our HIV and AIDS/TB project.

This was the first year that the DOH agreed to extend our contract to provide Facility-Based Counselling at 11 Health Facilities in the Western Cape, with the contract again being renewed in 2020/2021. Two years ago, they informed us that they were cancelling this programme and running with a different community-based model to do this work. We are grateful for the extension and would be thrilled if this could continue into the next year. This was a challenging year as if counsellors resigned, we were not allowed to fill the posts, which stretched the

project. Ending the financial year with the Covid-19 crises, and counsellors being designated health workers, was particularly frightening for them. But I am so proud of their bravery and commitment to their work and the beneficiaries they serve.

The year also had highlights. We supported and assisted the students from CPUT to organize an HIV and AIDS awareness event in their faculty and at a shopping Centre in the Guguletu community, this event forming part of their course requirements. Students from the campus came for testing and to listen to the group who shared their knowledge about HIV, together with the FAMSA WC counsellors. They also shared the information about the services that FAMSA WC is rendering in the communities together with one of our social workers. It was a very fruitful event with so much energy coming from the students.

In commemoration of World Aids Day, on the 2nd December 2019, we supported district 6 Facility in Cape Town by testing and educating patients who are visiting for various reasons and helping to raise awareness regarding HIV/AIDS/TB. We also managed to do awareness-raising on the 3rd December 2019 supporting Cape Town Reproductive Clinic at the taxi rank in Cape Town. Both events were successful, and we felt we made a big impact as people were taking condoms with them without hesitation, which was really a breakthrough. A few of our counsellors have shared their experiences in impacting on the lives of people that they assist in the various Health Facilities.

HIV/AIDS Stats 2019/20	
New HTS	24318
Rx readiness	3528
Follow-up	203988
Intensive & continuation TB Rx	2121
No of Male condoms distributed	570695
No of Female condoms distributed	76428
Number of Support Groups	36
MMC	541
PMTCT	2350
Family Planning/ Health talks	1732

HIV and AIDS/TB

"A 23-year-old female, who lived on the streets around the 'Parade' came to visit the facility. She shared her story with me, that she is from KZN and had come to Cape Town with a friend who dumped her in the street, without knowing anyone that could help her with anything. She started getting sick and decided to visit the district 6 CDC. When I saw her, she was very sick and tested positive for HIV and was pregnant. I managed to have a productive counselling session and supported her by organizing a shelter for her, for which she was very grateful. Now, she feels better and happy that she is living in a better place and she never misses her appointments. She has found work and looks healthier than before. I'm so happy for her and as a counsellor, I feel proud of myself."

By Cynthia Emmanuel from District 6 CDC

"A 27-year-old female was newly diagnosed HIV positive in the facility in Groote Schuur. I was referred by a doctor to visit her in the ward and offer her counselling. When I went to her, she was very emotional because she was also diagnosed with TB and had kidney failure. I managed to give her counselling although it was difficult for her to accept her status. I tried to probe the reason why, and she told me that she had not been dating for three years and she recently tested in one of the facilities and she was negative a month ago. I tried to give her counselling to understand her status and did a few follow up counselling sessions until the patient was calm and accepted it. After a week there was an improvement and she was feeling much better than before. At the last session she cried and said if it was not for me, she wouldn't have made it. I told her that it is my job and passion to help others to feel better. I was proud of myself that I had made a difference in someone's life. I am thankful for the counselling skills that I learnt at FAMSA WC, that enables me to help people to change their lives."

By Noloyiso Ntambo from GSH

"One female patient was from the Eastern Cape. Her parents had passed away and left her with two siblings to care for, a brother and a sister. She had then gone to East London to look for work and met her husband. They ended up leaving for Cape Town and she gave birth to two boys. She was then diagnosed with TB, but she defaulted multiple times due to her husband being abusive and refusing to let her go to the clinic some days. As a result, she ended up at Brooklyn Chest Hospital. That is when I met her, as she was referred to me by the doctor to probe why she's defaulting and to offer counselling and support. She was admitted with her two boys. She did not have anyone here in Cape Town and wanted her sister to visit her as she was lonely without support. I felt for her and tried to help her to find her sister as the Facility was struggling to find her siblings. I checked on social media

and I managed to find her after various calls. The sister managed to come to Cape Town to visit her after some time. Since then, the patient became better and better as she was relieved seeing her sibling. I was so happy that I had made it possible for them to meet after a very long time."

BY Yoliswa Fanteso from BCH

"A 20-year-old female was referred from a College to Chapel Street Clinic to start ARV treatment as she was diagnosed HIV positive. When I first met her, she was crying saying she was not coping with her status and studies, and that she tried to commit suicide. She mentioned that she only disclosed to her aunt and her partner as her mother is a very strict person. Her concern was that she is still young to have this virus. After a long session with her, we both thought it would be beneficial for her to stay with her aunt, rather than living alone in the residence. She gave it a try and came back two weeks later and thanked me for the session because she felt much better and was coping better. I felt very good for saving a young lady who is now taking her medication and never missing any appointments."

By Thozama Mvula from Chapel Street Clinic

Another happy client sent a thank you message to FAMSA WC, acknowledging Busi Henda, our HIV Co-ordinator. "My name is [name withheld for confidentiality].

I would like to send words of appreciation to Ms Busi Henda whom I first spoke to in 2018.

Since I have been speaking to her, she has been so helpful and showing sympathy for my problem and tried her level best to assist me by linking me to a clinic in Salt river.

My challenge has not been an easy one. However, each time I called her with my broken heart, she never tired of me, but instead was providing words that made me the person I am today. I am now able to support my son with his illness. I was feeling helpless with no power to support my child for the whole of 2018 until the end of October 2019 when my son accepted that he needed help. Without Busi, surely I wouldn't have been able to be strong for my son. I am so excited and happy that my Son has eventually visited the clinic and he has gone through counselling and understood everything and is also happy now.

I would be happy if you can convey my message to Busi Henda too! I am sending this email to say thank you to FAMSA you are number 1 organisation in SA.

With lots of Love!

N."

FAMtrac

The previous financial year was characterised by 'growth'. We have seen major growth in requests for our Employee Wellness Service and attendance of our training. This growth speaks toward the professional and specialised services and training FAMtrac delivers in the greater Cape Town area. Unfortunately, it also reflects the sad reality of the trauma our society deals with daily. It is within this harsh reality that our dedicated and compassionate team of counsellors and support staff bring about change and personal growth for each of our Employee Wellness Clients.

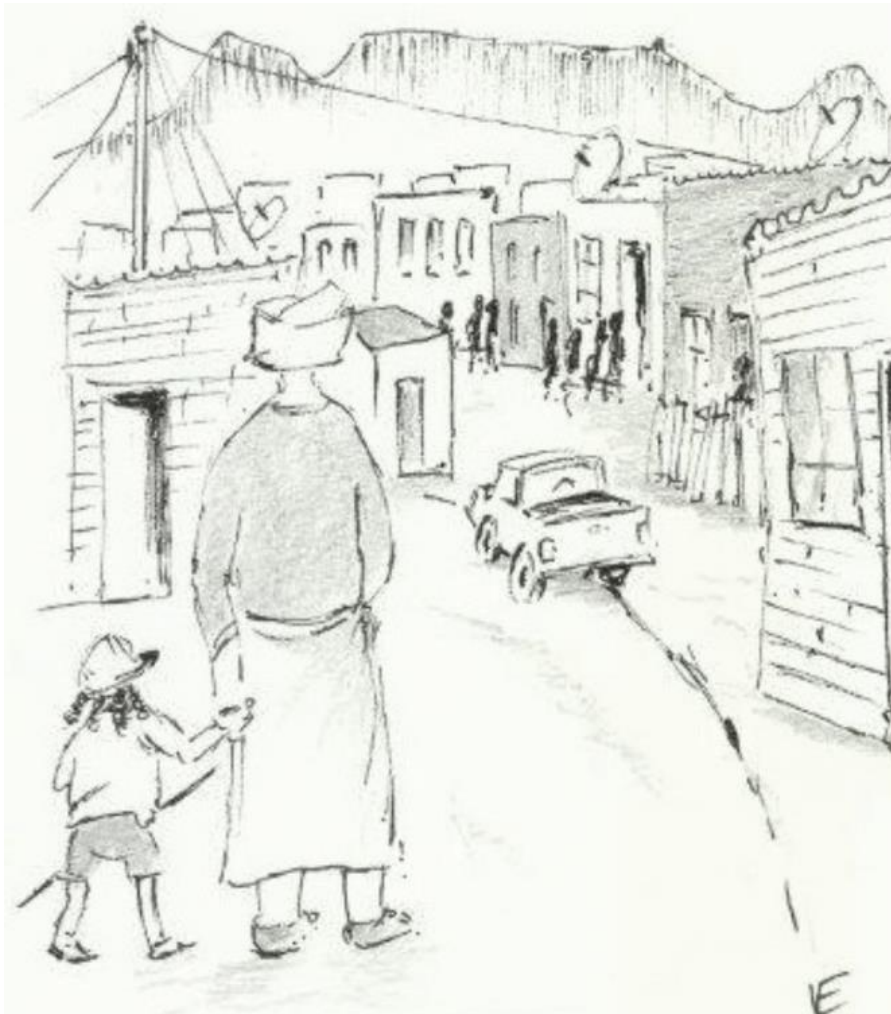
In 2019, we trained more than 190 people from various professions, as we continue to provide training of a high standard, partnering in their personal and professional growth. Our course offering ranged from Basic Counselling Skills to more specific counselling issues such as trauma, working with domestic violence, bereavement, and divorce. Additionally, our monthly Professional Information Sessions (previously in-service training) were attended by nearly 150 individuals contributing to professional growth not only for our own counsellors but also many external professionals who also attended these monthly sessions. The sessions covered various topics such as Rethinking Divorce, Building Resilience, The Impact of Loneliness, to name only a few.

2020 brings with it a unique challenge and change for all of us.

As we enter and journey through 2020 and the trauma of the COVID-19 pandemic witnessing the fear, loneliness, and loss it brings we continue to strive for growth. It is within this new climate that we are changing the way we provide our services, offering counselling to our Employee Wellness clients online and telephonically. Changing the 'way' we offer our training from classroom-based to online, working hard to provide the same professional and enriching experience that our training participants have come to expect. It is through the shared challenges we experience with our Employee Wellness clients and training participants that we look toward the "new normal" as an opportunity for change and growth – a unique opportunity to evaluate who we are and how we can help others.

FAMtrac can only provide the quality services we do, with the aid of our professional and dedicated team, counsellors and support staff who do not hesitate to go the extra mile for our clients and training participants. Our continued growth is a direct result of the support of our Employee Wellness clients, training participants and supporters. A very special and sincere thank you from all of us at FAMtrac!

Conrad Stewart
FAMtrac Manager



FAMtrac

In-service Training, Training and Public Lecture Statistics

The public lectures were initiated last year on Saturday morning but were not well supported and are now taking place in the evenings. They have been much more successfully supported by both professionals who are unable to attend the in-service sessions during the working day, as well as members of the public.

Date	Topic	Presenter/s
16 May 2019	Life Post Divorce	Margaret Fulton & Muriel Kossmann
14 August 2019	Anxiety	Shelley Horwitz
13 November 2019	The Anxious Child	Leila Falletisch
3 March 2020	Co-Dependency	Toni Shaked

	External Participants	Staff	Total
Basic Counselling Skills 1	74	5	79
Basic Counselling Skills 2	37	7	54
Bereavement Counselling	7		7
Prepare/Enrich	16		16
Supervision Training	28		28
Affairs/Infidelity	4	1	5
Trauma Debriefing Skills	30	1	31
Bringing About Healing in a Traumatized Society	17		17

Date	Topic	Presenter/s	External Participants	Staff	Total
18 Apr 2019	Rethinking Divorce	Anthony Hawthorn and Tom Blyth	7	14	21
16 May 2019	Introduction to Transactional Analysis Mindful Management Training	Beatrice Kidd	9	16	25
20 Jun 2019	Mindfulness for Health Care Workers – an integration of theory and practice	Matthew Watkin	2	9	11
18 Jul 2019	Interfaith panel on the rituals of customs around death and dying	Pauline Sevitz and Annatjie Wait (facilitator of an ad-hoc panel discussion)	7	21	28
15 Aug 2019	The Impact of loneliness and the healing potential of connection	Anthony Hawthorn	25	15	40
19 Sept 2019	Non-violent communication as an alternative to violence	Daleen van Staden and Lesley Thomas	2	16	18
21 Nov 2019	Building resilience in the face of adversity	Diane Mallaby-Kilpin	8	21	29
13 Feb 2020	EFFECTS OF ANXIETY ON CHILDREN	Shelley Horwitz	11	17	28

Men Stopping Violence Group (MSVG)

Francis Cope is a facilitator in the MSVG. She gives a personal account of her experience with the Group.

I have been a co-facilitator of the FAMSA WC MSVG for about nine years. FAMSA WC does a lot of work amongst the victims of domestic violence, but unfortunately, that help comes to the assistance of the victims after trauma and damage have already happened. FAMSA, therefore, sees the need also to go to the root cause of the problem. And one of the ways of doing that is to work with the men who are engaging abusive behaviour. The MSVG is not an anger management group. Anger is involved in the behaviour of abusive men. But the abuse we deal with is specifically in the context of the home and family, which should be a safe protective space for all living there. Abusive men are often abusive only in that space because that is where they have power. The harm they cause is often not seen by the outside world and can go undetected for many years. The men are not held accountable for the damage they cause. The men come to the group through various channels. Some are court-appointed to attend to set number of sessions. Some have been threatened by partners, that if they do not stop their abusive behaviour's, their partners will leave and take their children with them. Sometimes in couples counselling, the counsellor will refer the men to the group. Some men are distressed by their behaviour and they want to stop it, but they do not know how to. The group has a varied demographic composition. Men come from all cultures, sexual orientations, educational backgrounds, social classes, but they all battle the demons of being abusive men. When men attend the group for the first time, it is often a revelation to them that they're not the only ones battling these difficulties and that there are others who understand. They are able to talk about their feelings in the safe space provided by the group, sometimes for the first time in their lives. The aim of the group is to help the men to acknowledge that they are abusive in their relationships and to help them to realize the extent of trauma and damage that they have caused and are causing to others by their actions. And that the effects can be life long for their victims. If the men can get to the place where they admit to others and themselves the wrong that they have done, If they can come to face these realities, the betrayal of trust and the physical and emotional damage that they have caused, often to people that they love, they are frequently overwhelmed by remorse and guilt and shame for what they have done. They feel that they are monsters and

they feel desperate because they do not understand why they are triggered into such violence and abuse and they feel hopeless. What they have done is often monstrous. But these are people for whom life has gone horribly wrong. And they need help. They need support to change. And this is where the group offers them hope. Many men have attended the group over the years, have themselves been victims of abuse, physical, sexual, emotional. Often as defenceless children who have been overwhelmed in their helplessness. Many have dissociated or suppressed experiences for years and never spoken to anyone about these traumas. However, the memories and emotional damage live on in them and get expressed an abuse of power and control of others. Helping them to talk about the trauma is challenging because they have often been cut off from the emotions for so long and are scared of the consequences of taking down their defences. In the group we are careful to provide a safe space for them to work through their traumas and understand what triggers their abusive behaviour and why. The mantra of the group is safety. People cannot keep others safe if they're not safe themselves. And so, we aim to help the men to come to a healthy place of emotional resolution, where they are safe in themselves and can, therefore, bring safety to others.

Each weekly group is ended by a five-minute meditation where the men visualize themselves in safety and visualize taking that safety to their families and others. And they promised to do that for the coming week. I am passionate about the work of this group. In South Africa where there is so much domestic violence and abuse, there are not enough resources to deal with these issues. However, I feel that when we are able to help one man in the group, to help him understand himself and his abusive behaviour and what triggers it and work with him to be able to change his reaction, to keep himself safe and those he loves safe. Then, we have not only helped him, but his partner too, and his children, and most importantly, may have broken a generational cycle of the chain of abuse and violence in that family.

Francis Rogers
Men Stopping Violence Group Facilitator: Social Worker

Human Resources

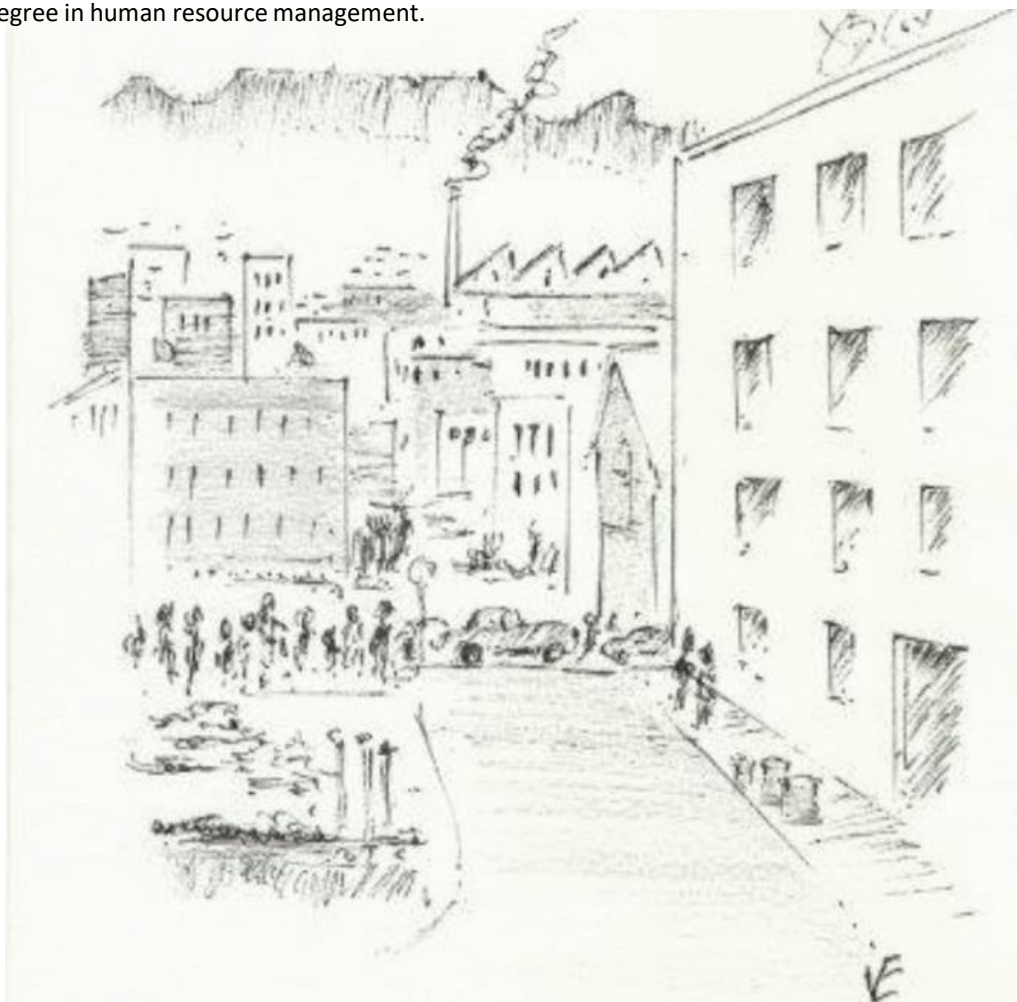
Our Junior HR Manager, Melanie Laising, gives her perspective on how Families SA Western Cape (Famsa WC) impacts on Society through its employees.

Families South Africa Western Cape head office is in Observatory and consists of a beautifully diverse family that resides in an old Victorian home. The rest of the family is situated in almost the heart of Khayelitsha which is identified as one of the poorest and deprived areas in South Africa and at our small satellite offices in Mitchell's Plain, Factreton, Joe Slovo Park/ Dunoon and Elsie's River/ Bishop Lavis. The organisational culture at FAMSAs is to be known as "clan" orientated, which is family-like and focuses on mentoring, nurturing, and doing things together. FAMSAs WC's main objective is to become the national leader in services that enhance relationships. However, I would like to shift the focus to FAMSAs WC's passion for training and developing its staff.

My journey with FAMSAs WC started back in 2015 when I entered into the organisation as a human resource volunteer unable to find a company that would give me the opportunity to work in a profession that I had a passion for, yet no experience in. FAMSAs WC then afforded me the opportunity of working closely with Cathreen Munday. She has been my mentor and has developed me into a now Junior Human Resource Manager, which I will forever be thankful for. I am currently in the second year of my studies and soon will obtain my degree in human resource management.

FAMSAs WC has also provided me the financial assistance of being able to work and fund my studies at the same time. Throughout my employment at FAMSAs WC I have been afforded the privilege of attending numerous training courses that equipped and assisted me in becoming more competent in my job. Every day I am learning.

Families South Africa vision is to become the leaders in supervision and in my opinion FAMSAs WC already honours that through its employees. Supervision is a process whereby the supervisor guides the supervisee in the development of his/her professional capacity to enable him/her to function independently and autonomously. In the last few years when I have conducted exit interviews with employees and asked them what their experience had been like in terms of training and development within the organisation, the answers have always been the same. Staff are extremely grateful to FAMSAs WC for developing them into what they have become. Their reasons for leaving the organisation have not been because they were unhappy and seek greener pastures but simply because of the economic state South Africa finds itself in, they seek better financial security that NGOs sadly cannot offer.



Human Resources

Nomkitha Tombe is a beautiful mother of three. She graduated at Fort Hare University in Eastern Cape. After the completion of her studies every day she struggled to find work as a social worker as most employers seek already-developed employees. Instead she worked at a technology company as a store manager which was not her passion but continued working there as she needed work to provide for her family. FAMSA WC recruited Nomkitha and has trained her through its amazing FAMtrac In-Service training that equipped her with the necessary skills, enabling her to professionally counsel at the Khayelitsha office where it is needed.



Alicia Goosen, also newly graduated and who is now an ex-employee, worked at FAMSA WC in 2018. She then resigned a year later feeling very sorrowful as leaving the organisation had not been part of her plan. The young ambitious 24-year-old wanted to continue her employment with FAMSA WC but got offered a job at Helderberg Society for the Aged as a social worker with better financial security. In her exit interview, she kept expressing her thankfulness and gratefulness towards FAMSA WC for her development that she had received as she believes that it was the key that opened the next door in her career and was the foundation to wherever she may find herself someday



Chuma Mangxa is a 28-year-old newly appointed addition to the FAMSA WC family. He is also a fairly new graduate that completed his degree in social work in 2016. Chuma resides in Delft and started his journey with FAMSA WC in 2017. He now, together with the delightful and remarkable support of his manager Gcobisa Ngalo assists with the facilitation of Parenting Workshops in Khayelitsha. He is also part of the coordination of the Family Fun Run which has been hosted for the last three years by FAMSA WC. Chuma is yet another beautiful succession story FAMSA WC has had a role to play in.



Zimikitha Jini is an aspiring 28-year-old intern from False Bay College that FAMSA WC recruited to complete her 18-month practical as an Administrator. During her practical experience, an employee at FAMSA WC resigned. FAMSA WC then offered the post to Zimkitha and trained her as a financial administrator. I share an office with Zimikitha we often chat, and I can only simply smile and admire her big dreams for the future. Beautiful lady with big dreams. Perhaps our future Director in the making, who knows.



Human Resources

These are only a few 'succession' stories out of many employees over the years in the institution of FAMSA WC. My colleagues who are over the age of 60 often joke and say that they are the grey-haired veterans in the organisation. Little do they know that they are the door openers of the future and one of the main reasons why the organisation can still operate successfully.

FAMSA WC's mission is to support individuals, families, organisations, communities, and societies to build restore and sustain functional relationships. In my opinion, in order to achieve this objective staff need to be effectively equipped with side-by-side mentorship from these 'veterans' that have achieved the expertise and knowledge in their field of studies through the years. It is simply because of them, their expertise, their passion for their work and for society that they are able to invest in the future workforce, which in turn enables the future workforce to build a better society, because knowledge has been invested in them.

My perspective is that in many organisations' millennials have the perception that the veteran's knowledge and expertise is no longer needed - I beg to differ. In my opinion, yes veterans should not be reluctant to change and be stuck in their "old" ways. But that the younger generation should feed off the knowledge from their older colleagues and use their knowledge to tweak their own ideas. New ideas that are in line with our everchanging world. The collaborative mindset from both older employees and younger employees could enforce a better working environment by putting their differences aside, thus enhancing productivity which in turn would enable the organisation to thrive.

Despite the hierarchical position in which staff are employed within our organisation, Erica Mendes who is the Resources Manager that writes proposals to possible funders to Sylvia Rwexana the tea lady that always smiles and ensures that our delegates at our in-house FAMtrac training are catered for, all play a remarkable role in

making FAMSA WC what it is today.

From the captain, our Director, who drives the ship with the support of the amazing diverse management team, that ensures that the keel which is the foundation of the ship is secure. To the extraordinary and dedicated operational staff that keep the engine of the ship going. I am honoured to be a part of the crew. Year to year we are faced with gushing winds, yet our sail remains intact because we support and work well together as a team. My aim or efforts in writing this is not to remove the focus on training that external institutions offer because I do acknowledge its value and efforts in developing staff. I am writing this simply to recognise the astounding internal supervision, training and development received from FAMSA WC own managers and supervisors. Also, I would like to acknowledge the ongoing stressful struggle of ensuring that FAMSA WC doors are kept open due to financial implications from various funders. FAMSA WC does not only strive for healthier communities but *my* organisation also strives to enable that people are given a fair chance to actually pursue their careers because somebody believed in them - and that somebody is Families South Africa Western Cape.

Melanie Laising

Dedicated and inspired by somebody who believed in me, Cathreen Munday



Staff

Executive Director

Noelene Blekkenhorst

Human Resources Manager

Cathreen Munday

Junior Human Resource Manager

Melanie Laising

Head Clinical Services

Daleen Van Staden

Resources Manager

Erica Mendes

Resource Assistant

Maxie Kamalski

Finance Assistant

Zimkhitha Jini

Office Manager: Khayelitsha

Gcobisa Ngalo

Counselling Manager: Observatory Office

Pauline Sevitz

Supervisors

Anthony Hawthorn

Michelle Damon

Anna Susanna Wait

Barbara Williams

Manager: Training / EWP

Conrad Stewart

Media

Priscilla Clark

Sandra Jackson

Men's Group Facilitators

Lesley Thomas

Frances Rogers

HIV and AIDS Manager

Mandisa Ralarala

Community Lay Counselling

Programme Co-ordinator

Nydean Stamboul

Dunoon/ Joe Slovo Park Social Worker

Qakata Didiza

Social Workers

Nomsa Mtshungu

Chuma Mangxa

Nomkhitha Tombe

Sandra Jackson

Yonela Sipoko

Faadiya Smith

Social Auxiliary Workers

Siyabonga Yenge

Babalwa Mgcuwe

Counsellors

Muriel Kossman

Anita Grant

Ingrid Elte

Lizelle Peters

Francis Rogers

Volunteers

Data Capturer

Ubernicia October

Intake

Lynette Daniels

Community Lay Counselling Co-ordinators

Mercia Marsh (Social Auxiliary worker)

Desiree Titus (Social Auxiliary worker)

Margaret Ruiters (Social Auxiliary worker)

Community Lay Counselling Volunteers

Factreton

Shieyaam Schieman

Cecil Barendse

Bronvin Arendse

Elsies River

Charmaine Ryan

Mitchell's Plain

Daphne Fortuin

Jacqueline Beukes

Moegamat Titus

Sally Fielies

Veronica Abrahams

Linda Hugo

Dunoon

Mrs Noliswe Mgidimi

Ms Sandikazi Sondloi

Bishop Lavis

Caroline September

Social Auxiliary Work Interns

Noxolo Siximba

Anathi Daba

Thulethu Stofile - Nohule

Arlene Valentyn

Neliswa Dotwane

Mecayle Willemse

Sindiswe Zungu

Akhona Mbombo

Nwabisa Siyolo

Nomfusi Mlindazwe

Portia Fose

Lukhanyiso Luma

Letticia Samani

Phelokazi Funda

HIV and AIDS Co-ordinators

Louisa Ben

Busisiwe Henda

HIV and AIDS/ TB / PMTCT/HCT/ Adherence Counsellors

Cynthia Emmanuel

Lindiwe Madasi

Lungiswa Mzondo

Nombulelo Boo

Zuziwe Boyana

Ncebakazi Tiya

Noloyiso Fesi Ntambo

Nomaxabiso Baleka

Noxolo Langa

Robert Twalo

Thembekile Nxesi

Thozama Mvula

VivianTshingana

Sylvia Fry

Felicia Meyer

Bulelwa Bonga

Nomgcobo Mvelashe

Nondumiso Madubedube

Faika Norodien

Monica Banzi

Joanna America

Asandiso Kalako

Cornelia Mazingwana

Yoliswa Fanteso

Felicia Meyer

Receptionists

Gloria Motsapi Mashinini

Nwabisa Siyolo

Administrator

Tristan Botha

Girl Friday

Sylvia Rwexana

Handyman

Ernest Radu

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