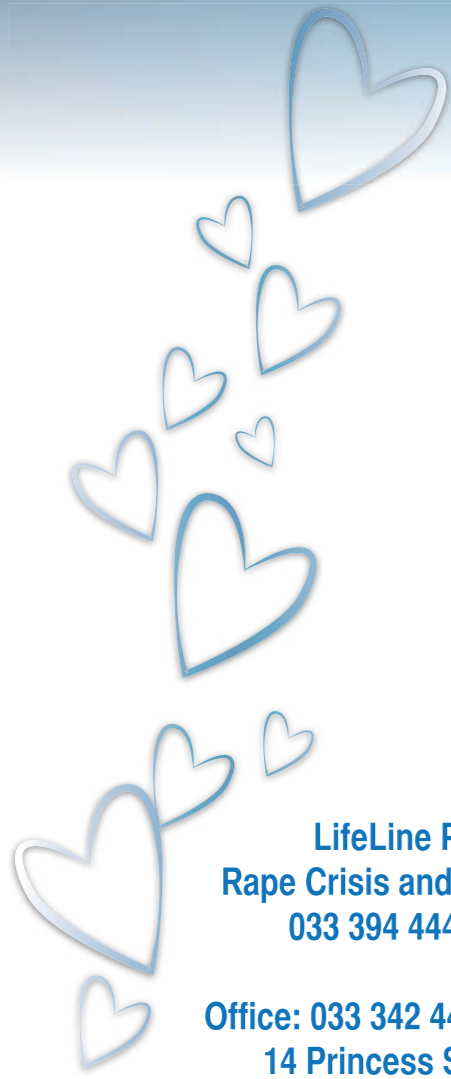




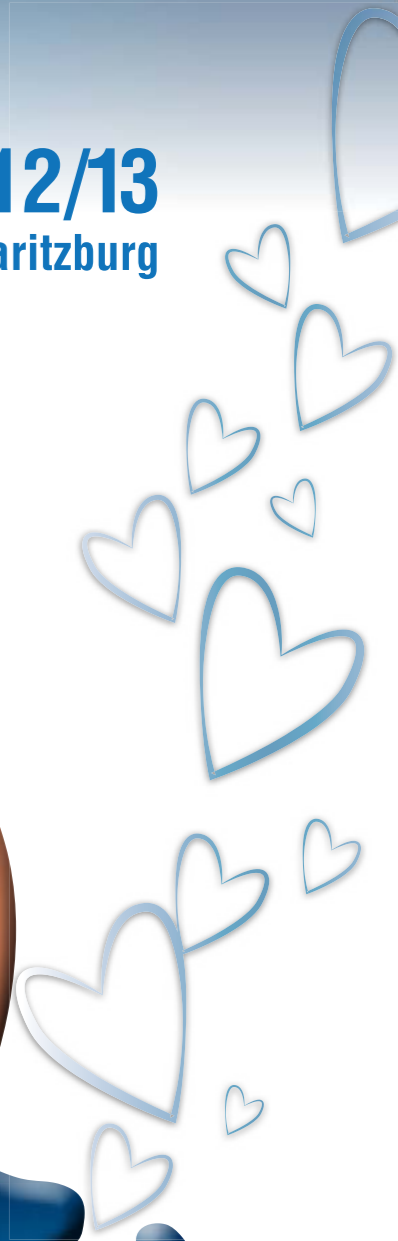
# Annual Report 2012/13

LifeLine & Rape Crisis Pietermaritzburg



LifeLine Pietermaritzburg  
Rape Crisis and Aids Wellness Centre  
033 394 4444 Or 0861 322 322

Office: 033 342 4447 Fax: 033 345 3946  
14 Princess Street, PO Box 2075  
Pietermaritzburg 3200  
Email counselling: [www.lifeonline.co.za](http://www.lifeonline.co.za)  
SMS: 079 506 0000





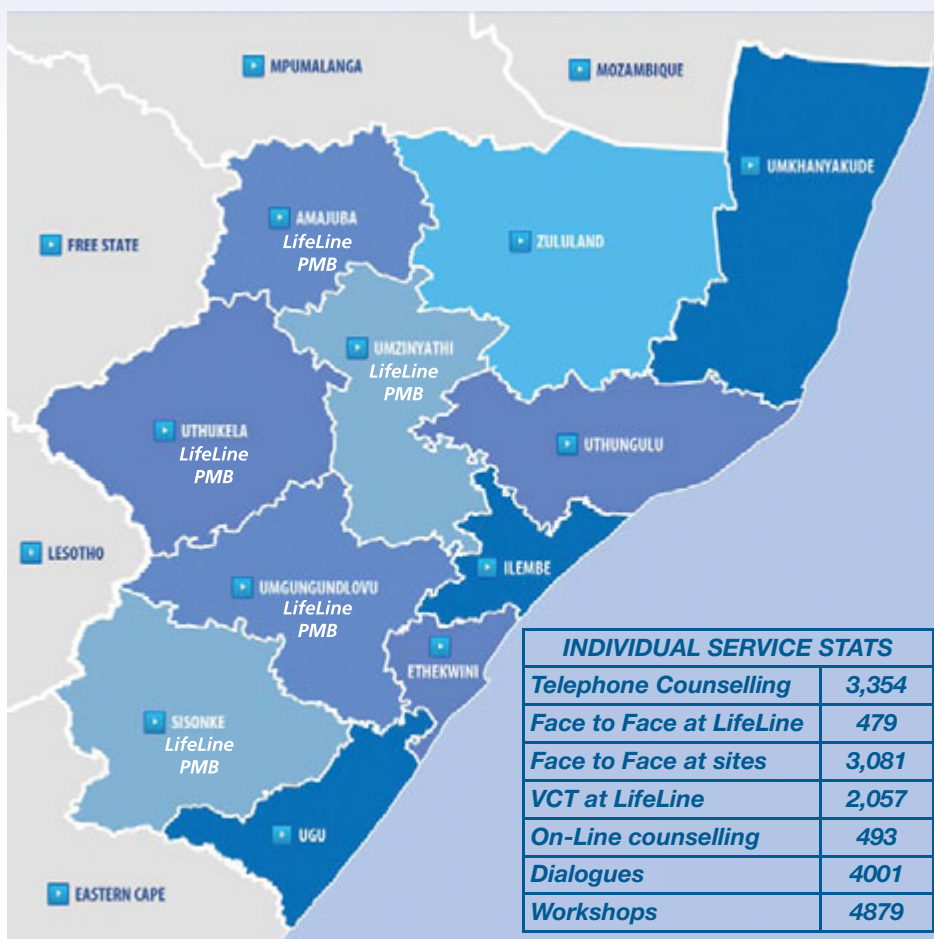
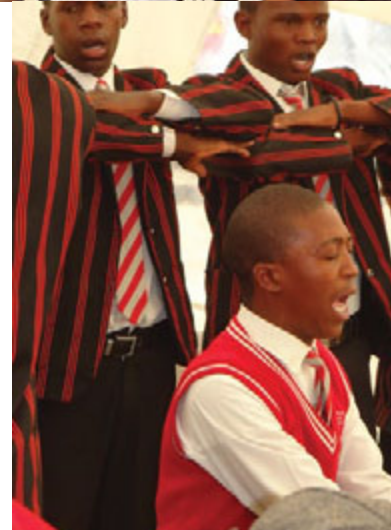
# LifeLine Pietermaritzburg

## VISION

LifeLine PMB aims to be a leading provider of psychosocial support, skills and opportunities to enable individuals and communities to grow, develop and enhance emotional wellbeing.

## MISSION

To promote emotional wellness for individuals and communities through counselling, community dialogues, skills development, training, network and partnership within the private and public sector of our designated areas.





## Chairman's Report

by Trini Kishnan

LifeLine Pietermaritzburg is growing from strength to strength in all areas of its core business and remains resilient and poised to meet new challenges. The tenacity of staff in facing challenges must be commended as this has been the pivotal reason for success.

The operating year ending 2013 offered the Board the opportunity to consider a staffing solution in the form of re-structuring. This will commence according to plan hand the goal is to embed in the new financial year.

Whilst the LifeLine brand link is strong, the Pietermaritzburg unit remains independent, autonomous and fixed in its work ethic, constantly striving for ever higher standards of Governance and Compliance.

The core business of emotional wellness, affected through counselling services and Building Community Heart has improved LifeLine Pietermaritzburg's bench strength by at least 15 new counsellors who join the long service awardees.

Those volunteers who have retired for various reasons, I wish you well on your onward journey and you will always be fondly remembered as honourable servants of the subjugated and marginalized.

LifeLine is predominantly an organization which focuses on counseling as well as implementing its various projects aimed at Gender Based Violence, Rape, HIV/ Aids and Community Dialogues to uplift and empower the communities. We are currently implementing projects in all of our designated districts.

We have signed a five year contract with Pefpar to continue with the May'kethele project dealing with school children. We have also secured a five year contract with CDC to implement the Families Matter Programme. This stands us in good stead for ongoing funding thus reducing the fundraising burden.

The training department has raised R 803 431 by running various training courses in our districts. This has helped to alleviate some of the pressure of our core expenses. It becomes evident that this is an area in which we need to invest more focus in order to achieve diversity with respect to foreign and local sources.

The reins of LifeLine Pietermaritzburg are now firmly in the hands of the Director (Sinikiwe Biyela) who has a proven track record of operational excellence and is supported by a Board membership that demonstrates care, skill and diligence in the execution of their duty.

In conclusion it has been a pleasure working with LifeLine staff and members of the board this financial year of 2013 and this has set the tone for great prospects for the next year wherein the focus will remain to strengthen leadership, governance and empowerment of human capital to buffer any prospect of financial uncertainty and build resilience in meeting the needs of our clients.

### BOARD MEMBERS 2012/13

- Amanda Helen Cox
- Gerrit Ter Haar
- Lat Themba Ntuli
- Lynn Tungay
- Trini Krishnan
- Heather Benedict Nicholson
- Ester Mungai
- Jane Harley
- Doris Khumalo
- Des Winship
- Clare Van Daele



## Treasurer's Report

by Doris Khumalo

It gives me great pleasure and honour to present the overview of the audited financial statements of LifeLine Pietermaritzburg for the year ended 28 February 2013. The auditors have given us a clean bill of health which means that the financial affairs of LifeLine Pietermaritzburg are conducted in a good manner and internal controls are adhered to. However, the audit report has 'Emphasis of Matter' and 'controls over cash collections' paragraphs which are both standard for NGOs financial statements that do not comply with Generally Accepted Accounting Practice as they expense assets in the year of purchase and income is not cash basis, which makes it impractical to audit.

We must therefore congratulate the Finance Manager, the Director, Co-ordinators and staff for their diligent and hard work in ensuring that the office of LifeLine Pietermaritzburg is run in an efficient manner and that funds are not wasted. The Board of Directors must also be congratulated for their effort in guiding the management of LifeLine Pietermaritzburg and for dedicating their hard earned time to achieve this. The board also plays a major role in developing policies and ensuring that these are adhered to.

In the mist of financial difficulties due to the struggling global markets and soaring exchange rates in South Africa, LifeLine Pietermaritzburg's total income for the year ended 28 February 2013 increased from R 4 977 093 in 2012 to R 6 851 511 in 2013 which is a commendable increase of 37.7 %. Contributing to the increase in total income mainly were Aids Foundation SA, USAID, Training and others: Families Matter, Anglo American, Lotto, 1st for Women and the First Rand Foundation. All of this is due to the hard work and efforts of the fundraising team and we congratulate them for a job well done.

Despite the fundraising efforts put in by the Fundraising Team the organization continues to face challenges in funding Core expenses and this is evidenced by the fact that the organization made a deficit of R 84 495 in 2013 as compared to R 167 313 in 2012 which shows a decrease, however, this area remains a challenge for the organization. But I must commend the LifeLine Pietermaritzburg staff for their increased fundraising efforts which saw a significant increase in income from training which was used to fund Core expenses hence the decrease in the Core deficit.

LifeLine sustainability fund increased from R 2 229 414 in 2012 to R 2 983 140 which is a commendable increase. The sustainability fund comprises of short term highly liquid investments held with financial institutions with high quality credit standing which is low risk.

Funding is the primary source of LifeLine's existence therefore the fundraising team need to continually seek ways of sourcing new funding in these difficult and challenging times. It is becoming harder and harder to please funders as there is increased competition as new non-profit organizations join the market and some cannot take the heat therefore close down. But LifeLine Pietermaritzburg has remained in this game long enough to know how the game is played and this coupled with their operational ethos will see them beyond these difficult times.

Finally, my advice to the LifeLine Pietermaritzburg team is to manage organizational expenses and income, fulfill planned project activities on time, go beyond donor expectations and pursue actions towards long-term sustainability of the organization. The characteristics of successful NGOs are to strengthen leadership and governance therefore LifeLine must continue seeking to secure skilled Board members that will take the organization to greater heights.



Navi Chetty - Finance Manager





## Director's Report

by Sinikiwe Biyela

A warm welcome is extended to all LifeLine members, Representatives from LifeLine centres, distinguished guests, members from the Secretariat office, representatives' from sister organisations, fellow staff members and the community we serve.

It is that time of the year again where LifeLine Pietermaritzburg gets an opportunity to share and celebrate our achievements with the public. 2012/13 was a busy year for all of us and LifeLine Pietermaritzburg has grown from strength to strength. While many Non-Profit Organisations went down to their knees due to shortage of funding, LifeLine Pietermaritzburg became stronger and stronger. That was evident when the director was nominated as the finalist on the Shoprite Checkers Women of the Year Award for our Gender-based Programs which LifeLine has been implementing in different communities. LifeLine benefited as we got free publicity on a number of media sources that ranged from television program Mzansi Magic; Radio stations; to national and local newspapers. A copy of the DVD footage is available in house.

The first five year funding period with PEPFAR came to an end in September 2012 and the final evaluation report done by the independent evaluators gave very promising feedback. The May'khethele Programme is considered to be the one OVC programme in KwaZulu-Natal that is working very effectively and that really makes a difference and impacts positively in the children's lives. The method of using dialogues in schools focusing on HIV prevention and reduction in teenage pregnancy has proved to be most effective to create behaviour change in youth. Also the presence of young facilitators/ counsellors in schools trained to do lay-counselling was found to be helpful. As a result another five year contract with USAID through CINDI was secured to continue with the work we are doing in schools. This has resulted in the increase of staff members from 46 to 72, which led to a crisis in terms of space. LifeLine offices that were leased out to Child Welfare were therefore brought back and renovated to accommodate new staff members.

We also secured a five year contract with CDC to implement the Families Matter Program in the greater uMgungundlovu district, and five staff members gained employment. This program complements the old LifeLine parenting skills program. The program is for parents/guardians of children between the ages of 9-12 years. The vision of the program is to enhance protective parenting practices that are associated with reduced sexual risk among adolescents and to promote parent-child communication about sexuality and sexual risk reduction in order to address the systemic threat of HIV/

AIDS in South Africa. As the old projects came to an end such as LifeLine support at the Thuthuzela Care Centre (TCC) in Edendale hospital, LifeLine gave birth to new programs, such as Families Matter. Sadly we lost some staff members when the TCC shut down. We wish Zama, Thandeka and Peggy all the best in their future plans.

We are also very excited to be able to expand our services to uMzimkhulu which is under Sisonke District Municipality for two years. Our work in this district was made possible by Terre des Hommes Swiss funding. This district is in dire need of LifeLine services, as they do not have NGO's who are providing services in the field of Gender-Based Violence. The Newcastle satellite office needed to find a new home as our lease had expired in June 2012. We are pleased to announce that we have found a new home for Nozipho and her team, and our new offices are in Harding Street in Newcastle city centre which is more accessible to our clients using public transport. We are also grateful to have the Dept of Social Development's (Ladysmith) support as they also increased their social work post funding to cover Estcourt and uMsinga areas.

As we all know 2012/13 has not been a good year for many NGO's in the country as they were faced with shortage of funding especially because the funding pie is shrinking every day. LifeLine Pietermaritzburg is pleased to report that we raised the full 2012/13 budget by March 2012 and secured four funders for 2014/15. As a result none of our investments or the interest earned on those investments has been used. This is due to a combination of different factors such good governance, strict monitoring of all donor funding and good project implementation by different staff members. Without a good team of skilled staff members, we at LifeLine Pietermaritzburg would not have achieved this.

My sincere thank you goes to Debbie Harrison for working hard in raising the full budget as her mentorship role to the director fell away towards the end of 2012. A huge thank you also goes to Navi Chetty for looking after every penny of LifeLine and all the staff for their commitment and dedication shown to LifeLine and for all the extra hours they have put to support the organisation. We cannot forget the training section that has raised R803 431, this has increased our unallocated funds in 2012/13, thank you very much Junior for working hard!

The organisation has also seen new developments in 2012/13 in different sections which again contributed to LifeLine Pietermaritzburg going to the next level. Even though our registration process with the Education Training and Development Practises SETA (ETDP) has

taken sometime, we have managed to complete Phase A and Phase B and our first unit standard material has been accepted. We now await the site visit by the SETA to verify that our premises are appropriate. We are also looking forward in developing new SETA accredited courses that will benefit the public in a near future. Linked to training, the volunteer counsellors have tried to assist in fundraising and awareness by offering their skills to the organisation in the form of language classes. Clare van Daele successfully teaches isiZulu to interested people and donates a portion of the fees to LifeLine. There are plans to start ABET classes here as well by Soonitha Beharee and advertising has already been done. A portion of these fees will also be donated to LifeLine.

Our volunteer section has been the backbone of the work LifeLine Pietermaritzburg is doing and it is the oldest program for the centre. In order to keep up with the changes around us and ensure high quality, LifeLine Pietermaritzburg has introduced "Continuous Professional Development" points (CPD). This simply means that each counsellor has a certain amount of points to earn yearly in a number of areas to ensure that their skills and knowledge is always being improved upon and is current. We are also very blessed to have volunteers who are involved in this section. This was evident when Sarah Pennington and volunteer counsellor Penny Niven re-decorated our counselling rooms so beautifully. We are very grateful to them as well as Penny's husband, George and John Ndlovu for all their hard work.

LifeLine Pietermaritzburg had a lot of positives during the year; sadly we cannot say the same about our Secretariat office as they had lot of challenges that threatened the very existence of LifeLine as an organisation. The poor administration in the office left the LifeLine Southern Africa Board with no choice but to let go of the five senior management staff and legal processes were instituted. LifeLine Pietermaritzburg would like to applaud the board of LifeLine Southern Africa for managing the difficult process well.

I would like to take this opportunity to say good bye to Nhlakanipho Lushaba, Thembeisa Mchunu, Nonku Duma, Aatiqah Mohamed who resigned last year. Thank you for making a remarkable contribution to LifeLine. A warm welcome to the following staff members who have joined LifeLine: Jabulani Mdluli, Caitlin Smith, Kogie Moodley, Nomalungelo Dyrivane, Bongumusa Shezi, Khanyisan Zulu, Sboniso Mavundla, Londiwe Zuma, Londiwe Shelmba, Nombuso Nene, Thobile Dladla, Nfundwehle Magubane, Nokulunga Ndlovu, Thembelihle Ndlovu, Portia Sigodi, Ntokozi Zamba, Zinhle Ndelela, Vuyolwethu Dlamini, Njabulo Dubazane, Lucky Mncwabe, Thobile Sibiyi, Nokubonga Mshengu, Phumelele Magojo, Xolisile Madala, I hope your knowledge and skills will take LifeLine to the next level. Congratulations to Linda who got married to Craig Goswell, we wish them all the best in their marriage! We would also like to congratulate Bongiwe Mkhize for being blessed with a baby boy and Nontokozi Masondo on the birth of her son!

To the LifeLine Board for their on-going support and ensuring that the team's work is contributing positively to LifeLine vision and mission, thank you very much. We thank you for giving us direction, support, and tons of skills and knowledge. All those long meetings attended were for a good cause, we are all proud to have such a committed Board who is 100% behind us! Thank you for giving LifeLine quality time and having the best interest of the organisation at heart.

To the volunteers answering telephone, e-mails and doing face to face counselling; you are the back bone of the organisation. You have given us your time, knowledge and skills for free, and you have helped thousands of distressed people out there expecting nothing in return, thank you!

To all LifeLine Staff members and community volunteers I want to say "Inkosi iyinkosi ngesizwe sayo" (A king is a king because of his nation), without you LifeLine wouldn't have managed to service all five district municipalities in our designated areas. Wherever you are in the five districts, you make LifeLine shine. Keep up the good work! To all communities that we work with, thank you for supporting LifeLine and contributing in making a difference in the lives of those who are distressed.

To all our donors (new and on-going), it is through your financial support and special trainings conducted for us that LifeLine Pietermaritzburg still exists when some NPO's are closing down. Thank you for believing in us and trusting that our programmes will make a difference in the lives of those we touch! Without your support, LifeLine wouldn't have managed to extend our quality services to poor communities who can't afford paying for such services! Thank you.



rape crisis



## KwaZulu-Natal Regional Representative's Report

by Debbie Harrison

2012 has been a sad year in the history of LifeLine Southern Africa. The LifeLine Southern Africa Board found themselves unable to tolerate the poor administration occurring in the Braamfontein office and were obliged to let several senior members go. The board nominated a volunteer from the Vaal Triangle Centre and one from the Gauteng Centre to lead the legal process, which they did with such skill that LifeLine's reputation was safeguarded from unsavoury chatter. We thank them for a difficult task well done. LifeLine Pietermaritzburg assisted with the forensic audit. This pooling of resources shows the strength of the LifeLine family, and gives us some glimpse of our tremendous potential if we as South African centres, pulled together more effectively.

All the LifeLine Southern Africa donors have been informed and the financial procedures greatly improved. The next audit will not be 100% up to the standard as the new appointees continued to find errors and omissions, and the board have been obliged to write off some further amounts. Some minor investigations are not yet completed as the audit for the year 2012-13 was completed mid-May. I am satisfied that the finances are greatly improved and thank the treasurer for her dedication to this process.

This matter was barely finalised when the mandate of the Annual General Meeting of October 2012 was queried, leading to confusion and insecurity for staff and centres. This mandate, which allowed for the name change of LifeLine Southern Africa to LifeLine South Africa, was passed unanimously and signed at the AGM by all affiliate members present. The division of the substantial contracts of LifeLine Southern Africa were contested at the May 2013 Board meeting. This meeting saw the polarization of opinions of various stakeholders and lead to a board compromise which in effect leaves both Africa and South Africa without start up assets. We appear to have opted for a lose-lose solution, outside of the AGM mandate.

It is my fear that future legitimacy contests will arise as LifeLine South Africa moves into position while a LifeLine Africa and a LifeLine Southern Africa operate simultaneously. I am concerned donors will become exasperated trying to work out who is who and may refuse to fund any of us until we sort out our internal politics.

While LifeLine Pietermaritzburg is in a strong financial and programming position, it is clear that we cannot afford to ignore the bigger picture of the organisation, both its national and African profile can add or subtract from our own credibility.

Fortunately our director and our region has a good understanding of the complex macro environment in which LifeLine operates and continues to grapple with the issues in an effort to find constructive solutions to

the big picture problems we are currently experiencing. As to the future, LifeLine specialises in helping people make the best from some very tricky situations. We will have to take our own counsel! There can be no debate that our 12 month plans to establish a credible LifeLine South Africa has failed miserably. There is also no debate that we need a key figure – a national director and a national marketing plan to put LifeLine back on the National map. We simply have to pick ourselves up and make it happen.

### Organisational Development By Debbie Harrison

This section has two main responsibilities viz; fundraising, and SETA accreditation of LifeLine courses.

#### Fund raising:

The fund raising team consists of the Director, the Finance Manager, and me. This team has worked very well for a number of years and has led to the current financially stable situation. We can, of course, never be complacent. However we are able to focus on our core work of promoting emotional wellness without the anxiety or panic about the funds for the next month. Many of our sister centres are not so fortunate.

As reported by the Treasurer at the previous AGM, the 2012-13 the fundraising budget was met by March 2012. The same can be said for the 2013-14 year which has a budget in excess of R5 million. As a result none of our investments or the interest earned on those investments has been used. It is anticipated that this will be the case for the next financial year, moving LifeLine Pietermaritzburg into an increasingly strong financial position.

It is this position that enables us to employ enough of the right staff, have enough of the right equipment and to therefore be able to deliver services which are consistently of high quality, leading to good reporting, well met indicators and probability of further funding, even the possibility of increased funding. This synergistic relationship between implementers of a project and the donors is part of our winning strategy.

We do however continue to be dependent upon foreign funds. 70% of our donor funds, either directly or indirectly, comes from the USA, 11% from Switzerland and 19% from South African corporates. The more recently accepted definition of NPO sustainability is: *to deliver on the organisational objectives consistently without reliance on a single source of income.* We are perhaps not there yet, however the staff are consistently looking for other opportunities and ever vigilant of expenditure.

### SETA Accreditation

Our registration process with the Education Training and Development Practises SETA (ETDP) has taken some time. We have completed Phase A and Phase B and our first unit standard material have been accepted. We now await the site visit by the SETA to verify our premises are appropriate. We do not anticipate any problems with the visit.

The next step is to develop further accredited courses. Several centres expressed the desire to become SETA accredited but none have developed their process this far. We may find that other centres wish to use our material and we will have to devise a protocol which ensures that standards are maintained as it is out registration and therefore our reputation which must be upheld.

### PROGRAMMES IMPLEMENTATION REPORT

LifeLine Pietermaritzburg's core business is to ensure emotional wellness of individuals and communities in five district municipalities viz; uMgungundlovu, uThukela, uMzinyathi, Amajuba and Sisonke district municipality. Our Emotional Wellness programmes fall within two main core products which are Counselling services and Building Community Heart programmes (BCH). This report aims at giving an overview of all counselling work done internally and offsite as well as work done under BCH program internally and externally.

### 1. COUNSELLING AND VOLUNTEER PROGRAMME:

by Celeste Matross



This sections has been used continuously as a support system for all LifeLine programmes internally and externally, to ensure that clients are supported even when the team is

not physically there in the community. The Volunteer Counselling/ Emotional Wellness Programme aim is to promote emotional wellness for all individuals, groups and communities by providing free, confidential and accessible counselling by highly trained volunteer counsellors. Through this we hope to encourage individuals and communities to embrace emotional wellness and to inspire them to take responsibility for an emotionally well society. The period of 2012-2013 has been a very eventful year for this section both in the personal lives of our volunteer counsellors as well as in the life of the counselling project. 15 new counsellors were welcomed in the office and we are very excited to have on board, Alex Bailey, Spencer Denny, Lyn Gissing, Coral Hardman, Blessing Hutchinson, Felicity Kromhout, Sue Mackenzie, Palesa Mbatha, Shannon Milojkovic, Caitlin Naysmith, Penny Niven, Nobuhle Sithole, Philippa

Taylor, James Theil, and Kevin van den Berg. It is hoped that these new counsellors will go a long way towards alleviating the imbalance between the number of counselling slots that need to be filled and clients that need to be attended to and the number of available counsellors. We believe that the introduction of an extra course in the form of the Afternoon course has helped to increase the number of new counsellors qualifying this year. Having an extra course also ensures that there are more people being trained in counselling and personal growth skills as well as increasing the number of people who become aware of LifeLine and its services.

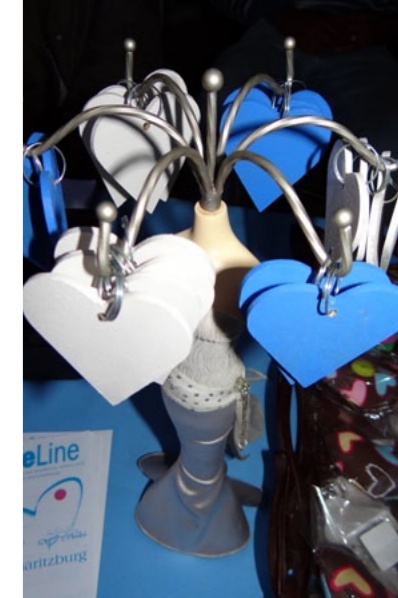


These new counsellors as well as our existing counsellors were celebrated at the annual Dedication and Long Service Awards dinner. Not only did we celebrate the start of the journeys of the 15 new counsellors, we also celebrated the rich history that our long serving volunteer counsellors have had with LifeLine.



The following long service awards were handed out:  
**5 years of service-** Myrtle Donnell, Judy Flett, Hema Maharaj, Maggie Govender, Merle Govender, Rasha Govender, Rod Hart, Rochelle Kloka, Sherry Mahabeer, Christine Forbes, Sindisiwe Chamane and Nini Maharaj.  
**10 years of service-** Julius Dlamini, Sifiso Nzama, Andre' Grobber, Carolyn Knoesen, Blanche Maree.  
**15 years of service-** Mark Schonau  
**20 years of service-** Naseema Ballim  
**25 years of service-** Cynthia Dibben, Marjoke Schuitemaker, Morag Pooler and Brenda Winn.

On a sadder note, we had to say goodbye to Margaret Jakins who retired after many years of faithful and consistent service. We are extremely appreciative of the time she gave to LifeLine. Margaret will always be a LifeLine special friend! It was noted that many of our





counsellors have also had to take a leave of absence due to changes in their circumstances such as loss, illness, new jobs, family responsibility and study demands. We wish them the best and hope that they will return to LifeLine House soon.

We were blessed by Sarah Pennington and volunteer counsellor Penny Niven who re-decorated our counselling rooms so beautifully. We are very grateful to them as well as Penny's husband, George and John Ndlovu for all their hard work.



We are very grateful that we were able to capacitate our counsellors to deal with stressful cases through the on-going counsellor development plan throughout the year. This was done through monthly case supervision and Saturday Development Sessions once a month in order to ensure that counsellors' skills remain current. In these sessions counsellors were trained on different interesting topics such as Assertiveness, Relationship counselling, Change, Goal setting and construction of dream boards, and Self-care. We extend our appreciation to Professor Graham Lindegger, Leon Grove, Philip de Bryn, Fiona MacCrimmon, Cherri Forsyth and Nicole Harvey who willingly donated and shared their skills with us. On another note, we wish to thank our sister centres as well. Many thanks to all the centres who have assisted us! The support that we receive allows us to be available for our clients despite the limitations that a small volunteer counsellor base puts on us.

We have been very busy at the centre this past year. The telephone counselling calls have increased from 3,161 for the 2011/2012 reporting period to 3,354; while the face-to-face clients assisted remains relatively stable at 479 cases as opposed to the last reporting periods 405 cases assisted and the email counselling has increased from 462 to 493. Notwithstanding the increases in the telephone counselling and email counselling clients assisted, the number of people that we have helped through these mediums has remained relatively stable since the previous period. However, it has increased quite significantly since 2009. We have seen an increased number of drop-in cases of child sexual abuse and rape. This may be attributed to either the historic under reporting of these cases or the increase in the number of awareness campaigns done in communities and schools. Our staff members attended a special training on Play Therapy to capacitate them to deal with these cases confidently.

### New Developments:

In order to keep up with the changing environment and ensure quality services delivery in the emotional wellness field, the section has introduced Development and Evaluation plan through "Continuous Professional Development" points (CPD). This simply means that each counsellor has a certain amount of points to earn yearly in a number of areas to ensure that their skills and knowledge is always being improved upon and current. The counsellors have to earn 75 points a year-50 points in the counselling area, 15 points in the training area and 10 points in the involvement section. Among other things, the system will ensure that the program is monitored and evaluated constantly and that counsellors who are doing above and beyond what they committed to do will be recognised. This system is hoped to be implemented by April 2013.

The new e-mail counselling system which allows interested volunteers to respond to e-mails without physically coming to LifeLine house has proved to be efficient. The turnaround time for responses has improved; therefore clients are being helped timeously. It is still a concern though that we seem to be losing a lot of people who would look at the webpage for email counselling but who would not request counselling. There are plans to engage in advertising of the email counselling service which hopes to ensure that more people use this service. Over and above counselling, the volunteer counsellors have tried to assist in fundraising and awareness by offering their skills to the organisation in the form of language classes. Clare van Daele successfully teaches isiZulu to interested people and donates a portion of the fees to LifeLine. There are plans to start ABET classes here as well by Soonitha Beharee and advertising has already been done. A portion of these fees will also be donated to LifeLine. These classes are extremely important as not only do they teach a new skill to our community, it also raises money for LifeLine and brings more people into LifeLine House which means more people who are aware of LifeLine and our services.

It is with pride that I look back at the year gone by and become aware of what a productive and vibrant section the Emotional Wellness/Volunteer Counselling programme is. This is due to the joint collaborative efforts and dedication of the staff and volunteer counsellors. I thank you very much for all of your contributions and look forward to another dynamic and impactful year in the life of our programme.

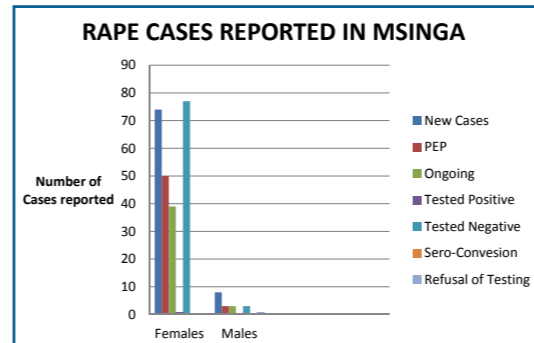
## 2. GENDER-BASED VIOLENCE PROGRAMME

The spate of gender based violence and rape against women and children that is gripping our country remains a matter of grave concern for all of us. This scourge is a threat to our hard-earned freedom for it condemns women and children to a life of fear and prevents them from becoming productive members of society. Violence against women is a form of discrimination and violation of human rights. It causes untold misery, cutting short lives and leaving countless women and children living in fear and pain. It harms families across generations,

impoverishes communities and reinforces other forms of violence throughout societies. This included rape of elderly women and children in deep rural areas who have limited resources for emotional support. In year 2012/13 LifeLine worked in five crisis centres and three of those are in rural areas; therefore this report covers the outreach work that has been done in the following crisis centres:

### 2.1 MSINGA, CHURCH OF SCOTLAND HOSPITAL by Sane Ndlovu

This project was coordinated by Nhlakanipho Lushaba who sadly left LifeLine in November 2012 to start his own business, thank you to Nhlakanipho for his contribution to the section. A warm welcome to Nomalungelo Dyarvane who joined the section as a Social Auxiliary worker in May 2012 and Sanelisiwe Ndlovu who was employed in January 2013 as a Coordinator for the section, we hope your skills and knowledge will take the section to the next level! The project is funded by Anglo-American, and has two GBV counsellors stationed at the Church of Scotland Hospital in Msinga who are committed to rendering effective and efficient services to the survivors of GBV, including cases of ukuthwala (abduction of women and girls) which is very common in this area. This community still adheres to their cultural practices and beliefs, which among other things involves not reporting incidents of rape to the police instead such cases are reported to traditional leaders. Therefore the statistical record below does not reflect a true picture of GBV incidents in this community as the majority of such cases goes unreported. LifeLine has forged a good working relationship with the hospital staff especially the crisis centre nurse. The graph below indicates the ratio of cases reported in the crisis centre:



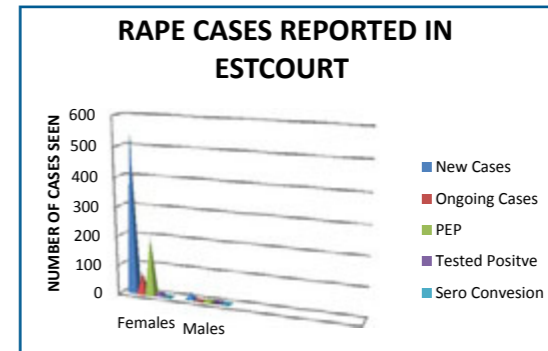
We were encouraged by male survivors that came forward to report rape cases in such a stereotyped community. We also noticed an increased in the number of clients receiving PEP compared to 2011/12 report, and we had zero sero conversion rate. 54% of the survivors came back for on-going counselling and support.

The rape crisis counsellors went the extra mile in providing services for the GBV survivors, this year they also contributed noticeably to the prevention work. 89 workshops and talks on Rape and GBV were conducted in the Out Patients Department, schools and

in communities. The awareness messages reached 8222 learners and 5381 community members were reached with GBV related topics and messages. Over and above these workshops, the counsellors conducted workshops for Philanjalo care givers on GBV and rape. We would like to extend our gratitude to this team (Ntombifuthi and Celimpilo) for their incredible work. We would also like to extend our appreciation to our supportive funder Anglo-American for their assistance in keeping this project running. Lastly, to all the stakeholders we have work with in the past year, thank you very much for your on-going support.

### 2.2 ESTCOURT HOSPITAL by Sane Ndlovu

A special thank you goes to the funder Terre des Hommes Swiss who kept this project going for another year! LifeLine was able to reach 846 clients, of which the majority of those were rape cases. We have spotted a drastic increase in number of new cases reported over the year being 178 in 2011 to 577 new cases in 2012. 209 of those clients managed to get PEP and sero-conversion was kept at zero %. We have two counsellors positioned at Escourt hospital (Nondumiso Gule and Hannifer Nzama) and another two counsellors at Wembezi police station (Nondumiso Kheswa and Phille Hadebe) who worked with lot of passion in helping survivors reclaim their lives. We also have 16 ambassadors that are participating in community dialogues in the area. The graph below indicates number of cases received at Estcourt crisis centre.



The project was also able to reach 7516 people in Estcourt through talks, awareness's and presentations. Out of this number we had 5606 females and 1910 males. The rape crisis counsellors have great support from professional sister in charge at the crisis centre, hospital management & the staff; their support contributed to the success of the project. The rape counsellors that are placed in Wembezi police station ensures that the GBV survivors that are reporting cases against violence and abuse are treated with respect and dignity. The rape counsellors in the police station make certain that they give priority attention to confidentiality, privacy, disclosure and informed consent in all responses to gender-based violence. They ensure that great care is given not to victimize the survivor, but to empower them.

Several trainings were provided to counsellors and the ambassadors to ensure high quality services and





activities that add value in strengthening the knowledge, skills and abilities to efficiently and effectively manage gender based violence. The rape counsellors had three successful trainings conducted in 2012, on gender based violence with Estcourt team, play therapy and Solution Focused Approach. Weekly debriefing sessions for rape counsellors and ambassadors are conducted as part of continuous staff development. The success of the project depends on the extent to which pertinent organisational support structures and that systems in place and properly utilised. This section functions effectively and efficiently with the proper organisational systems. The GBV section would like to applaud the initiatives by LifeLine which is aimed at eliminating gender based violence. I would like to thank all of you for your on-going support and care!

### 2.3 UMZIMKHULU by Sane Ndlovu

We are very excited and grateful to be funded by Terre des Hommes Swiss to work in Sisonke Municipality district for two years, from January 2013- December 2014. This district is in dire need of LifeLine services, as they do not have NGO's who are providing services in the field of Gender-Based Violence. The project was welcomed by the district Mayor and all the stakeholders involved. The project is in its early phase, but community entry was done with success. The program will offer comprehensive services to the survivors of GBV and will contribute toward GBV free generation through community dialogues, workshops and talks. Two counsellors will be placed in Rietvlei hospital to offer support and empower survivors to reclaim their lives. One filed worker and 20 ambassadors will participate in the program after 5 weeks long training. Watch this space for the exciting developments in this district!

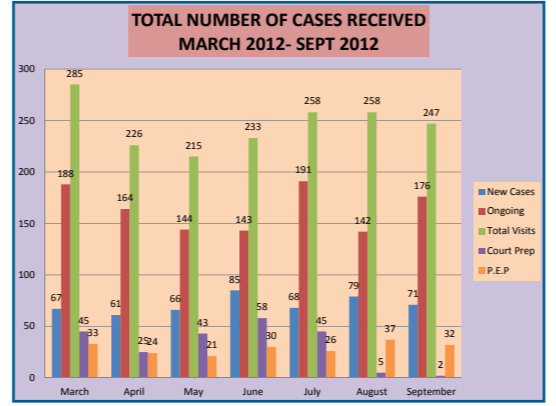
### 2.4 THE EDENDALE THUTHUZELA CARE CENTER (TCC) by Namhla Kheswa



The project has grown from strength to strength in the last seven months (March – September 2012). Additional staff members were seconded to the TCC as follows; 4 nurses which makes a total of 10; 3 psychologists who work interchangeably and there is also a Zulu speaker which makes it easier for isiZulu speaking clients. The increase in the staff complement has improved service delivery at the TCC as more clients were attended to during this period. All the staff members have been working together towards the best interest of the clients and clients have indicated their satisfaction with the service they receive from the centre. The five counsellors have been going the extra mile for the clients especially those

that are presenting to the TCC at night. The programme was made possible by RTI, and the funding came to an end on the 30<sup>th</sup> of September 2012.

The program has seen 497 new cases in the period of 7 months, 1149 on-going cases, a total of 1732 total number of visits was seen in this period (which including blood reviews, social and psychologists appointments). It is quite exciting to note that 221 clients were prepared for the court proceedings, 171 clients received PEP and we had 0% sero-conversion rate. The increased of rape incidents especially of the elderly women is still a great concern in the outlying areas such as Swayimani and Elandskop. The country has a long way to go in trying to reduce the scourge of Gender-Based Violence; we need programmes that will assist us in identifying the roots of GBV and design programs as required.



In order to support and care for the counsellors, LifeLine conducted debriefings sessions on a weekly basis to the team by a Social Worker. There is a psychologist from the Hospital (Edendale) who debriefs every staff member at the TCC including the LifeLine social worker; this has shown how supportive the Hospital management is to the TCC staff. SAPS has been a tremendous help to the TCC transporting the survivors that are coming from far who do not have the means to get to the centre for the appointments such to collect the medication and other appointments.

The section has some challenges which impact greatly on the effectiveness of the implementation of the project and on the standard of service rendered to the clients. The 24 hour service was piloted for a month in September, but was not a great success as there was no medical practitioner. Clients presenting to the TCC post-72 hours is still a challenge as 197 clients were post 72 hours mainly children. This saddens us because this age group is unable to decide for themselves about going to the TCC, it is a duty of the caregiver. Key staff members for TCC such as the Case Manager and Victim Assistant Officer remained a challenge. At the end of the contract with RTI, LifeLine sadly had to terminate the counsellors' contracts, which left TCC with no GBV counsellors at all; and that affected the quality of counselling services provided as the Dept of Health seconded two HIV counsellors who were never trained on rape and GBV.

A special thank you goes to the five TCC counsellors that worked long hours at TCC ensuring that GBV

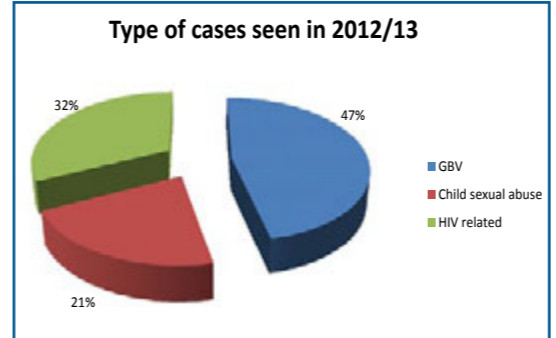
survivors are cared for. To all our partners NPA, Dept of Health, and SAPS for their on-going support, without you LifeLine could not do it alone. Thank you very much! Lastly, but not least our funder RTI for contributing in the fight against GBV and for bringing hope in the lives of the survivors by making our work with survivors possible!

### 2.5 MADADENI HOSPITAL by Nozipho Nkosi



This project has been running for more than five years and is doing very well under the supervision of Nozipho Nkosi in a small satellite office in Madadeni area who is mainly providing psychosocial support services for clients as well supervising staff members in the office. The project has been continuously

supported by FNB, Ford Foundation and Department of Social Development. There are two staff members (a social worker and a counsellor) in the office and one female counsellor based in Madadeni Hospital. These employees offers mainly counselling services and educate patients about GBV related issues. In 2012/2013 financial year there were 1500 counselling sessions that were given, 1059 of these were females, 441 were males and 45 were people with disabilities. Clients seen mainly presented with the following cases:



Thursdays in Black campaign was the first of its kind to take place in Newcastle and the surrounding areas. The campaign is a 365 days campaign towards a world without rape and violence. LifeLine launched this campaign on the 1/11/2012 and it ran till the 6th of December, where everybody was encouraged to wear black on Thursdays. This campaign went viral, local newspaper Newcastle Advertiser in support of the campaign changed the first page of the newspaper to black and they published LifeLine articles on GBV everyday for the whole period of the campaign. The local radio station took part as they gave LifeLine 30 minutes slot every Tuesday to talk about issues of GBV and families. Even local businesses participated to support the campaign. We also had two big awareness campaigns that are GBV related, this is part of our prevention programmes and they were both successful.

The program has minor challenges that LifeLine is constantly searching for possible solutions to minimise negative impact of those challenges. The male participation in the community educational/ awareness programmes is still not to the level of satisfaction. There is also a gradual but quiet slow active involvement of traditional leadership into the community awareness programmes. Because of the nature of service that we render, sometimes participation of the community is low because they always complain that we do not offer food parcels. The participation of middle aged people is still low compared to the youth, however it is also good to observe that the youth allows itself to participate in such educational programmes. If our youth is actively involved in programs aiming at reducing GBV gives us hope that one day South Africa will have HIV free generation.

My big thank you goes to the team for their dedication and on-going support, to the hospital management for making sure that the survivors get the best service at the crisis center, and to the whole LifeLine team for supporting us when we have events and being there for us!

### 2.6 EMMAUS HOSPITAL (BERGVILLE) by Nozipho Nkosi

The project is almost two years old started in April 2011 and funded by First for Women. There are two counsellor stationed at Emmaus hospital Barbara Buthelezi and Thulisile Mthabela as well as a Community Fieldworker (Nomakrestu Madondo) and 20 ambassadors doing community dialogues on GBV related issues. Working in this area was not easy at all as the majority of the community members have been exposed to GBV or they are survivors of Gender-Based Violence. This became evident as LifeLine trained a group of 22 ambassadors and about 80% of the group members were victims of GBV. We were very grateful to have a funder like First for Women who supported LifeLine when we proposed to adjust the implementation plan to cater for the needs of the ambassadors. LifeLine provided this group with Narrative Therapy for six months, to support and empower them to come up with possible solutions that will enable them to deal with GBV in their own lives.

It is exciting to report that most women in the group did recover from their own traumatic experiences after six months of Narrative therapy. This is the most amazing group LifeLine has ever worked with and we salute them! The counsellor's main responsibility is to offer counselling, education to patients and their relatives on GBV related issues, Working with the hospital's School Nurses team in the oKhahlamba District in educating about GBV issues on children and families (3-4 schools per month), Working with the hospital's Mobile Clinic team in educating the public about GBV issues (2-3 per month) as well as organising events. The statistics on the number of survivors assisted in this crisis center has gone up remarkable this year. In 2012/2013 there were 111 rape cases of individuals seen in the hospital, 69 of these were female children and 42 were female adult compared to 3 cases seen in 2011/2012 financial year. 800 people were reached through awareness workshops and talks in different schools. The Bergville area is very





big and there is only one hospital, for some clients it was financially impossible to get to the hospital for medical assessment after rape. Funds provided made a huge difference in their lives. However the cost of transport of about R40 per person one way, so a mother and child will amount to R160 for one trip, which over extended the budget line.

This program has touched hundreds of people in Bergville, thank you to First for Women for their on-going support and understanding when the program needed to be adjusted! To the group in Bergville, I salute you all for your braveness in taking that first step! To the LifeLine management for believing in me and allowing me to adjust the program to fit the community needs, thank you very much!

### 3. THE AIDS WELLNESS PROJECT by Thembisa Mchunu



In 2013 South Africa is celebrating 19 years of democracy and soon children that were born in 1994 will be able to vote for the first time 2014, they were "born free". Sadly, these born free children have suffered so many social ills including HIV and AIDS that still has no

CURE. They have experienced major difficulties as the majority is raised by their grandparents or relatives with little resources after the death of their parents or breadwinners through HIV and AIDS. Sadly, some of the born free generation are not born free of HIV as they got infected through Mother to Child Transmission.

The introduction of ART's came as a relief as it prolongs lives of those living with HIV, allowing parents and breadwinners who are HIV infected more time to care for their families. But at LifeLine we are seeing a new trend; children initiated on ART's are now living longer to reach their teenage stages, and that is quite exciting. But the issue of disclosure remains a concern as more and more of these teenagers are on ART's and they are not aware of their HIV positive status- families are scared of disclosing the positive status. This is really threatening everybody's dream in South Africa of having an HIV free generation. More programs that will offer support to the families especially grannies are needed in our communities.

#### 3.1 The May'khethele Project



"You must begin to think of yourself as becoming the person you want to be." David Viscott  
The word May'khethele means "Our choice - Our Future". The May'khethele Programme aims at enabling young children to take the right

decisions in life that will help them reach their dream. It is about empowering those learners who are HIV Negative with knowledge and behavioural skills to help them maintain their status, and to assist those learners who are HIV positive to retain optimal physical and mental health in order to pursue a promising future and better life. The one core strength of the May'khethele Programme, which in fact is designed to change the lives of OVC for the better, is its holistic approach towards all learners regardless of their parents' status, which does not stigmatize between orphans and non-orphans.

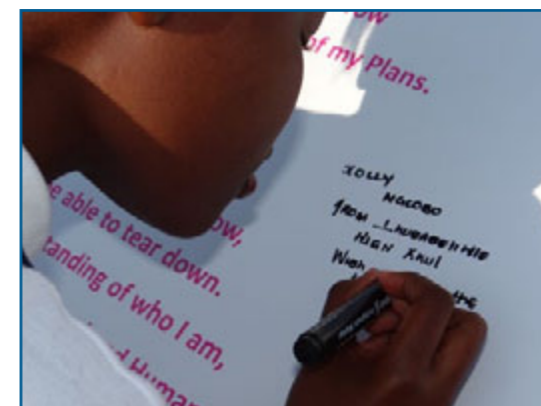
The first five year funding period with PEPFAR came to an end in September last year and the final evaluation report gave very promising feedback. May'khethele Programme is considered to be the one OVC programme in KwaZulu-Natal that is working very effectively and that really makes a difference and impacts positively on the children's lives. The method of using dialogues in schools focusing on HIV prevention and reduction in teenage pregnancy has proved to be most effective to create behaviour change in youth. The fact that youth are tasked to come up with their own plan of action instead of just being given plain knowledge seems to motivate children to take responsible decisions. Also the presence of young facilitators/ counsellors in school trained to do lay-counselling is helpful, as children mention they find it easier to approach a young adult for advice rather than their teachers or parents; and peers do not always have the correct knowledge or are able to give wise advices.

The following table indicates the number of learners reached during the first five year funding period between October 2007 and September 2012:

Services rendered by PEPFAR category	Total number of OVC	Total number of learners
Clinical nutritional support	1241	1726
Child Protection Intervention	531	617
General healthcare referral	223	328
HIV prevention education (incl. HCT & Dialogues)	4396	6207
Psychological care	270	350
Educational support	154	159
Household economic strengthening	16	16
Healthcare support for access to ART (incl. CD4 counts)	129	160

All learners participated in dialogues are encouraged to take actions, and participants identified teenage pregnancy as the main challenge in the schools. Therefore they decided to hold an awareness campaign against teenage pregnancy, which was held at KwaPata

High School in September 2012. LifeLine team assisted the learners to plan the event and a pledge against teenage pregnancy was signed by all.



In November 2012 LifeLine was awarded another five year contract by USAID through Cindi to continue with the May'khethele project in 10 high schools and also to work with the families of the OVC. The project has expanded to three high schools in Mkhambathini. The number of facilitators/ staff has increased as this project alone employed 26 staff members. Over and above dialogues in schools, the program also offers Psychosocial support services for the OVC, parenting skills training for the OVC care givers, Child Protection Intervention in small groups of 20, and an amazing opportunity for learners testing HIV positive to join a unique support group for the learners.

The table below indicates services rendered to learners between March 2012 and February 2013:

Services rendered	Number of learners reached
HCT (HIV- results)	901
HCT (HIV+ results)	16
CD4 Count	18
Referral for ART's	03
On-going counselling	07
Support Group participants	20
Face to Face counselling	40
School Dialogues	826
Child protection intervention	795
Home visits	13
Schools visits	21

I hereby wish to say a big thank you to the May'khethele team for their hard work in making this project a success. All the long hours put into the project did not go unnoticed. To Thembisa who resigned from LifeLine at the end of February 2013, thank you very much for the contribution made into the project and we wish you all the best in your future endeavours! I also wish to say

thank you to the support and guidance received from the Management team Sinikiwe, Navi and Debbie as well as from the Supervisor Bongwiwe. Also the help from non-May'khethele staff is much appreciated. To USAID, thank you so much for believing in us and the work we do and for all your generosity and on-going financial support! Lastly but not least, Cindi May'khethele team for mentorship, technical support and for being there when we need your assistance, thank you very much!

#### 3.2 Families Matter Programme! by Namhla Kheswa

LifeLine was awarded another five year contract by CDC through Aids Foundation South Africa to implement Families Matter in our designated areas. The program is for parents/guardians of children between the ages of 9-12 years. The vision of the program is to enhance protective parenting practices that are associated with reduced sexual risk among adolescents and to promote parent-child communication about sexuality and sexual risk reduction in order to address the systemic threat of HIV/AIDS in South Africa. This program fits in well with LifeLine's strategic plans (2 and 3), 2) increasing awareness and knowledge relating to HIV prevalence and gender based violence through community-based interventions within our designated areas. And 3) strengthen family relationships through culturally appropriate interventions addressing parenting and youth development. During this period the focus has been on marketing the program in the communities as it will be implemented in the whole of Msunduzi Municipality. The program will be implemented in full in 2013- watch the space!

#### 3.3 The AFSA project in Mkhambathini District

The project is based in uMkhambathini municipality which is part of uMgungundlovu district. UMkhambathini sub-district was identified as the most at risk area as it is geographically fairly isolated from formal and public health facilities, main transportation routes, as well as other mechanisms that can be used for the delivery of health services. The project is one year old and funded by CDC through AIDS Foundation South Africa. It focuses on combination prevention aimed at increasing the uptake of HIV counselling and testing (HCT), the prevention of mother-to-child transmission (PMTCT), voluntary medical male circumcision (VMMC), as well as sexual behaviour change among targeted most at risk population (MARPS).

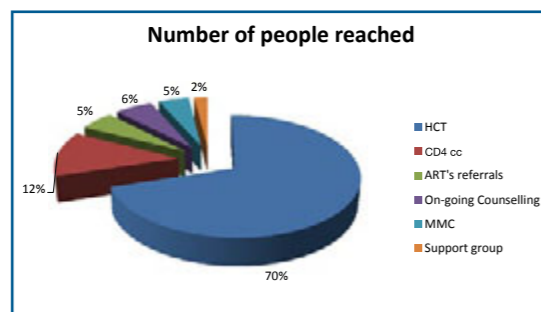
The project has a team of seven counsellors and a professional nurse who goes out to uMkhambathini weekly to implement HIV/AIDS combination prevention activities. The activities implemented includes HIV counselling and testing (HCT), prevention of mother to child transmission, medical male circumcision, health screening, and high risk sexual behaviour, referrals for CD4 counts and ART's. The community is also educated about ART adherence, and are encouraged to join support groups. LifeLine is currently facilitating three support groups in the area with over 30 members.





The team uses different strategies to educate the community in order to reduce HIV infection and raise awareness. Strategies such as door to door HCT campaigns, talks and workshops that raised awareness in taxi ranks and farms, conducting health days, dialogues in small groups of 20 and mobilising men and boys for medical male circumcision were used. The team successfully referred clients to the Dept of Health for ART's, TB, Sexually transmitted infections, PMTCT and any other health screening required.

The following graph shows the total number of people reached in uMkhambathini and services rendered.



I would like to thank our funder CDC for the financial support and AFSA team for all the technical support and trainings offered to the team. To all the stakeholders that have contributed in making our work a success including uMkhambathini municipality, Amakhosi, Dept of Health, Dept of Social Development, Dept of Education, SASSA, ward councillors, religious leaders, farm owners and other NGO's we have worked with, thank you very much. A special thank you goes to the team for working hard on the project and assisting the organisation to achieve its goals. Well done to all of you!

#### 4. BUILDING COMMUNITY HEART PROGRAMME

Building community Heart (BCH) programme is one of the three arms developed by LLSA, and most centers were trained by LLSA on how to conduct the program. LifeLine PMB adjusted the program slightly to ensure that it fits to the community needs. This programme focuses on prevention services as we all know that prevention is better than cure. LifeLine Pietermaritzburg adopted community dialogues as a model to use in facilitating change in different communities. Most of the dialogues were conducted in deep rural areas with a small stipend paid to the ambassadors facilitating the community dialogues. Nozipho, Sanelisiwe, Thembeisa and LifeLine Zululand were leading this process in different communities. Dialogues were facilitated in different communities in five district municipalities. The dialogues are grouped into two main focus areas viz; Sexual reproductive health and Gender-Based Violence work.

#### 4.1 The Cabanga Clubs (Sexual Reproductive Health)

This project is doing well; a big thank you goes to Ford Foundation for their on-going support. The aim is to improve sexual reproductive health; reduce unwanted teenage pregnancy, HIV and GBV in three communities viz: Pietermaritzburg (focusing in seven high schools); Newcastle in Madadeni (five high schools) as well in Zululand focusing in KwaDlangezwa (five high schools). The project in 2012 took a different turn by being fully conducted in schools compared to 2011 when it was conducted in communities.

The Cabanga Clubs have helped young people to develop a complete change of self-image of themselves as individuals (from perceiving themselves poorly to perceiving themselves much more positively), taking responsibility and control over their lives; understanding that they do not have to wait to be adults to start initiating change towards the economy of the country, learn and believe that they are the ambassadors of positive change not only in South Africa but in the entire world, take responsibility towards educating their peers on matters they have been taught on.

Over and above participating in dialogues, the ambassadors were also involved in lobbying for change. The lobbying efforts included the following: 8 events over the year attended by 2800 people in three areas, 2 newspaper articles: local papers circulation about 110 000, and 8 radio spots on radio Ukhozi FM: a national radio station – claim listenership of 7,1 million. These efforts are making an impact on the awareness of teen pregnancy in our districts and beyond the province. We have not traditionally been a lobby Organisation so we are pleased with the progress we have made to develop this skill during the year. The programme had 670 in Newcastle, 600 in Zululand and 1035 dialogues participants in Pietermaritzburg.

The following is a description of individual cases handled emanating from the Cabanga Clubs in the participating schools:

Nature of Incident	No. of Individual Reporting	M	F
Old rape/ sexual assault cases	184	66	118
Child (physical abuse)	98	56	42
Out of hospital abortions (back door)	108	11	97
Learners who had legal abortions	248	29	219
Learners not able to accept their HIV status	119	57	62
Learners that are parents and under the age of 14	87	7	80

Once again we would like to thank our funder Ford Foundation for enabling us to continue rendering such an important service. Our colleagues in LifeLine Zululand for working very hard to ensure that the project achieved its goal, thank you very much. To the whole LifeLine team for their on-going support of the project and to the ambassadors who have worked hard to support teenagers out there, well done!

#### 4.2 The community dialogues (Gender-Based Violence)

These dialogues are used as a preventative strategy to reduce incidents of Gender-Based Violence in different communities especially in rural areas. Through dialogues community members are encouraged to identify common causes/ roots of GBV and come up with possible solutions to address the causes. The programme is being implemented in the following communities: uMsinga, Madadeni, Estcourt as well as in Bergville. The programme was made financially possible by First Rand Foundation, Terre des Hommes, 1st for Women and Lottery.

48 stipend paid ambassadors conducted community dialogues in the above mentioned communities twice a month. The ambassadors used their collective strength to ensure that survivors of GBV are able to realise their rights as citizens and to live in safe communities. The ambassadors conducted 461 community dialogue sessions reaching 2966 community members. The 16 Days of Activism Campaign against GBV that was implemented in Estcourt on 14 December 2012 was able to mobilise 283 community members who said **NO** to rape and violence. This campaign was targeted at changing women's and men's attitudes towards gender relations. Engaging men and youth in the fight to reduce levels of gender based violence cannot be underrated.

On the 5<sup>th</sup> of December 2012 the ambassadors together with rape counsellors in Msinga hosted an awareness event on GBV, celebrating the 16 Days of Activism. A critical implementation of 16 Days of Activism Awareness was to ultimately eradicate gender based violence in Msinga. This awareness targeted all women, men, senior-citizens, people living with disabilities, youth and children. The stakeholders were also invited to the event to be included in the fight against this GBV pandemic. They were able to mobilise 360 community members in fighting GBV.

There were 10 ambassadors that left the organisation for better career opportunities across the areas. This was a huge loss to the organisation, but we were also excited as we were able to empower them and now they are more employable. Sadly, we could not renew the contracts of the ambassadors' in uMsinga as it came to an end on the 30<sup>th</sup> of December 2012. We would like to express a great gratitude to our funders Terre de Homes Swiss, First Rand Foundation, Lottery and 1<sup>st</sup> for Women for their endless support. A huge thank you goes to the ambassadors themselves for working hard in changing victims into survivors!

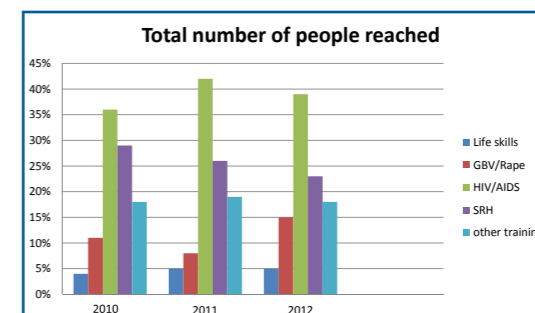
#### 5. Training and Eap Incorporating Singakwenza Project by Junior Ndlovu

Over the past few years the mandate of this section was made clear, that of income generation for LifeLine through trainings conducted internally and externally. It is worth noting that despite this section having limited personnel resources it has been growing from strength to strength every year. This is indicated by the total number of people reached compared to the past years. Figures show that this year more people were trained; this was achieved by the utilisation of resources at our disposal e.g. marketing and advertising.

The significant increase of figures for people reached through trainings serves as an indicator of how much this section has grown. A total number of 4879 people were trained this year. Trainings conducted are as follows: 10 Day HIV and AIDS, Sexual Reproductive Health (SRH), GBV/Rape counsellor course, parenting skills, personal growth course and The Solution Focus approach. An estimated 64% people trained on 10 day HIV and AIDS, 6% SRH, 8% Personal growth, 12% GBV/rape counsellor course, 6 % Parenting skills and 4% Solution focused approach.

In ensuring that we maintain the standard and the desired quality of our trainings we have maintained a good working relationship with relevant stakeholders like Department of Health and new information is researched constantly to ensure relevancy of our trainings. The quality of trainings we conduct result in having more community members trusting LifeLine to deliver trainings that are relevant in addressing social ills faced by communities in our diverse society. Through these trainings LifeLine has managed to generate R803 431 in our unallocated funds.

The following graph illustrates the significance growth in the total number of people reached in trainings by comparing figures for over the last three years:



A sincere special thank you to all volunteers, facilitators, staff members and management for the support given to this section over the past year





## 5.1 SINGAKWENZA PROJECT by Junior Ndlovu



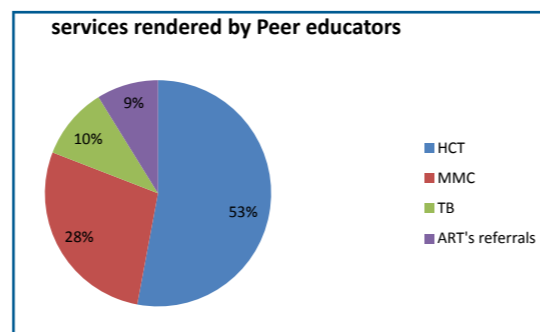
The mutually beneficial working relationship established with the Department of Correctional Services(DCS), officials and offenders was paying dividends despite the project being in its last year.

Peer Educators (P.E) committee served

offenders with distinction, worked tirelessly, showed a lot of commitment in undertaking their day to day activities and orchestrated all awareness and workshops for offenders. PE continued to work as agents for change, advocate for fellow offenders, held awareness sessions and one-on-one assistance to offenders who required their services. The Peer Educators working relationship with DCS officials has grown immensely strong by the day; this was witnessed when P.E were trusted with the very crucial work. DCS officials had faith in the capabilities of peer educators in hosting workshops, dialogues and awareness's on various subjects such as morals, values, HIV, AIDS and gender- responsiveness.

As part of the P.E being agents for change, they were leading by example and spear headed the dialogues which tackled issues of gender-responsiveness. These dialogues reached 70 % of the target population of the correctional facility offenders and indirectly reached 20 % of DCS members, (only if they were working as security personal on the day when dialogues were conducted). PE organized 16 days of activism against gender violence within the correctional centre which raised awareness through distribution of pamphlets, erecting posters, formal and informal discussions about gender equality. An estimated total of 80 % of correctional facility DCS members and offenders were reached. Peer educators also held four day HIV and AIDS workshops for offenders, groups of 30 offenders who attended per session, and the workshop ran from 10:00 am to 14:00 pm, Monday to Thursday. Total estimated of 80 % of offenders who attended this workshop are then referred for HCT and MMC. The working relationship between PE and health personnel from DCS improved drastically as more cases were referred to clinic within correctional facility. The enormous support and commitment shown by the HIV and AIDS centre coordinator on the project cannot go unnoticed. At times she would make an effort to come to work even if she is off duty so she can organize logistics and offer support to peer educators and the entire project.

The following graph demonstrates all the services and activities that were conducted by peer educators in collaboration with DCS members within correctional facility:



In ensuring sustainability and continuity of the project it was imperative that the level of buy in from DCS and offenders was emphasised and equipped them with necessary skills and expertise needed to carry on with the project hence this was the final year. An official meeting was convened to officially inform DCS officials about the end of the project in February this year. LifeLine conducted an evaluation of the project. The chief objective was to measure the effectiveness of the project within DCS, and questionnaires were administered to all stakeholders who actively took part in this project. Based on the findings of the evaluation, DCS officials said the project had been of great help it was relevant in addressing issues faced by offenders, more number of offenders showed interest in doing HCT; Peer Educators were not only advocating for offenders but also agents for change lead by example in addressing all social ills within the correctional facility. Peer educators said the project helped them to find a purpose in life and their self-esteem was enhanced simply because of the trainings they went through. They gained skills that help them not only within the scope of the peer education program but also in a personal capacity.

Despite all challenges faced in this project since it was the first of its kind for the organisation, we were able to meet all milestones and deliverables beyond what we had set out for us. It has to be mentioned that without a doubt a lot can still improve in implementing a project of this nature. Special thanks to CIDA who made this project possible through funding and LifeLine Southern Africa especially Aggy for their ongoing support in ensuring the implementation of this project.

## 6. RESOURCE MOBILISATION by Linda Hofmeyer

2012/13 has been another bumper year of events and public interaction of which we are truly proud of. April saw a Mother's Day Art Competition run with Cascades Shopping Centre, Mums Mail, Just Boutique & several local schools. Various age categories from 4 years to 9 years could enter, either a colouring or a drawing competition. Moms and children alike were spoilt rotten with amazing prizes and goodies. The stunning art was displayed on a Wall of Art at Cascades for several weeks for all to admire.

Shortly there after it was Art in the Park time... With grateful thanks to local artist Elaine Robb, we kicked off with our annual raffle, the sale of our now famous and sort after heart brooches, and, with the help of Mrs Bhika & the School of Fashion, we tied it all into the theme of recycling. This was especially relevant with the use of all the scrap materials and goodies used to make the heart brooches. It was our best year ever and we raised over R8000 in total from this event. A special thank you goes to the Dept of Tourism and the team especially Buhle for their on-going support for over 15 years. To all LifeLine volunteers who donated hearts and the material, staff and friends, thank you very much!

The Just Boutique Winter Woolies "Pull up your Socks and Make a stand for Rape Crisis" followed in June, and for the 2<sup>nd</sup> year running we had a lot of fun with Maritzburgers supporting Rape Crisis by sporting brightly coloured stripy socks. The three day fair was bright, colourful and well supported, with LifeLine also running the tea garden. Grateful thanks also go to Curves Ladies Gym, and Biokineticist Des Humphries who personally took on the "Pull up your socks" challenge and gave us a huge boost in sock sales to round the event off!

To honour Women's Day & our volunteers, and on the heels of Sinikiwe's nomination as a finalist for Shoprite Checkers Woman of the Year 2013, a morning of spoils and fun was held at LifeLine House. Sinikiwe shared her story with us, while the ladies got treated to mani's, make overs, Honey earrings for all, plus many lucky draw prizes and delicious cupcakes to decorate & enjoy for tea.

Next was the Garden Show, and our most sincere and heartfelt thanks go to Craig and the team at Blackwood Home of Gardening who made everything possible! WOW! They did us proud. LifeLine secured a 2 x 2 m stand and this was decorated beautifully by the Blackwood team, incorporating the LifeLine Hearts, a pathway to health and happiness, and trees wrapped in pink to tie in with our work around teen pregnancy in the community. It was an awesome opportunity to again reach out to the community and connect with people who we wouldn't normally, as well as distribute literature around the work LifeLine does.

October also saw the launch of our Thursdays in Black Campaign. With a very positive media launch, we aligned ourselves to the Diakonia Council of Churches International Campaign, Thursdays in Black... towards a world without rape and violence. This too marked the start of our local 16 Days of No Violence Against Women and Children Campaign.

The Midlands Quilters Guild donated a work of art, a gorgeous embroidered quilt to LifeLine to raffle. We held an open morning at Cascades Shopping Centre in November where the quilters actually set up all their goodies and spent the morning creating a quilt for all to watch and learn. LifeLiners were on hand to chat to the community and sell tickets for the donated quilt. It was a kaleidoscope of colour and activity and much interest in both the quilts and LifeLine was generated. For the second year running the Butler Family Singers generously donated their time to put on a show for the benefit of LifeLine. Held at Aintree B&B, community

members brought picnic baskets and were this year, for the first time ever, treated to a 3<sup>rd</sup> generation Butler Family Singers performance... the grandchildren entertained us with a Christmas number or two! It was an incredibly special evening for all who attended.

Our 16 Stockings for 16 Days of Activism of No Violence Against Women and Children, in association with the Fever Community Newspaper and Just Boutique was a huge resounding success. We were able to secure 8 weeks of editorial and photos with adverts in the community paper, as a lead up to the Christmas Fair and Exclusive Cocktail Party Launch of the 16 Stockings. Included in this was a double page 16 Days calendar to colour through the 16 days. The calendar included numbers and relevant stats and contact details for anyone in distress, and was published in the Fever. We were also able, with the help of generous sponsors, to print a beautiful calendar to "colour your way to Christmas", and 10000 copies were printed and distributed at 24 local schools for the children to take home and colour to Christmas.

The community, for the second year running, rose to the challenge and donated over 50 beautifully crafted stockings to LifeLine & Rape Crisis, as well as stocking fillers, treats and prizes. From a brand new sewing machine, to spa treatments, and vouchers the stockings overflowed. These were launched and the bidding on the stockings opened at a gorgeous cocktail party held at St Johns, where we were treated to the Caldonian Pipe Band playing. A presentation highlighting some of the work LifeLine does was shown and the guests got to start the bidding. This continued through the Fever and the Witness. LifeLine & Rape Crisis were thrilled to announce that we made around R28000 for the event, and over R100000 in media coverage through the campaign.

A little aside was that Russell High School noticed the media coverage and set one of their final art papers based on the Fever Article and the work LifeLine & Rape Crisis does around GBV and Rape. The girls were asked to design stockings after reading a little of the background, using ancient symbols and cultural motifs and themes. The year ended with a Volunteers High Tea in December as a small thank you, which was followed by a Gala Awards Dinner & Dedication Ceremony for our special Volunteers and their partners in February 2013. This will become an annual event on the LifeLine Calendar.

Our networking with other NGO's and local business groups and forums, such as the Pietermaritzburg Chamber of Business, Women in Business, the CINDI Network as well as the Jes Foord Foundation has continued throughout the year. Jes donated several hundred hard bags to our care packs project for Rape survivors. Our Facebook page has grown significantly with close to 240 members to date, which is exciting as social media is definitely the way of the future. All in all, the past year has been fantastic and I am truly proud to have been a part of the team that is LifeLine & Rape Crisis Pietermaritzburg

It's OK to ask for help!  
0861 322 322



LifeLine PMB 2012 +13													2013
Category	12-Mar	12-Apr	12-May	12-Jun	12-Jul	12-Aug	12-Sep	12-Oct	12-Nov	12-Dec	13-Jan	13-Feb	Total
Abuse - Child	111	27	36	45	8	3	7	7	1	6	5	1	257
Abuse - Child Sexual	32	43	57	41	112	188	134	34	83	73	49	65	911
Abuse - Partner	3	4	6	25	7	37	32	11	28	45	28	10	236
Aids / HIV	38	94	339	323	275	173	277	212	228	164	184	110	2417
Alcohol Abuse	4	2	4	2	7	9	6	2	3	3	2	0	44
Bereavement	5	4	22	11	4	0	5	2	15	4	2	1	75
Depression	14	25	14	20	26	33	36	10	10	21	19	9	237
Destitution	1	0	2	1	2	6	3	9	1	7	3	0	35
Divorce / Separation	1	1	1	6	2	1	2	2	0	3	2	4	25
Drug Abuse	1	1	7	2	7	1	6	7	3	9	4	3	51
Eating Disorders	1	0	1	1	0	1	0	0	0	0	0	0	4
Education	20	8	13	52	46	22	16	5	5	40	32	27	286
Employment	2	2	2	3	3	8	3	3	4	2	2	1	35
Health / Mental	9	5	8	4	7	1	10	5	2	7	12	14	84
Health / Physical	6	8	13	3	3	5	7	6	3	14	11	7	86
Legal	-	5	5	2	0	0	1	1	2	3	1	0	20
Loneliness	8	12	45	29	43	25	25	31	63	60	25	23	389
Pregnancy	8	2	0	4	2	5	1	2	3	22	8	1	58
Rape	129	155	136	110	86	144	107	99	102	142	26	49	1285
Relationships - Family	49	66	41	49	38	39	58	21	33	30	33	31	488
Relationship - Intimate	17	11	22	30	28	29	39	28	31	57	30	27	349
Relationship - Social	2	9	16	8	13	3	40	11	26	60	42	36	266
Sexual - Deviance	14	8	9	9	16	10	22	10	1	18	5	10	132
Sexual - Identity	1	8	4	7	3	2	5	2	2	5	4	3	46
Sexual - Problems	2	5	15	8	9	16	5	6	7	8	5	4	90
Spiritual	1	1	7	0	3	0	0	2	2	3	0	0	19
Stress / Anxiety	25	20	39	47	17	26	26	20	36	47	46	49	398
Suicide	7	8	5	9	7	4	12	13	1	9	10	5	90
Violence	6	8	20	1	11	9	9	6	4	14	6	2	96
Others	65	89	50	191	64	52	87	20	160	89.5	37	25	929.5
<b>Totals</b>	<b>582</b>	<b>631</b>	<b>939</b>	<b>1,043</b>	<b>849</b>	<b>852</b>	<b>976</b>	<b>588</b>	<b>859</b>	<b>966</b>	<b>633</b>	<b>531</b>	<b>9,449</b>
Males	128	170	367	375	376	278	397	224	379	435	252	187	3,568
Females	454	461	572	668	473	574	579	364	480	531	381	344	5,881
<b>TOTAL</b>	<b>582</b>	<b>631</b>	<b>939</b>	<b>1,043</b>	<b>849</b>	<b>852</b>	<b>976</b>	<b>588</b>	<b>859</b>	<b>966</b>	<b>633</b>	<b>531</b>	<b>9,449</b>
Telephone Counselling	156	198	247	380	249	200	333	176	366	528	289	232	3,354
Face to Face at LifeLine	41	43	54	47	28	70	36	57	32	16	23	32	479
Face to Face at sites	341	277	256	243	249	383	307	154	280	335	120	136	3,081
VCT at LifeLine	0	70	331	312	262	140	235	189	181	87	153	97	2,057
On-Line counselling	44	43	51	61	61	59	65	27	0	0	48	34	493
Crisis	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>582</b>	<b>631</b>	<b>939</b>	<b>1,043</b>	<b>849</b>	<b>852</b>	<b>976</b>	<b>588</b>	<b>859</b>	<b>966</b>	<b>633</b>	<b>531</b>	<b>9,449</b>

## FINANCIALS

### LIFELINE PIETERMARITZBURG FINANCIAL STATEMENTS For the year ended 28 February 2013

The reports and financial statements set out below comprise the annual financial statements presented to the members:

Index	Page
Management's responsibility for financial reporting	1
Preparer of the annual financial statements	1
Management's approval of the annual financial statements	1
Independent auditor's report	2-3
Statement of comprehensive income	4
Statement of financial position	5
Statement of changes in funds	6
Statement of cash flows	7
Notes to the financial statements	8-12
<b>Supplementary schedules</b>	
Core revenue and expenditure	13
AIDS wellness revenue and expenditure	14
Gender wellness revenue and expenditure	15
Lottery revenue and expenditure	16

**MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL REPORTING:**  
The annual financial statements and other financial information set out in this annual report were prepared by management in conformity with Generally Accepted Accounting Standards applied on a consistent basis throughout the year.

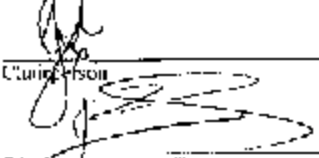
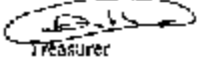
Management is also responsible for the systems of internal control. These are designed to provide reasonable but not absolute, assurance as to the reliability of the financial statements, and to adequately safeguard, verify and maintain accountability of assets and liabilities, and to prevent and detect material misstatement and loss. The systems are implemented and monitored by suitably trained personnel with an appropriate segregation of authority and duties. Nothing has come to the attention of management to indicate that any material breakdown in the functioning of these controls, procedures and systems has occurred during the year under review.

The annual financial statements are prepared on a going concern basis. Nothing has come to the attention of the management to indicate that the association will not remain a going concern for the foreseeable future.

The nature of preparation of the annual financial statements, the selection of accounting policies and the integrity of the financial information are the responsibility of the management committee.

**PREPARER OF THE ANNUAL FINANCIAL STATEMENTS**  
The financial statements were prepared under the supervision of Floris Klaunig-Baom.

**MANAGEMENT'S APPROVAL OF THE ANNUAL FINANCIAL STATEMENTS**  
The annual financial statements set out on pages 4 to 12 and the supplementary schedules set out on pages 13 to 16 are the responsibility of the management committee and were approved by them on 20 June 2013 and signed on their behalf by:

  
 Chairperson  
  
 Treasurer





**INDEPENDENT AUDITOR'S REPORT**

**TO THE MANAGEMENT BOARD OF LIFELINE PIETERMARITZBURG**

We have audited the annual financial statements of LifeLine Pietermaritzburg set out on pages 4 to 12, which comprise the statement of financial position as at 28 February 2013, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and the notes, comprising a summary of significant accounting policies and other explanatory information.

*Directors' Responsibility for the Financial Statements*

The directors are responsible for the preparation and fair presentation of these financial statements in accordance with Generally Accepted Accounting Standards and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

*Auditor's Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



**INDEPENDENT AUDITOR'S REPORT**

**TO THE MANAGEMENT BOARD OF LIFELINE PIETERMARITZBURG (continued)**

*Controls over cash collections*

In common with similar organisations, it is not feasible for the association to institute accounting controls over cash collections and donations prior to initial entry of the collections in the accounting records. Accordingly, it was impractical for us to extend our examination beyond the receipts actually recorded.

*Opinion*

In our opinion, the financial statements of LifeLine Pietermaritzburg for the year ended 28 February 2013 have been prepared, in all material respects, in accordance with the basis of accounting described in note 1 the financial statements.

*Emphasis of matter*

Without qualifying our opinion, we emphasise that the basis of accounting and the presentation and disclosures contained in the financial statements are not intended to, and do not, comply with all the requirements of Generally Accepted Accounting Standards.

*Other matters*

Without qualifying our opinion, we draw attention to the fact that the supplementary information set out on pages 13 to 16 does not form part of the annual financial statements and is presented as additional information. We have not audited these schedules and accordingly we do not express an opinion thereon.

Deloitte & Touche  
Registered Auditors

Per Kim Poddie  
Partner

20 June 2013





## FINANCIALS

### LIFELINE PIETERMARITZBURG STATEMENT OF COMPREHENSIVE INCOME for the year ended 28 February 2013

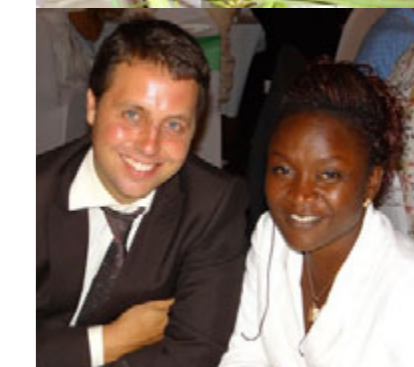
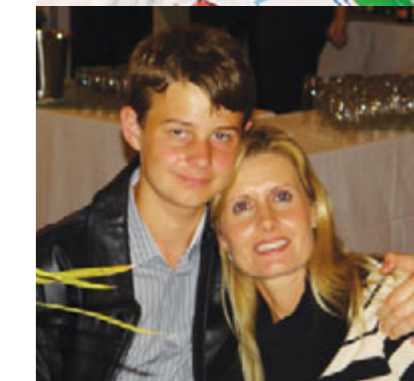
	Notes	2013 R	2012 R
<b>Revenue</b>		6 851 511	4 977 093
LifeLine Core		413 873	369 449
AIDS Wellness		2 874 487	1 920 291
Gender Wellness		3 148 151	2 687 353
Lottery income		415 000	-
<b>Investment income</b>	2	742 416	234 052
<b>Expenditure</b>		6 351 501	4 929 013
LifeLine Core		854 186	770 814
AIDS Wellness		2 292 460	1 483 736
Gender Wellness		2 991 250	2 674 453
Lottery expenses		413 605	-
<b>Net profit for the year before taxation</b>	2	542 426	282 132
<b>Taxation</b>	4	-	-
<b>Net profit for the year</b>		542 426	282 132
<b>Other comprehensive income</b>		-	-
<b>Total comprehensive income for the year</b>		542 426	282 132

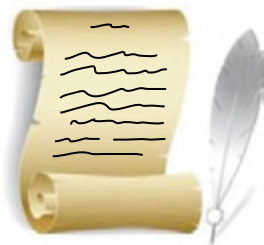


## FINANCIALS

### LIFELINE PIETERMARITZBURG STATEMENT OF FINANCIAL POSITION as at 28 February 2013

	Notes	2013 R	2012 R
<b>Assets</b>			
<b>Non-Current Assets</b>			
Property, plant and equipment	6	500 001	500 001
Sustainability funds	7	2 983 140	2 229 414
		<u>3 483 141</u>	<u>2 729 415</u>
<b>Current Assets</b>			
Trade and other receivables	8	263 301	201 782
Funds receivable	9	9	172 119
Cash and cash equivalents	10	2 040 441	2 432 789
		<u>2 302 751</u>	<u>2 806 690</u>
<b>Total Assets</b>		<u>5 785 892</u>	<u>5 536 105</u>
<b>Equity and Liabilities</b>			
<b>Funds</b>			
Core/General		1 806 352	1 890 847
AIDS/Wellness		2 622 436	2 153 811
Gender Wellness/Rape Crisis		333 500	176 599
NLDTF		1 463	68
		<u>4 763 751</u>	<u>4 221 325</u>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Funding received in advance	11	818 759	1 235 936
Trade and other payables	12	202 857	63 727
Cash and cash equivalents	10	525	5 117
		<u>1 022 141</u>	<u>1 314 780</u>
<b>Total Equity and Liabilities</b>		<u>5 785 892</u>	<u>5 536 105</u>





## ***DONOR LIST***

***March 2012 to February 2013***

**1st for Women Trust**  
**Aintree B&B**  
**Aledonian Pipe Band**  
**Anglo America**  
**Arcelor Mittal**  
**Be Beautiful**  
**Berg Street Primary**  
**Bernina**  
**Beyond Beauty Salon**  
**Blackwoods Home of Gardening**  
**Butler Family**  
**Calderwood Hall**  
**Cascades Shopping Centre**  
**Caxton Publishing**  
**Centre for Disease, Control and Prevention**  
**CHC Catering**  
**Cheri Forsyth - Peak Performance Coach**  
**CIDA through LifeLine Southern Africa**  
**Clive Willows**  
**Coffeeberry Café**  
**Craig's Refrigeration & Air-conditioning**  
**Curves Ladies Gym**  
**Deloitte**  
**Department of Tourism**  
**Des Humphries**  
**Dylan Evans**  
**Elaine Robb**  
**Enhance Beauty Salon**  
**Essence Deli & Café**  
**Fern Hill Hotel**  
**Fiona Mac Crimmon – 7 Summits**  
**First Rand Foundation**  
**Food Pak**  
**Ford Foundation**  
**Gilly's Shortbread**  
**Govender Maggie**  
**Griffin Graphix**  
**Hair Avenue Salon**  
**Honey Jewelry**  
**Howes AL**  
**Hulamin**  
**iNzingizi Game Lodge & Spa**  
**Jes Foord Foundation**  
**Just Boutique**  
**Karen Vally**  
**Key Delta**  
**KZN Department of Social Development**  
**Lean Grové**  
**Le Miel**  
**Luci's Antiques**  
**Mandy Tyrer - Academy of Self Defense**  
**Maridadi**  
**Mary Moreland Trust**  
**Meat Centre Cato Ridge**  
**Midlands Quilters Guild**  
**Minute Man Press**  
**Mochachos Chicken Village**  
**Moffatt Optical**  
**Mum's Mail**  
**My photo Shop Cascades**  
**Natasha Brookes Photography**  
**Nicole Harvery - Harvey's Health**  
**Nuts about Books**  
**Parklane Superspar**  
**Pepfar (USA)through CINDI**  
**Phillip De Bruyn**  
**Pietermaritzburg Girls High**  
**Pietermaritzburg and District Community Chest**  
**Pietermaritzburg Chamber of Business**  
**Priscilla Bhika & School of Fashion**  
**Prosyscom**  
**Quraisha Baig**  
**Ragland**  
**Richies Cycles**  
**RTI International**  
**Scottsville Copiers**  
**Shan Ulyate – Add Bling**  
**Shereen da Costa – Living Balance**  
**Shri Sathya Sai Service Organisation**  
**Sole' Hair Design & Beauty**  
**Sparkle Party Planners**  
**Staff of Wembley Pharmacy**  
**St Johns DSD School**  
**Terre des Hommes Schweiz**  
**The Aubergine**  
**The Cup Cake Queen**  
**The Fever Community Paper**  
**The Fusion Lounge**  
**The Witness**  
**Touchwood Interiors**  
**Traffords on Miller**  
**Turner BJ**  
**Uthando Dolls – Australia**  
**Valverite**  
**Wilsworth J**  
**Women in Business**  
**Women's Institute**

