

There is life after
THERE IS LIFE AFTER
disability



20 14

REPORT ON ACTIVITIES

1 April 2013 – 31 March 2014



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ASSOCIATION FOR THE PHYSICALLY DISABLED

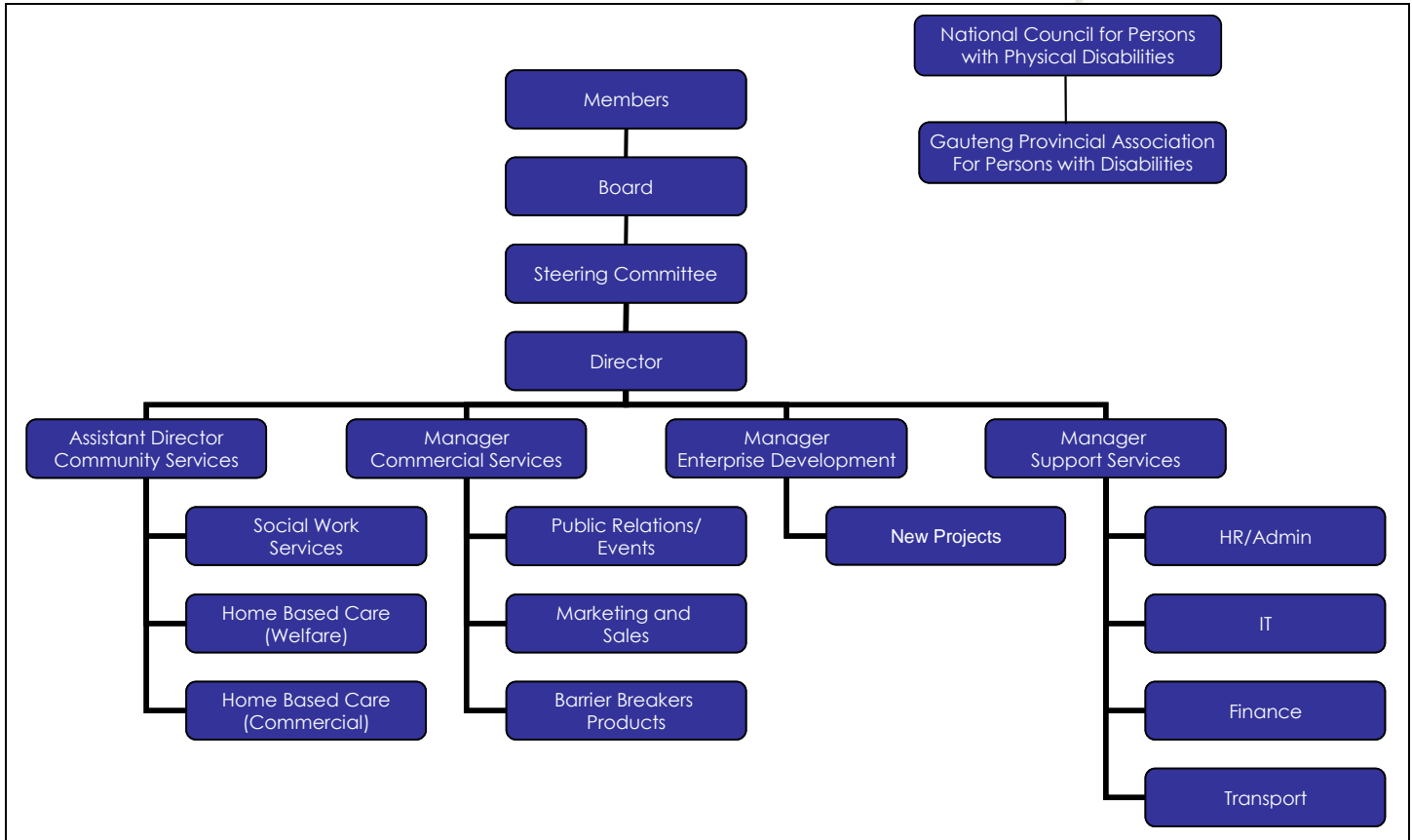
GREATER JOHANNESBURG

NPO NO 000-865

PBO NO 930006515

Governing Structure

Association for the Physically Disabled
- Greater Johannesburg



Members		Executive Board		Sub Committees	
Chairperson	Mr. P Mabunda	Chairperson		Commercial Services Steering Committee, Finance	
Vice Chairperson	Dr. A Pretorius	Vice Chairperson			
Honorary Treasurer	Mr. G Julyan	Treasurer		Commercial Services Steering Committee, Finance	
Member	Miss S Heyman				
Member	Mr. J Cloete	Member		Commercial Services Steering Committee	
Member	Ms. L Kekana	Vice Chairperson		Commercial Services Steering Committee	
Member	Ms. T Moodley	Member			
Member	Mrs. N Gongxeka	Member			
Member	Mrs. H Fox	Member			
Member	Mr. D Fox	Member		Commercial Services Steering Committee	
Member	Mr. D Thompson				
Member	Mr. C Moura				

MANAGEMENT	
Director	Mrs. R Legasa
Assistant Director: Community Services	Ms. M Retsuri
Commercial Service Manager	Mrs. L Arnoff
Office Manager	Mrs. A Lewis
Enterprise Development Manager	Mrs. J Maclean

REPRESENTATIVES		
Gauteng Provincial Association	Member: Mancom	Mr. P Mabunda
Hope School	Governing Body	Ms. M Retsuri
AUDITORS: KPMG, Private Bag 9, Parkview Tel: 011 646 7111 Fax: 011 647 8000		

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PARKVIEW
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ASSOCIATION FOR THE PHYSICALLY DISABLED
GREATER JOHANNESBURG

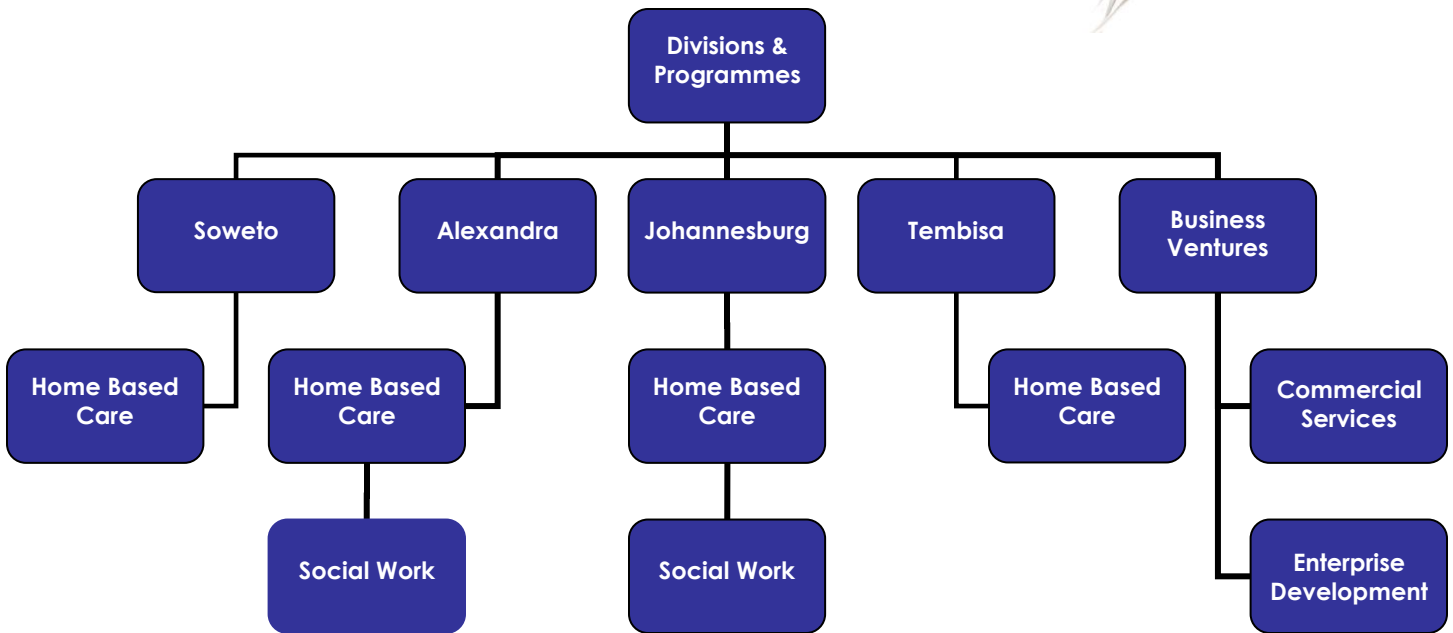
OUR ACTIONS SPEAK LOUDER THAN WORDS
79 years of service excellence

Tel: 011-646-8331
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Divisions and Programmes

Association for the Physically Disabled
Greater Johannesburg



OUR VISION

We are totally committed to working in partnership with people who have physical disabilities, their families and the community as a whole, in order to promote their integration into society, and to enable them to achieve their full potential.

OUR MISSION

Our mission is to provide relevant and quality services to persons with primarily physical disabilities and to the community as a whole, including services that:

- Promote and protect the interests and well-being of persons with physical disabilities.
- Further the development and empowerment of persons with physical disabilities.
- Prevent the occurrence of disabling conditions.
- Remove physical, legal and psycho-social barriers and foster non-disabled/disabled relationships to make it possible for persons with physical disabilities to live independently and to participate fully in their communities.

OUR VALUES

Integrity

Mutual Respect

Professionalism

Initiative

Team Work

Accountability

Chairperson's Report

How blessed we are to be part of the "Greatly Caring" proclaimed in 1934!

Today my heart overflows with gratitude for the work done by those who came before us. Today I am extremely proud that we can count ourselves members of the "Greatly Caring – those who conceived of the idea of a happier future for the disabled" referred to by the Countess of Claredon shortly after the formation of the *Cripples' Care Association of the Transvaal* on 10 December 1934. For today we have the privilege to reflect on the work we've done in the year leading up to this, our 80th Annual General Meeting!

It is no mean feat for any entity – whether for-profit or non-profit – to survive eight decades. The last decade has, however, seen dramatic changes in the way welfare organisations operate. The good old days when an abundance of volunteers drummed up large amounts of donations for worthy causes are long gone. I emphasised this in my Report in 2008 when I said "for Non-profit organisations to survive, diversified sources of funding, including a level of cost recovery from clients, is required".

Today I am very glad that we started changing the way we do things as far back as 2002 when we introduced several income generating projects in addition to traditional fundraising initiatives as part of a newly-formed Corporate Communications division. At that stage the introduction of the Lotto had already started to change many South Africans' mind-set from one of giving just to help others to one of giving with the expectation of huge personal financial gain. In addition global IT developments – especially the common use of emails, sounded the death knell of two of our strongest traditional fundraising projects – the Easter Stamp Campaign and Christmas Card Sales Campaign. We knew we had to adapt or die!

Changes with a focus on commercial activities under our *Barrier Breakers* banner were introduced in 2004; further developed in 2007 and again in 2010, and last year we embarked on changes to our structure which now see us not only being in/developing partnerships with private sector companies, but also owning our own commercial entities. And, of critical importance; the structure protects our welfare organisation against all possible risks stemming from these commercial operations.

We have sown the seed and are doing everything needed to reap the harvest; our biggest challenge is to brave the cash-flow storm which is an inevitable part of developing most new businesses.



WHY NO NAME CHANGE?

The question in the mind of anyone who attended our last AGM, during which the new structure of our organisation was approved, must be why this Annual Report is still in the name of the *Association for the Physically Disabled – Greater Johannesburg*, and not *Barrier Breakers Social Services*.

The answer is quite simple: high-level representatives from both the Provincial and National structures of the APD initiated discussions with our organisation to explore options which would have obviated the need for us to sever ties with the APD. This possibility was first raised with us during a meeting called by the Gauteng Provincial Association for Persons with Disabilities (GPAPD) on 27 August 2013. Also in attendance was the Director of the National Council for Persons with Physical Disabilities South Africa (NCPDPSA).

A decision was taken during this meeting to discuss the matter further during a Workshop involving all the interested parties on 7 October 2013. This Workshop concluded with an undertaking by the NCPDPSA that it would consult with all its stakeholders and submit a proposal about a possible way forward to us before the end of October 2013. However, despite the best efforts of the GPAPD to obtain the relevant information, we have had no feedback from the NCPDPSA.

So, in light of this, why did we not go ahead and sever ties with the NCPDPSA? As I said last year, one of the most heart-wrenching decisions our organisation faced when it explored its proposed new structure was to let go of a welfare structure that our predecessors started in 1934 and an identity that we have locally developed into a well-known and respected brand. We were obviously hoping that this would not be necessary, given the meetings initiated by the APD's top structures, but, sadly, still have no clarity.

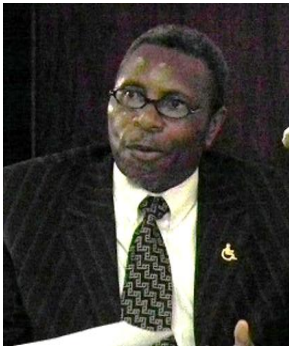
Chairman's Report (continued)



We are, however, very resilient. We have not only survived many a difficult financial situation – including a world-wide recession, but continued to provide quality services to a growing number of people with disabilities. (Please see the Director's report.)

I ascribe this to the commitment, adeptness and hard work of our loyal staff who, even when the “death” of the organisation seemed imminent, never threw in the towel. I extend my gratitude to them, the Members of the Executive Board, Steering Committee, Management Team and the Director. I also thank our business partners, present and future, for their faith in our organisation.

In conclusion I quote from an article highlighting the difficulties and success stories of the Association published in a 1949 edition of *The Rand Daily Mail*: “This is a story of brave people in Johannesburg. It has no trimmings, no spectacular setting, but drama and courage and heartbreak and happiness are of its very essence.” ...It is my fervent hope that these sentiments will hold true if someone should reflect on what the organisation has been doing in 2049!



Patrick Mabunda
Chairperson

Financials



Summary of Sources of operating income and expenditure for
1 April 2013 – 31 March 2014

OPERATING INCOME	
National Lottery Distribution Fund	755, 205
Subsidies	578, 161
Appeals, Donations & Corporate Grants	197, 902
Events, Sales & Street Collections	155, 209
Legacies	161, 977
Business Ventures	1, 330, 594
Grants for Home Based Care	836, 808
Fees for Services	43, 324
Sundry Revenue	4, 544
TOTAL INCOME	4, 513, 724
OPERATING EXPENSES PER COST CENTRE	
Support Services	
- Governance	124, 098
Attendant Care Services	1, 420, 090
Commercial Services	3, 050, 691
Social Work Services	831, 483
Workshops	24, 443
TOTAL EXPENDITURE	5, 450, 805
NET OPERATING SURPLUS/(DEFICIT)	
Income from investments	365, 295
NET SURPLUS/(DEFICIT) FOR THE YEAR	(571, 786)

PERFORMANCE OVER LAST 6 YEARS

YEAR	SURPLUS/(DEFICIT)
2009	(1, 770, 454)
2010	48, 913
2011	15, 374
2012	(1, 503, 109)
2013	(585, 575)
2014	(571,786)

Treasurers Report



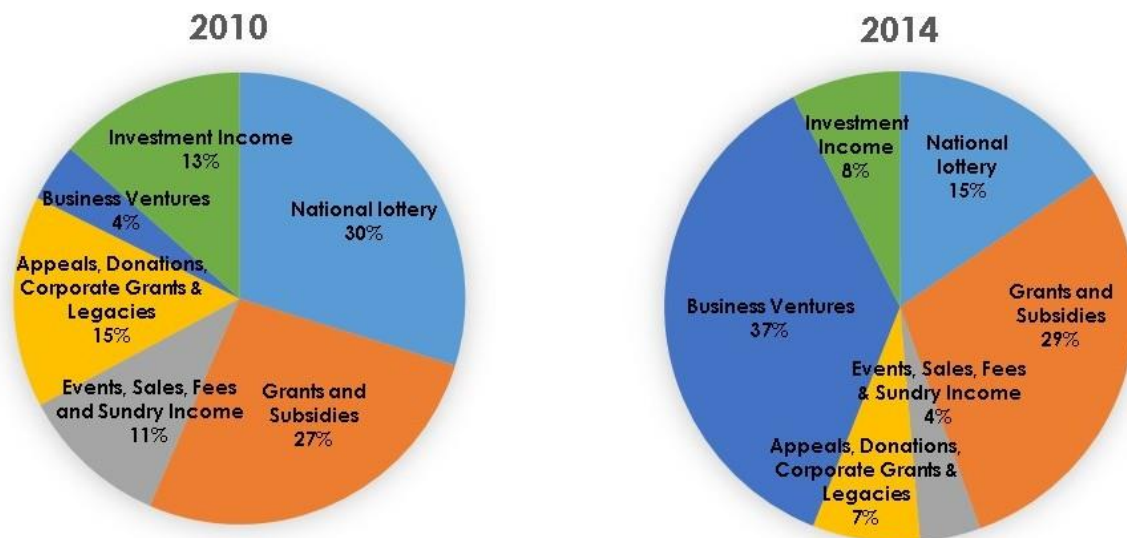
How has APD Changed

The Association for the Physically Disabled–Greater Johannesburg (APD), through its staff and management, continue to take very bold steps into protecting the future of our organisation.

It is interesting to compare the breakdown of income from 2010 to that of 2014. What is obvious is that the traditional welfare income streams into the Association, have reduced substantially over the past four years. The management and staff of APD have gained experience and confidence in creating business ventures, as a means of funding the Association, in order for APD to continue rendering services to the Physically Disabled within Greater Johannesburg.

Income Contribution	2010	2014
National Lottery	R 1 638 635	R 755 205
Grants and Subsidies	1 468 104	1 414 969
Events, Sales, Fees & Sundry Income	587 176	203 077
Appeals, Donations, Corporate Grants & Legacies	833 914	359 879
Business Ventures	230 894	1 780 594
Investment Income	740 187	365 295
Total	R 5 498 910	R 4 879 019

These comparisons are better displayed in the following graphs –



I would like to thank Rachel Legasa for the manner in which she has patiently, and methodically, taken her management team to a point where they willingly accept the responsibility for their department's performance and contribute to the discussions, around the solution of day-to-day problems experienced, while the association places new demands on the skills required to run it.

Treasurers Report (continued)



At the date of writing this report, it appears that APD has, after many months of concerning results, finally started to reap the rewards of the hard work and steep learning curve that the management and staff have been dealing with.

As the association changes, so do many of the familiar financial expectations. We have historically relied upon maintaining a substantial investment portfolio, which has contributed significantly to our income needs. We have been utilising this investment portfolio as a means of bridging finance as we change the nature of our fundraising efforts. This has been a calculated, and carefully managed, risk decision. Looking at current results, that risk is starting to pay off.

Our job is to remain focused and disciplined as we move into our new future and I believe we have the management and staff to do that.

It is my wish, as we start reaping the rewards of the structures that have been put in place, that we will be able to share the rewards with the management and staff of APD. It is a long outstanding reward that has been earned with long hours and the worry of new decisions.

The association has been very fortunate that our staff love what they are doing.



Gavin Julyan
Treasurer

Directors Report

It is in our darkest moments that we must focus to see the light

In reflecting on the past year, I am reminded of what famous Greek shipping magnate Aristotle Onassis once said: "It is in our darkest moments that we must focus to see the light". It is our belief that we are doing everything in our power to ensure a bright future for the organisation that carries us through the dark moments.

APD WINS PRESTIGIOUS NLB AWARD

The year started on a high note for our organisation when the APD Greater Johannesburg was announced the overall winner of the National Lotteries Board Compliance and Governance Awards on 19 April 2013. It is most gratifying to receive such high-level recognition for all the hard work that the members of our governing structure and management team as well as our staff members have put into ensuring that we uphold the standards of excellence set over the past 79 years. We are very proud of our organisation and especially the volunteers serving on our Executive Board and Steering Committee for their commitment; we really value the time and energy they contribute to running the affairs of the Association.



I felt very honoured when, as Director, I received the award on behalf of the APD from Professor Alfred Nechutanda (Chairman of the NLB) during a special ceremony which took place immediately prior to the live PowerBall draw on 14 May. Also in attendance were the other members of the APD Management team, who had been invited by Gidani to witness the pre and post PowerBall draw processes. In recognition of the critical role our governing structure plays in ensuring good governance, our Chairperson, Patrick Mabunda, was a guest of Gidani a few days later (17 May) and executed the live PowerBall draw.

NEW STRUCTURE

During last year's Annual General Meeting, which took place on 2 August, the Members of the APD approved a proposed new structure for the organisation which set the following objectives/desired outcomes:

1. Ensure that the APD continues to fulfil its core function – rendering community services (Social Work and Home-Based Care) to people with disabilities.
2. Protect APD assets against all possible risks stemming from all commercial operations.
3. Enable commercial activities to operate nationally.
4. Facilitate the possible introduction of business branches/franchises nationally.
5. Create vehicles which qualify for all forms of available funding, including Enterprise Development funding.
6. Ensure that the governing structures of the various entities are capacitated with the appropriate people with the necessary expertise.

In the report I tabled at that AGM I anticipated that the APD would face two major challenges during

Directors Report (Continued)



2013/14: (1) finalising the various aspects of the restructuring of the organization, and (2) getting the proposed joint business ventures operational.

Today I am pleased to report that, despite massive challenges and huge frustrations, the organisation has a structure in place that facilitates all the desired outcomes. Most importantly, as far as the organisation's core function is concerned; the number of beneficiaries of our Community Services has grown by almost 8% and a financial strategy is in place to ensure that these services can be provided regardless of the overall financial situation of the organisation.

COMMERCIAL SERVICES

The new structure enabled us to secure business development funding which would previously not have been available to us in the amount of more than R1.5 million, but, unfortunately not all of this was received in the current financial year. This, coupled with the fact that several big projects which Barrier Breakers was to undertake in 2013/14, but were postponed to 2014/15, resulted in serious cash flow problems which drained our investments and resulted in the organisation recording a R571 786 deficit. The situation would, however, have been much worse without the more than R1.3 million generated through our business activities. (Please refer to the Enterprise Development and Commercial Services reports for more information.)

As far as the next financial year is concerned, we will have to ensure that our commercial activities meet all the targets set in our Budget as we already know that one of our biggest traditional funders – the National Lotteries Development Trust Fund (which gave us R755 205 this year) – is facing major internal challenges which makes it highly unlikely that they will be awarding any funding in 2014/15.

COMMUNITY SERVICES

I am happy to report that the number of people who benefit from both our Home Based Care and Social Work services is growing year after year. This year our Social Work programme recorded an increased number of intakes, interviews and counselling sessions, despite the fact that we have only two social workers and three auxiliary social workers.

My sincere appreciation to the traditional funders of our two programmes: The Department of Social Development, Department of Health, National Lotteries Development Trust Fund (NLDTF) and Anglo American. As mentioned before, we do not foresee getting funding from the NLDTF during the coming year, but we have a strategy in place which will guarantee that these essential services are provided to the people who depend on us. And, if everything goes according to plan, we should be able to assist even more people in years to come.

TRAINING AND MENTORING OF COMMUNITY BASED ORGANISATIONS

This year we secured funds from De Beers to assist and empower two groups of people with disabilities to join forces and collectively operate successfully as the "Alexandra Disability Centre". Our training and mentorship programme includes the following:

1. Broker a formal agreement between the two groups
2. Establish a formal welfare entity
3. Formalise group activities to achieve Income Generation potential
4. Ensure empowered leadership
5. Ensure effective day-to-day operations
6. Secure welfare funding
7. Ensure financial sustainability
8. Explore employment and job creation opportunities

Directors Report (continued)



Thus far we have made great strides in training the Centre Manager and Interim Committee, securing essential equipment (such as a computer) and assisting the group to apply for registration, but the NPO Directorate has unfortunately been dragging their feet in issuing the group's NPO certificate, with the result that we have not been able to assist them to secure much needed private and public sector funding. We are, however, hopeful that this matter will be resolved in the near future and that we will be able to secure the funding needed not only to continue with this empowerment programme, but also to enable the Centre to cover its operational expenses and develop income generating programmes which will benefit its members.

PRIMROSE DU PLESSIS

Having served the Association for over 65 years, we wished to express our gratitude to Primrose du Plessis by establishing the Primrose du Plessis Benevolent Fund. Primrose was well known for the work that she did and often encouraged APD staff with her words, "I want to help, to contribute. There has always been a need, and I have the opportunity to address it." We hope the fund will continue her legacy by assisting people with disabilities who are in dire need: be it food, clothes, or an emergency situation. Please visit www.apdjhb.co.za for more information regarding the fund.

Primrose turned 100 in April 2013, an event celebrated at our AGM. May God grant you good health Primrose, thank you for all that you have done.

OUR FUNDERS AND SUPPORTERS

I extend a very big thank you to each and every company and individual that supported us during the past year; we value your contributions and hope that God will repay your kindness.

APD STAFF AND MANAGEMENT

Last, but not least, I would like to thank the staff members and management team for their hard work and commitment to the Association. This year has been very tough, but we got through it as a team and I believe that this team has what it takes to guarantee a bright future for our organisation.



Rachel Legasa
Director

Community Services

Social Work Services

“There is no more noble occupation in the world than to assist another human being – to help someone to succeed”. Allan Loy



ENHANCING SOCIAL FUNCTIONING FOR PERSONS WITH DISABILITIES

Social Work is primarily concerned with assisting individuals, groups and communities to restore and/or enhance their social functioning. We have fostered on in ensuring people with disabilities and their families continue to receive the requisite social services in our operational areas in in 2013/14 financial year.

Objective 1: Care and Support

During the 2013/14 year, at least 156 intakes were received and attended to. This includes walk-in clients, referrals from other organisations. Information below reflects the social work services achievements in 2013/14:

- 156 Intakes were done.
- 1,259 Interviews were done and included telephonic and face- face case interviews and counselling sessions for clients and families.
- People with physical disabilities reached were over 219
- 235 Home visits were conducted.
- Referrals done were 123 to other specialist services, other organisations and different government departments.
- 21 Assistive devices were distributed in the following order - 16 Wheelchairs, 3 standing frames, 1 walker and 1 prosthesis.
- 31 Placement were done - 16 adults in residential homes, 13 children in residential homes and 2 children in schools.

Objective 2: Group work - Life skills and rehabilitation

A total of 22 group sessions were facilitated in the year under review by our social auxiliary workers. In Alexandra we had a life skills group for adults with physical and mental disabilities at Sithandiwe Care Centre and a support group for parents of children with disabilities, whilst another life skills group was facilitated at Hope School for learners.



The Hope School group was however terminated in November 2013 due to the droppina levels of commitment on the part of the students as well as commitments to other school activities. At least 24 members participated in group work activities and topics tackled include building a positive self-esteem, time management and healthy living, HIV/AIDS, children's rights, self-awareness, study skills and child abuse. A new life-skills group will be initiated at Coronation Training Centre.

Objective 3: Community work - Poverty Alleviation

Support to local livelihoods for persons with disabilities through income generating projects. Income generating activities continued at Thuso Social Club for senior citizens in Claremont, Sithandiwe and Alexandra Disability Centre. At least eight members participate actively at Thuso, which has since formalised and registered as a cooperative business entity. They are involved in sewing, knitting, bead work, prickles and detergents. Their products like, wool hats, scarves, wool socks, HIV/AIDS beaded badges, prickles and detergents have been sold to the community and the project managed to generate a profit.

Community Services

Social Work Services (Continued)



In Alexandra, the Alexandra Disability Centre (ADC) has formalised their structures and is managed by a competent centre manager. The project has applied for NPO registration and while that is awaited, project activities including beadwork, knitting, finishing eye shields continue.

At least 30 families of people with disabilities in Alexandra are benefiting from activities at the centre. At Sthandiwe Disability Care Centre, the project, with 13 members has successfully initiated a gardening project with support from ACSA and other stakeholders.



Objective 4: Education and Awareness

Education and awareness programmes have largely been a gateway into the communities as well as a portal for clients to gain access to information on services that APD offers.



The objective of the awareness is to disseminate information about disability to the public, to let people know about the services we offer for people with disabilities while creating a platform for the public to learn and ask questions about disability and where to access services.

22 awareness sessions were conducted at various places including clinics (Joubert park clinic, Alex 8th Avenue clinic, Mayfair clinic, Malvern clinic, Westbury clinic, Thusong in Alex), Claremont recreation centre, and Frededorp retirement village. The awareness sessions mainly target the public with information on disability, how and where to access services for people with disabilities, with mainly youth and adult females attending.

OVERALL SOCIAL WORK CHALLENGES:

- Most people with disabilities face housing challenges. There have not been any RDP houses available and most clients have been on waiting lists for years
- Acquiring residential placements is still a huge challenge. Most facilities are full and the independently run facilities are costly and beyond the reach of most clients
- Delays in renewing Disability Grants at SASSA. Also SASSA not recognising some types of disabilities prejudices other clients since without the grant it is difficult to secure placement
- Some members of the public are sceptical about signing the attendance register during awareness sessions hence numbers reached are always understated.

Community Services

Social Work Services (continued)



STAFF TRAININGS FOR SOCIAL WORK:

- Basic Computer training
- Project Management
- Budgeting

NETWORKING FOR COMMUNITY SERVICES

Networking and lobbying continues to be done at local, regional and provincial forums. The following forums APD is represented by community services staff:

- Service Providers Meetings at Alexandra
- Department of Social Development Johannesburg Region Disability Forum
- Department of Social Development Provincial Disability Forum
- Johannesburg Welfare, Social Services and Development Forum (JWSSDF)
- Gauteng Welfare, Social Services and Development Forum (GWSSDF)
- Ekurhuleni Welfare, Social Services and Development Forum (EWSSDF)
- Department of Social Development Ekurhuleni Region Disability Forum
- Ekurhuleni Municipality Disability Forum
- Soweto Disability Forum



Social Work Staff
from the back left: Aldrian, Nokuthula, Miemie.
In front: Mmasello and Johanna

SPECIAL VOTE OF THANKS:

To our social auxiliary workers, Nokuthula, Johannah and Mmasello, thank you for demonstrating the attitude of wanting to serve in the community. Your presence in the community did make a difference in the lives of people with disabilities and their families because of the services provided to them.

To our care givers. I have reason to believe that you decided to be a care giver because you love and care about people. Thank you for your commitment, dedication, and humility in rendering the home based care as it is an essential service for people with disabilities.

Lastly, to the supervisors Zanele, Stellah, Tebogo and Aldrian. Dr. Weyn said that "if you build a house that has its foundation on only one support system and that particular support collapses, your entire house will topple". To all the supervisors your support, understanding and being trustworthy messengers between the staff, clients and the organization played a massive role in helping us provide effective and efficient services in the community. Thank you.

DONORS FOR COMMUNITY SERVICES

Thank you for the support you provided to our beneficiaries and staff members.

- Hillbrow clinic for wheelchairs for adults
- Wesbury clinic for wheelchairs for adults
- Ethafeni clinic for the consistent training which you provide to our care givers and for the 5 wheelchairs, one transfer board and one walker which you donated to our clients.
- National Lottery Development Trust Fund for the financial support for both Social Work and Home Based Care Services
- To APD staff members who continue to donate clothing to beneficiaries and food.

Community Services

Home Based Care Services

Oprah Winfrey said that "each of us has a personal calling that is as unique as a fingerprint-and that the best way to succeed is to discover what you love and then find a way to offer it to others in the form of service, working hard and allowing the energy of the universe to lead you".

The statement above explains in simple terms what home based care, social work and other support staff members did in 2013/14 to achieve the overall objectives of the organisation. Below is the summary of what was achieved in home based care and social work services. Not forgetting to mention that where there are achievement there are also challenges.



HOME BASED CARE SERVICES

Services provided:

- Basic Care: Bathing, dressing, meal preparation, feeding, treatment and prevention of pressure sores, light house cleaning and basic exercises.

Areas where the service was provided in 2013/14:

- Greater Johannesburg including Alexandra, Soweto and Tembisa

Service qualifying criteria for beneficiaries:

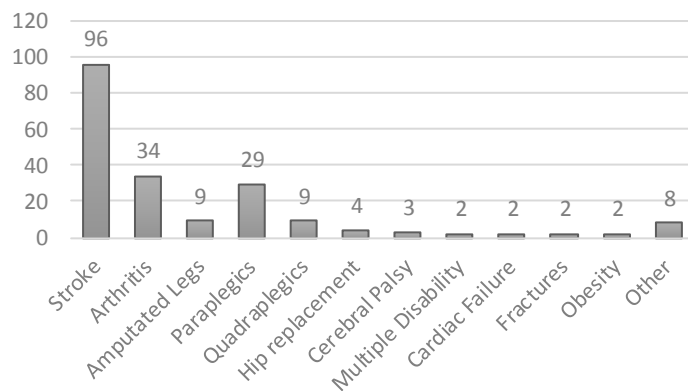
- The services are for persons with temporary and or permanent disabilities.
- Service beneficiaries have to be 18 years of age and older.
- This service is mainly for persons receiving disability or old age government grants.

ACHIEVEMENTS FOR 2013/14

From the 2012/13 we carried over 162 and in 2013/14 a total of 180 assessments were done. A total number of 366 direct beneficiaries were assisted in 2013/14. From the 366 clients the following was achieved:

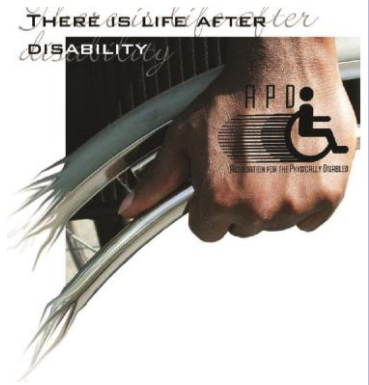
- 24 clients became independent and they cancelled the service.
- 27 clients cancelled the service and are cared for by their other family members.
- 3 clients were placed in residential homes.
- 27 clients cancelled the service and went back to their homes outside the areas of our operations.
- 72 clients improved but they are still in the service.
- 38 other family members were trained by care givers to assist clients when care givers are not working.

Number of Home Based Care Clients per Disability



This chart indicates the types of disabilities for the 200 clients who were in our service as at 31 March 2014.

Community Services



Home Based Care Services (continued)

HOME BASED CARE SERVICES RENDERED TO BENEFICIARIES, SOME OF THE SUCCESSES:

Mr. Ndlovu

Mr Ndlovu was involved in a car accident in 1997 on his way home from work. He spent six months in hospital during which he spent three months in a coma. He sustained injuries to his head and spine in the accident and he became paraplegic after doctors did all they could to assist him. Mr Ndlovu became full aware of just how much his life had changed after he was discharged from hospital. He needed assistance with basic things like bathing, dressing etc. His rehabilitation was supposed to have continued while he was at home, but he stopped going for his hospital appointments because of transport challenges. It was also difficult for his family to assist him as they were not trained to assist with wheelchair transfers. When we started assisting Mr Ndlovu in August 2013 he had not learned to transfer himself and he has now learned to transfer himself without assistance. He now wishes he could now find employment rather than being idle. He has expressed an interest in doing shoe repairs.



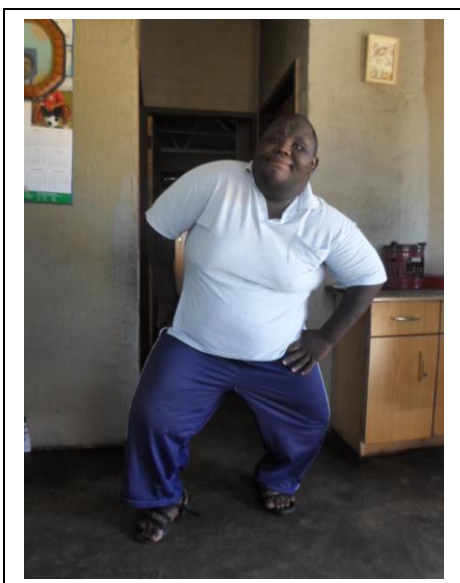
Thank you letter from Mr Ndlovu

"I would like to thank you APD for everything you have done for me because I stay alone. My care giver, Mashudu, assists me with cleaning, bathing, exercises and even helps me to solve my problems. I am so happy about your service.

Thank you.

Mr Ndlovu"

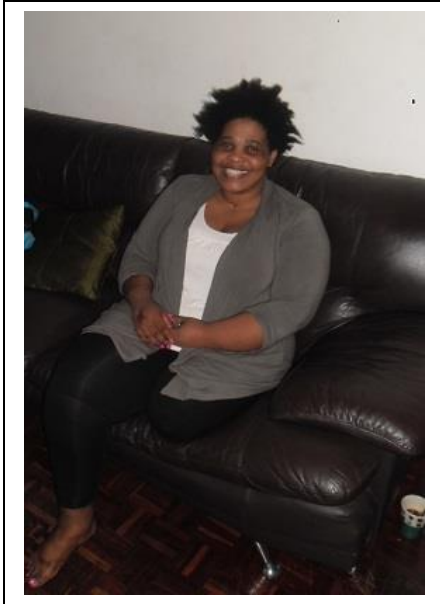
Akhona



Akhona developed like any other child of his age and appeared not to have any health issues. However, at the age of 10 Akhona started to gain weight. Concerned for her child, Akhona's mother took him for medical tests but doctors assured her that her son would be fine. As Akhona progressed through school it became apparent that he had a learning disability. His mother tried to assist him with his school work, but her success was limited. Akhona, is well cared for by his mother but, having no training, she did not know how to assist him with exercise. As a result, Akhona spent all his time in their home as it was very difficult for him to walk outside. Akhona's mother called us to assist as she was very worried about her son. When we started assisting Akhona he was very overweight because of the lack of physical activity. A care giver started assisting Akhona with an exercise regime in November 2013 and trained his mother to also assist. As can be seen from the pictures to the left, Akhona can now walk around the house without a walker. His progress is very good and with continued support, Akhona will continue to have a better quality of life. He hopes to eventually find employment that would enable him to become independent and have a family of his own.

Community Services

Home Based Care Services (continued)



Ms. Monoalibe

When we started assisting Ms Monoalibe she was unable to transfer herself from her wheelchair to the couch. Even transferring from her bed to her wheelchair was a challenge. Ms Monoalibe receives great support from her siblings. However, as they all left for work early in the morning it meant that Ms Monoalibe also had to have a very early start to her day, to enable her siblings to prepare everything for her. We started assisting her in October 2013 and since then her progress has been very good. Ms Monoalibe can now transfer herself from wheelchair to the floor and from the floor back to wheelchair. She also learned to put on a prosthesis and is now able to walk around the house using the prosthesis. Ms Monoalibe is determined to be able to use her prosthesis effectively so she is able to be outdoors more easily. Despite only receiving assistance from her care giver twice a week, Ms Monoalibe is delighted with the progress she has made and she is very happy with the service she has received.

What Ms Monoalibe say about our service:

"Dear Sir/Madam

I had a car accident in the year 2003 on the 27th of August. I was hospitalized for two and half years reason being I had 50% burns, 50-55 skin grafts, left leg above knee amputation. One of my friends told me "there is life after disability" and she told me about your services and I was so interested. I communicated with one of your staff members, in this case Zanele Mashaba, she brought me one of the care workers to start some sessions from those sessions life started opening up for me. For example I was unable to sit on the floor by myself but now I do, I was unable to wear my prosthesis but now I am able.

My wishes from now...

After 6 months from now I want to be able at least to walk by myself, physically I am already been helped by APD. I want to open my own company or business and be self-employed, not just a business but a day care centre because I love and care about children a lot. I would like the organization to help me through this process like, training in business skills.

Mrs. Mngomezulu

Mrs Mngomezulu was referred to us by one of her friends. She had arthritis which had affected her hip quite badly and she had to undergo hip surgery which took time to heal. We started to assist her in April 2013 and after four months in the service, she was then able to walk around the house and do household chores unaided. Mrs Mngomezulu is assisted by Esther Aphane one of our care givers five days a week. She is happy with our service because she has made very good progress.

The following is what Mrs Mngomezulu had to say about our service.

Community Services

Home Based Care Services (continued)



*"15 Phase One,
Alexandra, Gauteng.*

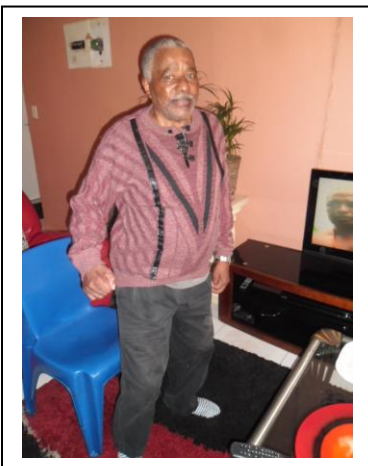
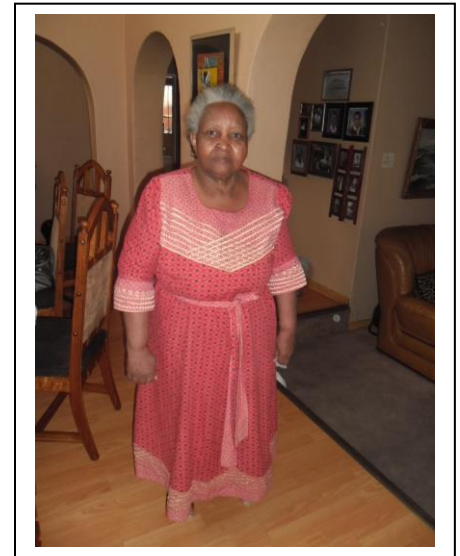
To APD Management

My name is Connie Mngomezulu I have had hip and knee arthritis since 2007. I consulted Doctors with no improvement. In 2008, my Doctor suggested I do a hip replacement. In 2011 I had the hip replacement operation, after which it was difficult for me to walk. I used crutches to walk, and it was difficult to do chores in the house. My friend who was cared for by the APD care givers referred one of the care givers to me. I was assessed and they started giving me massage and exercises. I improved very much; I now use one crutch when I go out, to church and when doing shopping. When I am inside the house to do chores I am no longer using the crutch, I walk without it.

I wish to thank the care workers and the organization of APD for the care giver sent to me, it has been a great help given to me. I hope that one day I will be able to go wherever without crutches. Keep up the good work.

May the Lord richly bless you all.

Mrs. C.K Mngomezulu"



Mr. Lakaje

Mr. Lakaje has arthritis and has also been diagnosed with prostate cancer. He was spending his time in bed and this made his condition deteriorate faster.

When he was referred to us Mr Lakaje was very scared and had given up hope. We started the service in May 2013, the supervisor (Ms Zanele) and his care giver encouraged him to be active and not sleep during the day. After three months in our service Mr. Lakaje was able to walk from the bedroom to the lounge and is able to do the passive exercises around the house. He can now walk around the house unaided but makes use of a walker when outside. He is still receiving the service three times in a week.

Ms. Flora

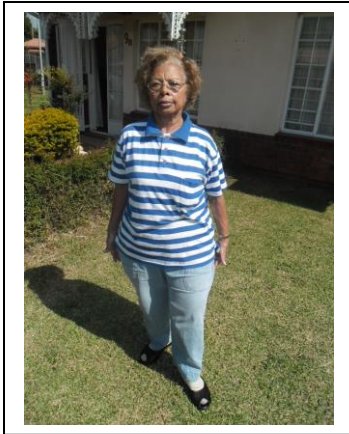
Before we started assisting her Ms Flora was using two crutches to walk. She had been diagnosed with arthritis and as an older person the impact on her ability to be mobile was greatly affected.

Since our care workers started with exercises and massage she is now able to walk without crutches. She is able to go shopping alone and she credits her improved mobility to the service she receives from the Association. Ms Flora is still receiving our service three days in a week.

The following is what Ms Flora had to say about our service.

Community Services

Home Based Care Services (continued)



"I, Flora from Eufees Old Age Home, it's a pleasure for me to get such a service from your organization. When the care givers started with me I was not in a good health condition. They started treating me by massaging me from Monday, Wednesday and Fridays. They really spend time on my body rubbing me and with the smile on their faces that took me off the crutches. I can now walk without crutches and even run. Nongcebo the care giver who is currently assisting me saw me this morning running from my neighbour's house to her. APD really brought my life back by sending your care givers with such good hearts to take of us as senior citizens. Keep up the good work.

*Thank you
Ms Flora"*

Ms. Matsimela

Ms Matsimela had stroke in 2011 and she referred to us in November 2011 from Bara as she was bedridden. She needed assistance daily, but we could only assist her during weekdays as we do not work over the weekend. A care giver had to make sure that she has enough food for the day as she was staying alone. Ms Matsimela was assisted with bathing, meal preparation and exercises. Her case was referred for social work services and her family was traced. At the moment Ms Matsimela stays with her family and she improved. She can now walk around the house without assistance, her care giver still assists her with exercises.



WHAT OTHER CLIENTS HAVE TO SAY ABOUT THE SERVICE THEY RECEIVED

Petrus Munisi

"I would like to thank you APD with the service you provide to me, I was bedridden and now I can feel my legs and hands. I want to thank you for the care giver you bring to me, she is a good person and have patience. She assists me with exercises, bathing and cleaning my room. Elizabeth is a good care giver now I am walking with a walker and my family is happy about the service you provide to me.

*Yours
Mr Munisi"*

"To the honourable staff of APD

I wish to thank the care givers for their good exercises and taking care of me with loyalty, good heart and patience. May the almighty lord be with them. Ever since Tebogo, always come and check how I feel, she also have a good heart may you all have a wonderful Easter holiday.

God bless you all."

Community Services

Home Based Care Services (Continued)



"Ngiyajabula nje kakhulu ukuthi ngisebenzisane no Zandile. Esikhathini esingaphambili ngathi

From

Mr. Dube"

"Ndiyavuya ukabanayeke u Lungile undiphethe kakhule kakhule futhi uyalibamba ixesha. Wenza umsebenzi oncomekayo kakhulu yanga uthixo angamandiselo ngokwe nza okuhle ebantwini.

Enkosi

Ms Solani"

*"FORDSBURG
JOHANNESBURG*

Dear Sir/Madam

This is to certify that Mrs. H Kaunda has been attending to me since August the 8th 2013, when I had no one to assist me after hip replacement. She used to assist me every three days in a week like bathing me and doing exercises, by then I couldn't walk nor stand on my own up until she taught me how to get up and take few steps though. I was very scared to be on my own but she insisted that nothing bad will happen as long as she is around me. I relied on her for every move we were doing and now I can walk without her assistance and I can drive my car, since then my hip healed and I still need her three times in a week. I am really satisfied with the service she provides. I am very thankful to APD for sending me such an angel as she is always on time and she knows her work.

May the Almighty God Bless all the management staff of APD to take such an initiative to help people outside who cannot really help themselves, please continue doing the great job you are doing.

*Yours Faithfully
Dr. A Nana*

P.S - I wish to thank APD for providing the excellent services - Dr Nana's sister"

"ASSOCIATION FOR THE PHYSICALLY DISABLED

To whom it may concern

I, Mr Long wish to thank APD very much for sending Hendrietta for helping me as I couldn't walk since I had this Parkinson Disease November 2012. She is helping me and I can now walk from home to Shoprite and come back without feeling tired. May God continue to shower you with blessings for sending me somebody to take care of me.

*Yours Sincerely
Mr Long"*

Community Services

Home Based Care Services (continued)



CHALLENGES FOR HOME BASED CARE SERVICES

- Lack of basic requirements like food, toiletries, blankets, clothes and nappies.
- Supervisors not having a vehicle is a challenge.
- Lack of transport for clients who need to go to the hospital for their regular checkups.
- Some clients who do not have anyone to assist them over the weekend when care giver are not working.
- Some families neglecting clients, when care giver are not working.
- Clients discharged from hospitals without dressings.
- Finding placements for clients who need frail care.
- Difficulty in getting ointments and creams from local clinics to dress clients.
- Some clients do not have houses and they stay in shacks which do not have water and electricity.
- Getting assistive devices from local clinics takes time and damaged wheelchairs when they are taken for repairs it takes time for them to be returned.
- Urine bags and gloves
- BP machines and thermometers

CLIENTS WHO RECEIVED ASSISTIVE DEVICES:

- 5 walking frames were given to clients
- 5 clients received wheelchairs
- Two clients received walking sticks

EXPERIENCED CARE GIVERS AND SUPERVISORS ALSO HAD INTERNAL TRAINING AMONGST THEMSELVES AND THEY TRAINED EACH OTHER ON THE FOLLOWING:

- Transfers
- Wound dressing, prevention and treating bedsores
- Cleaning and changing of a catheter
- How to assist quadriplegic and paraplegics
- Exercises, including cardio
- Mouth wash
- Stroke
- Arthritis
- Diabetes
- Cancer
- Parkinson's
- Food hygiene
- Prevention of cold
- Bed bath
- HIV and Aids

NUMBER OF CARE GIVERS DURING THE PERIOD UNDER REVIEW:

- 5 relievers were trained during the period under review
- 12 permanent staff members
- 4 contract care givers
- 3 supervisors

Community Services (Continued)

Home Based Care Services

Our Home Based Care Staff



Tembisa Home Based Care Givers
From the back left: Elizabeth, Gloria, Mumsy, Thabisa.
From front left: Shirley and Stellah (Supervisor).



Johannesburg/ Alexandra Care Givers
From the left: Zanele, Motlhatsi, Nongcebo, Sellina,
Zandile, Hendriette and Lebo.



Soweto Care Givers
From the back left: Tebogo, Andiswa, Zandile, Lungile and Busi.
In Front: Vhulahani

DONORS FOR COMMUNITY SERVICES

Thank you for the support you provided to our beneficiaries and staff members.

- Hillbrow clinic for wheelchairs for adults.
- Wesbury clinic for wheelchairs for adults.
- Ethafeni clinic for the consistent training which you provided to our care givers and for the 5 wheelchair, one transfer board and one walker which you donated to our clients.
- Servest for the donation of a wheelchair.
- National Lottery Development Trust Fund for the financial support for both Social Work and Home Based Care Services
- To APD staff members who continue to donate clothing to beneficiaries and food.

Commercial Services

*"Nobody, but nobody
Can make it out here alone."* — *Maya Angelou*

The words of Ms. Angelou are so appropriate when one works within the NGO Sector. Not only do you never have enough hands to get the job done, you also never have enough money to do the job without the anxiety that a dwindling bank balance brings. However, the companionship of a team effort makes it easier for each and every one of us to survive the challenges faced on a daily basis.

I would like to be able to report that the period under review has been less stressful than previous years but I truly believe that the shadows are lifting and confidence is returning to the team. A total of R203, 077 was raised from projects and events during the period under review.

We have been especially blessed to have been able to make contact with people with whom we can work in partnership to benefit people with disabilities. In particular I would like to thank two people. We are indebted to Louie Cranko for his wisdom, guidance and generosity of spirit. Not only has Louie brought funding to the Association but he has also given us knowledge and skills to approach the work that we do from a very different perspective which allows us the opportunity to offer more to our clients. Our relationship with KLM Empowered has moved from strength to strength and the support offered by Lyn Mansour, as CEO, has been of tremendous benefit to our efforts in promoting the employment of people with disabilities. In addition, Lyn has provided us opportunities to present awareness and sensitization education to the employers of people with disabilities. Thank you to Lyn and her team who are all amazing people.

EVENTS AND FUNDRAISING ACTIVITIES

ANNUAL APD GOLF DAY

In partnership with the Rotary Club of Parktown Excalibur, the 2013 APD Annual Golf Day was held at the Eagle Canyon Golf Club. It was our first golf day at Eagle Canyon and the course provided new challenges for many of our loyal supporters and helped raise a significant amount of money towards the services of the Association.



Our continued thanks go to Nicki Wiggett of Daisychain Promotions for all her hard work and determination in making our Golf Day such a success.

Please contact Nicki at nicki@daisychain.co.za or 011 793 2344/ 082 856 7666 for more information about future APD Annual Golf Days.

Sponsorship opportunities are also available.



daisychain

Promotions | Gifts | Clothing | Events | Seminars

Thank you to the following sponsors:

Adegas, American Swiss, Be-Safe Paramedical, Camelot Spa at Eagle Canyon, Daisychain Promotions, Distell, Eagle Canyon Golf Club, Foschini – TFG, Foschine Sports Club, Fossil, Genessi, Golf Digest, Hirsch, Jiguja, Loco Liq, Millicare, Nedbank, Ngwenya Glass, Norman Goodfellows, O-Positive, Pro Shop at Eagle Canyon, Richard Moloney and Associates, Sanlam, Southern Sun, Total Sports and Walton.



Commercial Services (Continued)



CASUAL DAY 2013

With the support of over 45 companies and numerous individuals, we were had a very successful Casual Day 2013. With the chosen theme of "Go Big" there were many outlandish outfits on display.

Our very grateful thanks go to everyone who celebrated Casual Day, in aid of people with disabilities, and, in particular, those who went out of their way to show their support to everyone in the community.

For more information about the 2014 Casual Day Campaign. Please contact Sophie Baloyi on 011 646 8331 or at sophieb@apdjhb.co.za. We would greatly appreciate your support.



LOYAL SUPPORTERS

We remain eternally grateful to our loyal and generous supporters who continue to provide both income and donations in kind to assist our beneficiaries.

Wheelchairs and mobility aids were donated and distributed to our beneficiaries. Our grateful thanks go to Servest and Complete Exhibitions for their generosity in making these donations. Donations in kind were gratefully received from the exhibitors from Saitex and Africa's Big Seven. These donations were made possible through the support of Exhibition Management Services who provided us with the opportunity to meet with all of their exhibitors.

We continued to receive support from the Iqraa Trust and the Lewis Group whose donations enabled our Home Based Care services to continue to provide support within the community. Thank you to everyone involved in making this support possible.

CHRISTMAS CARD SALES

It is sad to report that the end of an era is looming as the demand for traditional Christmas Cards is waning. We have been proud of our membership of The 34 Club who enabled many NGO's to sell their Christmas Cards from kiosks within a variety of shopping centres. Unfortunately, the fantastic ladies who have run The 34 Club for over fifty years have decided that it is time for the Club to give in to the progress of electronic communication and the last of the traditional kiosks will be available in October/November 2014. I wish to take this opportunity to thank everyone who is, and has been in the past, involved with The 34 Club, most sincerely for the devotion to helping raise funds for many worthy causes. You will all be sadly missed. A special note of thanks to the current committee and, in particular, the Chairperson, Margaret Gaul who has served us well for all of those fifty years. We will continue to have stock of Christmas Cards available. Should you wish to purchase Christmas Cards, please contact Sophie Baloyi on 011 646 8331 or sophieb@apdjhb.co.za.

Fundraising is becoming an ever increasing challenge to most NGO's and it is for this reason that Barrier Breakers has become the main focus of the Commercial Services Division. With that being said, we still remain very fortunate to receive support from the community, including people with disabilities, who see the need for the services that the Association offers. Thank you to all of you.

Lorna Arnott
Commercial Services Manager

Commercial Services (Continued)

Barrier Breakers



It has been an exceptionally busy year and we are very grateful to everyone who made use of Barrier Breakers services.

BARRIER BREAKERS RECRUITMENT

We have seen a sharp increase in requests for our recruitment services as a result of significant changes in BBBEE legislation about to take place. Although the changes are positive in terms of the employment of people with disabilities, we find ourselves being selective in terms of the employers that we work with to ensure that our candidates are given the best possible opportunity. We are saddened to see the low retention levels from many Learnership programmes, and the limited exposure that some companies give their learners. That being said, we have built relationships with some exceptional employers who have gone significantly beyond what is expected of them to provide people with disabilities the opportunity to grow and develop skills in the workplace. We are truly thankful to those people who take their responsibilities very seriously.

Throughout the year we have been very fortunate to have the support and encouragement from specific individuals in helping us pool our resources to secure new opportunities. Although mentioned earlier in this report, special thanks go again to everyone at KLM Empowered who are doing a wonderful job in assisting people with disabilities obtain skills development opportunities.

Barrier Breakers Recruitment was provided with a significant boost in November last year when PNet came on board and provided us with their services at significantly reduced rates. Not only does this enable us to publicise our services to a much wider audience, it also enables us to be much more visible to the people with disabilities that we are here to support. Thank you to MJ and Bronwyn at PNet for their generous support.

Barrier Breakers Recruitment secured a total of 73 opportunities for people with disabilities. These placements were made in the following business sectors.

Permanent Placements

Finance (Receptionist) – 2
Travel and Tourism (Creditors Clerk) – 1
Engineering (Manufacturing Assembler) – 1
Healthcare (Call Centre) – 1
Travel and Tourism (Customer Service Attendant) – 1

Learnerships

Information Technology - 13
Logistics - 28
Travel and Tourism – 4
Insurance and Finance - 5
Healthcare – 2
Retail and Engineering - 15

Our thanks again to all of the above employers who made these opportunities possible and congratulations to all of our successful candidates. For more information regarding the services provided by Barrier Breakers Recruitment, contact us at recruitment@apdjhb.co.za or on 011 646 8331.

ACSA

We have again enjoyed a wonderful year coordinating many projects on behalf of ACSA and their fantastic group of loyal, hardworking and dedicated volunteers.

Everyone involved in the ACSA Volunteer Project should be very proud of their achievements with the outcome of their efforts in significantly improving the lives of people with disabilities. Although there were numerous projects throughout the year, I would like to make mention of two of the larger events to give an overview of just how much the Volunteers give of themselves to help others.

Commercial Services (Continued)

Barrier Breakers

Mandela Day

Always a special day in the South African calendar, however the 2013 ACSA Mandela Day Project will remain as an outstanding example of what can be achieved when people pull together and work as a team.

The chosen recipients were the beneficiaries of the Sithandiwe Disability Care Home. Not only did the Volunteers create and plant an enormous vegetable garden, they also took over the role of carers for the day. This allowed the Sithandiwe Care Workers to have a well deserved day off to enjoy some pampering that the Volunteers provided. Manicures and pedicures were a great source of relaxation for the Care Workers, comfortable in the knowledge that the beneficiaries of the centre were receiving the best possible care from the Volunteers. The Volunteers did everything, from the preparation of specialized food, to changing and bathing some of the very small, profoundly disabled children. In addition, everyone at the centre enjoyed a delicious meal before taking part in the entertainment provided by the Volunteers.

Knowing the needs of the Home, the Volunteers rallied together and brought with them many of the items that were high on the priority list.

These included a changing table, bed linen, towels, clothes, toys, educational material, food and personal care items. The day was filled with the spirit of Mandela Day and had a significant long lasting impact on the Home and everyone involved with it.

ACSA School Funding Competition

This was the third year of the competition and it was wonderful to see how the competition had grown and developed into a project that not only makes a significant difference, but one that the Volunteers looked forward to throughout the year. Launched in August, the Volunteers visit the six schools for children with disabilities involved in the competition, to assist both the school and its children to write their appeals. Each participant is encouraged to express their reasons for their application for funding.

Hundreds of appeals were reviewed and considered by the Volunteers who found it very difficult to select the overall winners.

It saddened the Volunteers to see just how many of the children had asked for very basic items such as food, clothing, shoes etc. Not a group to be easily daunted, the Volunteers set about with the determination that each child would receive at least a small portion of what they had requested.

Mobilising their own resources and those of family and friends, the Volunteers prepared tirelessly for the prize giving event in celebration of International Day for Persons with Disabilities. One hundred and seventy food parcels were created for distribution, as were numerous parcels containing many of the items requested by the children. The vast majority of children asked for simple items such as a pair of socks, shoes or some pencils.

It was an extraordinary day hosted by Thembinkosi School in Tembisa who were the overall winners of the school section of the competition.



Commercial Services (Continued)

Barrier Breakers



An ACSA Idols competition was the focus of the event, where children representing all of the six schools that participated in the project showcased their collective and individual talents. The Volunteers provided snacks and drinks for all of the participants whilst working hard behind the scenes to ensure everyone had a good time. There were a number of tears shed when first prize was awarded to a child who had requested the funding to help her mum pay for the treatment she required for breast cancer. We are extremely fortunate to be able to work with an inspiring group of people who are committed to assisting people with disabilities.

SED FUNDING

We are extremely grateful to Louie Cranko for suggesting to his client, Bandag South Africa, that the APD would be a suitable recipient of its Socio Enterprise Development funding. An incredible and much needed amount of R450 000 was donated to the APD. We are extremely grateful to the Senior Management at Bandag for considering the APD to be worthy of their support.

GOLF INITIATIVE

We became aware of a number of very talented young golfers during our visits to Pelang School for children with disabilities in Kwa Thema.

Despite having only two bags of clubs, over twenty children would head off to hone their skills in the rudimentary driving range that had been created within their school grounds. A few emails were sent to golfers that we knew and an appeal for golf equipment was distributed at our Golf Day. The result can be seen in the photograph to the right which was repeated a number of times. Soon the school had more than enough equipment, clothing and shoes from the generosity of strangers who just wanted to help a child. Thank you to everyone who gave so generously,



NATIONAL DISABILITY AWARDS

The 2013 Awards were hosted by Inseta at a gala event held at the Boardwalk in Port Elizabeth on 2 December 2013. The Deputy Minister for Women, Children and People with Disabilities, the honorable Ms. Hendriette Bogapane-Zulu, presented the awards. A keynote address by the honorable, Mrs Lulu Xingwana, Minister for Women, Children and People with Disabilities, commended the effort of all involved in the promotion of people with disabilities.

Nominated participants travelled from all corners of the country to attend the prestigious event, Sandra Dunn, CEO and Sharon Snell, COO of Inseta are again congratulated for this initiative that enables people with disabilities to be recognized for their achievements. The awards also honor individuals, companies and associations who provide support and opportunities for people with disabilities. We are very grateful to Inseta for involving Barrier Breakers as project coordinators of the event and hope that we can again be involved at the 2014 National Disability Awards.

Commercial Services (continued)



BARRIER BREAKERS COMMERCIAL SERVICES PTY LTD

The creation of the new company, wholly owned by the Beneficiaries of the APD, has provided the opportunity for Enterprise Development Funding to be received to assist with the development of new business ventures. We are extremely grateful to Medloyd Healthcare for their generous contribution of R10 000 being the first amount received by Barrier Breakers Commercial Services Pty Ltd.

Our new venture has been blessed with the support of Louie Cranko who has been instrumental in a fairly large mind shift resulting in the development of new and exciting business ventures. Although taking rather large and bold steps, the Commercial Services team is looking forward to being able to provide significant financial support to enable the sustainability of the core services of the APD, being Home Based Care and Social Work Services. There is still much to be done but the foundation is being built with the correct people being identified to drive this new business. I hope to be able to bring good news and a lot more detail in my report next year. Suffice to say we are extremely grateful to Louie for making these new ventures possible.

FRESH LAUNDRY FRANCHISE

In our report last year, Jeanette Maclean made mention of the tremendous initiative by the ACSA Delta Force team that will see us receive Enterprise Development funding from ACSA to establish our own laundry. As a team effort, the initiative will be supported by representatives from ACSA, Bidvest and Jim Fletcher, owner of the Fresh Laundry brand.

We look forward to the establishment of the laundry that will not only create income for the APD but will provide a resource to its Home Based Care beneficiaries, many of whom do not even have running water to launder their clothes and bed linen.

Exciting times are ahead of us and we look forward to each new step that we are about to take.

None of this would of course be possible without the support and direction of a team of very dedicated people. My sincere appreciation goes to the members of the Commercial Services Steering Committee who bring support and guidance to the work that we are tasked to do. Rachel Legasa is a fine example of a true leader who leads from the front and is prepared to get her hands dirty. The management team knows just how burdensome the responsibilities that Rachel holds are and does all that it can to provide support and encouragement, especially when times are tough. I believe that we have a very well balanced team who all bring a different set of skills to the table. Thank you to each and every one of you for your generosity of spirit and the support that you have given to me throughout the year.

Last but certainly not least, a huge thank you to my team who have pulled out all of the stops to get us through very difficult times. Their ability to bring positive energy and laughter in challenging situations is inspiring. I look forward to seeing the fruits of your labour being harvested.



Lorna Arnott
Manager: Commercial Services

Enterprise Development

Many labour pains during the birth of our new babies



We knew that we would face many challenges when we decided on a financial sustainability strategy that would not only necessitate the restructuring of our organisation, but also the involvement of external stakeholders. What we did not foresee, was just how time-consuming, complicated – and at times even painful - the process would be.

We also foresaw that the actual implementation of the new structure approved at the last AGM would not be a walk in the park, but we felt quite confident about the process as we had done careful research and thorough planning based on expert opinion. However, as Albert Einstein put it so succinctly: "In theory, theory and practice are the same. In practice, they are not."

What we wanted to do had some of the professionals who would be responsible for certain aspects of the implementation process completely flummoxed as they had never done anything like it before. But we learned from one another and, by the grace of God, both the *Barrier Breakers Support Trust* and *Barrier Breakers Commercial Services (Pty) Ltd* became legal entities in October 2013.

There is still a great deal to do, but we've learned there's only one way to eat this elephant (one bite at a time) and that we must stick to our golden criteria (*Is this in the best interest of the APD?*) each step of the way.

One for all...

My sincere appreciation to the members of the Steering Committee and Executive Board not only for their unwavering support, but also their active involvement in addressing some issues during the past year. Also a very big thank you to my colleagues on the Management team and our Director for their encouragement.

The year ahead

The *Little Engine* might have been forced to slow down as it has had to carry unnecessary burdens during the past year, but I believe it is still on track for *Abundance Station*. My prayer is that I will have the wisdom to know which doors to open along the way.



Jeanette Maclean
Manager: Enterprise Development

Starting a new business is not for the faint-hearted...

In May 2013 Trade and Industries Minister Rob Davies reported that more than 71% (five out of seven) new small businesses fail in the first year.

Last year (2012) Adcorp Analytics reported that more than 100 000 small businesses had closed their doors annually in the preceding five-year period.

They further noted that the number of individuals who were engaged in some kind of activity to start their own business had dropped from around 250 000 to just 58 000 in one decade (2001 – 2011)!

Service Awards

With gratitude to our devoted staff



LONG SERVICE:

The Association recognizes those individuals who have devoted a considerable amount of their working life to the organization. As it is important that these individuals are formally acknowledged for their contribution, the following Long Service Awards policy exists:

Long Service Awards to members of staff are as follows:

- 5 Years: A certificate and a cheque for R250
- 10 Years: A certificate and a cheque for R500
- 15 Years: A certificate and a cheque for R1000
- 20 Years: A certificate and a cheque for R1500
- 25 Years: A certificate, a cheque for R2000 and a watch to the value of R500
- 30 Years: A certificate and a cheque for R2500
- 35 Years: A certificate and a cheque for R3000
- 40 Years: A certificate and a cheque for R3500

Presentation




The award and certificate are presented at the AGM held during the year in which the required period of service is completed.

5 YEARS	20 YEARS	25 YEARS
Pamela Banda Hendrietta Kaunda Nokuthula Mahlangu Johannah Mkhari Zandile Nkolongane Miemie Retsuri	Elizabeth Madi	Sonja Botha

Service Excellence

There are two categories of service excellence awards. One is for the Carers, such as the Home-based Caregivers and Social Workers who deal directly with our clients. The second category is for the support staff, without whom our Carers and the organization, would not be able to function effectively.

The Association proudly recognizes Gladys Chauke, Elizabeth Maisela and Shirley Sono who have each achieved service excellence in the past year.

		
SUPPORT Gladys Chauke	CARERS Elizabeth Maisela	CARERS Shirley Sono

CONGRATULATIONS TO ALL THE 2012 AWARD RECIPIENTS

							
Pamela Banda	Hendrietta Kaunda	Nokuthula Mahlangu	Johannah Mkhari	Zandile Nkolongane	Miemie Retsuri	Elizabeth Madi	Sonja Botha

Board Members and Support Staff



LONG SERVICE AWARDS – BOARD MEMBERS

The following Board members were recognized for their long and dedicated service to the Association.



Gavin Julyan
29 years service



Patrick Mabunda
28 years service



Dr. Anlia Pretorius
7 years service

APD SUPPORT STAFF

It was a year of celebration for the APD Support team.

Sonja Botha was awarded for her 25 years of loyal and devoted service to the Association. Sonja has many great memories of her time spent as Switchboard Operator and Receptionist.

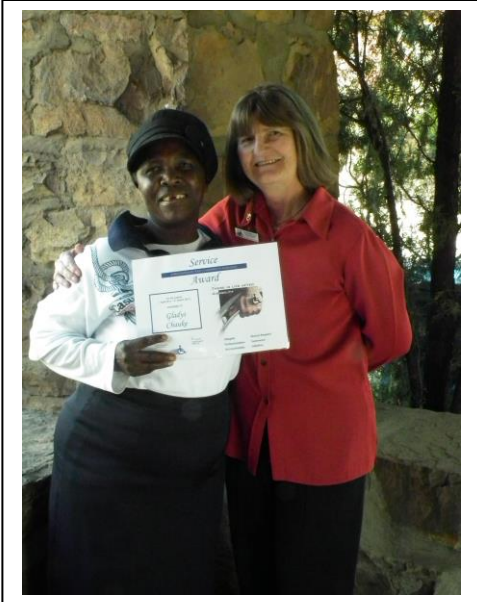
She is rightly proud of her achievement and thoroughly enjoyed all of the attention she received on the actual anniversary of her joining the Association and at the 2013 AGM.

Sonja is seen here very proudly showing off her certificate of service together with the beautiful watch that she was presented with at the AGM.

Congratulations Sonja, and we wish you many, many more happy years.



Board Members and Support Staff (Continued)



Gladys Chauke has also been with the Association for many years. Always willing to help in any way possible, Gladys was recognized for her extra effort, and became the proud recipient of the 2013 Support Award.

A very well deserved award for going beyond what would normally be expected from Gladys with the added skill of being able to use her initiative, even when faced with new challenges or having to develop new skills.

Well done Gladys, keep up the good work.

Gladys is pictured being congratulated by Angie Lewis, Office Manager responsible for the support team.

We may be a pretty small team but we have years of experience and service to offer our colleagues in the other divisions of the APD.

The combined years of service for these five staff members is 80! Not many organizations can count on such loyalty from its staff.

I think the following quotation from Mother Theresa says it so well, "I can do things that you cannot, you can do things I cannot; together we can do great things".

I commend all of you for giving of your best throughout a year of many changes and challenges within the organization. Well done Support, well done.



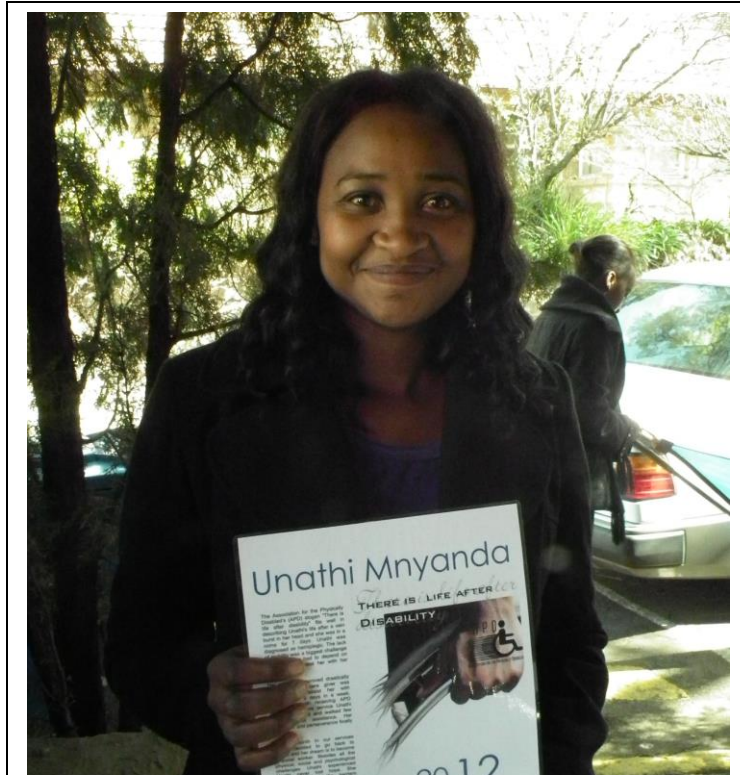
From back left: Jan Madisha, Gladys Chauke, Sonja Botha, Joseph Kenridge and Angie Lewish Kenridge:



Angie Lewis
Office Manager

Achiever of the Year

Unathi Mnyanda



Our nominated Achiever of the Year for 2013 is awarded to Unathi Mnyanda.

Wording on Certificate

The slogan used by the Association for the Physically Disabled – Greater Johannesburg (APD) states “There is life after disability” fits well in describing Unathi’s life after she diagnosed as hemiplegic after she suffered a stroke and spent seven days in a coma. The lack of mobility was the biggest challenge for Unathi as she had to depend on her family to assist her with everyday tasks.

Unathi progressed well after receiving assistance from an APD Care Giver who helped her with exercises three times a week. Within two months of being in the service, Unathi was able to stand and walk a few paces without assistance. She was determined to get better and her perseverance finally paid off.

After three months in our service, Unathi decided to go back to school and realize her dream of becoming a Social Worker. Despite the physical, social and psychological challenges Unathi experienced, she never lost hope. She believes that the barriers created by her disability can be managed and, where possible, removed with the necessary support.

APD – Greater Johannesburg congratulates Unathi for her resilience and determination to be empowered so that she can change her circumstances, especially to the benefit of other people within the community as a whole.

