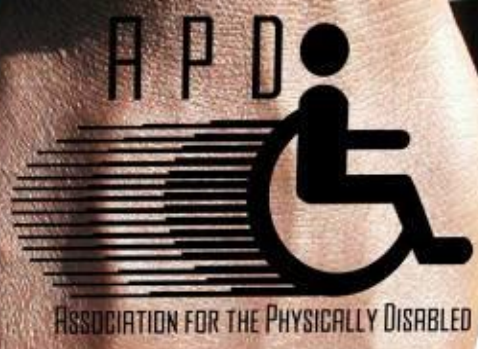


There is life after
THERE IS LIFE AFTER
disability



2021

REPORT ON ACTIVITIES

1 APRIL 2020 – 31 MARCH 2021



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ASSOCIATION FOR THE PHYSICALLY DISABLED

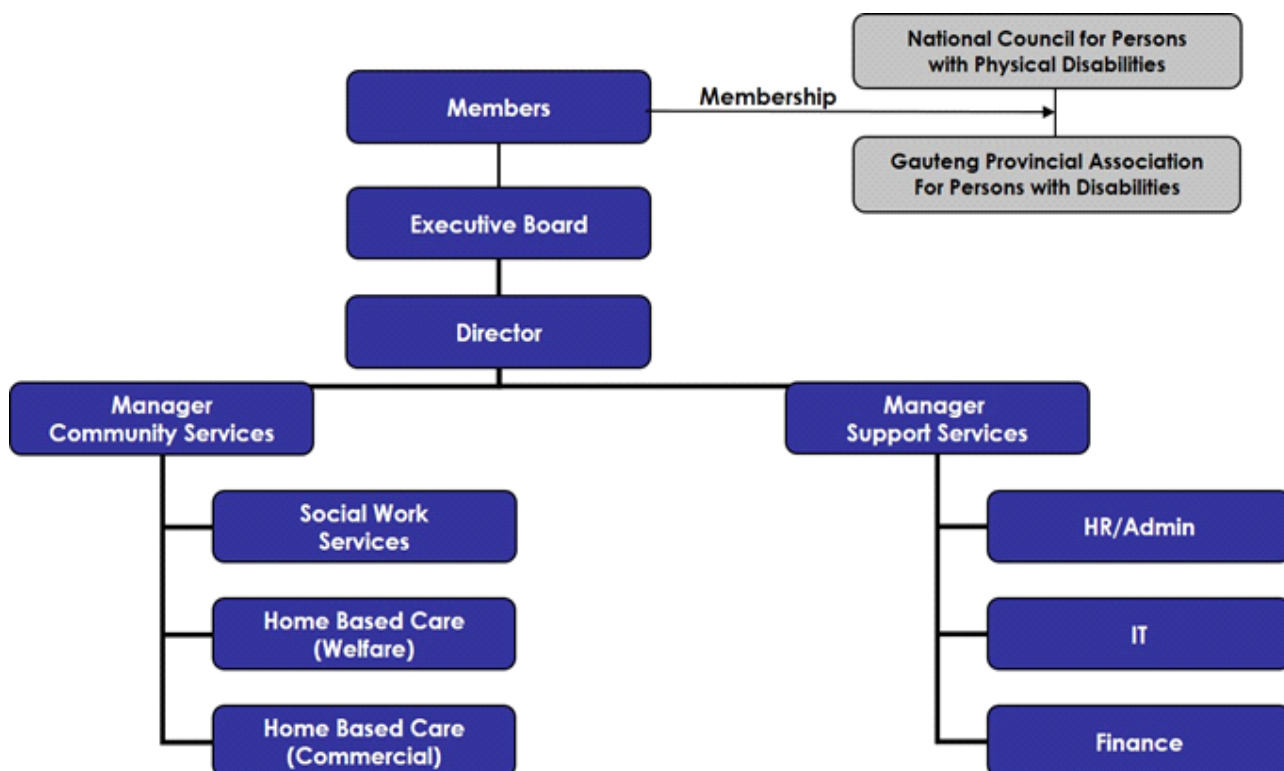
GREATER JOHANNESBURG

NPO NO 000-865

PBO NO 930006515

GOVERNING STRUCTURE

Association for the Physically Disabled - Greater Johannesburg



MEMBERS		EXECUTIVE BOARD
Member	Ms N Gongxeka	Chairperson
Member	Mr J Cloete	Vice Chairperson
Member	Mr G Julyan	Treasurer
Member	Miss S Heyman	
Member	Ms L Kekana	Member
Member	Mr J Kwinda	Member
Member	Mr M Mnyandu	Member
Member	Mrs A Pretorius	Member

MANAGEMENT	
Director	Mrs R Legasa
Manager: Community Services	Mr L Takachicha
Financial Manager	Mrs A Lewis

REPRESENTATIVES		
Gauteng Provincial Association	Member: Mancom	Mrs R Legasa
Hope School	Governing Body	Mrs R Legasa

AUDITORS: Ransome Russow, PO Box 6706, Cresta 2118
Tel: Tel 087-022-0410

Pallinghurst Road
Westcliff

Private Bag X1
PARKVIEW
2122

ASSOCIATION FOR THE PHYSICALLY DISABLED
GREATER JOHANNESBURG

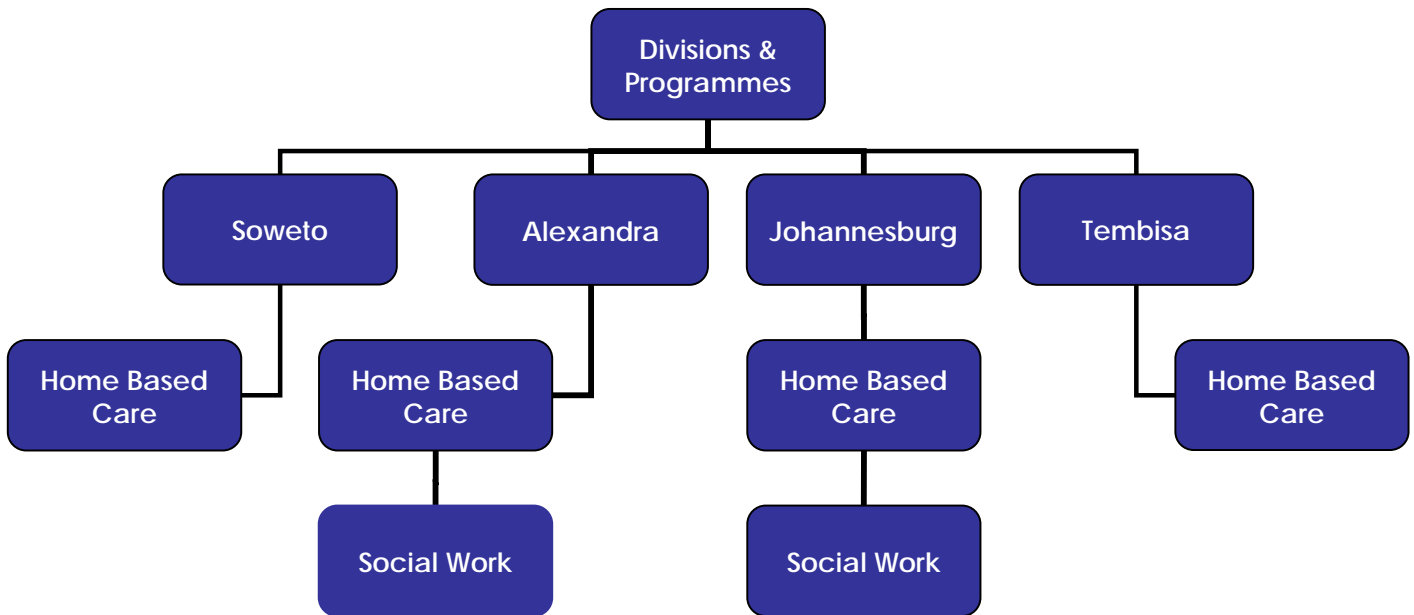
OUR ACTIONS SPEAK LOUDER THAN WORDS
87 years of service excellence

Tel: 011-646-8331
Fax: 011-646-5248

info@apdjhb.co.za
www.apd.org.za

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

Initiative

Mutual Respect

Team Work

Professionalism

Accountability

CHAIRPERSON'S REPORT

OUR TEAM RISES ABOVE ALL THE CHALLENGES



Each AGM not only signals that another year is fast coming to an end, it also presents me with the opportunity to share an overview of the activities, goals and accomplishments of the Association for the Physically Disabled – Greater Johannesburg. This year marks 87 years of service delivery by the association, which is truly remarkable given the continuous changes in the socio-economic climate we find ourselves working in.

Over the last few years many Non-Profit Organisations, including the APD, have experienced a shift and decline in funding support. For the financial year 1 April 2020 - 31 March 2021 the goal has largely been to continue the services to our beneficiaries as optimally as possible and we are proud that the APD Greater Johannesburg remained a leader in helping people with most forms of physical disability during this financial year despite the overall decline in external funding.

The devastating impact of the Covid 19 pandemic lockdowns resulted in us having to stop our home based care services for five months and also made it impossible for our Social Workers to do Group Work, Community Work and Education and Awareness programmes – this resulted in a drop in the number of PWDs the APD could assist during this financial year (from 2 219 in 2019/20 to 1 448 in 2020/21).

The achievements of the APD would not have been possible without our dedicated team of staff members, including our Director (Ms Rachel Legasa), the Community Services Manager (Mr Luckmore Takachicha), the Social Workers, Social Auxiliary Workers, Home Based Care Givers and our Support Services staff members. I thank you one and all for all your hard work against all odds.

I also wish to thank the dedicated teams of our business partners – *Demisize (Pty) Ltd* and *Barrier Breakers Commercial Services (Pty) Ltd* - who work tirelessly in an effort to help us with financial resources to meet the goals and objectives of the APD.

We are very fortunate to have a stable and structured Executive Board with competent members who continue to commit their time, skills and expertise to the organisation. During the year under review we continued with our Member recruitment drive, and I am happy to announce the addition of five new Members to the organisation.

These are ordinary Members of the APD who meet once a year at the AGM to elect the Executive Board. As per the recruitment policy for Members of the APD, the Director and I interviewed all the candidates and provided feedback to the Executive Board.

We had meetings with the successful candidates to ascertain how they, in addition to their responsibilities, would like to get involved with the day-to-day activities/operations of the APD. We are pleased with their undertaking to participate in some of our events. We look forward to the ideas, skills and capabilities our new Members bring to our organisation.

The wonderful work and impact of our organisation is heavily reliant on the financial support we receive. I therefore wish to express my sincerest appreciation to the Department of Social Development, the Hope Convalescent Trust, all our private sector funders as well as our individual donors for their support.

The APD is steadily moving into a direction where it is not fully dependent on donor funding but also generating revenue through its own business initiatives. I am therefore optimistic that the organisation is well positioned to respond to the challenges it faces, including the Covid-19 pandemic.

In closing, I leave you with the words of Helen Keller: *“Although the world is full of suffering, it is full also of the overcoming of it”*.



Zimi Gongxeka
Chairperson

FINANCIALS



SUMMARY OF SOURCES OF OPERATING INCOME AND EXPENDITURE FOR 1 APRIL 2020 – 31 MARCH 2021

OPERATING INCOME	
National Lottery Distribution Fund	ZERO
Subsidies & Grants for Social Work Services	947 396
Appeals, Donations & Corporate Grants	226 432
Events & Sales	43 105
SED Funding	430 823
Legacies	2 713 550
Projects	39 100
Subsidies & Grants for Home Based Care	1 792 484
Fees for Services	406 085
Sundry Revenue	24 000
TOTAL INCOME	6 622 975
OPERATING EXPENSES PER COST CENTRE	
Governance	99 873
Home Base Care	2 471 910
Projects	145 012
Social Work Services	1 967 752
Workshops	36 594
TOTAL EXPENDITURE	4 721 141
NET OPERATING SURPLUS/(DEFICIT)	
Income from Call Account	27 009
NET SURPLUS/(DEFICIT) FOR THE YEAR	1 928 843

PERFORMANCE OVER LAST 6 YEARS

YEAR	SURPLUS/(DEFICIT)
2015	(1 230 688)
2016	(287 979)
2017	428 316
2018	275 309
2019	(246 324)
2020	(215 347)



WE ~~WILL~~ DID SURVIVE

The Association for the Physically Disabled – Greater Johannesburg (APD), like all organisations, spent the financial year wondering when the craziness of lockdown, social distancing and mask wearing would make way for something approaching normal. This never happened.

Our financial calendar did not care that the world had essentially come to a standstill, so the time happened while everything else didn't.

The results for the financial year ended 31 March 2021, due to the diligence and focus of our remaining management and staff, are very similar to the previous financial year, except for the receipt of a number of legacies totalling R 2 713 550.

In terms of income and expenditure, APD reported an income of R 6 622 975 (2020 - R 4 737 032) and a surplus for the year of R 1 928 843, compared to the 2020 deficit of R 215 347.

These figures once again display the operational discipline and responsibility of the management and staff of APD.

The balance sheet reflects the effect of the legacy in the "*Cash and Cash Equivalents*" and the "*General Fund Reserve*" and has improved our financial position by just under R2 000 000.

This will certainly make a difference to our ability to survive and give us some leeway to make financial decisions.

We still do not know what the world holds in store for us, post lockdown, but are beginning to see that there have been some devastating effects on many industries and businesses, resulting in a much higher unemployment rate and the commensurate effect on the household income of many families caring for disabled family members.

We do not know how we will be called on to help, but if we remain focused on our primary goal of servicing our beneficiaries, I believe we will make the right decisions.

I wish to thank the staff and management of APD for their patience and dedication during this unprecedented sequence of events.



*Gavin Julyan
Treasurer*

DIRECTOR'S REPORT

A YEAR LIKE NO OTHER IN OUR HISTORY

PANDEMIC IS HAVING A HUGE NEGATIVE IMPACT ON THE APD



Unfortunately I have to start my report on a very sad note... We have all been affected by the COVID-19 pandemic in one way or another. On behalf of the APD I express our sincere condolences to everyone who has lost a loved one to this horrendous virus.

The past year has indeed been extremely difficult for our organisation in so many ways.

The negative impact of the COVID-19 pandemic on the services normally provided by the APD as well as all our attempts to secure funding to enable us to continue to provide these services, started at the end of March 2021 and continued for the whole of the 2020/21 financial year.

Along with the rest of the country, the APD had to contend with the constant changes and waves of uncertainty resulting from the range of restrictions imposed by government through the different lockdown levels. We were forced to close our doors for several months during 2020, and again for four weeks since the start of 2021!

As a hands-on service provider to beneficiaries within the various communities in and around Johannesburg, the personal contact and movement restrictions really hit the APD's ability to care for those dependent on it very hard.

In addition, the lockdowns had a huge impact on all our fundraising activities due to the closure of schools and non-essential businesses, as well as the way in which we conduct our day-to-day internal support service duties (administrative and good governance).

With limited resources, management had to work remotely from home, while the Social Work and Support Services divisions operated from our offices for only three days per week.

We stopped the Home Based Care programme in order to protect our caregivers and their beneficiaries since the nature of the services the caregivers provide involves very close physical contact with the beneficiaries. Unable to perform their normal duties, our caregivers spent half of 2020 at home!

Management and the Executive Board had to adjust to having virtual meetings throughout 2020/21. We now need to make the most of the changes that were brought about by the pandemic and continue to learn how to do things differently.

I would like to thank the Executive Board members for their continued support during these difficult times. Your commitment is greatly appreciated. The road has been long, change hasn't been easy, but you bravely overcame the challenges posed by the pandemic in order to ensure that we can continue to render services to people in the communities during these difficult times and beyond.

FINANCIAL SUPPORTERS

The pandemic and resultant lockdowns which led to such incredible financial hardships for the country as a whole also had a catastrophic impact on the normal fundraising activities of the APD. *(Please refer to the Financial Report elsewhere in this publication for more details.)*

**LOCKDOWNS
FORCE APD
TO HALT ITS
HOME
BASED CARE
SERVICES
FOR FIVE
MONTHS!**

DIRECTOR'S REPORT (2)

A YEAR LIKE NO OTHER IN OUR HISTORY

**PANDEMIC IS HAVING A HUGE
NEGATIVE IMPACT ON THE APD**



FUNDRAISING EVENTS

The event organisers and management tried to salvage our two biggest annual fundraising events (Casual Day and Gold Day) by rescheduling them, but as the pandemic spread and the lockdowns remained, we unfortunately eventually had to face the harsh reality that we would have to limit our participation in Casual Day and cancel our Golf Day.

Casual Day

Casual Day is an annual awareness and fundraising project which traditionally takes place on the first Friday of September and generates valuable income for our organisation (last year it yielded R21 205), but this year was a disaster for us as a result of the restrictions imposed by the lockdowns.

Originally scheduled to take place on 3 September, the organisers of Casual Day - the National Council of and for Persons with Disabilities (NCPD) - decided to postpone it to 3 December hoping that by then things would have normalised, but, as the pandemic did not show any signs of slowing down, the NCPD came up with a Plan B which involved also developing personalised digital stickers - which were sold through social media platforms - in addition to the usual direct sales of hard copy stickers. The digital stickers were then sent to participants via emails.

Unfortunately we barely sold any stickers since most of the companies as well as the schools which normally support us were either closed or operating under revised conditions which made it impossible for us to approach and/or reach them. In the end we only managed to generate R2 489.74 through the sale of Casual Day merchandise.

Golf Day

It came as a major blow to our organisation when we had to cancel our annual Golf Day as the lockdown restrictions made it impossible for interested companies to participate. Last year we managed to generate a net income of R53 412 and we were hoping to do even better this year, but the pandemic had the final say.

PARADIGM SHIFT

A very important lesson that the pandemic has taught us, is that we need to rethink our fundraising strategies.

It has highlighted the importance of virtual fundraising. We don't know how long the pandemic will last, but we know that we need resources to explore ways to make our virtual communication more effective and also to put a much greater emphasis on digital marketing. To achieve this we need fundraisers with experience in these methods of income generation, as well as ongoing email marketing campaigns and strategic social media content in order to keep donors engaged with our organisation.

PUBLIC AND PRIVATE SECTOR SUPPORTERS

Department of Social Development (DSD)

I am so very grateful to the Department of Social Development for their continued financial support of our Home Based Care and Social Work programmes during the 2020/21 financial year. Your support gave us peace of mind that our staff would get paid in the midst of a pandemic that prevented them from rendering services to our beneficiaries.

DIRECTOR'S REPORT (3)

A YEAR LIKE NO OTHER IN OUR HISTORY

PANDEMIC IS HAVING A HUGE NEGATIVE IMPACT ON THE APD

Department of Health (DOH)

The last grant we received from the Department of Health (DOH) amounted to R250 000. During 2020, the DOH discontinued the grant that we have been receiving from them for the past 15 years for our Home Based Care programme. The funding was stopped not because APD was found to have used the funds incorrectly, but because of internal problems within the DOH.

The last grant we received from the DOH amounted to R250 000 so this discontinuation could not have come at a worse time as the pandemic resulted in a massive decline in the financial support non-profit organisations traditionally get from the private sector.

Throughout the years we have used the grant to provide training aimed at equipping our beneficiaries and their families with the necessary skills to attain their highest level of independence. The training was very successful and resulted in many of our beneficiaries cancelling our service as they no longer needed the assistance of our caregivers to perform their daily duties. This then enabled our caregivers to move on to new beneficiaries who were in need of our service.

If all goes well with the DOH, they will again make funding available for organisations such as ours. We have, however, been made aware that they will in future call for funding applications through the newspapers, so we will have to be alert at all times to avoid missing this opportunity.

Hope Convalescent Trust

My sincere gratitude to the Hope Convalescent Trust for their financial support of our Home Based Care programme. Your support has really made a huge difference in these very difficult times. I hope we can maintain our good relationship for many years to come.

Anglo American

We received our last financial support from Anglo American in 2020. We were made aware that the grant for the Home Based Care programme would be terminated in 2021 since it had become necessary for Anglo American to change their funding priorities.

We appreciate that the company made us aware of their decision to terminate the grant a year before implementation as this enabled us to prepare for the change. We would like to thank Anglo American for the support they gave to our organisation for 15 years.

Companies

My sincere gratitude to the following companies for their continued financial support of our organisation: [Demisize \(Pty\) Ltd](#), [Barrier Breakers Commercial Services \(Pty\) Ltd](#), [Bandag](#) and [On Site Systems](#). I don't know what we would do without your financial contributions.

I also want to thank the management of Barrier Breakers, Demisize and the learners for the non-financial support they gave APD during 2020/21. You are always there for the APD; willing to lend a helping hand, especially during our events.



**TWO BIG
BLOWS FOR
HOME BASED
CARE
SERVICES...**

**AFTER 15
YEARS OF
SUPPORT THE
DOH CHANGES
ITS FUNDING
METHODOLOGY
AND WE BID
ANGLO
AMERICAN A
SAD FAREWELL**

DIRECTOR'S REPORT (4)



A YEAR LIKE NO OTHER IN OUR HISTORY

PANDEMIC IS HAVING A HUGE NEGATIVE IMPACT ON THE APD

Individuals

A big thank you also to all our individual supporters for your love and financial support during 2020/21. You could have stopped giving during these times of uncertainty, but you chose to walk side by side with our organisation. Your loyalty is greatly appreciated.

APD Staff members

To our staff members: thank you for your cooperation and dedication to the work of the APD. Many of you called management during the pandemic because you were worried about your beneficiaries and wanted to know when we would again be opening the doors of the APD so that you could come back to work.

Thank you for keeping in touch with your beneficiaries via social media platforms. I am so proud of you wanting to know how they were feeling and what you could do for them even when you were not able to go and see them; and that you did so at your own expense! This shows how much you care about your beneficiaries and it brings joy to all of us as management.

THE YEAR AHEAD

Life is not about waiting for the storm to pass... it's about learning how to dance in the rain. (Vivian Greene)

I give all interested parties the assurance that the APD is doing everything in its power to adapt to the "new reality" we have been forced to operate in by the pandemic. We know it will continue to be very tough, but our organisation will rise to the challenges if we work together and remain committed to all our beneficiaries and the Vision of the APD. All-in-all I'm hopeful that 2021/22 will be a better year for our organisation and the country as a whole.



*Rachel Legasa
Director*

COMMUNITY SERVICES

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



The Community Services division is the arm of APD Greater Johannesburg charged with the responsibility to implement activities and programmes to serve and assist people with disabilities (PWDs), in partnership with their families and communities as a whole.

It is a huge responsibility that Community Services staff - consisting of 24 members - carry with determination and pride all the time, and the period under review was no exception. However, it is beyond dispute that this period was probably the most challenging time in terms of services provision for our organisation, the country and the world due to the outbreak of the novel corona virus pandemic towards the end of the previous financial year.

Resultantly, the task of making sure that the health care and social development needs of people with disabilities and their families that we serve are effectively and efficiently met in line with their human rights needs as stated in the South African Constitution and the United Nations Convention on the rights of people with disabilities became daunting. In large part this was as a result of intermittent service delivery disruptions that were occasioned by the various lockdown level regulations that were promulgated by our government in its bid to stem the tide of widespread infections.

As will become evident in this report, the Home Based Care sub-division was the worst affected because we had to totally suspend services between April and August 2020 (five months) and again during the peak of the second wave in February 2021.

Social workers continued to provide services though contact with our clients and the broader communities was also to a substantially reduced extent. Below is an unusually brief account of the work that APD Greater Johannesburg managed to do between April 2020 and March 2021, in the light of the peculiarly difficult operating environment caused by the Covid 19 pandemic.

SOCIAL WORK SERVICES

GOAL: ENHANCING SOCIAL FUNCTIONING FOR PERSONS WITH DISABILITIES AND THEIR FAMILIES

The goal of social work services, in line with the Vision of the Association as a whole, is to collaboratively work 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. Often this involves having to rope in the services of other NPOs, government line departments, municipal authorities as well as the private sector.

In total, the Social Work division reached a total of 381 direct beneficiaries (PWDs) and 409 family members between 1 April 2020 and 31 March 2021. The following is a breakdown of the services rendered:

OBJECTIVE 1: CASE WORK - CARE AND SUPPORT

- 67 intakes were attended to by social work staff.
- 59 assessments were conducted.
- 11 placements to residential care facilities and schools were done.
- 2 clients were assisted to secure employment and 1 enrolled in an internship programme.
- 58 cases were referred to other service providers for further assistance.

COMMUNITY SERVICES (2)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



- 20 wheelchairs were handed over and 11 applications/motivations for wheelchairs made.
- 535 face-to-face interviews were conducted.
- 386 telephonic interviews were conducted.
- 588 home visits were conducted.
- 189 counselling sessions conducted, totalling just over 141 hours.
- 18 social work reports were compiled for Hope School bursary applications.
- 14 case conferences were conducted.

Some of the highlights in rendering care and support services by APD social workers

Clients sometimes write letters to either express their appreciation for the service rendered by APD, or to raise concerns about the treatment they get in their communities:

DIKETSO SEMPE (VN)

Its been a great pleasure working with Vusi, he showed me love, care and respect he was always willing to assist whenever I needed assistance. He did his best to fulfil my wishes. Ever since the first day we worked together I've never experienced any problems with Vusi, we worked well when I was still in school. Even now nothing has changed.

Thank you

D Sempe

Vusi-Simons (VN)

Greetings to the APD company I would love to thank this company, this company really helped a lot I'm all better because of the APD company even if I'm not fully recovered but I can see the difference from before. The APD is really doing their job with diligence this country needs companies like this, are an inspiration to me inspired me and made me believe in giving back to the community. I so wish to thank the APD in person this company is very good I thank this company I even thank for the other people I ^{very} see the difference thanks again my praises to this company from Vusi Simons V.S.

"...always willing to assist..." – Diketso Sempe

"...this company is very good..." – Vusi Simons

"...she found me a job..." – Gladys Mothabane



WHERE THERE'S A WILL, THERE'S ALWAYS A WAY

2021 JANUARY Week 2
 7 Thursday 7-358 Rorisang (VN)
 To APD
 I Rorisang Dikgatho I am very thankful to APD for the support we get from you. Our social workers do give us a big support they usually check on us and help us with every need we ask from them. We thank you so much and we appreciate the help we get even to the home based care the help us so much. Yours thankfully
 Rorisang Dikgatho

Gladys Mthabane (JM)
 Good day my name is Gladys Mthabane, I am staying at Alexandra 43-4th Avenue Hofmeyr Street. On the year 2010 I was working at Women For Peace, until my social worker Johanna who stays at Tembisa found me a job. She found me a job at Department of Labour. I am now currently working at Springfield. She is the one that found me a job at Springfield 18 Hippo Road. Now am very much thankful to Johanna and her team for finding this job for me.
 GOD BLESS THEM!!!
 Thank you very much.

SOME OF THE PEOPLE WHOSE LIVES HAVE BEEN TOUCHED BY THE APD

Daniel Baloyi

Daniel Baloyi, who was born in 1978, came to APD Alexandra offices in March 2020 looking for help. He had heard about our services on Alex FM, the local radio station.

Daniel was not born with a disability, but in the winter of 2013, he was involved in a **shooting incident** that landed him in hospital for a couple of months. Doctors told him that he was very lucky to have survived the shooting, but unfortunately the spinal injuries he sustained left him a **paraplegic**.

The immediate needs that brought him to our office was problems with his disability grant - which SASSA had suspended, and the wheelchair which he had been issued with after being discharged from hospital - which had worn out so much that he needed a new one.

The social worker who attended to his case made very strong representations to SASSA and his grant was reinstated by the end of June. He was very fortunate with his wheelchair request as our organisation had just received wheelchairs from a Taiwanese organisation and could supply him with one.

As a result of his disability and his financial situation which had deteriorated significantly following the suspension of his disability grant, **interpersonal conflicts** between him and his live-in partner were escalating and the social worker intervened again. They were eventually referred to FAMSA for extensive mediation and fortunately their challenges were resolved.

Daniel was able to save a portion of his grant and opened a roadside vending stall to augment the grant.

COMMUNITY SERVICES (4)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



Pontsho Sekhaulele

Pontsho Sekhaulele was born and raised in Pretoria. She moved to Alexandra in 2017 and has been living there ever since. She is staying with her mother, sister and her two children.



*A visibly elated, confident
Pontsho Sekhaulele after the
interventions of our social worker.*

Pontsho was diagnosed with **epilepsy** while still in high school and, as fate would have it, she gave birth to a child who has a substantial **hearing loss**. She applied to SASSA for a **disability grant** twice and twice her application was unsuccessful. She was then advised by her neighbour that she should visit our offices and ask for assistance with her appeal against SASSA's decision.

While conducting the family assessment as part of the preparations for the appeal, the APD social worker noted that Pontsho was only receiving a child support grant as opposed to a **care dependency grant** for her child with the hearing impairment.

All the factors that SASSA had repeatedly overlooked in their justification for dismissing Pontsho's application were then used to bolster her appeal and, in the end, both her application for a disability grant and the transition of her child's grant from child support to care dependency became successful. This came as huge financial relief for the family.

With the issues around the grants resolved, the social worker then focussed her attention on Pontsho's disabled child and assisted her to enrol at a **sign language school**.

In the meantime, Pontsho began to do a computer course and one can only hope that in the not so distant future, she will be able to secure employment or a learnership as that will change her socio-economic fortunes for the better.

Sylvia Manqathi

Sylvia Manqathi is a 27 year old lady who was born in the Eastern Cape but unfortunately lost her mother during childbirth. She is the last born of four siblings. Sylvia was diagnosed with **cerebral palsy** after her birth. One of her sisters took her to live with her in Johannesburg, but Sylvia's major challenges began when that sister got married and started a family of her own. The sister could therefore not continue to live with Sylvia.

Having no source of income and no family in Gauteng, she sought refuge in an abandoned building in downtown Johannesburg where the living conditions were absolutely terrible. It was while she was living there in 2019 that a member of her church referred her to our organisation with the hope that we could assist her with her **accommodation** challenges.

COMMUNITY SERVICES (5)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



The social worker who was handling her case approached many organisations in the Johannesburg CBD, including the municipality, in the hope of securing alternative accommodation for her, but it was all in vain.

Just as both the client and her social worker were losing all hope, an informal organisation called *My King Hands of Mercy* came to her rescue. A benefactor from the organisation who prefers anonymity offered to pay rent for her accommodation in Hillbrow and that is how she ended up with a decent roof over her head.

An official of the Department of Housing has assured the social worker that the application for a RDP house which she submitted on behalf of Sylvia has been given priority status with the result that Sylvia could be allocated a house in less than 12 months.

The fact that our social worker tirelessly worked to secure accommodation for her during the time of the Covid 19 pandemic which created so many socio-economic disruptions is something that Sylvia says she will forever be grateful for.



The picture on the left was taken at the time that Sylvia was still staying in the old building and the one to the right was taken after alternative accommodation had been secured for her.



OVERALL SOCIAL WORK CHALLENGES

- The nature of the social work process is such that to achieve its professional goals, it is heavily reliant on networking and referral systems. The outbreak of the pandemic, followed by the lockdown regulations turned this modus operandi on its head. Most human service offices that are part of that chain - DSD, NPOs, schools, SASSA, Home Affairs, Housing, etc - were closed and their professionals were forced to work from home, often with limited and sometimes without any administrative support

COMMUNITY SERVICES (6)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



equipment such as laptops and telephones. This obviously had a massively impact on the effectiveness of the social work mechanisms. Resultantly, the quality and scope of social work support for PWDs was very minimal during the period under review.

- Covid 19 forced us to suspend all our group work, community work as well as our disability education and awareness programmes. Under normal circumstances, we use these programmes to provide psychosocial therapy, empowerment and awareness to PWDs but during the period under review all this did not happen as ensuring the safety of our staff and the PWDs became of paramount importance.
- Housing in general, and accessible housing in particular, remains one of the greatest challenges faced by PWDs. The dire housing situation for PWDs is exacerbated by the fact that the majority of them are either not formally employed, or do not earn enough in the formal sector in order to qualify for a formal home loan. Those staying with family members still struggle to move around because the houses are not accessible.
- Long waiting lists for specialist services: Those PWDs requiring integrated interventions involving other specialists such as psychologists, physiotherapists, occupational therapists etc are often put on long waiting lists, thus compromising service effectiveness.
- Accessibility and worker safety have been issues that affected service delivery particularly in informal settlements.



The Social Work team in front of the APD's Head Office on the premises of the Hope School in Westcliff, Johannesburg (from left to right): Mrs Stellah Madi, Ms Meriam Malatji, Mr Luckmore Takachicha, Mr Vusumuzi Nxumalo, Ms Johannah Mkhari and Ms Nokuthula Mahlangu.

COMMUNITY SERVICES (7)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



HOME BASED CARE SERVICES

The APD Home Based Care Services is an essential service which assists with the care and rehabilitation of people with physical disabilities. This service is required by people who have temporal and permanent physical disabilities.

Apart from assisting people with disabilities with most activities of daily living in order to improve the quality of their lives, continued rehabilitation in the community also assist in eliminating compounded marginalisation for people with physical disabilities.

The programme also ensures that other family members are capacitated with the skills and knowledge to assist their disabled relatives, especially during the weekends and holidays when our caregivers are not attending to the beneficiaries.

Services Provided:

- Basic care:
bathing, dressing, transfers, massage, light meal preparation, feeding, treatment and prevention of pressure sores, light house cleaning, basic exercises and assistance with training other family members to provide effective care and support.

Areas where the service is provided:

- Greater Johannesburg (including Alexandra), Soweto and Tembisa.

Service qualifying criteria for beneficiaries:

- The services are for persons with temporal and/or permanent physical disabilities.
- Beneficiaries have to be between 18 and 59 years.
- This service is mainly for persons receiving disability grants, although, in some instances, those who do not receive any grant and have no financial means are also assisted.

ACHIEVEMENTS FOR 2020/21

In the 2020/21 financial year we assisted 293 direct and 401 indirect beneficiaries (family members of our direct beneficiaries). This indicates a 19% decline in the number of direct beneficiaries we assisted year-on-year. The decline was inevitable due to the pandemic: between April and August 2020 (five months), we completely suspended all services. However, in spite of this huge setback, we still surpassed our DSD annual target of 230 by 63 beneficiaries.

From the direct beneficiaries who were assisted the following was achieved:

- 16 beneficiaries recovered, became independent and cancelled the service.
- 17 beneficiaries cancelled the service and are now cared for by family members. When family members take over the care of their relatives, we feel satisfied as family takeover is in fact one of the objectives of the programme.
- 192 family members were trained to assist their family member with a disability when the caregivers are not on duty.
- 4 beneficiaries were placed in residential care facilities.
- 32 beneficiaries were referred to other organisations for other services.

COMMUNITY SERVICES (8)

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Analysis of Home Based Care Beneficiaries who were assisted:

CONDITION	NUMBER	CONDITION	NUMBER
Stroke	129	Epilepsy	8
Arthritis	31	Fractures	14
Paraplegic	27	Hip Replacement/operation	3
Amputated Limbs	14	Multiple Disabilities	4
Cerebral Palsy	34	Lung/kidney failure	1
Obesity	5	TB Spine	5
Cardiac Failure	1	Quadriplegic	9
Spine Injury	2	Other	5
Parkinson's Disease	1		

Home Based Care Challenges:

- We lost more than five months of service delivery due to the Covid 19 pandemic lockdowns during the period under review. The overall number of beneficiaries we reached therefore declined. Unfortunately some beneficiaries experienced regression during the period our services were on suspension.
- Beneficiaries who stay alone and depend on the caregivers struggle a lot during weekends. In these instances, we try to make arrangements with neighbours to assist, but often the beneficiaries end up not being assisted as neighbours feel it is not their responsibility.
- Some beneficiaries do not understand the limits to what caregivers can do and try to treat caregivers like housemaids, even though the boundaries are clearly explained at the beginning of the service.
- There are also beneficiaries who showed disdain each time caregivers dressed in their full PPE gear turned up to assist them. According to these beneficiaries, they feel like they are being stigmatised or treated like "shameful" human beings every time their neighbours watch our caregivers walk onto their premises in full PPE kit. We explain the importance of taking such precautions to them. Some eventually understand while others remain obstinate.
- The lack of State-provided disposable nappies and sometimes even medication, results in PWDs using their disability grants to buy these items. This greatly impacts on their ability to cater for their other needs such as housing and basic nutrition. At the moment the Department of Health does not provide any of these necessities.
- Some beneficiaries do not have toiletries and food. We help them when we receive donations, but there is no consistency.

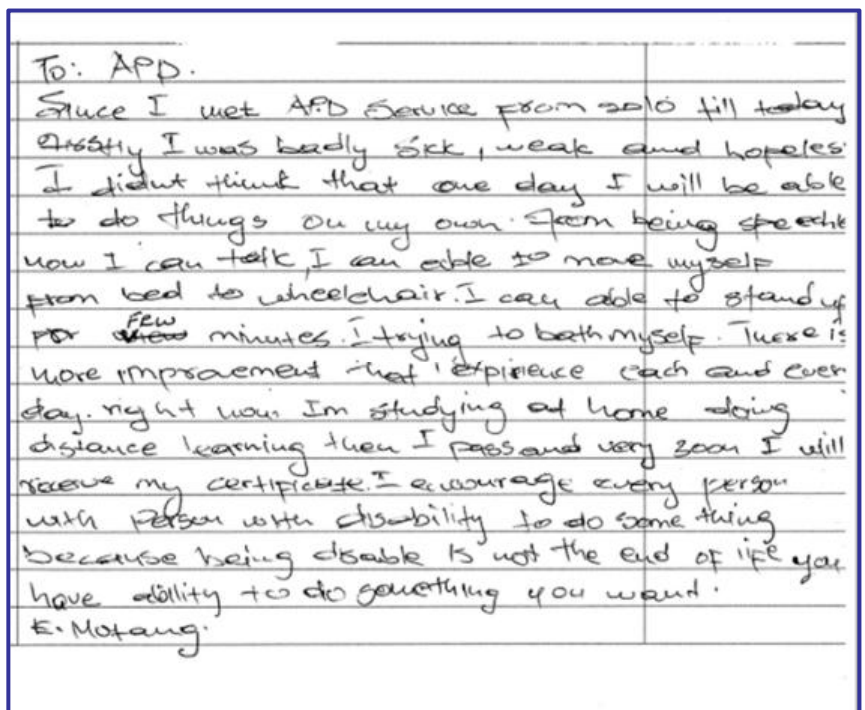
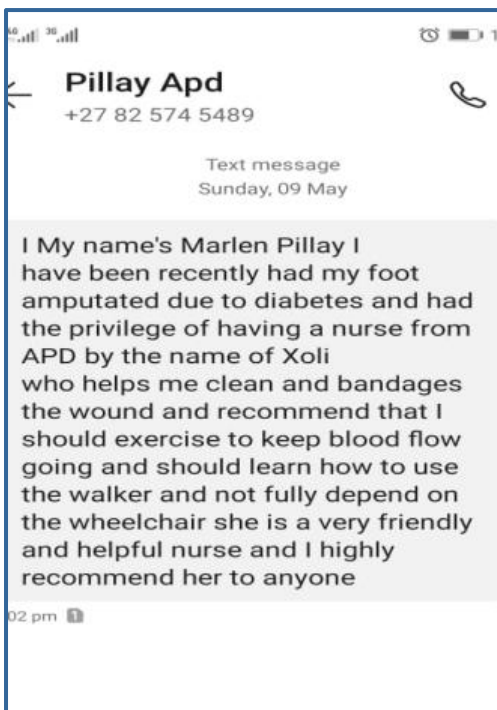
Pandemic creates new problems as some beneficiaries complain about being "stigmatised" because home based care workers are wearing full personal protective equipment.

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



BENEFICIARIES WHO HAVE IMPROVED AND WHAT THEY HAD TO SAY ABOUT THE SERVICE THEY RECEIVED FROM APD

IMPACT OF HBC: Letters from and stories about some of those people we care for



LETTIE MATUELENI

Lettie Matueleni was born and raised in Tembisa. She completed her matric in 1999 and was very fortunate to secure employment a year later. By then she had already had her first child and in 2001 she had her second.

All was going well in her life, but in 2017 everything changed. While travelling from Kempton Park in the company of her two siblings, the taxi they were travelling in was involved in an accident. Strangely, she was the only one who sustained serious injuries: both her legs were badly fractured and she also sustained neck injuries.

She was hospitalised in the Tembisa Hospital for four months during which time doctors had to amputate her left leg and put pins in the right one. The injuries were so severe, that they even affected her speech! Psychologically and emotionally she could also not cope with her new physical reality.

In May 2019 one of our beneficiaries referred her to us. By then she was bedridden and clearly very depressed. Understandably, the disability had also severely impacted on her sense of self-worth.



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Lettie Matuelini.

At the beginning of our service delivery, which was helping her with bathing and exercises three times per week, she was quite reluctant to cooperate with the caregiver, having lost all hope that she would ever be able to do anything for herself. The Tembisa HBC Supervisor, who is also an auxiliary social worker, then began to provide psychosocial support and it helped immeasurably.

Unfortunately, the Covid 19 pandemic resulted in us suspending all home based care services between April and September. Lettie regressed slightly during that period, but once we resumed our services, she was enthusiastic to pick up from where she had left off.

The progress was much faster than before and by the end of 2020, she could transfer herself from her bed to the wheelchair and vice versa. She also learned how to do bath herself, which was a huge positive development as the caregiver could now pay more attention to exercises and she slowly regained enough strength to walk with the aid of a prosthetic leg and crutches.

With sustainable progress achieved, we reduced the frequency of our visits to twice a week and Lettie is now looking forward to a life that's as fulfilling as possible. She's even quipped that she now needs a job or some capital to start a small business of selling kotas.

BETTY SEKGALA

Betty was born in Boksburg but later moved to Tembisa. After high school she enrolled for a diploma course in secretarial studies, which she completed successfully, and she then began working.

Around 2001, she started to limp due to a severe pain in her waist area. She went to GA Rankuwa Hospital where the Orthopaedic doctors examined her and apparently advised her that her hip cap had worn out, but that they could not operate on her until she had reached the age of 50.

By 2002, the pain had worsened so much and her mobility had become so severely impaired, that she had to quit her job. Despite that, the doctors apparently would still not operate on her due to age considerations and so she had to resign herself to a life of very minimal movement and regular pain killers.

In August 2019, the doctors finally decided to do the operation, but as the doctors were operating on the one side, they noticed that the other hip also needed attention.

She ended up staying in the hospital for almost a month and when she was discharged, she became bedridden. Back home her children could not really help her, especially with bathing, as they are all males. A neighbour told her about our organisation and she called in for assistance.

When we started to assist her with bathing, massages and exercises in October 2019, she was mainly bed bound - always in a sleeping position, but by the end of March 2020, she had benefited so much from our intervention, that she could sit upright in bed.



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Unfortunately, the Covid 19 pandemic resulted in us suspending all home based care services between April and September. During this period her sons, who had been trained by our caregiver, continued assisting her with her exercises and when we resumed our services in September, she was learning how to sit in a chair.

By December, she began to walk with the aid of a caregiver and a walker and in January 2021, she could walk alone in the yard and only used the wheelchair when she was going to travel a long distance.

The disability grant she currently receives is barely enough for her needs. After so many years of not being able to look for employment due to her health, she now feels strong enough to do any job that does not require walking too far or involves too much physical exertion. In light of this, she is exploring ways in which to start her own income generating project.



THEN AND NOW...

Above - Betty when she was still bed-ridden after the operations.

Right - Recovery in progress: Betty has visibly lost some weight due to the exercises and is beginning to learn how to walk using a walker.

VUYOKAZI NTSEPHO

Vuyokazi was born in 1976 without any birth defects or disability at all.

As an adult she had two children with her partner and the whole family had no health issues. But soon after the passing of the father of her children, she became unwell, and was diagnosed with TB of the spine. She was hospitalised at Baragwaneth Hospital for two months and when she was discharged, she had to use a wheelchair because the illness had seriously affected her spine.

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What made her situation even worse, was that her in-laws apparently wanted her to move out of the family home where she had been staying. Things, however, started looking up for her when she met our Soweto HBC Supervisor while she was being pushed by her 14 year old child as they were looking for alternative accommodation. They exchanged contact details and our HBC Supervisor advised Vuyokazi to contact her once she had secured accommodation.



The smile of a winner... Vuyokazi has shown what fruits determination and perseverance can produce.

As per their arrangement, she contacted our Supervisor once she had settled into her new home and was enrolled into our home based care service at the end of November 2019. Initially we assisted her with bathing and exercises for five days a week. During this time she also underwent physiotherapy sessions at the Mofolo Clinic.

Progress was painstakingly slow, but both she and the caregiver persevered while Vuyokazi also carried on with her physiotherapy sessions at the Mofolo Clinic. Unfortunately the steady progress that they were making was disrupted when the APD had to suspend its home based care services for five months due to the Covid 19 pandemic.

When we resumed our services in September, it was pleasing to note that Vuyokazi had continued with her exercises during the lockdown period and that she was growing stronger. We then referred her to the clinic to request a walking frame. Once she had received this assistive device, we started training her to stand. We

must acknowledge the huge supportive role her daughter played in her mother's recovery once we had trained her how to care for her mom during weekends.

By October 2020, Vuyokazi began to use one stick for balancing instead of the two as before. Slowly she learned how to bath herself and, at the time of compiling this report, Vuyokazi could walk unaided. She's doing much better, but we continue to help her with her exercises.

We applaud her desire to become as independent as possible... she is now even able to use her sewing machine to repair people's clothes and raise some money to augment her disability grant.



A very happy Vuyokazi is now able to provide a tailoring service to augment her disability grant.

COMMUNITY SERVICES (13)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



Social Work and Home Based Care beneficiaries who received other donations

- 43 families received clothes
- 8 beneficiaries received walking frames
- 1 beneficiary received a food
- 4 beneficiaries received wheelchairs

Training for Social Work Staff

Social Work staff received training in:

- Technical Indicator Description Schedules (TIDS) for PWDs
- White paper on the rights of persons with disabilities
- Incontinence management for PWDs

Training for Home Based Care Staff

Home Based Care staff received training in:

- Understanding percutaneous endoscopic gastrostomy (PEG) sufferers.

Networking for Community Services

Networking and advocacy continues to be carried out at local, regional and provincial forums. Forums assist with providing effective services to PWDs as different stakeholders from government and civil society participate in these forums.

- Department of Social Development Provincial and Regional Disability Forums
- Johannesburg Welfare, Social Services and Development Forum
- Gauteng Welfare, Social Services and Development Forum
- Ekurhuleni Welfare, Social Service and Development Forum
- Tembisa Disability Forum
- Westbury LDAC

Donors and Supporters for Community Services

The APD would like to express its gratitude to the following service providers for showing unwavering support to its staff members and beneficiaries:

- Department of Social Development
- Department of Health
- Anglo American Chairman's Fund
- Hope Convalescent Home



*Luckmore Takachicha
Manager: Community Services*

COMMUNITY SERVICES (14)

WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



HOME BASED CARE SERVICES 2020/21 STAFF MEMBERS



JOHANNESBURG & ALEXANDRA STAFF

*Suitably attired in PPE
(from left to right):
Mrs H Kaunda,
Mrs N Bvukeya,
Ms ZV Nkolongwane,
Ms C Mkhonza,
Ms Z R Nxumalo,
Ms S Mpungose,
Ms XM Msibi and
Ms Z Nqeto.*

*Left to right:
Ms C Mkhonza,
Ms XM Msibi,
Mrs H Kaunda,
Ms S Mpungose,
Mrs N Bvukeya,
Ms ZV Nkolongwane,
Ms ZR Nxumalo and
Ms Z Nqeto wearing
their Casual Day golf
shirts.*



WHERE THERE'S A WILL, THERE'S ALWAYS A WAY



SOWETO HOME BASED CARE TEAM



*Left to Right:
Ms L Mahaye,
Mrs K Monnakgotla,
Ms Z Buthelezi,
Ms B Mkhathshwa,
Ms A Mqgatswa and
Ms T Itumeleng.*

*Left to right:
Ms B Mkhathshwa,
Ms A Mqgatswa,
Ms Z Buthelezi,
Mrs K Monnakgotla,
Ms T Itumeleng and
Ms L Mahaye.*



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TEMBISA HOME BASED CARE TEAM

*Left to right:
Mrs S Madi,
Ms E Maisela,
Mrs G Moela,
Ms S Sono and
Ms M Nemahotole.*



*Standing from left to right:
Mrs S Madi,
Ms S Sono,
Ms M Nemahotole and
Mrs G Moela.
Seated:
Ms E Maisela.*



WHERE THERE'S A WILL, THERE'S ALWAYS A WAY

OUR HEROES: THE APD HOME BASED CARE TEAM



WE SALUTE OUR HEROES

Heroes one and all...

The whole Home Based Care team of the APD Greater Johannesburg.

This picture was taken after the staff had completed a refresher training course on how to take care of beneficiaries with percutaneous endoscopic gastrostomy (PEG).

Mrs Antoinette du Plessis (seated in the dark blue T-shirt) was the facilitator during the training.



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SERVICE AWARDS

WE SALUTE OUR DEVOTED STAFF MEMBERS

LONG SERVICE

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

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 R2 000 and a watch to the value of R500
30 Years:	A certificate and a cheque for R2 500
35 Years:	A certificate and a cheque for R3 000
40 Years:	A certificate and a cheque for R3 500

Presentation:

Takes place at the AGM held during the year in which the required period of service is completed. This year the recipients of our **Long Service Awards** are:

10 YEARS	5 YEARS
Jan Madisha	Luckmore Takachicha Kedibony Monnakgotla Ntombifikile Bvukeya Zandile Nxumalo

IN RECOGNITION OF SERVICE EXCELLENCE

SHIRLEY SONO – Home Based Caregiver

Shirley Sono joined the APD as a relief home based caregiver at the beginning of 2009. The following year she worked on a contract-basis before she was appointed as a permanent care giver of the APD (based in Tembisa), in 2011.

Colleagues describe Shirley as a generally introverted personality who only comes alive and becomes very engaging when it comes to issues related to her work. She is not shy to suggest different approaches of how to achieve the best rehabilitation outcome for the PWDs in her care.

Of the 55 PWDs she assisted during the period under review, 20 became independent and eight have gone back to working for their livelihoods. Most of them are into small scale businesses and street vending.

Shirley has contributed immensely to the proud reputation and success of the APD's home based care services division. Her personal service excellence has produced four APD Achievers of the Year from the Tembisa office which is no mean feat given that she has only been in the employ of our organisation for just over 10 years.

Her greatest strength lies in the manner in which she assists the beneficiaries with their exercise regimes. She easily innovates a way for them to have fun while they do the exercises and she is also very good at demonstrating how it's done. That probably explains why she has been able to achieve the highest recovery rate with her temporarily disabled beneficiaries compared to her peers across all sub offices.

For the reasons briefly outlined above, it is clear that Shirley stood head and shoulders above her colleagues in the Community Services Department of the APD during the period under review and she is therefore a very worthy recipient of the APD's Staff Excellence Award 2020.



