



# FAMSA

## Families South Africa

Knysna & Plettenberg Bay 005-417-NPO  
Sedgefield, Karatara, Rheenendal, Craggs and Kranshoek

ENHANCING RELATIONSHIPS AND EMOTIONAL WELL-BEING  
THROUGH TRAINING AND COUNSELLING



### 26<sup>th</sup> ANNUAL GENERAL REPORT 2022/23

Thank you for your support



**FAMSA**  
Families South Africa  
Knysna & Plettenberg Bay 005-417-NPO



## Our Vision

The National Leader in Services that enhance Relationships.

## Our Belief

We believe that healthy and stable relationships promote healthy individuals, families and communities.

## Our Mission

To support individuals, families, organisations, communities and society to build, restore and sustain functional relationships.

## Our Values

Accessibility to all people and communities  
Accountability • Basic human rights  
Confidentiality • Non-judgmental attitude  
Respect for others  
Quality and excellence of service

**Thank you for your support**

FAMSA provides the following services:

- **COUNSELLING**
- **TRAUMA SUPPORT**
- **THERAPY TO VICTIMS OF CRIME AND VIOLENCE**
- **SUPPORT TO GBV VICTIMS**
- **SKILLS DEVELOPMENT**

Parenting Skills, MEN + support, Training Courses, Employee Assistance (EAP) in the workplace and Gender Based Violence information Workshops

**FAMSA is a Non-Profit Organisation with each branch being responsible for generating its own funding.** This is our biggest challenge to be able to continue with the essential services.

**FAMSA** has a legacy of providing services in **Knysna** for more than 30 years and an excess of 3000+ lives were impacted directly in the past year by a **qualified team of staff and volunteers.**

**Please donate... We need your support, every bit counts.**

**Section 18A Certificate is provided on request for Tax relief.**

**BBBEE points can be earned by your donation.**

**FAMSA Knysna** Nedbank Knysna,  
Account: 1089005512, Branch: 108914

**FAMSA Plettenberg Bay** Nedbank Plettenberg Bay,  
Account: 1089080735, Branch: 108914

**Overseas payments SWIFT:** NEDSZAJJ + Account no# + Branch code  
(Business name or initials & surname as reference)



10130 96574

For further information please contact us:

**Knysna: 044 382 5129**  
**072 847 0322**

**Knysna@famsa.org.za**

21 Spring Street, Knysna 6571  
P. O. Box 2185, Knysna 6570, South Africa



**Plettenberg Bay: 044 533 0515**  
**079 640 6883**

**Plettenberg@famsa.org.za**

7 Gibb Street, Suite 3 Homeplett Properties,  
Plettenberg Bay 6600

**24/7 Gender Based Violence Hotline: 0800 428 428**

# MANAGEMENT COMMITTEE



**Chairperson**  
Connie Sompani



**Vice Chairperson**  
Pat Buchan



**Treasurer**  
Kathryn Michaelides



**Secretary** Sandy Humphreys :  
+ Western Province Community  
Representative for National Board  
of Management



Basil Medeira



**Director:**  
Karin du Plessis



Richard Meyer



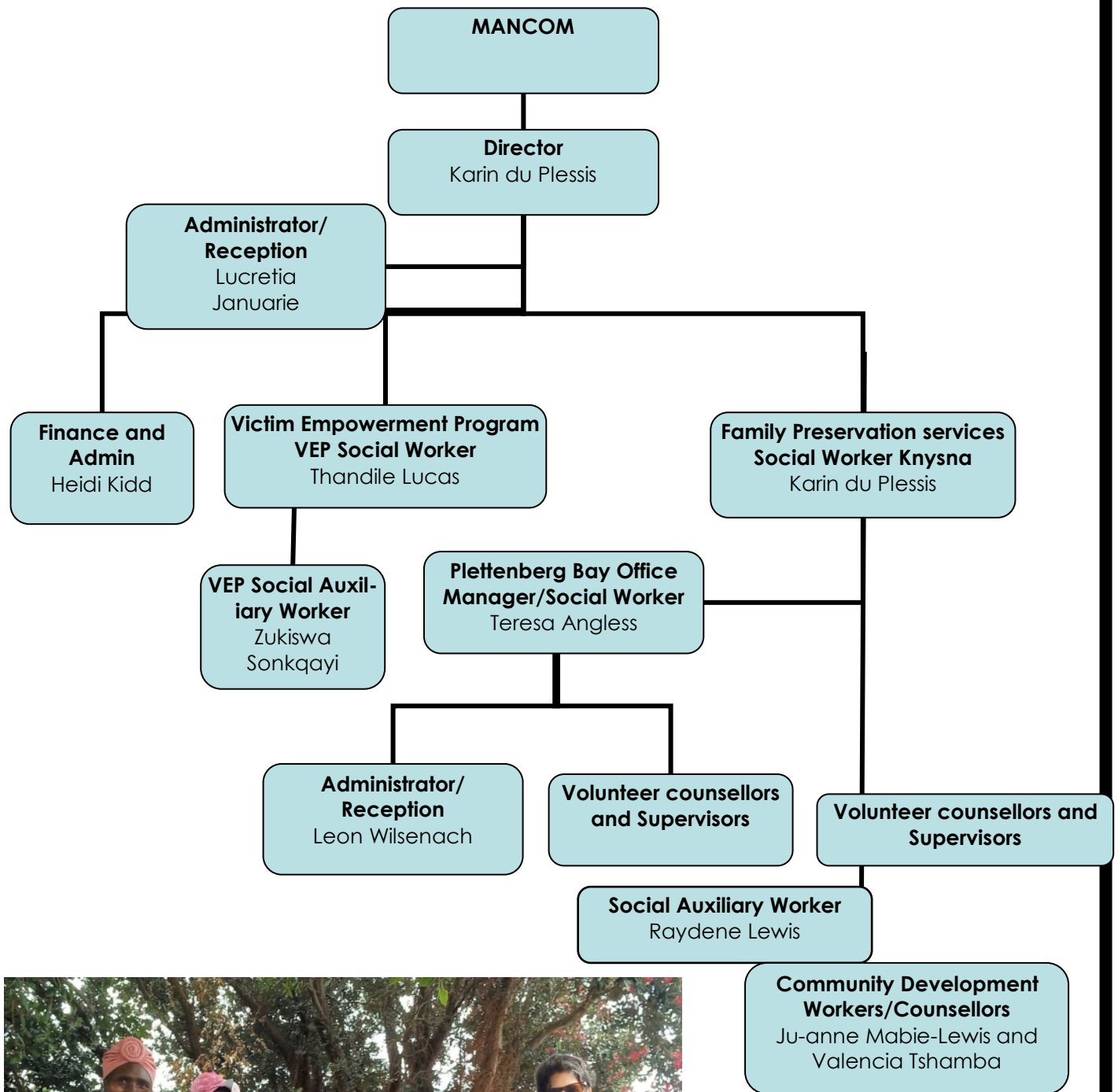
Nicola Arend



Michelle Lencoe



# ORGANISATIONAL ORGANOGRAM



# Chairperson's Report - Connie Sompani

FAMSA Knysna has had a successful year in providing services to walk-in clients, schools, prison and the community at large. To volunteer on the MANCOM for FAMSA Knysna has been a pleasure and I am thankful to the MANCOM for their commitment. I would particularly like to mention and congratulate the Director who greatly contributes in assisting us to keep things running smoothly.



Thanks go to the Finance Committee which consists of MANCOM members and staff with the relevant qualifications in finance. This team ensures that our finances are managed responsibly so that we can carry on the FAMSA mandate, of enhancing healthy families by means of counselling, training and community workshops. This year we have been fortunate to receive Lotto funding, which we have been anticipating for almost 3 years. This funding will be allocated to the different programs that allows us to continue with our work. We are grateful for the ongoing funding from Department of Social Development which covers some projects and partial staff salaries. Fundraising is still a priority at FAMSA Knysna and we are thankful to our networking partners who are accessing FAMSA's services for training and counselling.

FAMSA has had no staff turnover, thanks to the Director for running a well-oiled machine, and for taking accountability as the Director to manage the office. She has the full support from MANCOM when help is needed.

I would like to thank the MANCOM for their continuous support and dedication to FAMSA Knysna as well as thanks to the Director, Karin and staff. Due to the ongoing commitment and dedication of the staff, we were able to achieve all our Key Performance Areas and this makes this organisation one of the go to places for grief counselling, Gender Based Violence and family support in the Knysna/Plettenberg Bay and surrounding communities. I would like to thank our Networking Partners, Donors, Volunteers and everyone whose life has been touched positively by FAMSA.

Thank you for attending this annual general meeting and for your continued support and interest in the well-being of the organisation.

*Connie Sompani*



## Director's Report - Karin du Plessis

Every year I say the same thing: "Next year I will start the annual report earlier." Next year comes and it's the same story. Why does this happen? A couple of reasons:

- Time flies – before you know it, the year has ended and running away FAST
- Ongoing challenges presenting themselves – determining what's important, urgent or able to let go
- Self-care/leave/illness
- Personal LIFE challenges
- **NDS-NGO Director Syndrome** (identified and named by me)

I googled **NDS** and it does not exist yet!!! I would say it is a combination of all the points above. Typically, at an NGO all the staff have one title, but many roles to play. For me it's the Director, but I am also the Social Worker, the Project Manager, the FUNdraiser, the strategic thinker, the Visionary, the funding proposal creator, the MammaBear, the Motivator, the Disciplinarian, the Events Coordinator, Report writer, the "Rememberer" (such a word?), the Media Representative, Trainer, Plumber, Electrician..... and so the list goes on. So no wonder the annual report becomes "crunch time". Nothing like pressure to get the job done.

My other challenge is my need to report on absolutely everything FAMSA has done in this past year with the hope that funders and donors will be so impressed with our work that they will approach FAMSA to offer their financial support and commitment. This is my dream: to be able to NOT have to do anything for fundraising – I dream that ALL our time can be invested in serving our beneficiaries and ensuring that through FAMSA's services:

- Relationships will be healthier
- Mental well-being will be enhanced
- That parents will parent well
- Children will be equipped for life through GOOD parenting
- That fathers will be involved parents and partners
- Daughters and sons will know who they will partner with because their Mom and Dad presented a great example
- Victims of crime and violence will find healing and restoration
- Communities will know how to STOP violence by breaking the silence on Gender-Based Violence

I was so privileged to be able to ask Dr Sooliman (Founder Gift of the Givers) for wisdom on how to keep an NGO's doors open and he said:

1. Do what you can, with what you have, to the best of your ability
2. Accept there will be challenges
3. Share your stories and services with others
4. Be sincere

This will take time, BUT the money will come to you. Faith and spirituality are what will get you through. Thank you for sharing your wisdom, Dr. Sooliman. This is how I will go forward as the Director of FAMSA and the NDS will hopefully be used in a positive way.

I have tried to include everything in this report. I know, however, that many moments are unrecorded and many activities may have been forgotten, which still made an impact. My hope is that many will read what FAMSA has achieved, with few hands and little funds, and how we have touched people's lives and made a difference.

Thank you MANCOM, Staff and Volunteers who sacrifice time and effort with very little financial resources.

**I salute you all!**

## Treasurer's Report—Kathy Michaelides

This year It is truly a great pleasure to report on the 2023 FAMSA Knysna Financial Statements. This past financial year the surplus was R105,452, compared to R320,754 in 2022. The difference between the 2 years was because of a once-off grant received in 2022. This positive financial result is thanks to the strong management team, cost containment and innovative fundraising efforts. There was also a marked increase in the Training Income and the Counselling Fees.



As with all service organisations, the largest expenditure item is human resources, which is to be expected, and which was 71.7% of total expenditure in 2023 (70.9% in 2022). Employee costs actually reduced from 2022 by R9,573 in 2023. Expenditure is closely monitored and compared to a pre-determined annual budget. Total expenditure decreased by 2 %, compared to 2022. FAMSA's new VOIP telephone system together with TCS WiFi sponsorship, resulted in a reduction of telephone expenses this year, by R28,364. The finance committee meets regularly to monitor and discuss the financial performance, and then to report to FAMSA's MANCOM.

The income of FAMSA Knysna remains unpredictable and is dependent upon subsidies, grants, donations, fundraising and limited income generated by training and counselling. The training and counselling income is also limited by the ability of FAMSA clients to pay for services provided, but this improved in 2023. These are potential sources of increased revenue in the future. The income from subsidies was solely from the Department of Social Services, for which we are extremely grateful.

FAMSA Knysna has done very well this year to sustain themselves in a challenging economic climate and to end the 2023 financial year with a small surplus. Fundraising will need to remain a focus of FAMSA Knysna in the years ahead.

It is hoped that FAMSA Knysna will continue to be valued by the community and acknowledged for the valuable services which they provide. This is what makes the organisation sustainable, either by way of volunteered services, support of our fundraising events or through financial contributions.

FAMSA Knysna especially wishes to express its appreciation to all the supporters of the organisation, big and small, as without this, the organisation would not be able to exist. A special note of gratitude goes to the Director and staff of FAMSA Knysna for the continued good management of their financial performance, whilst still successfully delivering services through the many projects which they manage.

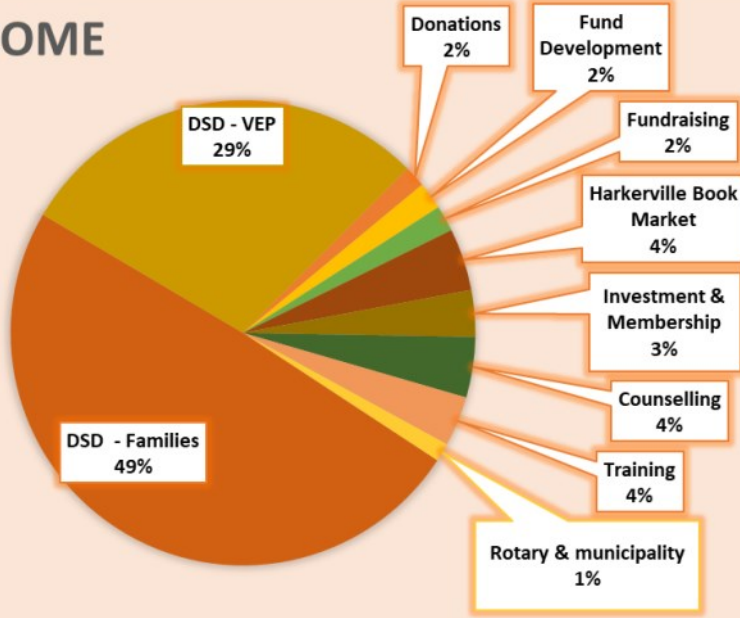
We are confident that FAMSA Knysna will be able to continue with their positive financial performance in the current financial year ending March 2024, whilst still providing valuable services to the communities of Knysna and Plettenberg Bay.

*Kathy Michaelides*

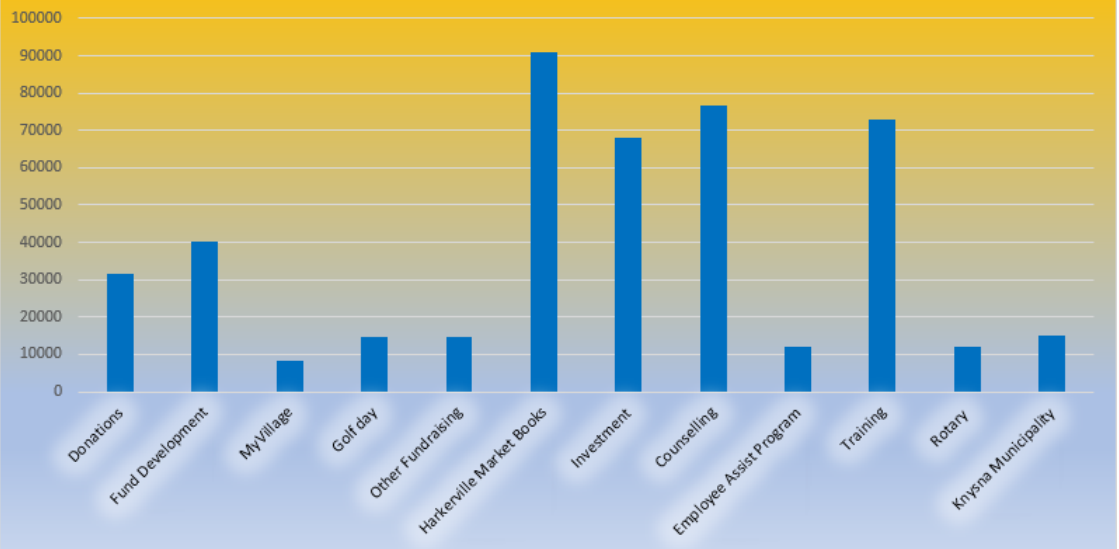


# Finance - Heidi Kidd

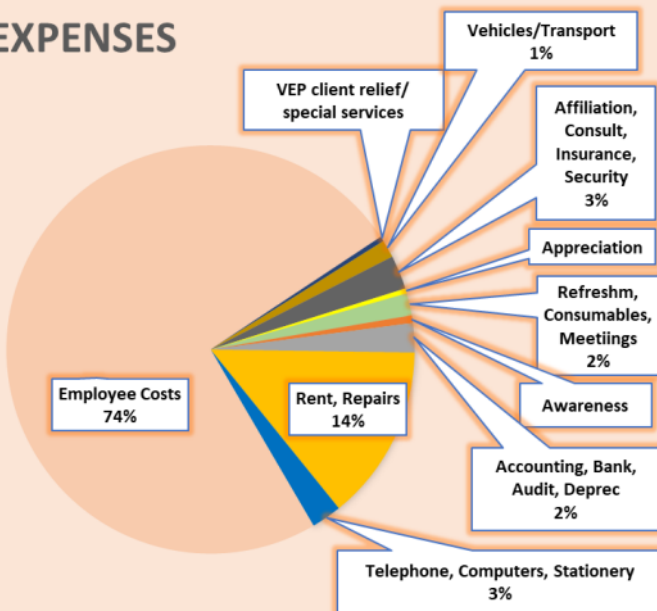
## INCOME



## INCOME (excluding DSD)



## EXPENSES



**THANK YOU** SUPPORTERS,  
DONORS AND FUNDERS!! EVERY  
**RAND** COUNTS!!



# Counselling Volunteers Knysna (K), Plett (P) & Sedgefield (S)

We cannot do without our volunteer counselling Supervisors and Counsellors:

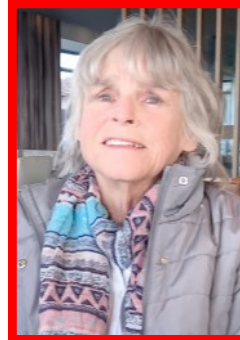
## SUPERVISORS



\*Nicola K&S



\*Ren- K



Liz—K



\* Paddy-K&S

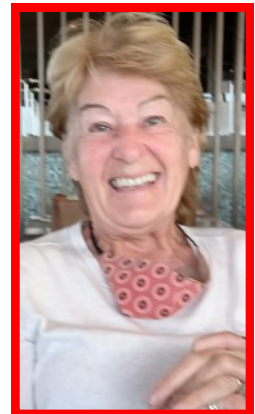


\*Sonnette- K

## Counsellors + \* Supervisors



Cate- K&S



\*Sue- K



Kevin—K



Denise- K



Sam-K



Femke- K&S



Susan- K



Anja—K



Suzi—K



Nadieha—K



# Counselling Volunteers Knysna (K), Plett (P) & Sedgefield (S)

We cannot do without our volunteer counselling Supervisors and Counsellors:

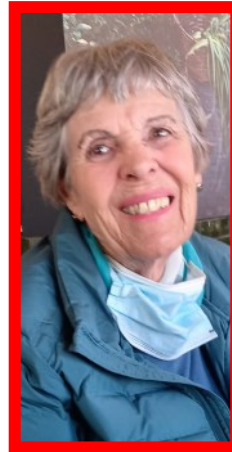
## SUPERVISORS



Svenja — P



Melani—P



Lorna — P



Sandy— K&P

## Counsellors +

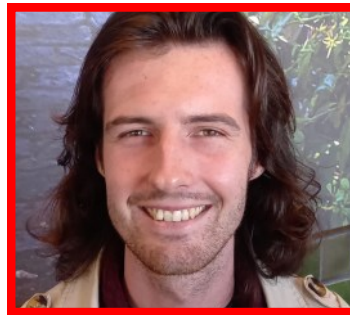
### \* Supervisors



Jilly — P



Caroline — P



Austin— P



Cordell — P



Beryl — P



Sharon— K&P



Jeanette—K&P



Dorett — P



Belinda — P



# Counselling Services

All counsellors are required to attend compulsory monthly supervision and bi-monthly CSDG to ensure that they are equipped to provide the best service to FAMSA'S beneficiaries. 7 Counsellor Skills Development Groups (CSDG) accredited by SACSSP for 1.5 CPD points were presented via Zoom. A total of 237 certificates were issued and a total of 210 people attended the sessions —both external professionals and FAMSA staff and volunteers. The following topics were presented:

Ethical considerations in the practice of Virtual Counselling
Positive Intelligence: exciting tools for creating shifts in counselling
The ethics of managing diversity in couple counselling. Using tools to connect.
LGBTQI +: ethical considerations in counselling individuals and families
Human Trafficking in SA: what counsellors need to know
The new GBV Act and counselling those affected by GBV
The importance of identifying and harnessing resilience in clients: Ethical considerations in ageing
Helping clients deal with stress with MBSR

## Counselling Beneficiary Profile

Race & Gender	Black Male	Black Female	Coloured Male	Coloured Female	Asian Male	Asian Female	White Male	White Female	Total
	90	180	77	152	2	1	71	136	<b>709</b>
%	<b>13</b>	<b>25</b>	<b>11</b>	<b>21</b>	<b>.3</b>	<b>.2</b>	<b>10</b>	<b>19.5</b>	<b>100</b>

## Number of counselling sessions (Sedgefield included in Knysna)

Knysna 2023	Knysna 2022	Plett 2023	Plett 2022	Combined 2023	2022
<b>1214</b>	<b>707</b>	<b>756</b>	<b>801</b>	<b>1970</b>	<b>1508</b>

Top 10 Primary presenting problems	Clients
Relationship Problems	129
Bereavement	123
Emotional Difficulties	105
Family Problems	86
Emotional/Verbal/Psychological Abuse	86
Physical Abuse	69
Anxiety	65
Depression	64
Anger Issues	61
Sexual Abuse	54



# Employee Assistance Programs

## THE EMOTIONAL HEALTH OF YOUR BUSINESS

The emotional health of any business is like the emotional health of a family. The people that live and work in it often have different levels of emotional health. An emotional "thermometer" does not give the causes of illness but will be an indicator that something is wrong. It will need the attention of the "family". Interruptions caused by imbalance need attention.

Employee Support Services may be defined as a:

*"Manpower Management System" designed to assist employees with personal problems affecting job performance or with the potential to affect job performance".*

Most organisations assume that they do not have troubled employees but according to studies world wide, 20% of the population suffer from some type of mental disorder. In South Africa 50% of road accidents are alcohol or drug related and absenteeism can cost companies up to 25% of the salary bill.

**FAMSA Knysna EAP division** provides:

- a professional, confidential quality service based on 30+ years' experience
- a wide range of services, e.g. training, counselling and group work.
- multi-lingual, multi-cultural professional staff
- services on a national level - 27 organisations throughout South Africa
- an organisation with credibility both in the community and in business
- an accessible service to communities as we have satellite offices
- a response to client needs in less than 72 hours.
- management and union training on EAP and
- Assistance with implementing policy and procedures to ensure a highly effective EAP.

FAMSA renders this service formally to:

- ⇒ Knysna Municipality
- ⇒ Robberg Fine Foods
- ⇒ ICAS—Independent Counselling and Advisory Service

It is hoped to expand this service to both local and national businesses as an income generating project to ensure FAMSA Knysna's sustainability.



## Plettenberg Bay: Teresa Angless, Leon Wilsenach and Caroline Zondani

**From Leon**– Reception: *I am always thankful to see the changes and growth in clients due to the help they received from our FAMSA counsellors. That makes the sun shines brighter each day.*

The past year built upon the increase in demand for counselling we have seen post Covid-19. Many more families are impacted by economic stress and resulting in increased pressure on relationships. We continue to see saddening amounts of clients impacted by GBV and past traumas. Trauma is very much a part of what brings many clients into counselling, and we strive to update ourselves as service providers with the latest research and best practice for trauma informed work.

Much of the year was spent organizing and implementing the FFT/USHO course which resulted in some fantastic new counsellors. Unfortunately, most were Knysna residents, so the Plett office still desperately needs more counsellors.

Zoom platforms have allowed us to share our training with many people outside of Knysna/Plett.

We continue to be called upon to provide counselling for cases which should ideally be managed by specialized services. However, in the absence of psychiatric and psychological services we often need to step in and assist as best we can. This is challenging to our volunteer counsellors who continue to provide valued supportive counselling.

The Plett office also managed to broaden our networking this period becoming the GBV arm to the newly formed Bitou Social Development Forum. We also provided input to learners at Murray High and Plett Sek on the growing trend of self-harm/suicide. We continue to make the importance of enhancing mental health in our communities a priority.



*Teresa Angless*

**Top right: Leon going the extra mile  
Right: 10 year Service certificates—  
Belinda Hager**



# Training

FAMSA presents the Family Foundation counselling training over 10 months, which is compulsory to complete in order to become a FAMSA counsellor, whether or not they are registered professionals. The course is based on the universal counselling models of Carl Rogers and Egan, which also forms part of the University curriculum. This training provides the practical application of helping to understand oneself in order to help others. Therefore, the name change for this course: **USHO**—Understanding Self to Help Others. A total of 335 people attended various workshops presented mostly face to face, with some still being presented virtually.

## A summary of previous attendees' feedback:

- ...it helps me to appreciate life more, the tools I received from these trainings will help me to handle situations, to help communities and families in difficulties.
- ... incredible year of training, in which we have been guided, stretched, challenged and supported. I have loved the process of learning your practices and then turning around and practicing our learnings!
- ...has been a wonderful gift to myself. ✂ I have learned an extraordinary amount within the framework of a down to earth & soul nurturing facilitation process. 🐦 The course content has helped to further open my heart & reach into my soul & also enlighten my mind.
- ...well thought out and presented. The course was informative and yes, very hard at times.
- ...a safe space where we could share our experiences / life stories.
- The teachings I will take with me always. It taught me that it's okay to stop, I'm allowed to say NO and that doing so is not a negative reflection. Self care is key in order to care about/for others....
- ...excellent. It was very practical and presented in a way that helps you connect the important principles with your own life experience. We had lots of opportunities to role play and practice what we were learning and to build up our confidence and ability.
- ...beste gedeelte vir my was om buite myself te moet staan en in te kyk. Jare se onnodige las van my skouers te gooi. Dit was so helend, kyk die lewe met nuwe oë 🗣️ Baie ingeneem nie net vir myself maar ook hoe om my gemeenskap beter te help
- ...taught me many things I didn't know and that made me a better advisor to my community.

Teresa Angless has been managing the Training with the help of Raydene Lewis. FAMSA is very appreciative of the following experts in their fields and organisations, whom we acknowledge for making this such a great course:

- ◇ **Femke Hamming** who presents and designs the Manual content for 7 of these workshops —totalling 18 days
- ◇ **Sandy Humphreys, Cate Pietrobon and Paddy Sheridan** who assist with small groups at Femke's workshops. Active counsellors assisted in role-plays.
- ◇ **Teresa Angless**—Social Worker 6 workshops
- ◇ **Carol Surya**—Private Psychologist 3 day workshop
- ◇ **Triangle Project**—Sharon Cox 1 day workshop
- ◇ **Sue-Ann Bright**—Private Psychologist
- ◇ **NPA**—Gerda Marx 2 Hours
- ◇ **Nicola Arend**— Forensic Psychologist 1 workshop
- ◇ **A21**—1 workshop
- ◇ **Sarah Foale** MBSR Practitioner 1 workshop



# Training



As an accredited Rewind Technique Training Centre, a 2 day workshop was presented on the Trauma Rewind Technique by an accredited trainer from the UK, Sue Sutton. SACSSP accredited 6 CPD points for this workshop. FAMSA is very thankful to the local media companies who assisted with the marketing of the workshops, and the experienced counsellors who assisted and gave their time, and the churches and Tebelo Lighthouse who generously offered their premises.



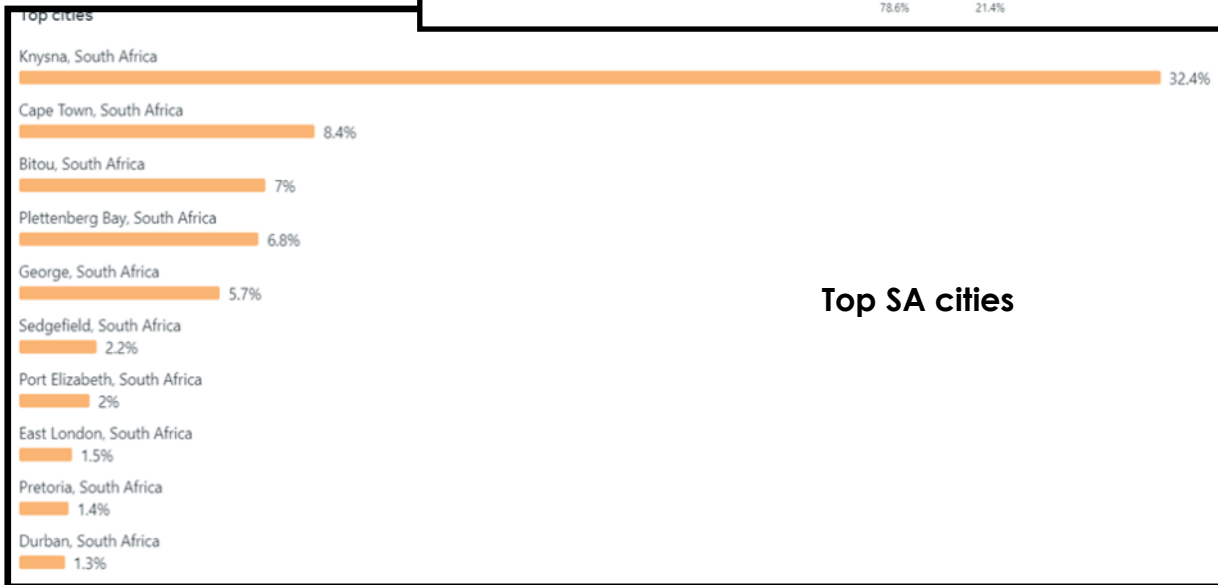
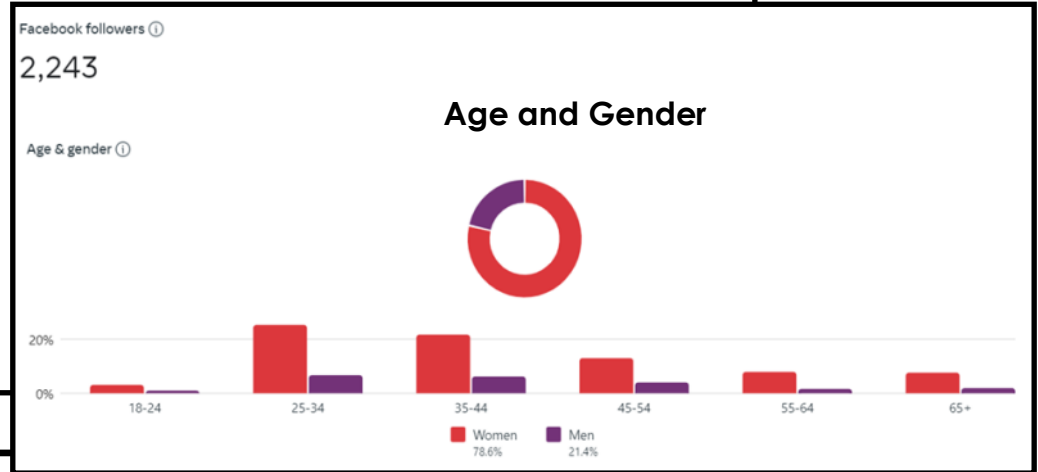
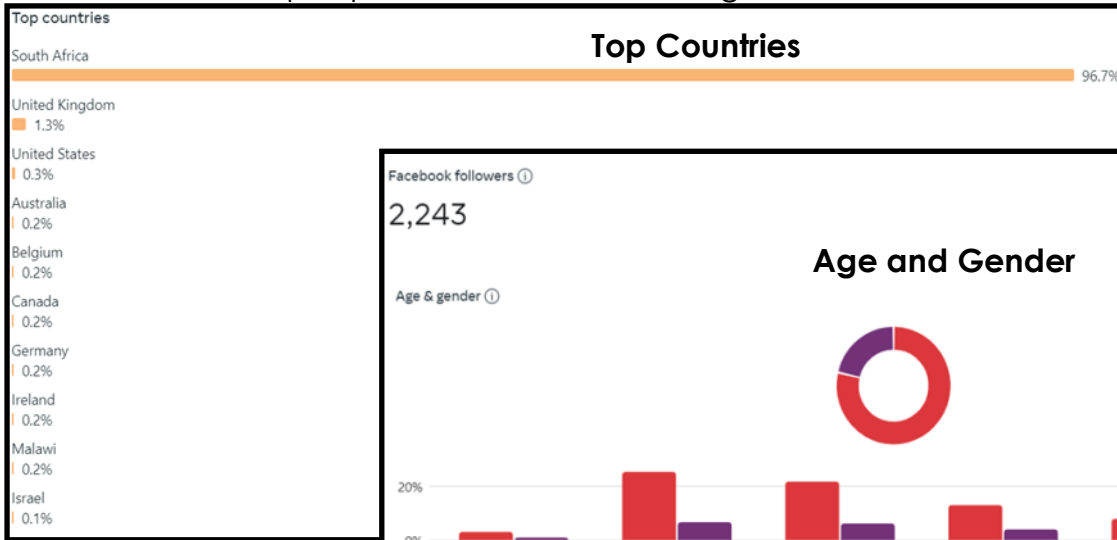
In addition to the training for the FAMSA counsellors, we had the privilege of facilitating the following training workshops:

- ⇒ New Apostolic Church SA : Intimate relationships for Marriage Preparation Facilitators **(left)**
- ⇒ Child and Youth Care Workers at Masithandane: Personal Growth, Self Esteem and Boundaries



# Media Awareness—Raydene Lewis

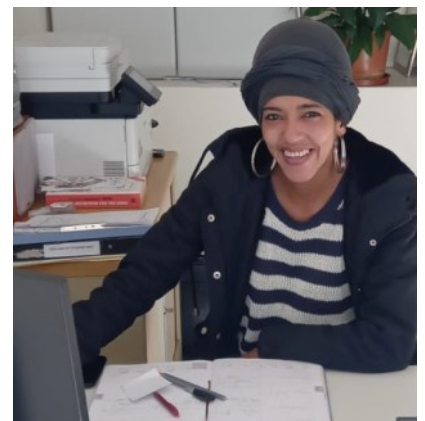
**Facebook** : FAMSA continues to use FB as a platform to market training and services as well as to advocate the importance of mental wellness and to stand up against any form of abuse. Below illustrates the demographics of the FACEBOOK audience: more than 62000 people were reached through Facebook.



**Written media** continues to be a great way to market our services. FAMSA appreciates the generosity and support of the local media, specifically: **Action Ads** (8500 copies as well as online); **Bitou News** with 3000 rcopies; **What's New** with 5500 copies lists emergency numbers and FAMSA Plett services and training on a weekly basis; **Seaexpress** with 1 million + subscribers; **The Edge** (5500 copies as well as online).

**Radio:** KnysnaFM; EdenFM and Radio204

*FAMSA and the community you serve  
thank you for informing the Public*





# Targets achieved DSD Funded Programs



DSD Family Preservation Services	Number of family members reached
Counselling	709
Fatherhood	182
Parenting	288
Victim Empowerment Services	Number of Individuals reached
Gender-Based Violence (GBV) Psycho-social support	148
Victims of Crime and Violence Psycho-social support	25
GBV community workshops	306

## Community awareness—Family Preservation

- World Aids Day: LoveLife Youth Centre Knysna—68 people
- Born Free Dialogue: Lovelife Youth Centre—Young Boys and Older Men—38 people
- Men's Dialogue: Men for Change —Smutsville Sedgefield—20 men
- Open Day at Knysna Town Clinic—40 people
- Fraaisig Primary School Knysna—Child Protection Day—100
- Men'd Engagement—Craggs, Wittedrift—60 people
- Human Rights Day—Bongani, Knysna - 50 people
- 16 Days ceremony Knysna Mall—30 people
- Hornlee community—16 days launch—300 + 80 men
- Women scars community Dialogue—Bitou Women of Change—100 women
- Wittedrift community—20 men
- Men's engagement—New Horizon—13 men
- Handed out 2000 2023 calendars during 16 days of activism Nov/Dec 2022.

Total: **2918 (plus/minus—difficult to determine)**



# Parenting and Fatherhood Workshops: Valencia Tshamba and Ju-anne Mabile-Lewis

**Parenting:** 11 groups in the following areas:

Brackenhill x2; Karatara; Khayaletu—Knysna; Joodsekamp x 2—Knysna; Ithemba Skills Development Centre - Knysna; Sedgefield; Rheenendal; Damsebos—Knysna and Hornlee

**Feedback from facilitators :**

Generally there is a cry for more support and follow up. The community appreciates the workshops. Not only do the parents need skills and knowledge to parent, but facilitators noted that many parents need to work through their experience as children being parented badly. Some focus is on self-care and healing. Older community members added much value and wisdom during sessions. Facilitators were able to brainstorm solutions for parenting challenges.



**Feedback from group members:**

- I feel free and happy about my life because I talked about my situation.
- Learnt how to communicate with our children
- Wanting more family orientated topics as follow up.
- Request more info on step children
- Single parents want more support through these sessions; -
- Learning how to prepare our children for life.



**Fatherhood** 14 groups in the following areas:

Prison x 6; White Location—Knysna; Hands and Hearts—Knysna ; Kwanokuthula—Plettenberg Bay; Rheenendal; Karatara; Knysna Community Corrections and Hornlee x 2.

**Feedback from facilitators:**

Privileged for the opportunity to go through the MenCare program with groups of men at the Knysna Correctional Centre. Many have found it valuable. Volunteers have assisted by co-facilitating. We have men who completed the MenCare Train –the -trainer who assist with recruitment through remote community visits and facilitating: Jan Davids, Freddie Jaftha, Nico De Vos and Kevin Treffry-Goatley (below pic on right).

**Feedback from group members:**

- Learnt to communicate my feelings; -Importance of creating platforms for open & honest communication; -Unlearning toxic cultures and customs; -We need more workshops to teach men about conflict management and emotional intelligence and to be aware of feelings; -Learnt to communicate my feelings; -Importance of creating platforms for open & honest communication; -Unlearning toxic cultures and customs; -We need more workshops to teach men about conflict management and emotional intelligence and to be aware of feelings.

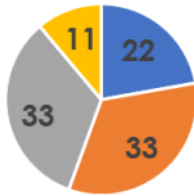


*Ju-anne Mabile-Lewis*

*Valencia Tshamba*

# Victim Empowerment Program—Thandile Lucas and Zukiswa Sonkqayi

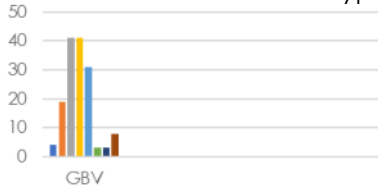
**Victims of Crime and Violence - Types of Crime %**



■ Housebreaking ■ Robbery ■ Murder ■ Assault

**Gender Based Violence — presenting types of abuse**

**Note:** same victim can present with more than one type



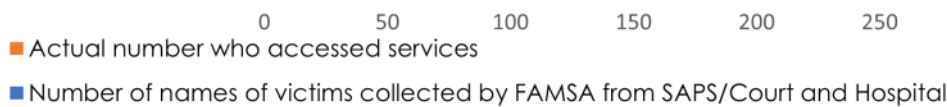
■ Discriminatory A ■ Economic A  
■ Physical A ■ Emotional A  
■ Sexual A ■ Harassment

FAMSA continues to network with frontline partners to draw up Memoranda of Understanding to ensure that victims have a smooth referral process. This has proved to be more challenging than expected. We have 8 signed MOU's.

We are part of Knysna SAPS GBV committee as well as the GBV Bitou Social Development Forum and the Community Orientated Primary Care- Plettenberg Bay.

**Number of victims who access VEP services**

**7 % impact**



■ Actual number who accessed services  
■ Number of names of victims collected by FAMSA from SAPS/Court and Hospital



**Gender Based Violence Workshops: 14** workshops were facilitated in the following areas:

Nekkies-Knysna; Knysna Correctional Centre; Khayaletu x2—Knysna; Sedgefield; Hornlee x 2-Knysna; Rheenendal; Homeless Group Knysna; Kwanokuthula—Plettenberg Bay; Knysna Stakeholders; Knysna x 2 and White Location– Knysna.



# Human Resources

## Human Resources

After a very busy time of recruiting in the previous year, FAMSA has been in a fortunate position of maintaining staff. Raydene Lewis was on maternity leave during this time and Tristen Abrahams was recruited who was previously a SAW intern at FAMSA.

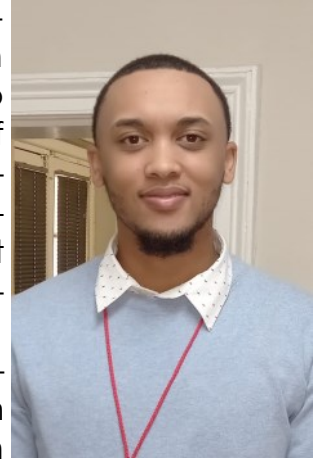
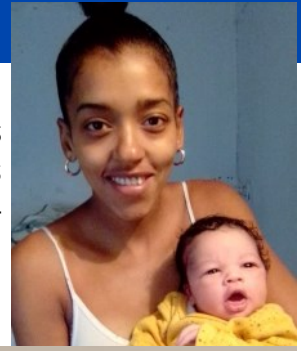
### Staff and volunteer well-being

Staff are encouraged to focus on mental and physical well-being due to the continued exposure to traumatised and emotionally unwell clients. Monthly support from various professionals is provided. In addition to this, FAMSA is very fortunate to have 2 professionals who assist with therapeutic intervention for staff and volunteer counsellors, should it be required. Sue Ann Bright and Nicola Arend—thanks for your contribution to ensure that the carers are helped when they need emotional support.



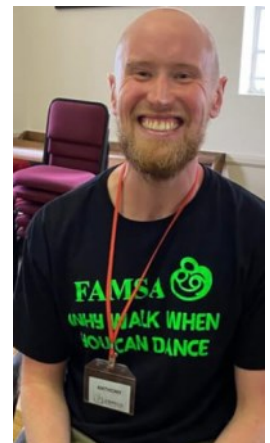
**Nicola and Sue—  
caring for the carers**

We have celebrated Raydene's baby, Valentine's Day and any moment that we can steal a dose of FUN—we do— even in monthly staff or quarterly project meetings.



International Volunteers: FAMSA hosted

- \* Anthony Dawson from UK through Volunteer International Adventures and
- \* Sue Sutton and Debby McLelland from UK who visit SA every 2 years.



# Occupational Health and Safety

## Occupational Health and Safety

Quarterly meetings were held. **OHS Committee:**

<u>Portfolios</u>	<u>Committee members</u>
<b>Chairperson</b>	Heidi Kidd
<b>First Aid</b>	Teresa Angless Lucretia Januarie
<b>Vehicles</b>	Zuki Sonqayi
<b>Fire</b>	Raydene Lewis Leon Wilsenach
<b>Security</b>	Ju-anne Mabie-Lewis Leon Wilsenach



## Governance

### Meetings

In compliance with FAMSA's Constitution, several meetings are held and attended via Zoom and other platforms throughout the year. The **Annual General Meeting** was held on 27 October, 2022 and all protocols were observed. This was FAMSA's 25th official AGM. The following people were honoured at the AGM for their contribution to FAMSA Knysna:

Years Service	Name
5	Denise Crain Sandy Humphreys
10	Paddy Sheridan Belinda Coram Teresa Angless
20	Femke Hamming
Special service award	Jan Krige—Driver
Harkerville Market	Wil and Menno R78213



**MANCOM** (Management Committee) Meetings are held quarterly with reports from the Treasurer and the Director presented for perusal, acceptance and information. These meetings ensure that the organisation is on track and complies with governance requirements. Meetings were held via zoom and Face to face on following dates: 28 July, 12 October, 26 January and 20 April. Thanks to Protea Hotel for providing the venue.

A **FINCOM** (finance committee) meeting consisting of: Vice Chair, Treasurer, Secretary, Director and Finance and Admin Manager, met before MANCOM meetings to work through the financial report and any other financial matters which were discussed and presented at MANCOM. FINCOM became a very valuable platform to have in-depth discussions regarding finances. Committee and office bearers remained the same.

**Annual Strategic Planning Meeting**—This occurred at Simola River Club on 23 January 2023



# Management

**Staff, Finance & Admin and Community Work meetings:** These occur at least once a month on a Monday morning. This is another opportunity to review and explore improving service delivery and to assist one another with daily goals and targets. It is also a time to laugh and connect as a team.

**Quarterly Joint Project Meetings** were held: May, July, January and April. Staff, together with Sonnette Le Roux (Counselling Co-ordinator and volunteer counsellor) and Sandy Humphreys (MANCOM member and volunteer counsellor) met. All reports of staff and projects are distributed before the meeting where challenges and suggestions are explored.

**Annual Office Clean-up:** Over 2 days each staff member sorted their files for shredding/recycle or re-use. This has become a valuable exercise.

**Official meetings:** Meetings included Forum/Sub-forum meetings with other NGO's, the Dept. of Social Development, the Community Policing Forums, Thuthuzela Forum, COPC, GBV SAPS committee and others.



**Provincial Forum Meetings:** These were held in compliance with the Constitution of FAMESA: 16&17 May and 14&15 November in Swellendam. (Pic on right)

**National Directors Meetings:** 20 September and 21 February via Zoom. National AGM: 29 September via zoom.



# Funding

**Department of Social Development:** We are able to employ: 3 social workers, 2 social auxiliary workers and 2 community development assistants plus a portion of the funding goes toward 2 administrators and 2 management posts .

**Grant-in Aid (GIA):** Received **R15 000 from Knysna Municipality.**

**National Lottery Commission:** Application successful but funds will be received in the next financial year.



# Fund Development - Lou van der Merwe

## Fund Development Project (FDP):

Lou van der Merwe, the Fund Development Project Manager, has managed this project for 5 years. 2 % of the income comes from this project and donors are able to receive Section 18A certificates for tax benefit purposes.

The MySchoolMyVillageMyPlanet initiated by FDP is the one method of growing FAMSA's income passively. From 13 Supporters in 2019 to 160 supporters in 2022/3! We would like to see the supporter numbers increase the average R692 (R500 in 2022) monthly income to R10000 pm. Average spend of R10 pp would mean we need 640 new active supporters. This would assist in employing a part-time counsellor to provide counselling in Xhosa—a much needed service. Please help FAMSA to recruit 700 new supporters to achieve our goal— see back of annual report for detail. We benefit through your spending at participating businesses



## SUPPORT FAMSA Knysna & MAKE AN IMPACT

### 2022-2023

<b>R804</b>	<b>April</b>
<b>R756</b>	<b>May</b>
<b>R720</b>	<b>June</b>
<b>R427</b>	<b>July</b>
<b>R650</b>	<b>Aug</b>
<b>R345</b>	<b>Sept</b>
<b>R460</b>	<b>Oct</b>
<b>R576</b>	<b>Nov</b>
<b>R760</b>	<b>Dec</b>
<b>R1021</b>	<b>Jan</b>
<b>R922</b>	<b>Feb</b>
<b>R861</b>	<b>Mar</b>



Get your MySchool  
Scan QR code & register  
Choose us as your beneficiary

**JOIN NOW**  
[www.myschool.co.za](http://www.myschool.co.za)



**FAMSA**  
Families South Africa









**25**  
Years  
MySchool MyVillage MyPlanet

FAMSA Knysna invites You, Friends and Family to achieve our 700 supporters: Please join MyVillage through their webpage and choose FAMSA Knysna as a beneficiary: Click here to register:

<https://www.myschool.co.za/portal/register?beneficiary=12490/> see back of this document

# FUNdraising

**Fundraising** accounts for 2% of our income. Running costs escalate yearly, so it is vital to source additional funds.

Project	Comment
Harker-ville Mar- ket	<p>Very thankful to Wil and Menno at the Harker-ville Market who manage a Bookshop every Saturday to raise funds for the Plettenberg Bay office. A total of <b>R 90904.60</b> contributes to running costs of the Plettenberg Bay</p>  
Golf Day	<p>Due to bad weather prediction as well as few registrations, the 3 golf days sadly has to be cancelled. RawAfrica /Skyvilla from Plettenberg Bay was kind enough to invite FAPSA players to play in their charity golf day and it was an opportunity for an auction for all the lovely prizes that had been collected for the FAPSA Golf Days. Not all was lost.</p> 
Knysna Forest Marathon (KFM)	<p>KFM made a donation for our support.</p>  
Street Collec- tions	<p>Done in combination with MyVillage card drive.</p> 







# FAMSA

## Families South Africa

Knysna & Plettenberg Bay 005-417-NPO  
Sedgefield, Karatara, Rheenendal, Craggs and Kranshoek



ENHANCE RELATIONSHIPS AND EMOTIONAL WELL-BEING THROUGH  
COUNSELLING, TRAINING AND COMMUNITY WORKSHOPS

**Choose Kindness  
above violence**



**Kies Goedhartigheid  
bo geweld**



**Khetha Ububele  
Kunobundlobongela**

Neem goeie besluite

### JANUARY

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Love others better  
by loving yourself first

### FEBRUARY

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

Yiba nobubele ngamaxesho  
onke kubantu

### MARCH

M	T	W	T	F	S	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Wees aktief! Stap, Dans, Draaf

### APRIL

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

CHERISH YOUR FAMILY

### MAY

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Amadoda anemvakalelo  
futhi ayakwazi nokulila

### JUNE

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17	18	19	20	21	22	23
24	25	26	27	28	29	30

Winter is hier!  
Koester jou hart

### JULY

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29	30	31				

RESPECT WOMEN -  
YOUNG AND OLD

### AUGUST

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18	19	20	21	22	23	24
25	26	27	28	29	30	31

Ntwasahlobo ilapha:  
Yima uve intyantyambo

### SEPTEMBER

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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Reis lichter - praat met 'n berader  
oor emosionele bagasie

### OCTOBER

M	T	W	T	F	S	S
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Trauma can change your life... ensure  
positive growth through counselling

### NOVEMBER

M	T	W	T	F	S	S
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17	18	19	20	21	22	23
24	25	26	27	28	29	30

Masingavumeli ukuhlukunyezwa  
noba sekunini

### DECEMBER

M	T	W	T	F	S	S
						1
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

1 Jan New Year's Day  
21 Mar Human Rights Day  
29 Mar Good Friday  
31 Mar Easter Sunday

1 Apr Family Day  
27 Apr Freedom Day  
1 May Worker's Day  
12 May Mother's Day

16 Jun Youth Day  
16 Jun Father's Day  
21 Jun Solstice  
9 Aug National Women's Day

24 Sep Heritage Day  
16 Dec Day of Reconciliation  
21 Dec Solstice  
24 Dec Christmas Eve

25 Dec Christmas Day  
26 Dec Day of Goodwill  
31 Dec New Year's Eve

SCHOOL TERMS: Term 1: (15)17 Jan-20 Mar • Term 2: 3 Apr-14 Jun • Term 3: 9 Jul-20 Sep • Term 4: 1 Oct-(11)13 Dec

Knysna: 044 382 5129 072 847 0322 Knysna@famsa.org.za

Plettenberg Bay: 044 533 0515 079 640 6883 Plettenberg@famsa.org.za

Sedgefield, Karatara, Rheenendal, Craggs and Kranshoek

24/7 Gender Based Violence Hotline: 0800 428 428

National Helplines: LGBTQI+ Support- 021 7126699

NATIONAL HELP-LINE NUMBERS:

GBV Command Centre: 0800 428 428

Child Line: 0800 055 555

Human Rights Commission: 011 877 3600

Elderly Abuse: 0800 003 081

Substance abuse: 0800 121 314

www.knysnabydesign.co.za

SAPS Emergency Services: 10111  
Stop Woman Abuse: 0800 150 150  
Human Trafficking: 0800 222 777  
Legal Aid SA: 0800 110 110  
Mental Health info: 0800 567 567  
Presidential hotline: 17737

SAPS Crime Stop: 08600 10111  
Life Line: 0861 322 322  
Com. Gender Equality: 0800 007 709  
Aids Helpline: 0800 012 322  
Suicide Crisis: 0800 567 567



NATIONAL LOTTERIES COMMISSION  
LOTTO FUNDED

# Appreciation

## ***Certificate of Appreciation***

*This certificate is awarded to*

**Menno and Wil Hiemstra**

*in recognition of service to FAMSA Knysna/Plettenberg Bay through the  
Harkerville Market Book Sale.*

*A total of R90904.60 was raised from April 2022 to March 2023*

FAMSA thanks you for your contributions to the FAMSA family and your community.

### **Specifically:**

Western Cape Government - Social Development;

Monthly and Once-off donors;

**All the organisations who support us**—AllSound, ByDesign; Personal Trust; Knysna Food Lovers Market; Knysna Toyota; Remax Coastal; Robberg Fine Foods; TCS Plett; Edward Garnett Woods ; Knysna Forest Marathon; Knysna Rotary; Knysna Rotary Anns; Knysna Mahjong ladies , Knysna Municipality; MPK Chartered Accountants; Plett NG Kerk and Plett Methodist Church; Skyvilla Boutique Hotel; The German Shop; Tebelo Lighthouse

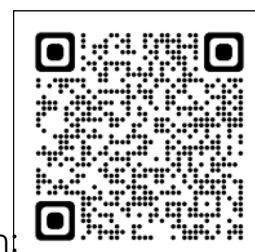
**Bookworms who support the Harkerville Book Shop**

**Local newspapers:** Action Ads, Bitou News, The Edge, What's New in Plett; SeaExpress

**Our dedicated and passionate staff and volunteers;**

**Our stakeholders and Clients,**

***Et alia***



For more info: <https://www.facebook.com/knysnafamsa/?ref=bookmarks/QR> scan