



Society for the Care of Persons with Mental Handicap

ANNUAL REPORT 2016

MOVING
TOWARDS
50 YEARS

NUTRITIOUS
MEALS

RESPECT

DONORS

ENCOURAGEMENT

WARM
BED

Inspiration

THERAPY

DIVINE
PROVIDENCE

SMILES

CARE

LOVE

SAFE
ENVIRONMENT

FULLY
SPONSORED

“...ONLY ADMIRATION, ALMOST A SENSE OF DUTY TO CHERISH THIS VERY PRECIOUS PERSON, WHO AS A YOUNG GIRL EXPRESSED THE WISH TO BE A MISSIONARY IN AFRICA. NOW, WITH HINDSIGHT, I REALISE THAT I WAS PREDESTINED TO BE HER COMPANION, HER PROTECTOR ENABLING HER TO EXPRESS THIS MISSIONARY VISION”

– DANNY HYAMS “A PAIR OF PYJAMAS” EXTRACT FROM A LITTLE PARADISE 2007 P 114

OUR MISSION

To care for, develop and enhance the quality of life,
with love and understanding from a dedicated staff,
persons with intellectual disability of all races and creeds entrusted to us,
by providing with trust in Divine Providence
and in co-operation with the parents, the community and the State
the necessary spiritual, nursing, therapy and stimulation services
in as an efficient and economic manner as possible.

CORE VALUES

In an interview by a journalist of the Press Office of the Province of Bergamo in May 2009, Domitilla Hyams, Founder, was asked:

Your story is about faith, love, dedication and perseverance. Who transmitted you these values? My dear mother, Elvira, was an example to all of us at home. Widowed at an early age, meant their responsibilities were so much greater with raising six children and participating in the manual work in the fields. She still found time to listen to, and comfort anyone who sought her help. What a profound Christian and industrious life she led...

You received a lot of awards. What do they mean for you? The awards I received were really meant
1. For the very caring staff (which included my own children) and 2. The Madonna, who *inspired* the correct knowledgeable people to assist in guiding the Society.

The solid principles and beliefs by which LITTLE EDEN has operated since 1967 have ensured that each child and adult with intellectual disability who have passed through its doors has been treated with the love, care, dignity and respect to which they are entitled.

The symbols of LITTLE EDEN Values of **Respect**, **Sanctity of Life** and **Love & Care** remind us of Danny and Domitilla's (founders) legacy: to treat our residents, staff, donors, visitors and environment with proper and due regard in ensuring a safe and nurtured environment.

Each child and adult with intellectual disability is made in the image of God and we at LITTLE EDEN value each individual resident. We firmly believe in the right to the best possible quality of life for our special angels and it is a team of many that makes it possible for them to be helped to reach their full potential.



RESPECT • SANCTITY OF LIFE • LOVE & CARE

MOVING TOWARDS

50 Years OF PASSIONATE CARING AND LOVE

LITTLE EDEN opened its doors to our first three little children on 15 May 1967, a day which we now celebrate as our birthday, making next year our 50th Birthday!

We are indeed very proud of this achievement and are in the process of setting up the calendar of events for the year which includes fundraisers, marketing events, in-house functions and even an inaugural Danny and Domitilla Hyams Memorial Lecture. We are expecting both local and international supporters to attend. It's all very exciting, but alas, also costly.

We started off our planning by selecting a theme for the 50th year. Our theme, **Stars**, represents our past and present residents, donors, staff, and our late founders, Danny and Domitilla Hyams. It is through their dedication, belief and perseverance that LITTLE EDEN has survived all these years. 2017 will be an exciting year all round and we look forward to sharing it with you.

#smilefor50



Society for the Care of Persons with Mental Handicap

JANUARY

We will begin the year by celebrating the life of our founders, past residents, staff and donors at a **Mass to be held at Elvira Rota Village on Saturday 29 January 2017.**

MARCH

Then on **4 March** we will have our annual **Fête** in Edenvale.

APRIL

April is exciting with a **Pilgrimage** from Edenvale to Bapsfontein on **Easter Monday 17 April.**

We will also be hosting a **corporate breakfast** at Domitilla and Danny Hyams Home in **April**, where we anticipate the MEC for Health will be a guest speaker.

MAY

Then as **15 May** is our 50th birthday, we are hosting a **big birthday bash** for all our 300 residents and 256 staff members, both at Domitilla and Danny Hyams Home in Edenvale and at Elvira Rota Village in Bapsfontein. We will celebrate with our residents and staff with a full blown lunch party with balloons, clowns, party hats, music... the works!

MAY

May sees the **Inaugural Danny and Domitilla Hyams Memorial Lecture**, which will become an annual event alternating between South Africa and Italy.

JUNE

2 June, in our opinion, is the perfect date for a **Star Gazing evening** at Elvira Rota Village.

JULY

We can never forget our fearless past president Nelson Mandela (who was 2 months younger than Domitilla!) and so on **18 July, Mandela Day**, we are opening our Homes to volunteers.

AUGUST

3 August brings us a **Breakfast Honouring Women**, to be held at Investec (don't worry gents, you are also invited to attend!)

SEPTEMBER

8 September would have been our founders 70th wedding anniversary, and what better way to celebrate than with a **Gala Evening** to be hosted at Emperors Palace?

NOVEMBER

Don't worry! We haven't forgotten our **Annual Christmas Concerts**, to be held on **17 & 18 November** at Domitilla and Danny Hyams Home and on **24 & 25 November** at Elvira Rota Village.

OCTOBER

We are then closing off our official birthday calendar with an **Interdenominational Praise and Worship Service** at Domitilla and Danny Hyams Home on **29 October.**

SEPTEMBER

The end of **September**, before the year-end rush, our **staff** will have some fun at their **team building and annual function.**

So, that brings us to the end of the events! Don't forget to diarise the ones you wish to attend! We will keep you posted via our website, Facebook, etc. ★

Now, we all know that having a birthday as big as a 50th is an expensive affair. This is where you come in! If there are any of the events that you feel you would like to sponsor, either in full or part, we would be delighted! All donations, no matter how big or small will be greatly appreciated as we celebrate next year. Sponsors for our 50th will be invited to supply brochures for our "marketing goodie bags" which will be handed out at events.

If you are unable to donate cash, or goods in-kind, how about **donating your birthday to LITTLE EDEN?**

So instead of your family and friends buying you gifts, you can ask them to donate the money to LITTLE EDEN. And instead of having a birthday party at a restaurant, bring your family and friends to one of our functions! Sounds like a great idea!

info@littleden.org.za



AUTHORITY FOR LITTLE EDEN SOCIETY TO DEDUCT FUNDS DIRECTLY FROM MY ACCOUNT.

Telephone: +27 11 609 7246 PO Box 121, Edenvale 1610

Donor Details

Office use only: donor code:

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Full Name (Mr/Mrs/Ms)

Postal Address

Physical Address

Tel (H) () (W) ()

Cell E-mail Address

Authority is hereby granted to LITTLE EDEN Society to make a withdrawal from my account as detailed below

I/We acknowledge that the party hereby authorised to effect the drawing(s) against my/our account may not cede or assign any of its rights to any third party without my/our prior written consent and that I/we may not delegate any of my/our obligations in terms of this contract/authority to any third party without prior written consent of the authorised party. Thank you for your co-operation.

An amount of R

	once off, or
	for the next months, or
	on the first day of 20___ and each month thereafter, until cancelled by me.

Credit Card By deduction from my credit card account ☐ Master card ☐ Visa card

Name of Account Holder:

Card No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiry Date

--	--	--	--	--	--

 ccv number

--	--	--

 (last 3 digits on back of card)

Date Signature

NB PLEASE FAX TO LITTLE EDEN SOCIETY +27 11 452 4560 WHEN COMPLETED

DEBIT ORDER AUTHORITY



A. Authority

Given by (Account Holder)

Account type:		Current		Savings		Transmission
Account Holder's Name:						
Surname:						
Telephone Number:						
Bank:						
Account Number:						
Branch Code:						
Address:						
Amount:	R					

To (Beneficiary Details)

Name:	LITTLE EDEN SOCIETY
Abbreviated Name:	LITTLEEDEN
Contact Number:	+27 11 609 7246
Address:	79 WAGENAAR RD, CNR HARRIS AVE, EDENGLLEN P O BOX 121 EDENVALE, 1610 SOUTH AFRICA

This signed Authority and mandate refers to our contract dated: TODAY

I/we hereby authorise you to issue and deliver payment instructions to your Banker for collection against my/our above-mentioned account at my/our above-mentioned Bank (or any other bank or branch to which I/we may transfer my/our account) on condition that the sum of such payment instructions will never exceed my/our obligations as agreed to in the Agreement and commencing on and continuing until this Authority and Mandate is terminated by me/us.

The individual payment instructions so authorised to be issued must be issued and delivered monthly (on the first day of every month)

In the event that the payment day falls on a Sunday, or recognised South African public holiday, the payment day will automatically be the next ordinary business day.

B. Mandate

I/we acknowledge that all payment instructions issued by you shall be treated by my/our abovementioned Bank as if the instructions have been issued by me/us personally.

C. Cancellation

I/we agree that although this Authority and Mandate may be cancelled by me/us, such cancellation will cancel the Donation. I/we shall not be entitled to any refund of amounts which you have withdrawn while this Authority was in force.

D. Assignment

I/we acknowledge that this Authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

The Agreement Reference: Donation

Signed at _____ on this _____ day of _____

SIGNATURE OF ACCOUNT HOLDER _____

Volunteer Clémence with Daniella



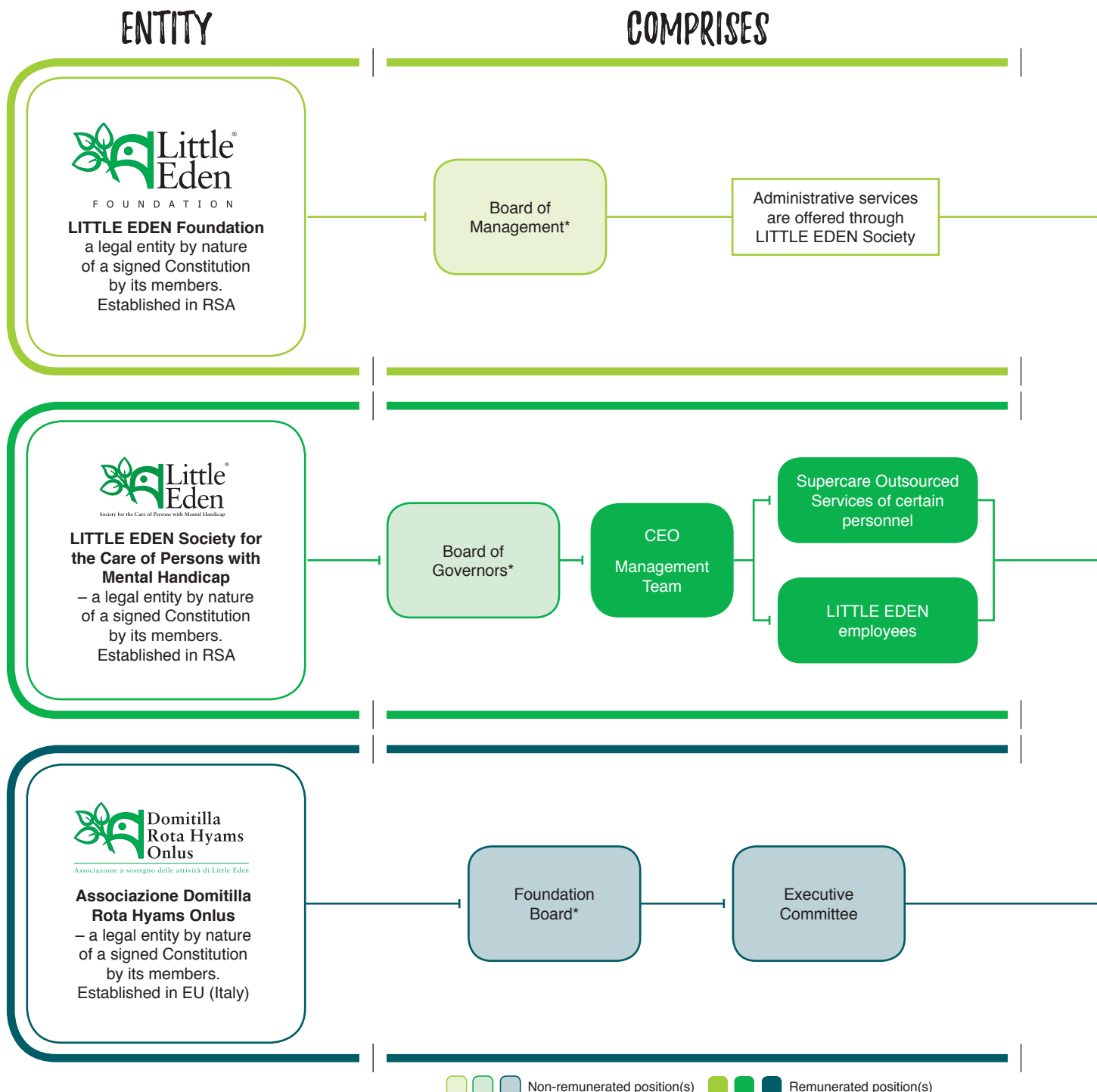
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Relationship of LITTLE EDEN entities



* Boards are independent of each other



Siza, Ahmed and Jason at their Heritage Celebration

FUNCTION

To safeguard, manage and maintain the immovable and investment assets previously of LITTLE EDEN Society

To carry out 24-hour residential care and stimulation for the 300 residents

To promote the interests of LITTLE EDEN Society by raising public awareness, promoting volunteer programmes and fundraising

OUR COMMON OBJECTIVE

WITH DIFFERING RESPONSIBILITIES, TO ENSURE THE APPROPRIATE CARE OF THE RESIDENTS OF LITTLE EDEN SOCIETY.

REGISTERED STATUS

NPO	Yes (100-006NPO)
PBO	Yes (930 034 635)
Section 18A status	Yes
Part funded by Government	No

NPO	Yes (001-827 NPO)
PBO	Yes (930/0000/03)
Section 18A status	Yes
Part funded by Government	Yes

NPO	P.IVA – C.F. 03805930165
PBO	
Section 18A status	
Part funded by Government	No

Introduction

LITTLE EDEN Society for the Care of Persons with Mental Handicap is a registered Non-Profit Organisation (001-827 NPO), is licensed to operate under the Department of Health Gauteng Provincial Government and is an approved Public Benefit Organisation in terms of Section 30 of the Income Tax Act (PBO 930/0000/03), established in 1967 by the late Domitilla and Danny Hyams. Our Section 18A status allows for donations made to the Society to be deductible in terms of Section 18A of the Income Tax Act, dependent upon the amount of the taxpayer's tax liability.



This report covers the most material issues related to LITTLE EDEN Society outlined below. There were no limitations or changes in terms of scope or boundary and the report covers all the operations of Domitilla and Danny Hyams Home (DDHH), Edenvale and Elvira Rota Village (ERV), Bapsfontein, as well as the Second-hand Shop Operation. This report does not report on the operations of LITTLE EDEN Foundation or Associazione Domitilla Rota Hyams Onlus as they are independent entities (see page 06). This is the fifth year that LITTLE EDEN is using the Global Reporting Initiative guidelines (GRI G4 NGO sector supplement) with the aim of continuously improving on previous reports and with the express purpose of being an instrument through which LITTLE EDEN is able to demonstrate to all stakeholders its commitment to public accountability, transparency, recording efficiency and sustainable fundraising. The last Annual Report was released in July 2015. The GRI compliance table may be referenced at the back of the Report to clarify queries or to locate specific information.

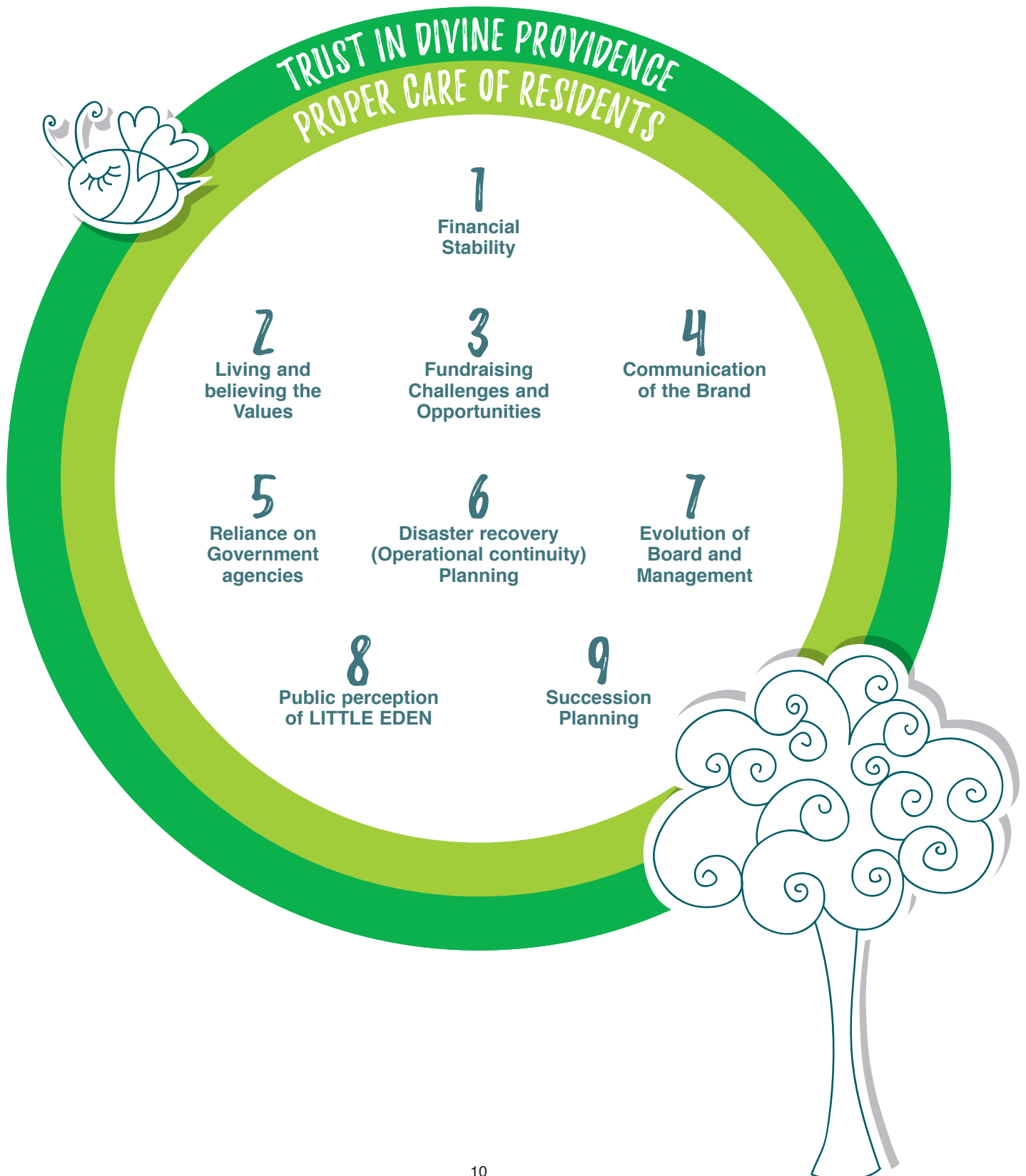


This report was compiled in accordance with the Recommendations of the Global Reporting Initiative guidelines (GRI G4 NGO sector supplement: core level).



Mischievous Rowan

Material issues





MATERIAL ISSUES EXPLAINED

In March 2016, management and other members of staff met to discuss the status of internal controls and systems in each department and the risk management for the financial period 2015 – 2016. The objective was to link these risks to the material issues and stakeholders that are most pertinent to LITTLE EDEN. The most material issues have been identified below.

Financial stability remains at the top as the most significant and ongoing material issue, especially in light of the continuing economic challenges and the impact of these for non-profit organisations. The relationship and timeous payments from the Department of Health Gauteng Provincial Government and the South African Social Security Agency (SASSA) have improved.

Living and believing the Values remains in its current position. *Respect, Sanctity of Life and Love & Care* are the Values which should encompass all spheres within the organisation – the manner in which we provide care for our residents; the manner in which we interact with each other as staff members; in the expectations we hold of volunteers; in our actions and activities that we perform in representing LITTLE EDEN, and believing and living these Values outside the boundaries of LITTLE EDEN in the community.

Fundraising Challenges and Opportunities link closely with **Communication of the Brand**. During this reporting period a number of challenges were experienced and as a result a Fundraising Department was established in June 2015 to address these challenges and determine a strategy to secure a regular income stream (ideally monthly) through various campaigns such as the Adopt an Angel (AAA) campaign, Debit Order campaign, Give As You Earn (GAYE) and Donor Relationship Development.

LITTLE EDEN **relies on Government agencies** to operate efficiently and within their mandate, however ad hoc challenges remain with regard to various elements: blood tests, receiving the required medication, being allocated a doctor/dentist to attend to our residents, the challenge that the Department of Health Gauteng Provincial Government requires that no more than 50% of the monthly maintenance subsidy be allocated to manpower costs (in comparison to the LITTLE EDEN spend of over 70% which is required to ensure an excellent care service). The relationship with the various Government agencies is continuous to address these challenges timeously. As at the end of March 2016 there are no subsidies outstanding.

Disaster recovery (operational continuity) planning is in hand. Formal procedures and policies and plans are being finalised to address various crises and the required response (e.g. loss of IT systems, fire destroying one or more key buildings, etc.). Risk improvements, as requested by our insurance provider, have been actioned: the backup IT system has been installed in an office in another building and smoke detection has been installed for all buildings.

Continuation of utilities (water and electricity) remains an area of concern with the supply of electricity and water becoming more unreliable. Service delivery interruptions contingencies are in place to avoid a significant impact on the delivery of care to residents (generators at both Homes; borehole at both Homes).

Evolution of Board and Management is a focus area which forms part of succession planning. Various strategies are being implemented to ensure the continuation of LITTLE EDEN and its Ethos as/when the current generation of LITTLE EDEN leaders move on. Specific focus on the succession plan for Care Centres Manager function is under way.

Public perception of LITTLE EDEN remains a critical element which needs continual attention. The Society also needs to remain in the public eye. This, along with **succession planning, communication of the brand** and the need to prepare a strategy to ensure that any and all future changes to Board and Management will not have a negative effect on the donor population's willingness to continue to support LITTLE EDEN. The strength of various channels of communication to build relationships, such as social media, is also a focus area.

Gontse building his puzzle



"IT WILL BE OF UTMOST IMPORTANCE TO HAVING INCUMBENTS WHO WILL EMBRACE AND ENCOMPASS THE VALUES AND ETHOS OF THE FOUNDERS WHICH IS ABSOLUTELY ESSENTIAL TO THE ETHICS, MORALS AND SUSTAINABILITY OF THE SOCIETY"

– Maurizio Galimberti



Maurizio Galimberti

Chairman's Report



It gives me great pleasure to present the 48th Annual Report of LITTLE EDEN Society for the year ending 31 March 2016. This year under review has again proven to be successful, but at the same time a challenging year in terms of sustainability. As the global, and in particular the local economic woes have been exerting a stronger grip on so many of the different industrial and commercial spheres, and on the country as a whole, LITTLE EDEN was most certainly not isolated from the effects of these economic tribulations and this was evident due to the rising problem of access to diminishing funds. These circumstances certainly resulted in numerous soul searching discussions at both Board and Management levels, for the possible sombre action of cost cutting from various departments. This proved to be unachievable, due to the fact that over 70% of the total costs are made up of caring and personnel costs. It has always been unanimously accepted that the Society will not compromise the standards of quality care to its residents. These expenses, as will be noted in the Treasurer's Report increased by over 8% from 2015 with a similar trend being shown for total Society expenses for the current year. Fortuitously a quality which was exemplified so many times by our dear founder, Domitilla, that no challenge, no matter how insurmountable, could not be overcome in the face of willpower, determination and not forgetting the intervention of Divine Providence. In fact during any crisis situation, one would always be met with a response from Domitilla of "pray, pray and Divine Providence will provide". Regardless of the uncertainties, and with the steadfast and dependable backing of the Board, Management, Staff, Volunteers, Friends, Donors and Benefactors, LITTLE EDEN continued to strive and advance with progress towards its jubilee year.

The financial performance is provided in further detail in the Treasurer's Report and I would like to acknowledge that the achievements and realisations would not have been possible without the partnership of the various stakeholders, donors, both individual and corporate, and the community at large for all their financial assistance, pro-bono services and donations-in-kind. A very large word of thanks and appreciation must go out to National Lotteries Commission for its eleventh hour contribution of R2.505 million. This enabled the Society to move out of an expected R2.2 million deficit for the year into a slight surplus which was most pleasing after an exceptionally difficult year.

In order to achieve our long-term goal of ensuring complete financial sustainability, great emphasis has been put onto the Fundraising and Relationship Development

Departments. In the current financial climate, together with other factors, the tasks and undertakings from all involved to maintain, source and increase the donor base, particularly on the corporate and high earning individual source, will be an arduous and demanding challenge. My sincere heartfelt wishes and gratitude go out to all involved in these key departments and I am confident and believe that with the correct guidance and support the short and medium-term goals and objectives will be accomplished.

A further challenge to LITTLE EDEN is the transference of its Values and Ethos, which are encapsulated as *Respect, Sanctity of Life and Love & Care* and form the core and backbone of LITTLE EDEN, to the next generation of custodians, the future management and staff complement which will need to replace the current aging team. It will be of utmost importance to have incumbents who will embrace and encompass the Values and Ethos of the founders which is absolutely essential to the ethics, morals and sustainability of the Society.

A comprehensive succession plan for the current senior officeholders is well in place and in practice. With this plan, it is hoped that the sustained progress and care-provision according to the Society's Constitution, Mission Statement and Value System will be assured. Further aspirations planned for the medium-term are less reliance on the State; sustainable manpower and teamwork support and a meaningful support base – both financial and other – from outside South Africa.

During May 2015, the Society had the auspicious privilege of hosting a very special Italian delegation representing the Associazione Domitilla Rota Hyams Onlus from Italy. This delegation was made up of influential and prominent individuals including His Excellency Mr Giulio Terzi who was the former Minister of Foreign Affairs of Italy. The main purpose of this visit was to structure a closer bond between the Society and the Onlus. This visit was combined with a successful book launch function which was held at the Johannesburg Italian Club with inspirational speeches having been given by His Eminence Wilfred Cardinal Napier OFM, Rev Fr Justin Wylie, Giulio Terzi di S. Agata, Maurizio Mariano and the Hon. MEC for Health Gauteng Province Ms Qedani Mahlangu. The complete delegation of visitors was extremely touched by the exceptional work being carried out at the Society and this event combined with the book launch is an important step in consolidating the sustainability of LITTLE EDEN. During this period three students from the University of Bergamo visited LITTLE EDEN to continue with their research studies



Sindi's smile brightens the room

**"THESE CHILDREN HAVE A RIGHT TO LIVE,
AS WE DO, AND WE MUST DO OUR BEST TO
CARE FOR THEM AND MAKE THEM HAPPY"**

– Domitilla Hyams

relating in particular to autism and they brought with them valuable feedback relating to the practicals that were completed at LITTLE EDEN by previous students who had also visited.

I am pleased to report that the relationship between the Department of Health Gauteng Provincial Government and LITTLE EDEN has shown some significant improvement. This is as a result of the visit to LITTLE EDEN by the MEC together with a number of local, district and national level Department of Health representatives. During this visit certain pertinent critical challenges were put forward with the expectation that these challenges would be resolved. We hope that the road ahead will be maintained in this improved and understanding manner, this is extremely vital in ensuring that the excellent standards within LITTLE EDEN are upheld. I thank all involved.

Fidesco, an international NGO, which is responsible for sending volunteers for two year missions to help the needy, has again proven to be invaluable towards LITTLE EDEN. We on the Board would like to salute and acknowledge all these Fidesco and other volunteers for their unselfish sacrifices towards the Society.

A further momentous chronicle in the history of LITTLE EDEN was reached in February 2016, when the Mayor of Almenno San Bartolemeo, issued an official invitation to the family and relatives of Domitilla and Danny to attend the ceremony of conferment of the Honorary Citizenship to Daniel Hyams which coincided with the ceremony of the scholarships for students and a civic merit. At the same time due consideration was being given to name a street in Albenza, which is Domitilla's birth village in the province of Bergamo, after Domitilla, this in recognition of all the good work that both Domitilla and Danny have done.

I am thrilled to state that both the farming activities at the Village and Second-hand Shop have proven to be successful this year and have assisted greatly in generating much needed income for the Society. During this year under review, a revenue increase of 33% and 4% respectively has been reported and again the various managers and staff need to be complimented on a job well done. Very special thanks must also go out to all the donors from various communities who are always willingly donating various goods and jumble for sale in the Shop.

There have been many wonderful highlights during the year, whilst for the residents, the ever popular annual Christmas concerts proved again to be, as always, the central and most meaningful event. As always, it is a truly moving event to witness, with each resident giving of their best in his or her special way. A very special word of recognition and thanks must go to all the individuals involved in making this the success and memorable highlight it always is – your devotion and commitment, together with the enthusiasm and perseverance, is truly admired and valued.

Apart from the normal day to day activities the residents from both Homes also partook in a number of organised events such as sports days; spring day events; Father Christmas parties; Easter egg hunting; special outings and the occasional special birthday parties. These numerous events are always so well cherished by the residents and

it is so rewarding to see the joy and exhilaration from the residents. Here I wish to acknowledge all the volunteers, community service organisations, individuals, corporates, and schools for their kind and unselfish assistance and donations in making these events always possible – your input is highly esteemed and valued.

As usual the annual Fête which was held in March 2016 with this year's theme of Under the Sea proved to be reasonably successful with a good turnout from the community and general public. This event is not only a fundraising vehicle but also used to advertise and further the LITTLE EDEN message to the general public. This is always a colossal event to put together and a distinct word of thanks must go out to the organisers, helpers, volunteers and numerous sponsors, who all help in making this annual event a success.

Speaking on behalf of all my fellow Board Members and myself, we would like to express our combined satisfaction and pleasure to be able to serve the Society, and we would like to acknowledge and commend every member of the management team, and in particular the CEO – Lucy Slaviero for her outstanding dedication and leadership, as well as all the behind the scene staff members who assist the management team, for their fervent, devoted, dedicated and committed good work. Domitilla believed and said *"these children have a right to live, as we do, and we must do our best to care for them and make them happy."* This is the philosophy that continues and must at all times guide LITTLE EDEN. With this in mind, we must always endeavour to build on this legacy initiated by Domitilla and Danny.

LITTLE EDEN prides itself as being a truly leading NPO and a beacon to other NPOs. This is a result of transparency in all forms of governance and always maintaining and safeguarding the elements of living up to the Society's Mission Statement, its Values and key objectives.

A very significant word of gratitude and acknowledgment must also go out to all the Sisters of the Imitation of Christ; caregivers; house-mothers; nurses; therapists; all the Supercare staff, and in particular, to the Society as a whole. Without this support the beacon of light which shines so glaringly, would be dimmer.

As we fast approach the Golden Jubilee, the times and the road ahead will be extremely challenging but with continued support and guidance, LITTLE EDEN will overcome all obstacles and challenges ensuring that it will thrive with even more vigour for the forthcoming fifty years and further. I pray that God will continue to guide and bless us and enable us and all future custodians to continue this legacy of caring for all these Little Angels in our custody.

Finally I wish to thank my colleagues on the Board of Governors for their most invaluable input during the year and I look forward to their continued support and involvement for the forthcoming year and the years ahead.



MAURIZIO GALIMBERTI
Chairman



"WE ACKNOWLEDGE AND ARE GRATEFUL TO THEM FOR THEIR CONTINUOUS SUPPORT DESPITE THE CHALLENGING FINANCIAL TIMES AND CALL UPON POTENTIAL DONORS TO GIVE PEOPLE WITH INTELLECTUAL DISABILITY A DESERVING OPPORTUNITY"

– Lucy Slaviero



Lucy Slaviero

Chief Executive Officer's Report

As the preparations for LITTLE EDEN's 50th anniversary in 2017 are well underway, we are constantly looking back to admire the immense courage and determination that the founders and those who worked with them during the early days of the Society had despite the challenges that existed and ones which often threatened the very existence of the organisation.

One wonders about their driving force. What could have been the source of their perseverance which kept them going against all odds? The very same question led LITTLE EDEN to choose *inspiration* to be the theme for this 2016 Annual Report.

INSPIRATION: THE DRAWING IN OF BREATH; A PERSON, FAITH STIMULATING MORAL FERVOUR AND CREATIVITY.

The past year has been one of *inspiration*, one where we have paused, taken in a breath of fresh air, drawing on our faith to further stimulate our Mission and Values through creative and innovative ways. LITTLE EDEN is duty-bound to continue the legacy of Danny and Domitilla and I know that this has been achieved this year.

Recently, Pope Francis said: "*Taking as a starting point the merciful love with which Jesus expressed God's commitment; we too can and must match His love with our effort, especially in the situations of greatest need, when there is the greatest thirst for hope. I think of our efforts with abandoned people, with those who have very serious disabilities, with the gravely ill, with the dying, and with those who are no longer able to express their gratitude... We bring God's mercy to all these situations through commitment in life, which bears witness to our faith in Jesus. We must always bring with us this caress from God – because God has caressed us with His mercy – to those who are in need of it, to those who have suffering in their heart or who are sad. We must approach them with that caress from God, which is the same one God gave to us*".

One is likely to feel discouraged when thinking about intellectual disability or any disability for that matter. The subject can flood you with thoughts of disabilities rather than abilities. This is not the case at LITTLE EDEN. It is not only the exemplary lives of our late founders that *inspired* us to be where we are today and to have courage to move forward but we too are *inspired* by the angelic smiles that greet us each time we interact with our special people. It is through their contentment that we are assured that we are moving in the right direction. We draw *inspiration* from the continuous support from our valued donors and relentless dedication of the management team, the staff and volunteers who continue to serve with the values of *Respect, Sanctity of Life and Love & Care*. These Values are *inspirational* in themselves. Each resident, each staff member, each visitor and each donor to LITTLE EDEN must live, breathe in and believe these Values and know that God has created every person in His own image, and therefore is entitled to being perfect in the eyes of God.

It is not surprising that Domitilla's diaries are filled with *inspirational* discourses with her Jesus and the Madonna. From a very young age, Domitilla was *inspired* to attend daily Mass and each day she offered up her work as a prayer: filling buckets of precious water from the stream to take home for cooking, cleaning and washing; tending the cows taking them high up the mountain where the sweeter grass grows; picking the chestnuts, cherries and fruit. How blessed we are to have these two special people, Danny and Domitilla, to *inspire* us to continue their legacy of complete selflessness and generosity of love.

Forty nine years on, one of our main focuses is to ensure that LITTLE EDEN's operational standards are never compromised. We strive to ensure that our Society remains a benchmark for other-like NPOs in South Africa. Thus LITTLE EDEN is registered with the Independent Code for Governance for Non-Profit Organisations in South Africa.

We recognise that the economic struggle facing individuals and corporates globally has had a dire impact on the sustainability of the NPO sector. Now, more than ever, our benefactors play a pivotal role in the life of LITTLE EDEN. We acknowledge and are grateful to them for their continuous support despite the challenging financial times and call upon potential donors to give people with intellectual disability a deserving opportunity. The reality is that five year old Fikile who has microcephaly and was previously abandoned would not be *inspired* to learn

to crawl and to feed herself if it was not for the support received from people like YOU who believed in her and invested in the future of the place she calls home, LITTLE EDEN!

One of the highlights of this year occurred on Sunday 7 February 2016 when the Mayor of Almenno San Bartolomeo, Bergamo, Italy, bestowed great honour on Danny and Domitilla Hyams. The Blessing and official opening of the new head office of the Associazione Domitilla Rota Hyams Onlus, based on the premises of a school, took place in the morning. I thank the president, Giuliano Rota Martir, for his *inspiration* and dedication in bringing the Onlus to far beyond what we expected. This was followed by Holy Mass which was a fitting tribute to the people of Albenza. Domitilla grew up in a simple peasant village and people from afar attended as they too could relate to her and Danny's hard work and dedication. They love Danny as much as they love Domitilla. The road sign to Albenza reads 'Comune di Almenno San Bartolomeo ALBENZA località natale di Domitilla Rota Hyams (07/05/1918 – 18/01/2011)' and a road in the village was re-named 'via Domitilla Rota Hyams'.

In the evening at the prestigious Golf Club, Honorary Citizenship of Almenno San Bartolomeo was conferred posthumously on Danny Hyams. This was the first occasion it was conferred on a foreigner, the first awarded posthumously and only the third time it was awarded in gold in more than 1 100 awarded. The other two occasions were to Domitilla Rota Hyams and to Fra Pasquale Rota O.F.M.Cap. retired from Jerusalem and living in Bergamo. The CEO then presented the Mayor of Almenno San Bartolomeo the *Danny and Domitilla Hyams Award* in recognition of the cultural origins and bonds of friendship and goodwill afforded to LITTLE EDEN Society in harmony with the Society's Ethos, Values and Mission. The impact of the work carried out at LITTLE EDEN continues to spread not only locally but also internationally. How blessed we are to have these two special people to *inspire* us to continue their legacy of complete selflessness and generosity of love.

There is no doubt that today LITTLE EDEN stands as one of the foremost care centres for people with intellectual

disabilities in South Africa. Here the personalisation of each resident is paramount. The focus remains on the individual's fulfilment, happiness and serenity in a safe, loving and pleasing environment with on-going stimulation and care programmes complemented with an extensive spiritual care component which, LITTLE EDEN believes, plays a very important role in the holistic care regime. This in a nutshell was Domitilla's singular objective when she opened the doors of the Society on 15 May 1967.

Having successfully concluded the first forty nine years – an impressive achievement in itself – it is not the destination. The focus now turns to the next fifty years and the question naturally arises: 'Quo vadis'? Trying to predict the immediate future is foolhardy at the best of times and downright futile especially attempting to 'look' fifty years hence with the ever increasing rate of change. Lewis Carroll was quite correct when in *Alice in Wonderland* the Queen-of-hearts states: *"My dear, here we must run as fast as we can, just to stay in place. And if you wish to go anywhere you must run twice as fast as that."* Nevertheless the future awaits in the wings and LITTLE EDEN's actions today will have some degree of impact on the eventualities of tomorrow. It is necessary to ensure the continuance of the dogged determination and vision of purpose exemplified by Domitilla and Danny. Dreams need to be converted into plans, plans into goals and goals into those small tasks and activities that will lead step-by-step towards the desired outcome.

So what can we, the people of LITTLE EDEN, do to ensure the continued future success of the Society noting Heraclitus' (a 4th century BC Greek philosopher) observation that there is nothing permanent except change?

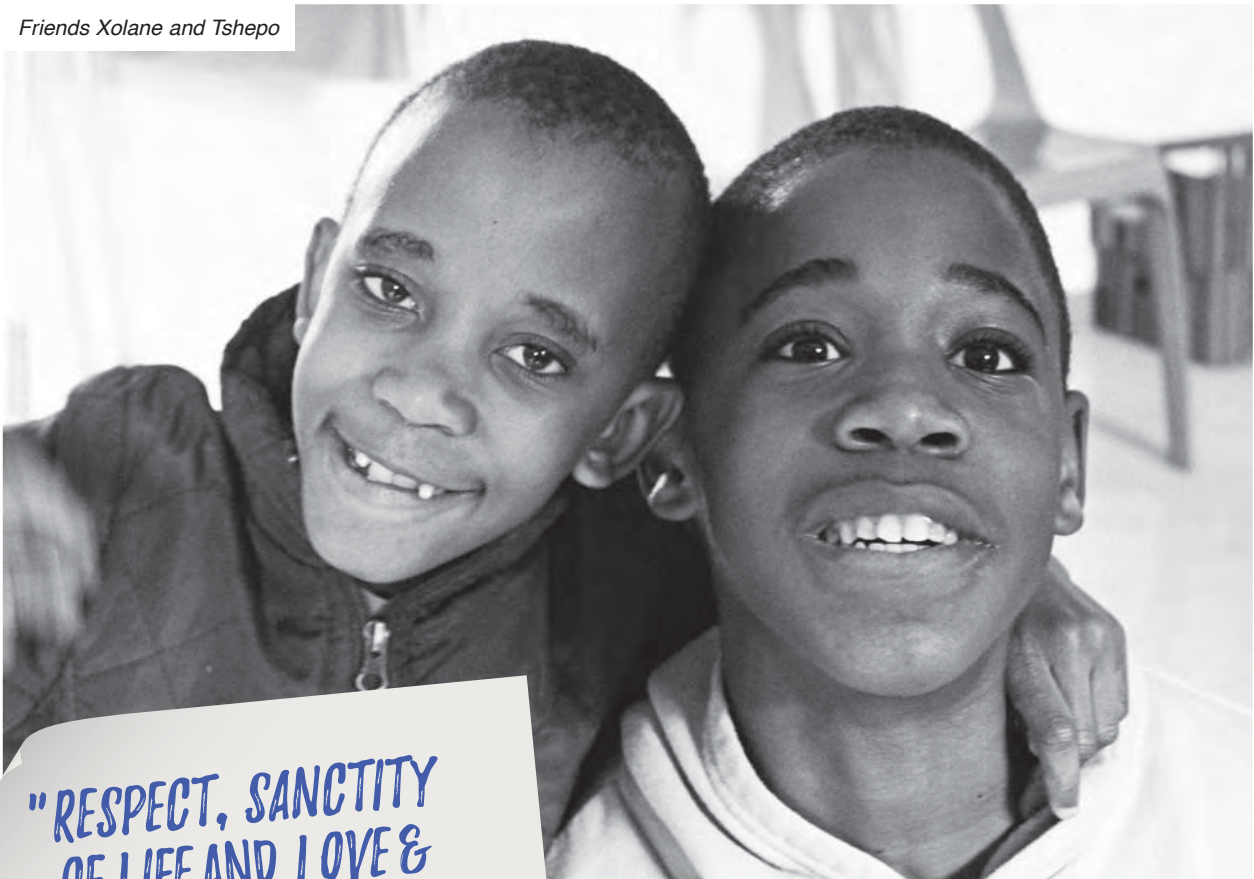
In attempting to give some substance to this question, it is necessary to have an understanding of international, national and local community NPO trends, movements and shifting perceptions. Over recent years there has been a growing awareness that the traditional role and modus operandi of NPOs may be under threat due to a combination of geopolitical, socio-economic and technological shifts. In an increasingly complex and changing environment how can LITTLE EDEN plan and operate not knowing what is on the horizon and beyond? The non-linear, almost step-change nature of most change processes underlines the need for the Society to be proactive in being able to identify and respond to potential windows of opportunity whose lifetimes appear to be on an ever decreasing time scale. The folly of simple linear projections has no relevance in today's world. Continuous scanning of the external environment and reacting with appropriate response has become a necessary component as in any for-profit organisation.

It is also important, however, to acknowledge that there remain significant risks and challenges that continue to face the Society today and which will probably remain for some years ahead. Foremost amongst these is the uncertainty of consistent and continued state support via the monthly subsidies coupled with a reduced donor pool and donations quanta – as a result of the relatively poor economic climate both in South Africa and worldwide. Of course it does not help that overseas based funding agencies generally now do not regard South Africa as a



Hyams family with LITTLE EDEN representatives during the event in Italy

Friends Xolane and Tshepo



**"RESPECT, SANCTITY
OF LIFE AND LOVE &
CARE IS CRITICAL TO
THE ETHICAL, MORAL
AND FINANCIAL
SUSTAINABILITY
OF THE SOCIETY."**

– Lucy Slaviero

third world country and hence the flow of developmental aid has slowed down significantly. Access to suitable and regular state medical personnel such as psychiatrists, psychologists, doctors, dentists and availability of the required medications continues to present a challenge. The need for additional homes such as LITTLE EDEN is enormous both in South Africa and even more so beyond its borders. The need to educate the public regarding the 'stigma' of intellectual disability remains today as it was all those years ago. The effects of rising inflation coupled with a change in focus of corporate social initiatives add to the fiscal concerns. These are but some of the medium term challenges. Internationally across the globe, as the standard of living continues to improve, we can expect that the traditional indicators of nation development such as mortality rates, access to basic health care and education will also be on the rise and the problem of access to funds will diminish. Various futurists argue there are strong reasons to believe that we live in a more peaceful age than ever before but also one of exclusion of the imperfect, of

the unwanted, of a throw-away culture, of immediate gratification, of 'designer babies'. The future challenge for NPOs will be to discern the new threats to the interests of the poorest and most marginalised that emanate from an increasingly unequal and volatile world. None of these challenges however are insurmountable in the face of the willpower and determination as exemplified by Domitilla.

But the singular greatest challenge to LITTLE EDEN is the transfer of the culture and ethos of love and care, which has defined its very soul, to the next generation of Custodians of the Society – the future management and staff. Within LITTLE EDEN's current staff compliment of 256 salaried personnel, there are many family members. Siblings, mothers, daughters, aunts, nieces and cousins have found their calling in life and show dedication to the 'Angels' of LITTLE EDEN – and these include some from the third generation of Domitilla and Danny. Having employees who have embraced the Ethos and Values of the founders: *Respect, Sanctity of Life and Love & Care* is critical to the ethical, moral and financial sustainability of the Society.

Despite the uncertainties of the future, with the loyal support of the Board, management, staff, volunteers, friends, donors and benefactors and in conjunction with Divine Providence, LITTLE EDEN will continue to move forward with strong and active faith accepting that the greatest challenges are what lie ahead.

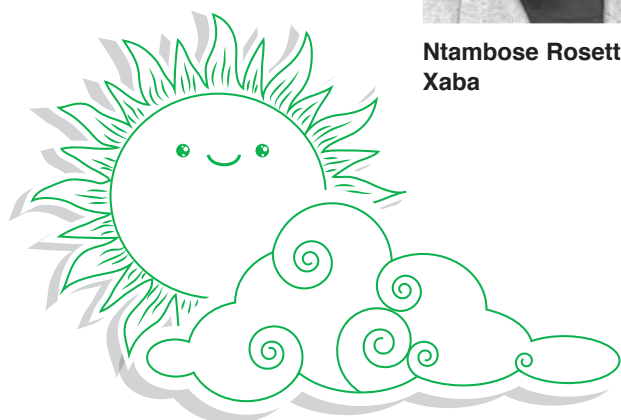
LUCY SLAVIERO
Chief Executive Officer



Tinyeko



**Ntambose Rosetta
Xaba**



Treasurer's Report

The gross revenue for LITTLE EDEN Society for the year ended 31 March 2016 was R36 579 168 (2015: R31 060 850). This is an increase of 17.77% from the previous year.

Total operating and fundraising costs for the same period were R36 127 776 (2015: R32 380 939). This is an increase of 11.57% from the previous year. This can be attributed to the increase in personnel costs and fundraising costs to 31 March 2016.

The Society has a surplus of R451 392 for 2016 (2015: R1 320 089 (deficit)), while there was a deficit for the past two years. This can be attributed to the efforts of the fundraising team, and the National Lotteries Commission funds of R2 505 000 received in March 2016.

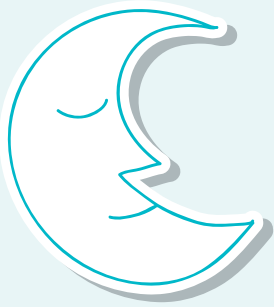
The Society is reliant on subsidies from the Department of Health Gauteng Provincial Government, donations from major donors, its own fundraising efforts and the generosity of the general public.

The financial position at 31 March 2016 reflects total current assets of R4 197 689 (2015: R2 201 879), an increase from 2015 due to the increase in Cash and Cash Equivalents. There is a short term loan of R1 150 000 from the Foundation as at 31 March 2016.

The new Fundraising Department is steadily bringing in additional funding which is expected to improve fundraising going into our 50th year anniversary.

NTAMBOSE ROSETTA XABA
Treasurer

Organisational Profile



There are some children at LITTLE EDEN who were predicted to have a short lifespan, according to their medical practitioners, due to the severity of their disability and some who came from backgrounds of neglect and abuse. We are blessed with the opportunity to give love and care and then witness many of these children thrive and live longer than predicted.

At LITTLE EDEN we believe that progress or development generates from *inspiration* and one's will to live! A gentle touch, loving and encouraging words, suitable stimulation intervention and definitely our unwavering confidence in Divine Providence brings about hope and assists our special angels to reach their full potential!

LITTLE EDEN aims to develop persons with intellectual disabilities to their full potential and to encourage the community to recognise that each such person is a whole and complete person created by God with a mind, a body, a spirit and a soul... however disabled.



Domitilla Rota Hyams wrote in her diary in April 1967

"THESE CHILDREN, WITH A FAR-AWAY LOOK, HAVE SOULS MORE BEAUTIFUL THAN THE SUN. THEY ARE ANGELS. THEY ARE LIKE LIGHTNING CONDUCTORS ON WHOM WE SHOULD GAZE WITH VENERATION. GOD COULD HAVE CREATED THEM NORMAL, BUT THEY ARE AS THEY ARE. THERE MUST BE A REASON FOR IT WHICH WE CANNOT FATHOM. SO WE ACCEPT THEIR CREATION AS GOD'S DESIGN AND ACCEPT THEM AS A SIGN OF HIS PREDILECTION."

LITTLE EDEN is a very special place where we provide individualised care as we believe that the needs of each resident is of equal importance and people with profound intellectual disability should enjoy the rights and benefits that are offered to all South Africa's citizens so that they can *aspire* to be the best that they can be. The majority of these children have been abandoned and marginalised by society. People with intellectual disabilities are particularly vulnerable to discrimination and live in social exclusion. The nature of the work carried out at LITTLE EDEN Society is underpinned by the three core Values of *Respect, Sanctity of Life and Love & Care*.



THE INSPIRATION – OUR ANGELS

LITTLE EDEN is a safe haven providing 24-hour care to 300 children and adults with profound intellectual disabilities, ranging from the ages of four to over 60 years. Statistically, the average age of our residents is 26 years, but the level of mental functioning is that of a one year old or younger. The unfortunate reality is that of our 300 residents, 238 of them were previously abandoned or come from indigent families who are unable to support them financially or otherwise.

Some are HIV positive and have AIDS. Dealing with the terminally ill or dying forms part of the work carried out at LITTLE EDEN as our residents will remain in our loving care until they pass away. This respect continues after death, when the ashes of our residents are interred in the Walls of Remembrance. Some residents have been with us for more than 45 years and for many, LITTLE EDEN is the only home they will ever know.

OUR HOMES, OUR PRIDE

The Society consists of two Homes: Domitilla and Danny Hyams Home (DDHH) in Edenvale with 180 residents and Elvira Rota Village (ERV) in Bapsfontein with 120 residents.

The two Homes are quite different in design and layout. DDHH caters more at the level of frail care whereas ERV places a greater emphasis on participation in activities of daily living with a certain level of independence.

We are very proud of our beautiful Homes and facilities and therefore endorse a non-negotiable standard of cleanliness and maintenance in general.

Spiritual care is an integral part of the development of residents, staff and visitors. Daily recitation of prayer and the Rosary and monthly Holy Mass takes place at Our Lady of the Angels Chapel, situated at DDHH.

The Holy Family Chapel, ERV, is used daily by staff and residents. The long-term volunteer Sisters of the Imitation of Christ from India have played a significant part in this spiritual development together with His Grace, The Most Reverend Archbishop Emeritus George Daniel, Reverend Father Finbar Flannigin and Reverend Father Patrick Mphemo.

We welcome staff and the community who wish to participate in these times of worship.

COMMUNITY INVOLVEMENT

In addition to the many volunteers, LITTLE EDEN also continues to rely on the local community and general public for support. For instance Mamba Strike Force has organised the Christmas Charity Drive (collection of second-hand toys and goods) for more than twenty years, involving many local businesses and schools. The support and participation of the community in this drive continues to grow and is an invaluable source of stock for our own use as well as for supplying the Second-hand Shop. Any excess or specialist items are handed over to other charities.

The Society's interaction with the wider community has resulted in students from Music Therapy studies at universities and colleges doing their practical training under the guidance of LITTLE EDEN Music Therapists.

The continuing support over the past 49 years and the belief in the needs that the Society meets within the community has enabled LITTLE EDEN to be the benchmark that it is today.



SERVICES AND BENEFICIARIES

Our main beneficiaries are the residents. Providing all round care to children and adults with profound intellectual disability remains the core function of LITTLE EDEN. Over 49 years, the existence of our organisation has had a great impact in the lives of many through various means.

More than 1 000 children and adults with profound intellectual disability have passed through the caring hands of the organisation. Family members are able to find employment, or go back to their jobs knowing that their child is receiving the best possible care and intervention; siblings have a better chance of an education – one of Domitilla's dreams of bringing much needed relief to families.

At LITTLE EDEN, individuals have an opportunity to be part of something bigger than themselves through community service, volunteering, donating and a chance to be grateful for one's blessings.

LITTLE EDEN is committed to the principle of "pay it forward" by giving our excess supplies, clothes, wheelchairs and blankets to other organisations in need as well as assisting other non-profit organisations that are starting out and are seeking guidance. We sincerely believe that blessings are *inspired* by acts of giving to others.

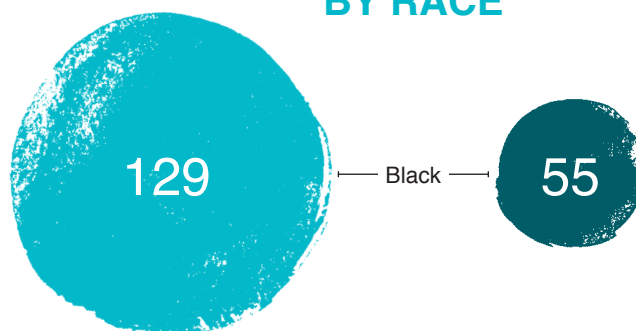
HOMES STATISTICS

	Domitilla and Danny Hyams Home	Elvira Rota Village
Number of residents	180	120
Admissions	12	4
Number of residents who have left the care of LITTLE EDEN	1	0
Deaths	10	1
Number of residents on medication	143	97
Number of residents in wheelchairs	147	47
Residents' hospital days	25	14
Number of abandoned/indigent children	136	102
Number of residents with dual diagnosis	48	50
Number of consultations by psychiatrists	16	25
Number of visits by other specialists	7	13

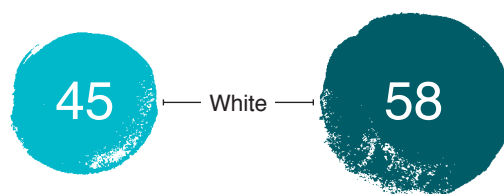
NOTE:

The number of dental and doctor consultations have not been reported on in this report because there was an incident of misfiling and the records cannot be located. During this financial year LITTLE EDEN was without a government-provided dentist or doctor for a long period.

NUMBER OF BENEFICIARIES BY RACE

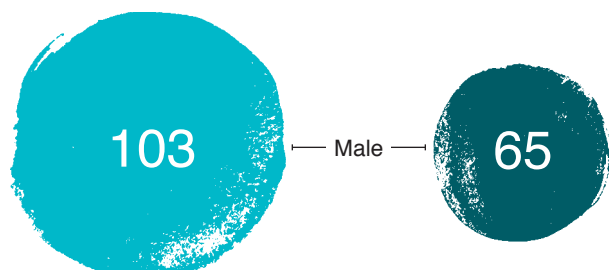
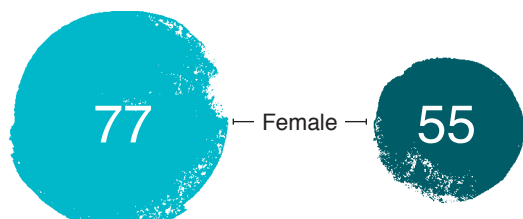


NUMBER OF BENEFICIARIES BY GENDER



4 Coloured 7

2 Indian 0



MEDICAL CARE

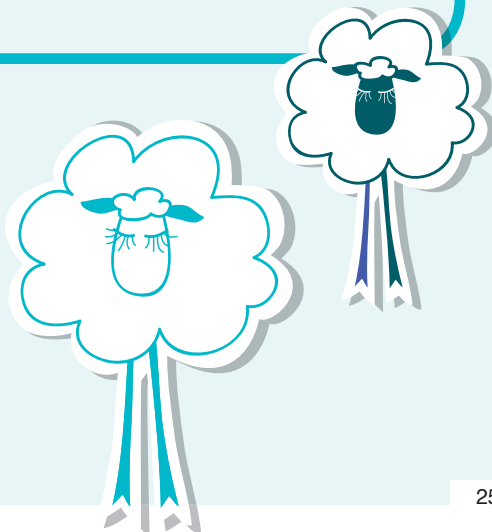
- Medical care by volunteer doctors, dentists and psychiatrists
- A nursing sister is on duty 24-hours a day
- Daily medications for 240 residents as many suffer with epilepsy
- Daily chest therapy which is critical to many of the residents
- Emergency interventions as required

REGULAR THERAPIES

- Occupational, hydro, music, speech, pet and physiotherapy, exercise, art, metamorphosis and reflexology. Group therapy and stimulation time form an important part of the programme at LITTLE EDEN. Residents who have similar abilities, needs and intellectual awareness are grouped together and given opportunities to learn, participate and socialise – each in their own unique way! These groups are facilitated by skilled group leaders and a strong multidisciplinary therapy team, who work closely together to make therapy as stimulating and enjoyable as possible
- Residents participate in creative activities and have produced artwork that is displayed in the Homes. Residents at both Homes perform beautiful concerts where they interact with delight with the audience and share what they have achieved during the year with the assistance of the dedicated staff

SET DAILY ROUTINES

- Daily routine makes the residents feel secure with a sense of belonging



INDIVIDUAL PERSONAL CARE

- Specialised seating arrangements and wheelchairs (47 @ ERV & 147 @ DDHH), including customised wheelchairs.
- Feeding of 3 meals and 2 tea times per day
- Clothing and nappy changes (2 500 nappies are washed daily)
- Washing of 3 tons of linen and clothing
- Personal hygiene support (bathing, hair care and tooth brushing)

SPIRITUAL DEVELOPMENT AND SUPPORT

- God has given us these special Angels and we are truly blessed to be able to help them reach their full potential
- The chapels *Our Lady of the Angels* at DDHH and *Holy Family* at ERV specifically cater for and support the spiritual enrichment of all residents and staff. The spiritual development of our residents is vitally important to their sense of completeness and it indeed highlights the fact that our residents are complete human beings with a mind, a body, a spirit and soul
- Daily prayers are said with the residents and staff
- We rely on the daily prayers of supporters, including those of the Harvesters of Jesus, as without their prayers LITTLE EDEN would not survive

FAMILY AND LOVE

- To the 300 residents, LITTLE EDEN is their family and source of love, critical to them reaching their full potential
- They also learn how to socialise and interact with staff and one another

Fund Development

We entered this financial year fully cognisant that, together with a difficult economic climate, funding for the disability sector was increasingly placed on the periphery of mainstream funding. With this in mind we needed added capacity in the Fundraising Department to overcome these odds. Nine months into this newly formed department, we are starting to see the returns.

COMPARATIVE INCOME

In this table we report on comparative income levels for three years across all major categories.

	2016		2015		2014	
	%	Amount (R)	%	Amount (R)	%	Amount (R)
Government Funding	40	15 115 034	45	13 943 987	45	13 550 010
Corporates	18	6 846 202	19	5 856 775	16	4 840 570
Individuals	16	5 913 298	15	4 741 522	15	4 408 678
Trust and Foundation	13	4 989 737	9	2 641 815	12	3 500 278
Second-hand Shop Operations	8	2 835 811	9	2 720 813	8	2 301 587
Educational Institutions	0	165 470	0	89 829	0	72 848
Other	5	1 543 771	3	1 024 007	4	1 408 876
Total	100	37 409 323	100	31 018 748	100	30 082 847

NOTE:

The figures above exclude the value of the VAT refunds received from SARS. Figures vary to Treasurer's Report because this table shows all money received during the financial period including receipts for the previous financial year.

We are encouraged to report on an increase in funding (Rands) along all income categories. The increase in funding from Trusts and Foundations is worthy of mention as this contains major income from the National Lotteries Commission.

Pertaining to Corporate Income we are pleased to report that despite the volatile funding environment, Corporate Income has increased in Rand Value but unfortunately not in percentage when compared to last year.

With the increased capacity of the Fundraising Department 21 new large corporates have already come on board in support of our programmes. In addition to financial support for our programme we also received in-kind contributions.

We co-ordinated 10 new company tours of the LITTLE EDEN facilities where commitment for future funding and involvement were received.

We have robust donor engagement with existing donors that saw us strengthening relationships with the aim of creating a pool of long-term, loyal donors. Our retention approach is about maintaining a satisfying and trusting relationship based on high levels of compliance and due diligence.

With this in mind, we added capacity to develop a relationship fundraising programme. The objective of this programme is to improve all donor retention and to prevent donors lapsing; to welcome new donors with a phone call, a special letter and welcome pack; for long-term sustainability and avoid donors only receiving mail appeals, more cost-effective than acquisition mailings; serves the bequest programme – by having regular personal contact with donors, they are more inclined to leave a bequest; increasing of monthly donors; obtaining new donors. Pertaining to the upgrading of donors making debit order

contributions; our reach to 53 donors, over an 8 week period at 2 hours per week, saw a 20% success rate in increasing existing debit order value.

The Shop did reasonably well in this financial period and we thank our donors who donate their goods, which, if not used or are not suitable in our Homes, are sold in the Shop to generate a stable income stream for LITTLE EDEN. Your continued support is vital to the continuation of this operation.

In an attempt to support supervision and offer guidance and support, a full time Shop Manager was employed in May 2015. The Operation continues to develop and improve, both financially and in the appealing layout.

ADDRESSING THE FINANCIAL RISK

Although all income streams have increased financially, the donation from the National Lotteries Commission of R2 505 000 in mid-March altered a likely deficit to a surplus.

To mitigate risk we have increased capacity of the Fundraising Department. At this stage the department is made up of a Fund Development Manager and two part-time fundraisers. In addition to growing income levels across all funding components, there are two strategic pillars to this department. One is to build regular and smaller income from a large pool of individual donors.

The second pillar is to mobilise partnership from high net worth individual donors. This requires sustained and engaging effort. We have begun leveraging the support of existing high value donors by seeking introductions to their circles of influence.

FUNDRAISING PLAN

Fundamental to the success of any Fundraising Department is an effective strategy. The setting of an achievable target enables the Development Department to plan effectively and to be measured accurately.

In the last Annual Report indicators for goals were identified and specific targets, over a two year period, were set. While the interim evaluation does look promising a full analysis will be presented in the next Annual Report.

GROSS EXPENDITURE

Category	2016 (%)	2015 (%)
Care Services	52.49	54.64
Personnel – Administration and Marketing	16.86	13.27
Other Home expenses	7.37	4.81
Food	4.78	5.17
Direct Fundraising	4.12	4.32
Maintenance	4.05	4.39
Municipal expenses	3.58	3.72
Professional and Security Services	2.75	3.50
Second-hand shop Expenses	2.45	3.30
Insurance and bank charges	0.78	1.20
Other Admin	0.77	1.68
	100.00	100.00

The establishment of the Fundraising Department is evident in the increase in the percentage for *Personnel – Administration and Marketing*. The results from this Department are gathering momentum since its creation in June last year.

TOP SEVEN DONORS

Name of entity/person	Amount (R)
National Lotteries Commission	2 505 000
Nicky and Strilli Oppenheimer	700 081
BT Global Services SA (Pty) Ltd	590 000
Anonymous	504 759
Anonymous	500 000
David Watson	500 000
Southern African Catholic Bishops' Conference	412 834

The funding from National Lotteries Commission was received during the last month of the financial year and the major portion of these funds is carried forward to the next year.

MAJOR CORPORATE DONORS ABOVE R100 000.00

There are many individuals who have contributed to this value and some have chosen to remain anonymous.

The new Development Team is truly *inspired* to substantially increase LITTLE EDEN's income this year.

We take this opportunity to thank all donors, friends and well-wishes for their *inspirational* support.



Achievements



- **Book launch** – the second LITTLE EDEN Book Vuoti a rendere by Daniela Taiocchi was launched at the Italian Club in Bedfordview on 5 May 2015. A group of esteemed guests attended the evening, among whom was His Excellency Ambassador Terzi (Former minister of Foreign Affairs in Italy), Dr Gabriele di Muzio (Consul General of Italy in Johannesburg), His Eminence Wilfred Cardinal Napier OFM, Don Giulivo Facchinetti (Parish priest of Domitilla Rota Hyams' home town Almenno San Bartolomeo), Mayor Gianbattista Brioschi, Deputy Mayor Alessandro Frigeni, Giuliano Rota Martir (President of the Associazione Domitilla Rota Hyams Onlus), Remo Ceriotti (Treasurer of the Onlus) and other guests from Italy. MEC Qedani Dorothy Mahlangu represented the South African government. The book is written in Italian and is currently being translated into English.
- **MEC Qedani Dorothy Mahlangu** visited LITTLE EDEN (as a result of the book launch which she attended) with a number of local, district and national level Department of Health representatives, on 11 June 2015.
- Lucy Slaviero, Chief Executive Officer, presented a paper in September 2015 at the **international congress of the European Association for Mental Health in Intellectual Disability ('EAMHID')** in Florence, Italy, based on the connection or relevance of Spirituality and people with Intellectual Disability.



Italian delegates with LITTLE EDEN representatives at book launch



The Mayor of Almenno San Bartolomeo hands over an award to Danny Hyams' daughters

Lucy and Brigitte hand over an award to Hélène



Clémence being awarded by Lucy and Daniella



Lucy awarding Dicky

- **LITTLE EDEN turned 49 years.** Preparations and planning for LITTLE EDEN's 50th anniversary in 2017 is under way – an *inspiring* milestone.
- **His Holiness Pope Francis** received a hand-made LITTLE EDEN rosary from South African Cardinal, His Eminence Cardinal Wilfrid Napier OFM.
- **Fidesco** – LITTLE EDEN ties with Fidesco remain strong and the Society continues to benefit greatly from the support from Fidesco, as valuable skills are offered through this volunteer initiative.
- **Danny and Domitilla Hyams Award** was awarded to the Community of San Bartolomeo, Italy for the cultural origin and bonds of friendship and goodwill offered to LITTLE EDEN.
- **Certificates of appreciation** were awarded to Fidesco volunteers Robertus Dicky Kurniawan, Clémence Nadine Marie Marlé, Hélène Marie Irene Petremant for their invaluable two years of support at LITTLE EDEN as Fidesco volunteers; and H. E. Amb. Giulio Maria Terzi Di Sant' Agata – ex Minister of Foreign Affairs, Italy for his sincere appreciation and gratitude for his support of LITTLE EDEN, through the Associazione Domitilla Rota Hyams ONLUS, in caring for the most marginalised members of society.
- **LITTLE EDEN Founders honoured in Italy.** Refer to the CEO Report in this document for further detail.

RESIDENTS' INTERNAL ACTIVITIES



House Mothers and Nurses' Day in commemoration of Mother's day, the residents at DDHH put on a mini musical concert for House Mothers and Nurses in appreciation of the work they do.



First Holy Communion
for eight residents
at LITTLE EDEN.
Spiritual
development
for growth is just
as important as
physical stimulation.



Sanctity of Life is one of our Values as we believe each life is sacred and has value.



Colin's Cottage,
Boiketlong, Nicky's
Nook, Butterflies.



Heritage Day Celebration

Arts & Crafts: ERV Staff work with residents to create beautiful artwork through materials such as egg shells, leaves, rice, tissue rolls etc.



Love & Care
forms part of
our Values which
residents and staff
live by each day



EVENTS

RESIDENTS' CONCERTS



Winter Concert, Lilac and Orange

Our residents with dual diagnosis had the opportunity to entertain fellow residents and staff members through a mini concert. A few residents from this group participate in the annual Christmas concert at the end of the year as they are not able to handle big crowds due to the nature of their disability.



Pino's Place concert

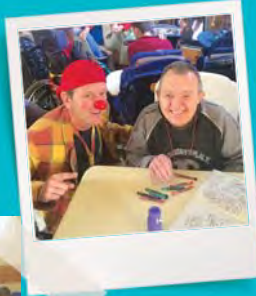
Christmas Concerts

One of our special events take place when donors, parents and guardians come to watch our residents depict the story of the birth of Jesus Christ.



EVENTS

OTHER EVENTS/ FUNCTIONS/VISITS



Africdown visit at both Homes

The group regularly visit LITTLE EDEN at both Homes going through different groups inspiring joy for our residents.



Mandela Day



Dis-Chem Sun City swim



94.7 Cycling Challenge goodie bag handover and race day

For the first time LITTLE EDEN was amongst 127 charities that registered for the 94.7 Cycle Challenge-Ride for a Purpose. We had a total of 59 riders who teamed up to raise funds while spreading the word of LITTLE EDEN. A total amount of R40 000.00 was raised through this event. Entries for the 2016 94.7 Cycle Challenge are open until 31 August 2016. If you are interested in riding for us please contact our Public Relations and Communication Officer, Nichollette Muthige on 011 609 7246. Ride for those who can't!



FNB/Italian Chamber event

702 Walk the Talk

31 walkers registered for the LITTLE EDEN team. This is a wonderful opportunity to be visible and to spread the word and work carried out at LITTLE EDEN.



Fête

Our main fundraising event took place on 5 March 2016 and the theme was "Under the Sea". We extend our heartfelt thanks to donors, volunteers and the community for their support.



Stakeholder Engagement

It goes without saying that the existence and the success of LITTLE EDEN is credited to the diverse groups of stakeholders who have been contributing to the work of the Society over the years.

Transparency and regular interactions with our stakeholders is the key and vital component in strengthening and sustaining the partnership with our participants and assist the organisation to stay alert to potential threats to the future of LITTLE EDEN.

Contact with the various stakeholders is ensured through: direct mailing, newsletters, e-communication, social media, press releases and radio interviews, progress and/or monitoring and evaluation reports to our donors, the Annual Report, events and other various other methods.

Of the 300 residents at LITTLE EDEN, 238 were previously abandoned or destitute resulting in the Society not having contact with the majority of the next-of-kin: thus LITTLE EDEN receives no financial support from this group.

Through regular stakeholder engagement LITTLE EDEN is able to communicate the most pertinent material issues to the relevant stakeholders such as:

- Financial challenges, economic impact etc. to staff to ensure frugal spending and to donors to continue their financial support;
- communicating challenges experienced; requirements and expectations with the Department of Health Gauteng Provincial Government in an attempt to build this relationship and resolve these challenges;
- regular meetings with management and the Board of Governors informing them of current situations and to discuss various options, strategies, suggestions, which, amongst others, has resulted in the development of the Fundraising Department;
- succession planning, which is an ongoing material issue and communicated accordingly;
- allows open communication channels to provide timeous feedback when stakeholders are comfortable and confident to raise their concerns and complaints and voice their compliments.



Vuoti a rendere Book Launch 2015

STAKEHOLDER	MEANS AND REGULARITY OF ENGAGEMENT	MECHANISMS FOR RESOLVING ISSUES	OUTCOMES	RELEVANT MATERIAL ISSUES (page 10)
Beneficiaries	Daily verbal communication and personal interaction	Feedback and communication with nursing staff and supervisors	Beneficiaries develop interacting/socialising skills. Contentment. Any issues noticed by staff are taken to management who then investigate the cause thereof	All
Board of Governors	Progress reports are submitted every two months by management. Meetings every two months, ad hoc newsletters and emails	Meetings every two months, or ad hoc when required. Regular visits to the offices by the Chairman	There is an open channel of communication between the Chairman and CEO. Any serious issues are dealt with swiftly	1, 2, 5, 6, 7
Corporate donors	On-going interactions, funding proposals, tours, meetings, etc.	Emails, written correspondence, personal contact	Funding application opportunities	1, 3, 6, 7
Customers of the Second-hand Shop Operation	On-going marketing material, personal contact, local newspapers, social media	Meetings by request with management, email, telephone, correspondence	Increased traffic to the shop. Any complaints are dealt with swiftly to reach a satisfactory result	1, 3, 7
Government	Ad hoc workshops, business plans and meetings, emails as required, monthly reports, annual and ad hoc site visits	Audits, visits, meetings	The Society is on good terms with the relevant Departments, this allows open communication	1, 3, 4, 6
Individual donors	Regular direct mail, e-communication, on-going media coverage, personal visits to the Homes, acknowledgement of donations, various annual events, social media	Meetings, social media, website, compliments and complaints records are monitored at management level	Donor loyalty. Increasing data base	1, 3, 7
Local Community	Regular features in the local media, daily tours, presentations, various annual events, social media	Personal meetings, visits, emails, compliments and complaints records. Advice and referrals to prospective parents and the community	The LITTLE EDEN brand is constantly in the public eye making the community more aware of the Society's needs	1, 3, 7
Media	Press releases, telephone, email, social media, radio interviews at least monthly	Allowed the opportunity to respond in writing to the Editor for any issues that may arise from the public from time to time	Credibility. Society brand becomes well recognised and the Society can reach large numbers of people within a short period using minimum cost	3, 7
Multi-disciplinary professionals	Daily personal contact, weekly feedback on progress of treatment of beneficiaries	Reports, assessments, verbal feedback	By assessing various treatments, optimal programmes can be designed for each individual	1, 5
Next-of-kin of beneficiaries	Newsletters every two months, ad hoc personal contact via telephone and social media and in person when required	Personal and/or telephonic contact. Referrals to other NPOs if necessary	Family involvement which benefits beneficiaries and the next-of-kin	1, 3, 5
Staff	Monthly internal newsletters and regular meetings. General notices as required	Employment Equity Committee, Ethos Committees, workshops, weekly meetings, ad hoc meetings as necessary, open door policy maintained by management	Increase in staff morale and dedication. Feeling of worth	1, 2, 3, 5, 6, 7
Suppliers	Emails, telephonic correspondence as necessary	Written communication and meetings	Building good relationships, acquiring discounts	1
Trade associations	Consultation meetings as necessary	Written communication and meetings	Building good relationships	7
Volunteers	On-going, newsletters, notices, personal contact	Personal contact, feedback from Manager, Group leaders, therapists and care workers	Quality of care to beneficiaries increase. Volunteers feel valued	2, 3, 5
Independent legal entities of LITTLE EDEN	Bi-annual meetings, or as and when required, email, newsletters	Ad hoc meetings, personal telephone calls, emails	Building towards a sustainable future	1, 2, 3, 5, 7

COMMUNICATION OF THE BRAND

The LITTLE EDEN family continues to be *inspired* daily by the Values of *Respect, Sanctity of Life* and *Love & Care* to carry out activities of the Mission of the Society to the best of our ability. These values are the heartbeat of LITTLE EDEN.

The quality of the service provided by the Society earned its benchmark status within the community. An increased number of families, schools, corporates, young NGOs and volunteers refer to LITTLE EDEN as one of the outstanding NGOs within the disability sector. Through guided visits, media, our website, social media networks and by word of mouth, the Society is able to spread the word, locally and internationally, about the impact it has in restoring dignity to people with intellectual disability and eliminating the stigma attached to the disability.

Newsclip Media Monitoring has been a valued part of the LITTLE EDEN family for the past 13 years and continues to play a critical role in assisting the organisation through their pro bono media monitoring tool and thus helping LITTLE EDEN to reach and to interact with its supporters more effectively.

Special mention is made to the following local and religious newspapers and radio stations for regularly affording LITTLE EDEN the platform to communicate with its community: Bedfordview and Edenvale News, Tame Times, Southern Cross, Archdiocesan News, Radio VERITAS and Edenvale Radio.

Some of the national and international media exposures were based on: raising awareness of funding events and fundraising initiatives such as Adopt An Angel programme and events which took place including the conference presentation in Florida, Italy on Spirituality and Disability by LITTLE EDEN CEO, Mrs Lucy Slaviero and the event in Italy honouring the founders of LITTLE EDEN.

Through communication channels such as social media, emailers, appeals including sms appeals, adverts, internal and external events, LITTLE EDEN is slowly becoming the brand that most recognise and one that is associated with bringing about hope, unity and care within the community.

Preparations and investigations are under way with regards to the redevelopment of LITTLE EDEN's website for a more engaging and accessible interface design and to allow brand development across digital and traditional media and thus be compatible with mobile devices. This redesign will integrate with various social media platforms to assist in the spread of information across all media.

Facebook remains at just under 1 800 likes and an efficient and quick form of communication. A picture of His Holiness, Pope Francis receiving a rosary hand-made by LITTLE EDEN residents received overwhelming attention on Facebook. The recent event in Italy honouring the LITTLE EDEN founders received the highest reach in the history of LITTLE EDEN Facebook page (at 5 900 reach) and a picture of resident Daniella and her French jersey which she knitted herself received the second highest reach (at 2 300 reach). Short videos were also introduced to the page. These appear to attract a lot of attention including new friends.

- Posts with residents' photos received the most attention. Request or appeals on the page are often shared by 'friends' on their walls, encouraging others to assist. This means that news and information about LITTLE EDEN travels much further than it may have done via the usual channels.
- Parents and family members use this platform to check up on the well-being of their children or to pass on birthday and general well-wishes.
- An ongoing effort is being made to drive traffic from Facebook and Twitter to the LITTLE EDEN website to encourage individuals to contribute via the site.

Twitter page followers have not moved much at 159 followers as this is not the main focus for social media.



Bedfordview and Edenvale
NEWS
newsclip

Edenvale Radio

Catholic Archdiocese
of Johannesburg

radioveritas
Catholic Radio Station
The Good News, For a Change



The Southern Cross
Southern Africa's Catholic Weekly

tame TIMES

Monitoring and Evaluation

Core functions are monitored and evaluated on an on-going basis, in order for LITTLE EDEN to achieve its aims, and live up to our Mission.

- To ensure that the residents' needs are fully met, team meetings are held on a regular basis with on-site walkabouts to monitor the level of care, hygiene and maintenance.
- The Board of Governors oversees the strategic direction of the Society according to its constitutional guidelines. The Board meets once every two months to evaluate the preceding period of operation and to recommend and advise on future direction.
- The management team meets regularly to ensure that operational matters are addressed timeously and adequately.
- To maintain a good working relationship with the Department of Health Gauteng Provincial Government and in keeping with our standards of excellence we ensure full compliance with all statutory requirements.
- To ensure the application of prudent financial policies, all finances are carefully monitored by measuring performance to budget and this information is submitted every two months to the Finance Committee and the Board of Governors.
- In keeping with the fundraising strategy we fundraise aggressively to source funds for operational requirements in order to meet the monthly shortfall in Department of Health Gauteng Provincial Government subsidies and to broaden the scope of service provision.
- To maintain and build adequate infrastructure and facilities which are required to ensure a holistic approach in the care of the residents.
- To source and retain qualified and competent staff members within the organisation.
- To provide on-going staff training and ensure placement according to expertise.
- To uphold the Values and Ethos in caring for the residents and staff.
- To sustain effective and efficient communication with stakeholders.



Hélène with Candy

LITTLE EDEN programmes and activities are monitored through the use of statistical data, as well as progress reports submitted monthly to the management team and every two months to the Board of Governors.

To facilitate communication between shift staff and to have information on residents readily available, care profile boards have been introduced, with a list of all residents and their basic information (gender, age, name, medical requirements etc.) which will in turn also support the type of individual therapy, stimulation and care required.

The reports evaluate progress against project objectives. Regular site visits are conducted by managers and supervisors who focus specifically on their target area of speciality, for example health and safety and medical aspects. The relevance and efficiency of programmes are monitored in terms of their relation to the needs of the beneficiaries. Regular discussions with specific stakeholders and an open door policy results in reviews of programmes as and when required.

Annual performance appraisals are carried out for LITTLE EDEN staff. This allows managers to receive feedback from their employees as well as the employee to raise any issues that may have arisen. Goals are set, and in subsequent appraisals progress is monitored and new goals are set or adjusted. This gives direction and growth to both the employee and the manager. This also gives management better insight of the employee towards succession planning.

LITTLE EDEN gives organisational management issues, systems and processes due consideration and ensures that all activities comply with all legislated requirements. For example, the safety and health of residents and staff is a key performance measurement indicator during the annual performance review of managers.

Regular meetings are held with the FMC Department. Monitoring and evaluation of projects that are in progress and in the planning stages take place. These meetings allow for potential opportunities and shortfalls to be identified early on in the project, which in turn leads to greater efficiency.

Progress reports to funders and sponsors are submitted as per their requirements on their specific projects.

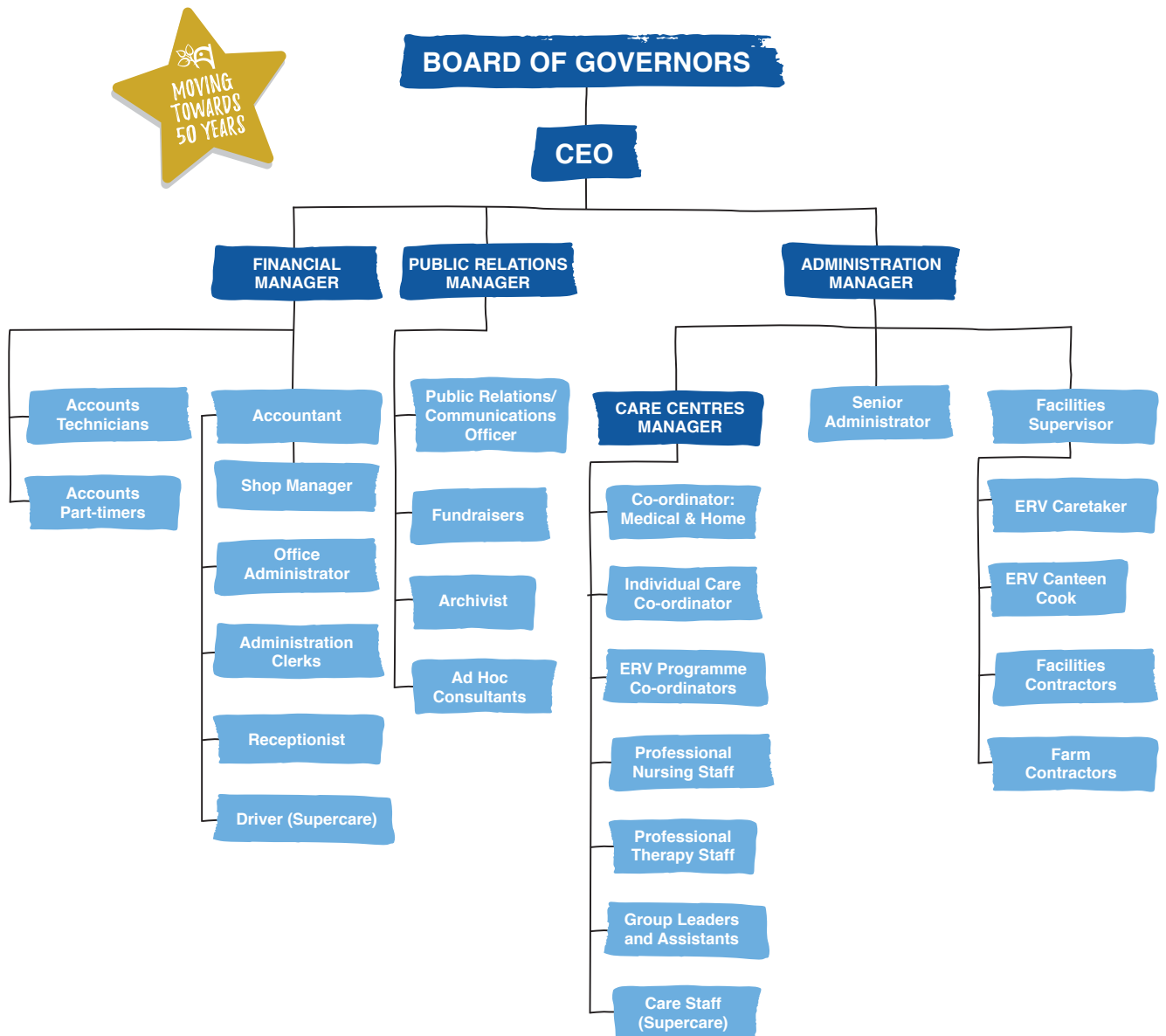
Monthly Safety, Health and Environment inspections are carried out and results submitted by the appointed SHE Representatives to the SHE Officer. All issues are looked at: minor issues are dealt with by the Officer, while serious issues are passed onto the manager concerned. The SHE Officer follows up with the manager until the issue is resolved. An external SHE Audit is carried out quarterly by Scott-Safe pro bono in which LITTLE EDEN regularly scores over 98%. SHE Committee Meetings are held every three months to discuss any issues and incidents. Management are 'Designated Committee Members' and so most issues are dealt with immediately: if not it is resolved via their regular meetings.



Dorothy with Busi on cookie baking day

Management and Corporate Governance

LITTLE EDEN SOCIETY ORGANOGRAM





LITTLE EDEN Society has adopted the Independent Code of Governance for Non-profit Organisations in South Africa. This Code of Governance outlines eight 'values' which are of special relevance and concern to the NPO sector, as well as six key leadership principles, and five statutory legal and fiscal principles. Although the Code does not yet have any official or legal status, it is widely supported by the donor community and the sector itself. It brings together views and inputs from previous documents, including the SANGOCO Code of Conduct and Ethics. By adopting this Code, LITTLE EDEN Society publicly commits itself to certain core values and principles, including fidelity to purpose, democracy, transparency and accountability. The Code also guides the Board of Governors on issues such as conflicts of interest and self-dealing as well as the responsibilities to ensure that resources are spent appropriately and in the public interest. Visit www.governance.org.za for more information and a copy of the Code.



LITTLE EDEN firmly believes that responsible business conduct is based on fairness and integrity embodied in the Values of *Respect*, *Sanctity of Life* and *Love & Care*. In our marketing and fundraising communications, it is an absolute fundamental that we respect our donors' right to privacy. We do not make unsubstantiated claims in our marketing materials. In the year under review, there were no recorded complaints about possible breaches of codes and laws related to marketing, advertising, promotion and sponsorship.

LITTLE EDEN's 'product' comprises the holistic care of its residents. To perform our work of serving we must have dedicated staff who spare no effort in ensuring the provision of the best available care and stimulation services for the monetary value expended. It is the stated objective of the Board of Governors and management that such care must of necessity, be of world-class standard and best-in-class in the local South African environment. We comply with all applicable legislative requirements and willingly share on request information on resident care programmes and initiatives with other similar NGOs, institutions and other interested parties.

LITTLE EDEN, as any other organisation operating in the Republic of South Africa, is bound by various legislative Acts of Parliament. We endeavour to comply with the applicable legislation and make use of external professional inputs to keep on track.

LITTLE EDEN wording and dove symbol have been approved and the Trademark registration certificates received. The ® can now be used with the LITTLE EDEN wording and dove symbol. We are waiting further update regarding the Values trademark registration progress.

The LITTLE EDEN Beneficiary Analysis certificate renewal was completed with a resulting score of: DDHH 75% and ERV 51.67%. This supports the Social Development element of the BBBEE score card, where companies can qualify for top points under this section.

The Annual General Meeting of the Society took place on Saturday 11 July 2015 and was well attended by the members; volunteers; residents; and The Hon Mike Waters – DA MP and Mrs Heather Hart – DA Local Government Councillor. A special word of thanks to City Lodge Hotel at OR Tambo Airport and the staff for the use of the venue and refreshments.



Heather Hart and Mike Waters
at the AGM

LITTLE EDEN COMMITTEES

In keeping with best practice initiatives, LITTLE EDEN staff are represented on the Employment Equity Committee, which meets every four months; and the SHE (Safety, Health and Environment) Committee which meets quarterly to discuss any safety concerns that may have arisen in the previous quarter. The Ethos Teams, Tirisano and Bambanani, meet monthly to encourage the living of the LITTLE EDEN Values and to create practical ways that will highlight the Values throughout the year. These committees will be relouped and re-launched with the view to getting more buy-in and enthusiasm from current staff and especially new staff.

The Society is aware of the importance of maintaining the racial diversity of its management team and Board of Governors. The risk of non-compliance with BEE could result in a loss of donors.

The Board of Governors Members' Manual clearly lays out the role of the Board and committees, code of conduct of the members, the course of action to be taken should a conflict of interest exist and also profiles each position on the Board. All committees adhere to the guidelines laid out in this manual. Further details are available from the Secretary of the Society.

Management:

Male	Female	Black	White	ERV	DDHH	Depot Shop	Disabled	Total
1	10	5	6	3	8	0	1	11

NOTE: 5 LITTLE EDEN Managers; 6 Supercare Managers

Board of Governors:

Male	Female	Black	White	ERV	DDHH	Depot Shop	Disabled	Total
5	2	2	5	0	0	0	0	7

LITTLE EDEN strives to ensure that nominations to the Board of Governors represents a mix of expertise, knowledge, experience, representivity and that those nominated are able to commit time and effort to carry out their duties and responsibilities effectively; further, they are expected to subscribe to the Ethos and Values as embodied in Our Mission. At the Annual General Meeting of the Society, members of the Board of Governors are nominated and elected for a period of two years (but are eligible for re-election). All members should possess the highest level of integrity, independent mind-set and expert knowledge that meet the needs of the Society and complement the competencies of the existing members on the Board.

LITTLE EDEN is fortunate to have members who show these qualities as well as being closely linked with the Society on a personal level: two members have siblings residing with us; and one is a son-in-law of the late founders.

The Board of Governors consists of:

Mr Maurizio Galimberti BSc (Chairman)
 Mr Alexander Angus NTD, PMD (Vice-Chairman)
 Mrs Ntambose Rosetta Xaba CA (SA) (Treasurer)
 Rev Antony Bishop FCIS
 Rev Douglas Boake CA (SA)
 Mr Luigi Slaviero PrEng, MBL, BSc(Eng)
 Mrs Yvonne Thipe BA Curr

LITTLE EDEN has invited local council members and Government representatives to sit on the Board, but without much success.

Two sub-committees established by the Board of Governors to assist in its duties are a Finance Committee and a Remuneration Committee.

FINANCE COMMITTEE

The Finance Committee comprising of at least three persons from the Board of Governors: the Treasurer, the Chairman, and at least one other Board Member, as well as the Financial Manager and the CEO. The Committee meets six times per annum. This Committee fulfils the Board's oversight responsibility relating to the Organisation's financial statements, financial reporting practices, systems of internal accounting and financial and disclosure controls, internal audit function, the retention and oversight of independent auditors and oversight of the Society's ethical business conduct.

Finance Committee members:

Mrs NR Xaba (Chairman)	Mr PJ Mannix
Rev A Bishop	(Financial Manager)
Rev D Boake	Mr LG Slaviero
Mr M Galimberti	Mrs LM Slaviero (CEO)

REMUNERATION COMMITTEE

A Remuneration Committee comprising of at least three independent Board members together with the CEO, Financial Manager and Public Relations Manager (includes Human Resources) meet at least once annually. This

Committee provides guidance and recommendations for the remuneration strategy of the Society and fulfils the oversight mechanism to ensure that remuneration levels are consistent, fair and in accordance with similar NGO related market levels. HR consultants, Connold and Associates, supplied valuable input making use of the PE Corporates Services survey. The Remuneration Committee recommends an overall annual quantum (either percentage or value or both) and also sets the remuneration of the CEO.

Remuneration Committee members:

Mrs NR Xaba (Chairman)	Mr PJ Mannix
Rev A Bishop	(Financial Manager)
Rev D Boake	Mrs VM Mannix
Mr M Galimberti	(PR Manager)
	Mrs LM Slaviero (CEO)

LITTLE EDEN FOUNDATION

The purpose of the LITTLE EDEN Foundation (LEF) is to safeguard, grow and ensure the provision of funds, assets, services and other resources to LITTLE EDEN Society. The Foundation may call upon and makes use of professional external advice (remunerated and/or pro bono) when necessary and to objectively evaluate performance.

The LEF is a separate Public Benefit Organisation (PBO 930 034 635) operated not for profit and registered under Section 30 of the Income Tax Act No 58 of 1962 and has been granted Section 18A status. The Foundation has its own non-executive Chairman and independent Board members comprising of six nominated members and one co-opted member. Membership is only by invitation for duration of three years renewable for two further periods of three years. No members of this Foundation serve in any other LITTLE EDEN related capacity. The LEF meets three times per annum. The Chairman, office bearers and members of the LEF are not remunerated for their services.

LITTLE EDEN Foundation members:

The Rt Rev. Bishop T Graham Rose, DD (Chairman)
 Mr Terence Bowman (Vice-Chairman)
 Mr Michael Rohrbeck, CA (SA) (Treasurer)
 Mr Tommaso Altini, BSc MAQS
 Mr Noel Bass
 Mr Alfredo Crabbia
 Mr Rajeev Thomas, B.Eng Proj.Mgt, Cert CPMM

ASSOCIAZIONE DOMITILLA ROTA HYAMS ONLUS

Associazione Domitilla Rota Hyams Onlus is a non-governmental legal entity registered in Italy, the purpose of which is to act as a central European contact office for European donations, with tax benefits, towards the sustainability of LITTLE EDEN Society. Further benefits include the facilitation of volunteers, the exchange of knowledge related to the care of persons with intellectual disabilities, the involvement of tertiary organisations and the transfer of ethos value systems.

The regulatory relationship between the Onlus and Transnational Giving Europe (TGE) is established and being used by donors. TGE allows for European donors to donate to LITTLE EDEN Society via the Onlus and receive tax credits in their country for such donations. The Italian 5/1000 (cinque per mille) tax benefit in aid of the Onlus

(and ultimately LITTLE EDEN Society) is also working and contributions from this source have also been effected.

The Onlus has its own independent non-executive Founding Board Members and Executive Committee who are not remunerated for their services.

A number of noteworthy events took place throughout this reporting period.

- The Onlus and Italian delegation arrived in May 2015 with H.E. Giulio Terzi di S. Agata (former Minister of Foreign Affairs of Italy) to visit LITTLE EDEN and attend the book launch function. This event combined with the visit of the Italian delegation is an important step in consolidating the sustainability of LITTLE EDEN.
- Mrs Slaviero, Chief Executive Officer and Xelda Rohrbeck, Administration Manager and Mr Slaviero, (representing the Board of Governors travelling in his personal capacity) visited Italy in Aug/Sept 2015 to continue the good relationship with the members of the Onlus. Mrs Rohrbeck spent a week at Fondazione Istituto Sacra Famiglia in Milan to review their processes and Mrs Slaviero presented a paper at the international congress of the European Association for Mental Health in Intellectual Disability ('EAMHID') in Florence.
- The Mayor of Almenno San Bartolomeo, Italy, issued a formal invitation to a series of official functions which took place on 7 February 2016. These included:
 - The official opening of the newly refurbished (and relocated) offices of the ADRH Onlus, now known as 'Casa di Domitilla e Daniele Hyams' (House of Domitilla and Danny Hyams)
 - The naming of a public road in Albenza, as 'Via Domitilla Rota Hyams'
 - The road locality sign-post of 'Albenza' being amplified with the descriptor 'località natale di Domitilla Rota Hyams (07/05/1918 – 18/01/2011) – 'birthplace of Domitilla Rota Hyams)
 - Posthumous conferment of Honorary Citizenship of Almenno San Bartolomeo on Danny Hyams
- Further research by the students of University of Bergamo took place at LITTLE EDEN Society.
- The next function is support for the LITTLE EDEN Society's 50th anniversary in 2017. Discussions have taken place between the Onlus and the University of Bergamo to send out one of the senior lecturers in 2016 to liaise with the Society with a view to organising a memorial lecture taking place in the anniversary year.

CUSTOMER PRIVACY

This is important to the Society as custodians of stakeholders' personal details; we have a moral obligation to safeguard their information. The database is encrypted. Any access to this database is logged and can be tracked if necessary.

No incidences regarding breaches of customer, resident and staff privacy – to which we respect their right – were recorded in the past year, nor were there any known losses of data held by the Society (with reference to this grouping). Further we have in place service and satisfaction feedback mechanisms to ensure rapid response to concerns and complaints.

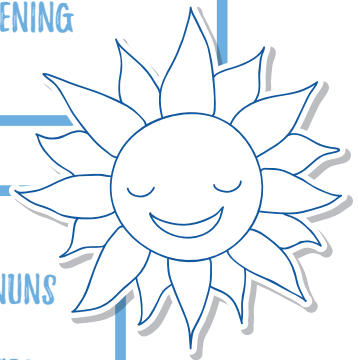
MOVING
TOWARDS
50 YEARS



University of Bergamo student,
Cinzia with Resident Adrian

Mohammed (10 years):

HE IS BLIND; PREVIOUSLY HE USED TO GET VERY UPSET WHEN HE WAS TOUCHED. NOW HE ENJOYS CONTACT ESPECIALLY WHEN WE MASSAGE HIS BODY. HE USED TO HAVE A LOT OF TENSION IN HIS BODY AND STIFF MUSCLES BUT THROUGH DAILY STIMULATION, HIS BODY HAS BECOME FLEXIBLE AND RELAXED AND HE NOW TRIES TO SIT ON THE MAT WITH SUPPORT. HE ENJOYS LISTENING TO MUSIC ON THE RADIO.



Respect (13 years):

ENJOYS TALKING TO THE NUNS IN HIS OWN SPECIAL WAY. HE ENJOYS GROUP ACTIVITIES.



Residents Pule and Xolane with
University of Bergamo student, Rosanna



Students and Professor from the University of Bergamo



Sr Seena reading a story book to Dumi



Dumi (10 years):

SHE CAN NOW PRONOUNCE A FEW WORDS LIKE "SISTER" AND "AUNTY". SHE ENJOYS GROUP ACTIVITIES AND UNDERSTANDS WHEN WE TALK TO HER.

Letlotlo (4 years):

PREVIOUSLY, HE WAS NOT ABLE TO STRAIGHTEN HIS LEGS BUT THROUGH REFLEXOLOGY, HE IS NOW ABLE TO STRAIGHTEN HIS LEGS AND FINGERS AND IS BETTER ABLE TO PLAY WITH HIS TOYS.



Care and Stimulation programme

To provide
EXCELLENT SUSTAINABLE CARE
to our 300 residents, through
TRAINED AND COMMITTED MANPOWER
and appropriate care facilities.



The Care and Stimulation Programme is a combination of medical and nursing care and therapies such as physio, occupational, hydro, music, speech and pet therapy, art, metamorphosis and reflexology designed to help the residents feel as much at home as possible and give them confidence to develop to their full potential. Residents with the potential for progressive development are identified and provided with therapy for their specific needs.

The craft work in which they are encouraged to take part includes knitting, making greeting cards, beading rosaries, colouring and painting.

case
study

Music therapy



by Karen de Kock

Music Therapist Elvira Rota Village

Building a bridge between two worlds

Phillip is a 15 year old boy who is diagnosed with progressive cerebellar atrophy, ataxia and hypotonia. His receptive language is more advanced than his spoken language as he struggles to make himself understood. He tends to slur his words and cannot complete two sentences which is what one would expect from someone who is functioning at a 2 – 3 year old level.

Phillip was admitted to Elvira Rota Village in October 2015. He had previously stayed with his family and had never been in a residential home. There is often a period of adjustment in these cases and as a result LITTLE EDEN recommends that the family do not visit him for the first six weeks after admission, to help him settle. They are encouraged to phone the Nursing Sister on duty to enquire on the well-being of their child, in the interim.

All staff members are aware of the difficulties that might occur during the six-week adjustment period and everyone does her utmost to ensure that all the needs whether emotional, social or physical, are being met.

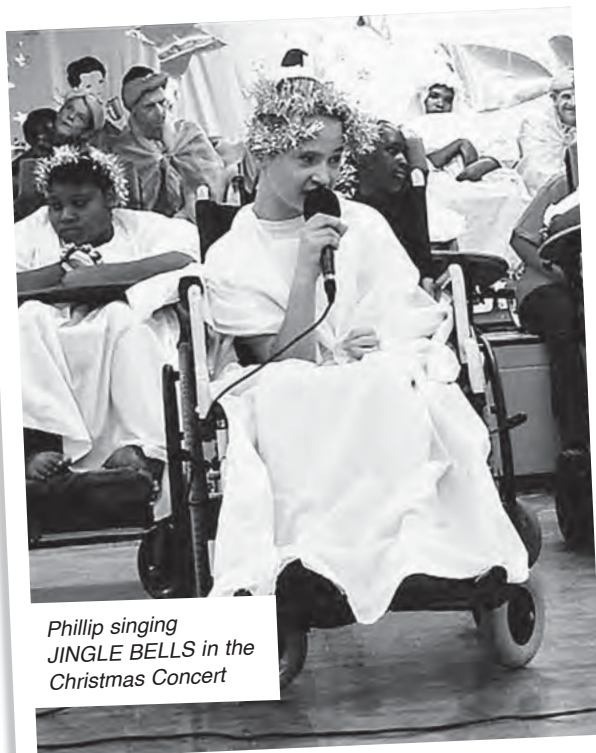
During the weekly Music Therapy session that Phillip's group attend, my musico-psycho-social observation of Phillip showed that he enjoyed clapping his hands and moving his head to the rhythm. However, he did not participate in singing.

Due to his speaking difficulties, he could not keep up with singing the words at the same tempo as the other residents. As a result, he kept quiet.

To assist him, he was encouraged to sing alone in Turn. He enjoyed the group's validation and cheering of his efforts, this *inspired* him to continue. He started to gain more confidence socially and emotionally as he experienced a focus on his abilities, rather than his disabilities. During our annual Christmas Concert practices in October 2015, Phillip was invited to sing Jingle Bells.

My decision to include him was based on the following:

- (1) He indicated that he knew the words.
- (2) There is a lot of repetition which builds confidence and would not put pressure on him to 'remember' in front of an audience, which can be daunting.
- (3) Accompaniment with the piano or guitar could be adjusted according to his ability, I could go faster and slower as he needed me to go, to support him.
- (4) I felt that he was ready and that the experience of singing in front of a bigger audience, would be therapeutic.



Phillip singing
JINGLE BELLS in the
Christmas Concert

Phillip and Karen



Phillip sang with confidence and at a pace that was comfortable for him. He received great applause for his efforts from the audience. A therapeutic experience for him and all who were present.

In between group sessions, I often went to check on Phillip in his section to get a sense of him settling in, socially. Although Afrikaans is his home language, he is able to speak English. Being one of a few members of staff who work with the residents and is fluent in Afrikaans, I considered that hearing his mother tongue now and then, could also help him in his settling in on the farm.

Phillip went home for the first time since he was admitted in August, during the December Christmas period. When I returned early in January, after my December leave, I considered what he must have experienced being home for the first time in December and being back on the farm. To help him with this bridging of two worlds, I started taking him for individual sessions, 30 minutes, once a week.

The individual Music Therapy space is different from the group therapy space, where the main aim is social interaction and connectedness. The individual space can be compared to visiting a psychotherapist on a regular basis, to express and share one on one, what often cannot be expressed in a group. The individual space is a private space where the residents are allowed to express and verbalise, if they can, what they need. There is no judgement, there is no right or wrong. As Music Therapist, I offer support, understanding, relief and joy through the medium of music.

'Song-Writing' is a tool in Music Therapy that we use with clients who are verbal and generally cognitively, higher functioning. The Music Therapist either uses the melody of an existing song, or composes an entirely new melody for the individual. The aim of 'Song-Writing' is to offer a

framework for expression and to co-create WITH the therapist, their own song, a song unique to them and their experiences OF and IN the world.

I decided to compose a new melody for Phillip. The title of the song was '*Phillip was by die huis*' (Phillip went home). Due to his difficulty in speaking fuller sentences, I decided to have a recurring refrain, ending with a question, to enable him to fill in a word or words.

REFRAIN: 'Phillip was by die huis, en wie het hy daar gesien?' X2 (Phillip went home and who did he see there?) When we sang the song the first time, he answered 'My mamma' (My mom). We then sang how she loves him and I repeated the REFRAIN.

This time, he filled in, 'My sussie' (My sister). Again we sang how much she loves him.

As we repeated the REFRAIN, he filled in his dog, Dyason, his grandpa Phillip, his Aunty Vicky. He sang about Aunty Vicky's swimming pool where they swam on the hot days, he sang about the party that they gave him with cake, coke, chips and sweets. As we sang, his face lit up with obvious pleasure and joy. I asked him how he felt about being back on the farm after his visit at home. He said he was happy to see his friends Paulus, Ahmed and Siza. I reminded him that everyone here loves him too.

The song became a bridge between his two worlds, home and the farm.

Two worlds that he will cross into often, two worlds where he is loved and respected and missed when he is away. I believe that the group Music Therapy space offered Phillip opportunities to become connected, be validated and settle into his new family on the farm, to express himself and to integrate his two worlds of existence.

case
study

Music therapy

by Marie-Victoire Cumming

Music Therapist Domitilla and Danny Hyams Home



Stimulation group

Mzoli



Sometimes i struggle, but i will keep trying

On a weekly basis at Domitilla and Danny Hyams Home, multidisciplinary sessions are conducted with a group of four residents in the Home, namely: Shaun, Sindi, Gift and Busi. Collaboration between the different disciplines in such a group (Physiotherapy, Music Therapy and Speech Therapy) allows for physical, social and emotional related goals to be extended in the therapeutic process, and provides opportunities to share techniques/ideas and further enhance the therapy process. Examples of the kinds of activities in the group involve many play-filled activities which incorporate oral-motor exercises, instrumental play, vocalisation, games, books, alongside seating and postural work.

One of the residents in the group is Sindi. She is 13 years old and is a very engaging child who is motivated and eager to learn. Sindi may take longer to process motor responses, although she continues to focus intently on the goal or activity being encouraged. Sindi cannot speak, although her eager communication skills continue to develop and she understands much of what is being said to her. Sindi always tries so hard and puts in a great deal of effort. She has a gentle and lovely nature, and is most often seen smiling at her friends in the wing.

During one of the group sessions, our Speech Therapist had brought some whistle straws along to assist the residents with breath control and shaping the mouth accordingly. Each resident took it in turns to slowly try and grip the straw with their hands and bring the straw towards their mouth. During Sindi's turn, she became frustrated when she was unable to grip the straw. Everyone in the group had been able to grip, and Sindi was struggling. We tried to assist her, but soon realised that we were only aggravating the situation, as she clearly wanted to do it on her own. Sindi repeatedly tried to hold the straw and showed more frustration. I had never seen Sindi become upset like this before, but have always known her willingness and determination to succeed in a task. Busi showed some encouragement and shouted "keep going, Sindi!"

This session reminded me how aware the residents are of each other's abilities and the difficulties experienced when they may feel trapped physically. Group support was most certainly evident for their friend Sindi in her efforts to complete the task, which was beautiful.

Uniting Abilities

At Domitilla and Danny Hyams Home, there are seven residential wings classified according to the residents' varying pathologies, levels of ability, cognitive functioning, and potential needs. Two of the wings include Orange

(boys) and Lilac (girls), which consist of 48 residents in total. The majority of these residents are in their teens, and present with autistic tendencies, epilepsy, accompanied with varying behavioural problems. Finding a platform for all of the residents to be acknowledged and validated can be challenging, due to the often unpredictable nature of their behaviour.

In May 2015, I decided to organise a concert specifically for Orange and Lilac wing residents. This was aimed for the residents to feel part of something significant, and be provided with an opportunity for their abilities to be recognised and acknowledged, despite intellectual impairments and varying behavioural problems. As many of the residents as possible were included, and preparation for the concert included weekly group music therapy sessions in the wings. Activities such as instrumental play, singing, and movement work formed part of the sessions. One of the residents from Lilac wing, Sandra Botha, was afforded the opportunity to sing in front of an audience during the concert. Sandra is 40 years old, blind, and intellectually disabled of a profound nature. The process of moving Sandra out of her comfort zone in the wing to the concert hall posed some challenges, as Sandra shouted, bit herself and appeared anxious of the situation. However, once Sandra settled on the chair and felt contained, she immediately recognised the song on the guitar, and started to sing – beautifully and calmly.

Each of the residents in the concert was given an opportunity to contribute in their own, unique way – from beating a drum, playing the tambourine, holding a ball and/or throwing it into a hoop, or playing the chimes. For some, this may have been too much, and simply being part of the group where they could feel included and watch their friends, or sit and appreciate the music was more suitable to their needs and capabilities. One of the male residents from Orange wing, Mzoli Tshengele, displayed understanding in sweeping paper leaves across the floor with a broom, as well as picking up scattered plastic vegetables on the floor with a spade and putting them into a basket. Mzoli is 27 years old, intellectually impaired and often presents with epileptic seizures.

This year, on a weekly basis, reflexologist Daphne and I facilitate combined sessions in the Hall for both Lilac and Orange wings, alternating weekly between the two wings. The groups are relatively small, which allows for more focused work. During the sessions, Daphne and I work towards enhancing self-awareness as well as awareness of others, and aim to provide stimulation and enjoyment in creative interaction. The members engage in instrumental play, singing, sensory stimulation, movement work, and various activities which promote awareness and group interaction. We are looking to combine the two wings in the sessions, as a means to unite abilities between the residents and create opportunities to be heard and recognised.

case
study

Physiotherapy

By Nabeela Laher

Physiotherapist Domitilla and Danny Hyams Home

More than meets the eye

Sometimes someone unique comes along and surprises us all. At Domitilla and Danny Hyams Home, this special person is ten year old Dumí Tshabangu, who came to live at LITTLE EDEN in 2014. At first glance, one might easily assume that Dumí is unable to do anything, as she mostly holds herself very stiff and is unable to speak or move at all. More often than not, one finds her turned to one side and with difficulty sitting straight in her wheelchair. Dumí has a form of cerebral palsy which we describe as severe Dystonia. Because of this, her muscles have learnt to respond negatively to any attempts she makes to move or speak. This makes it difficult for her to express herself, to function or to interact with her environment.

Amazingly through time we have found that, although Dumí cannot walk, talk or maintain a good position, her level of understanding is high, and we suspect that there is strong intellect hidden beneath! During her 'good' moments, Dumí is able to co-ordinate her muscles enough to speak, sing and will answer questions appropriately, using single words. Sometimes, we may even catch her laughing at a joke!

Within the therapy programme, our aim is to create opportunities for Dumí to learn and develop and achieve better physical function. This is done through helping her to improve control over her muscles, vision, eye-hand co-ordination and the ability to sit well in a wheelchair. To help with this, Dumí has a special positioning wheelchair, which was donated to her, that allows her a better sense of feeling and stability. This means that she is able to co-ordinate her muscles better and have more moments of function during the day – which has made a big difference to her quality of life. In addition to individual time, Dumí has weekly Craniosacral therapy with Daphne, and afterwards they stay to join in with our higher-level stimulation group. Here, she is given an opportunity to practise sitting while having a fun and interesting time with her friends! We look forward to seeing Dumí grow from strength to strength and hopefully one day be able to show the world the determined and spirited little girl that we have come to adore.

***In November 2015, a group called Friends of Jessica donated R85 000 towards the care of Dumí at LITTLE EDEN.**



Nabeela and Dumí

case
study

Reflexology

By Daphne de Jager

Reflexologist Domitilla and Danny Hyams Home

Reflexology and Craniosacral Therapy

Bowel movement/constipation may be improved by using a combination of Reflexology and Craniosacral Therapy.

Constipation related to a variety of causes is often a problem in children and adults with cerebral palsy. Decreased mobility may lead to diminished appetite which can result in inadequate roughage in the diet. Additionally, oral-motor dysfunction may restrict the amount and types of food consumed. Gastrointestinal transit time is increased substantially in individuals with cerebral palsy, resulting potentially in stasis of food, bloating and impaction. Constipation itself causes decreased appetite thereby resulting in a vicious cycle.

Reflexology is a gentle and extremely effective form of therapeutic foot massage. The feet are a microcosm of the body. All the organs, glands and body parts are represented in similar arrangement in the feet. Reflexology works on the premise that all the organs in the body have reflexes in the feet and stimulating these reflexes in the feet we are stimulating the body to heal itself. Often where there is a sensitivity in a reflex area that would be an indication of stress or weakness in the corresponding organ or body part.

Craniosacral Therapy is used to detect and correct imbalances in the craniosacral system, which may be the cause of sensory, motor or neurological dysfunction. The craniosacral system consists of the membranes and cerebrospinal fluid that surround and protect the brain and the spinal cord. It extends from the bones of the skull, face and mouth down to the sacrum or tailbone area.

In these case studies, residents will receive Craniosacral Therapy to the regions of the pelvis, abdominal and mid thoracic spine, to relax the dura and soft/connective tissue structures surrounding the intestines and the colon.

Fascia envelops all of our organs and anchors them to each other or to the abdominal wall internally. If the ability or fascia to stretch or elongate is lost, the end result is pain, loss of mobility and even potential for organ dysfunction.

Soyama Mesuli Mkwaiyimbe, 9 years; Jobekazi Gama, 7 years; and Lethabo Seboane 21 years have benefited from this form of treatment. Besides trying to improve bowel movement, both Reflexology and Craniosacral Therapy are hands-on treatments which induce deep relaxation within the body and thereby help to improve the residents' well-being.



Reflexology with Lethabo

My name is Tony Bolton, the father of Melanie who has been in LITTLE EDEN for over 35 years. We as her parents are indeed blessed that Melanie has been cared for most of her life, and we thank our heavenly father for the wonderful staff of LITTLE EDEN who so devotedly care for her and all the other residents of that wonderful place.

Tony Bolton

You are doing a wonderful job with all the people at LITTLE EDEN. I was touched with the work you do and the information you gave us. You are such wonderful people and God in blessing you with all that you are doing...

Mbongiseni Nzuza

On behalf on myself Jean Patrick and my family I would like to express with joy and sincere what you are doing, there Delano Jaftha is with you from 1998 that is 17 years LITTLE EDEN is his home he is look well after and cared for. You are doing a great job you are dedicated to do look after patients that become residents this is not for anyone but this is a calling from above to do this job. I salute LITTLE EDEN for the outstanding treatment that they show, we can't always be there but because of you caring and do what we can't be there it is just no words. It is his 30th birthday today and it is just not possible to be there today but in my mind and body I want to share this day with him, lots of love hugs and kisses to him, and to the family of LITTLE EDEN keep up the good work!!!
GOD BLESS YOU.

Jean Esmerelda Patrick

Compliments

MOVING
TOWARDS
50 YEARS

One of the most special things I was ever privileged to be part of, was introducing one of your residents, Serame Kgawelo to LITTLE EDEN.

He is such an amazing human being, as are all the incredible staff.

LITTLE EDEN has had a very profound impact on my life and I would so love to be closer to participate in all the functions, fundraisers and happy events that are so much part of LITTLE EDEN.

Thank you so much for letting me know about precious Heather. She certainly did have an extra special place in my heart. I just see her beautiful face and genuine love for all around her. How blessed were all whose path she crossed in the 43 years she was at LITTLE EDEN and how fulfilled her life must have been knowing how deeply she was loved by all entrusted to care for her. I continue to hold you, the staff, the volunteers and all involved in your life-long work of loving and caring – in my thoughts and prayers – as you fulfil your work with the profoundly physically and mentally challenged. LITTLE EDEN is never far from my love and care.

Annie Ogilvie

The last 26 and a half years have been a wonderful rollercoaster experience and it has been an honour and privilege to help build LITTLE EDEN into the beloved and admired establishment that it is today.

Thanks to management, staff and especially our special residents, for an incredible journey!...

Lenore Stringer

How do I start by thanking all of you at LITTLE EDEN for everything that all of you did for Suanrie!!

Thank you for making LITTLE EDEN a home for Suanrie for all these years!! We as family thank each and every one of you for taking care of our little angel!... Suanrie is in Heaven now and is one of the most beautiful angels!

M.J. Nieuwenhuys

My name is Kayla, and I am a student fresh out of high school.

Last year, I had a number of community service hours to complete. My mom suggested LITTLE EDEN, as she had once done community service there when she was a student teacher.

At first I was apprehensive because I am very sensitive and felt I wouldn't cope with it, only after my time spent at the home did I realise how selfish my apprehension was. I fell in love with the angels I interacted with. I realised that they were the most innocent, precious people I would ever have the pleasure of meeting, and that I was so lucky that I was allowed to be in their presence and soak up their energy.

One child in particular, Busi displayed more emotional intelligence and manners than most adults I have encountered in my entire life. I keep wanting to come back and I am ashamed that I have allowed a lack of time to be my excuse. I plan to make LITTLE EDEN a part of my life this year. Thank you to the people of LITTLE EDEN; the team consisting of administrators, organisers, caregivers and cleaners for maintaining this safe haven in such a selfish world, and thank you to the angels for teaching me what it means to be a good person.

Kayla Thomas

The granny of Dumi Tshabangu phoned this morning. She is so grateful for what everybody does at LITTLE EDEN for Dumi and all the residents. She prays for all the staff every day that God will bless them and look after them. Many heartfelt thanks from her.

Gran of child

I would like to say thank you to, and compliment you on, the young man that runs the Edenvale store. I have visited the store for quite a few years and both bought goods and donated goods. I also attend your fete every year. The young chap that is now running the store is a breath of fresh air. Very organised and customer orientated, and nothing is too much trouble. A great improvement. It is now a great pleasure to shop there.

Mark

I would like to also take this opportunity to thank you for allowing me the opportunity to work with your care givers and to spend time at LITTLE EDEN, it really is a most wonderful home and I know the general public does not know just how much goes into looking after your residents and your daily running of the home. I just had a little glimpse, and I salute every single person who works at LITTLE EDEN for the work they do.

Pascale Clamp

...The human story of Domitilla Rota and her husband Danny Hyams, founders of the ONLUS which support LITTLE EDEN has greatly and emotionally affected me; attention and total dedication – material and affection – to be human, to those who in our world are considered without hope; totally disabled from birth, with minimal cognitive development, rejected and abandoned by their families and society... for each of the three hundred guests at LITTLE EDEN this can only be understood by going there in person, for every sunrise and every sunset of South Africa they assume the profound value of living that marginal life, difficult and unacceptable for our western mind but still precious and irreplaceable ...passion, moments of joy, interactions between the most disadvantaged and those who with deep dedication and devotion assist them and stay close to them... the value of faith which has animated Domitilla Rota for almost half a century – whose cause for canonization, incidentally is shortly due – continues to animate her daughter and son-in-law, two persons who have “picked up the baton” with admirable courage, and all the families engaged in a very onerous organisation regarding administrative and financial aspects – if we consider that for each disabled guest there requires a person to assist continuously, almost exclusively... It is no co-incidence that LITTLE EDEN has taken the first steps in that piece of land that connects Albenza, the birthplace of the Rota, to Sotto il Monte, the village of Roncalli and His Holiness Pope Francis and to South Africa and it is not a co-incidence that so much support for this extraordinary humanitarian work continues to be guaranteed from Italy... this incredible experience has made me once again appreciate THE VALUE OF BEING ITALIAN...

H.E. Giulio Terzi di S. Agata



Environment

The materiality of the direct effect of water and electricity has not changed from last year. LITTLE EDEN relies heavily on these services due to the nature of care provided. LITTLE EDEN would face severe hardship with any long-term disruption to these services.

Water and electricity also place a large financial strain on LITTLE EDEN. For this reason LITTLE EDEN is always trying to be more cost effective in these areas. Only energy efficient light bulbs are purchased when replacement is needed. All hand showers have had flow restrictors attached to them. The heaters in the Homes are all run off timers and staff are encouraged to use natural air in place of air conditioners whenever possible.

Investigations are under way regarding the practicality and feasibility of installing solar at both Homes. Various contractors have been contacted to quote on this possibility.

Metal and e-waste recycling continues from electronic donations received that are irreparable. LITTLE EDEN is still not able to source a recycler for all other recyclables. An agreement has been made with a local waste picker to collect a select range of recyclables from the premises once a week. Through this initiative it is hoped that it would offer him an opportunity for income as well as decrease the waste dumped by LITTLE EDEN.

This year LITTLE EDEN has been able to source paper from responsibly managed forests.

ELECTRICITY USAGE (KWh)

KWH	2016	2015	2014	2013	2012
Domitilla and Danny Hyams Home	463 860	525 360	520 200	597 990	624 720
Elvira Rota Village	93 440	125 220	91 480	93 400	104 040
Shop Operation	8 733	11 763	9 415	9 574	9 360
Saint Joseph House	6 041	11 369	13 070	—	—
Domus Our Lady Mother of all Children	11 788	3 454*	—	—	—
Total	583 862	677 166	634 165	700 964	738 120
GJ	2 076	2 438	2 283	2 523	2 657

* Part of year 1KWh=0.0036Gj

Electricity usage for DDHH has decreased by almost 12%. The decrease can partly be attributed to the generator running for 85 hours compared to approximately 20 hours it ran in previous years. The generator used more than 1 100 litres of diesel compared to 100 litres last year. Stricter procedures have been implemented in the laundry for the use of the dryers. This was only implemented and monitored two thirds into the year and therefore usage should further decrease next year.

Electricity usage for ERV has decreased by 25%. This large decrease is most likely linked to Eskom supply being less stable with the generator running 40% more than the previous year (164 hours instead of 117 hours) using 3 000 litres compared to 2 700 litres. Looking at the last five years, this figure is more in line with what is expected in terms of usage. The usage discrepancy between ERV and DDHH is due to the fact that the two generators have different specifications as well as time of day when the generator is run as this would directly affect the load.

Electricity usage at the volunteer accommodation St Joseph House (SJH) has decreased by 47%. This decrease can be attributed to the house standing empty for a short period during the year as well as the renovations that took place in the previous year.

The electricity usage at the volunteer accommodation Domus Our Lady Mother of all Children (DOL) cannot be compared as the previous year's usage was only part of the year. However, the initial part of the year saw contractors busy onsite with renovations and as such it is expected that next year will see the reading lower than current.



NON-RENEWABLE ENERGY (FUEL) USAGE

	2016		2015		2014		2013		2012	
	Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ
Petrol	6 115	209	5 051	172	4 353	148	2 503	85	3 046	104
Diesel	12 824	495	13 199	509	15 130	584	11 866	458	12 703	490
– Vehicles	8 677	335	10 395	401	10 639	411	–	–	–	–
– Generator	4 147	160	2 804	108	4 491	173	–	–	–	–
LPG	3 576	90	3 482	88	4 235	107	1 882	47	4 705	119
Total		794		769		839		590		713

34.2MJ/l of petrol; 38.6MJ/l of diesel; 25.3MJ/l of LPG

During the year the two vehicles used most often went in for major repairs that took several weeks. Both these vehicles use diesel and most of the time the replacement vehicles used petrol. It is suggested this is the cause of petrol usage increasing by 21% and diesel vehicle usage decreasing by 16%. Eskom's erratic supply of electricity can be observed by generator diesel increasing by 47%. LP gas usage has stayed relatively constant with the 2014 financial year being treated as an anomaly due to timing of orders.

WATER CONSUMPTION

WATER (M ³)					
	2016	2015	2014	2013	2012
DDHH	12 609	13 367	14 004	14 605	14 029
ERV	26 554*	–	–	–	–
Shop	37	37	37	37	37
SJH	458	507	466	–	–
DOL	611	192*	–	–	–
Total	40 269	14 103	14 507	14 642	14 066

* Part of year

Water usage at DDHH has decreased by 5%. This small decrease seems to be in line with the year-on-year average, although we have implemented usage of borehole water for menial tasks such as dustbin washing and watering of the newly planted trees to try and save on the water bill. Usage at the Second-hand Shop is calculated on an average figure of 6.192Kl per person as usage is not metered.

ERV still uses 100% ground water that is recycled through the wetland system into potable water. However, during the year a decision was made to monitor water usage. Two flow meters were installed (one at each borehole) and monitoring commenced in September 2015. While the usage seems very high in relation to the other properties, this value does include irrigation of the fields and so is expected to be very high.

The total water used did show a large increase due to the fact that ERV water usage is now being included. If the ERV figure is excluded, 13 715Kl, usage actually decreased slightly by 3%, this is assumed to be within the yearly average.

FARMING OPERATIONS

Farming has always formed an integral part of the ERV operation. Pecan nuts are the main crop and LITTLE EDEN is well known for them with ongoing sales happening year round. Due to the limited land available, farming is not a major commercial venture, but current farming practices cover the costs of the farming with a small profit margin.

Mostly maize is grown which is sold as animal feed to local farmers. Due to the drought and severe heat this summer, beans were not planted. A small vegetable patch provides vegetables for the residents at ERV, with excess crop going towards DDHH. Livestock numbers are kept low to decrease the risk of theft, but the animals that are kept, form part of the Care and Stimulation Programme.

Part of the land is used to house the five maturation ponds and reed bed system that is used to purify ERV's waste water. This part of the land has been rehabilitated into wetlands with therapeutic gardens. The surrounding farms have been *inspired* to also start rehabilitating previously farmed land back into its original state. ERV has been made a member of the local Bromberg Conservational Area because of the efforts that have gone into land rehabilitation.

The rehabilitated wetlands, sensory garden, waterfall and labyrinth provide opportunities for the residents to enjoy some bird watching and relaxation, which is incorporated into the therapies and leisure activities that enhance the quality of life of our special people.

Human Resources

OBJECTIVE

To ensure commitment from and dedication of our staff through: acknowledging the individual; providing the staff with development opportunities; recognising their contribution; motivating the staff; adhering to occupational health and safety regulations; and creating an atmosphere where they have a sense of belonging to the LITTLE EDEN family.

This is material as LITTLE EDEN is committed to providing its residents with the highest level of care by employing the most suitable and diverse workforce possible. We value individuals with exceptional professional and administrative skills who believe in our Values, act with a social and moral conscience and exhibit empathy for our residents.

Employees' right of freedom of association is recognised and respected by LITTLE EDEN. We provide equal employment opportunity to all employees and applicants without regard to race, colour, religion, national origin, gender, age, disability, sexual orientation or any other protected status in recruitment, hiring, compensation, promotion, training, assignment of work, performance evaluation and all other aspects of employment.

We hold regular team meetings and discussions with individuals to ensure that the staff work well in a collaborative environment; to assist in spreading information on the progress of residents so as to allow the staff to better their interaction with the residents; hence the residents too, benefit from this work ethic.

With a workforce of 272 (which comprise of 43 LITTLE EDEN staff, 6 SIC nuns and 213 Supercare staff; 10 contractors/part timers), LITTLE EDEN is fortunate to have a personnel to resident ratio of 272:300 – 0.91:1.

It is *inspiring* to witness the commitment and dedication of each and every employee in fulfilling their role and responsibility in caring for our residents with intellectual disability. This despite the challenges we have faced this year – financial challenges, passing away of some residents and personal challenges. Believing in Divine Providence has been an instrumental part of LITTLE EDEN since inception and a leap of faith was taken again this year in making the decision to pay staff a partial bonus to acknowledge and reward their commitment as no bonuses or increases were awarded in the previous financial year. This was also a necessary decision to ensure staff retention.

This year a Psychology student from the University of Milan did her research practical at LITTLE EDEN. She interacted with all levels of staff through a number of focus groups. The outcome of these focus groups was beneficial in facilitating the communication between staff and management.

Team building and end-of-year functions took place and were enjoyed by all. These functions have proven to be beneficial and appreciated by all, as it *inspires* staff to continue their work of service and to build strong connections amongst staff and to get to know one another.



Little
Eden
Society for the Care of Persons with Mental Handicap

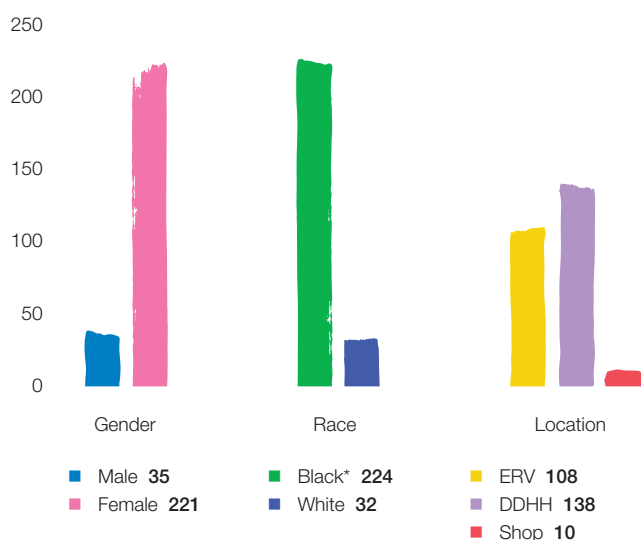
Little
Eden
Society for the Care of Persons with Mental Handicap

Lucy hands over
thank you gifts to staff

Society for
the Care of Persons with Mental Handicap



GENDER, RACE AND LOCATION BREAKDOWN FOR ALL PERMANENT STAFF



Excludes all contractors

*black includes 3 Indian and 1 Coloured

Simphiwe N (8 years):

HE RECENTLY LEARNT TO CATCH AND HOLD HIS TOYS EVEN THOUGH HE IS BLIND AND CAN NOW SIT ON A WOODEN CHAIR FOR LONGER PERIODS. IF SOMEONE CLOSE TO HIM SINGS, HE SINGS ALONG.

LITTLE EDEN EMPLOYEES

Male	Female	Black	White	ERV	DDHH	Shop	Disabled	Total
9	34	17	26	8	33	2	2	43

NOTE: Black total includes 3 Indian

NOTE: 41 x permanent staff; 2 temp staff (students)

Succession planning remains an important aspect which is regularly discussed to secure the continuation of LITTLE EDEN. A point identified on the LITTLE EDEN risk assessment. An Individual Care Co-ordinator position was introduced at Domitilla and Danny Hyams Home to address the gradual deterioration level of care noticed. This deterioration could be attributed to challenges and turnover experienced with the Supercare Site Manager position. Going forward LITTLE EDEN management will be more involved in the recruitment process for this position.

The Fundraising Department, established in June 2015, continues to develop with the recruitment of further staff to support the fundraising relationship development strategy with the objective of securing and widening the income stream required to continue to operate, especially with the challenging economic conditions (a point noted on the LITTLE EDEN risk assessment).

Organisational structure (Organogram) changes will be reviewed in the new financial year to move the Office Administration functions from the Finance Department to the Public Relations/Communications Department.

EMPLOYEE TURNOVER

Male	Female	Under 35 yrs	35 – 55 yrs	Over 55 yrs	ERV	DDHH	Shop	Disabled	Total
1	3	1	2	1	0	4	0	0	4

NOTE: Reason for turnover: 2x resigned, 1x retired, 1x contract expired

A staff turnover of 9.3% is lower than last year but in line with the norm. Exit interviews are arranged for staff and the information obtained from these interviews used to improve on operating procedures.

LONG SERVICE AWARDS

Congratulations to LITTLE EDEN staff who were presented with these awards. It is truly *inspirational* to witness staff commitment, dedication and belief in caring for persons with intellectual disability.

For 30 years: Peter Mannix, Elizabeth Marshall

For 5 years: Alison Angus, Joy Nekhabambe, Carl Rohrbeck

SISTERS OF THE IMITATION OF CHRIST

Male	Female	Black	White	ERV	DDHH	Shop	Disabled	Total
0	6	6	0	3	3	0	0	6

NOTE: Black total includes 6 Indians

NOTE: Religious congregation: Sisters of the Imitation of Christ

The congregations at Elvira Rota Village and Edenvale form an integral part of the continuation of LITTLE EDEN through their spiritual support; background and experience in caring for people with intellectual disability; living and believing in the Values of LITTLE EDEN viz: *Respect, Sanctity of Life, and Love & Care*.

Permanent residency applications have commenced for the Sisters who have been in South Africa for more than five years (a point identified on the LITTLE EDEN risk assessment).

SUPERCARE EMPLOYEES

(provide LITTLE EDEN Society with subcontracted services):

Male	Female	Black	White	ERV	DDHH	Shop	Total
26	187	207	6	100	105	8	213

NOTE: Black total includes 1 Coloured

NOTE: Employment Contract: Permanent except for 4x temporary staff currently assisting with the Shop Operation

EMPLOYEE TURNOVER

Male	Female	Under 35 yrs	35 – 55 yrs	Over 55 yrs	ERV	DDHH	Shop	Total
10	26	17	15	4	12	22	2	36

NOTE: Reason for turnover: Retired = 3, Dismissed = 5, Resigned = 10, Absconded = 10, Removed from contract = 2, Contract Terminated = 4, Temp staff = 2

A staff turnover of 16.9% is slightly down from last year. The number of Shop staff has remained stable for this financial year as a result of systems implemented and the appointment of a Shop Manager.

LONG SERVICE AWARDS

Congratulations to Supercare staff who were presented with these awards. It is truly *inspirational* to witness staff commitment, dedication and belief in caring for persons with intellectual disability.

For 25 years: Mirriam Mufamadi

For 15 years: Maria Lichaba, Phyllis Hlangwane, Esther Mothele, Joyce Marumo, Josephine Mkhonto, Johannes Moruma, Gladness Nkosi, Lettie Skosana, Eugenia Mcaciso

For 5 years: Jeremia Magwaza, Rosina Mnguni, Elisa Maake, Lettie Resebotsa, Maureen Nkosi, Lillian Nkosi, Lauren Seleko

VOLUNTEERS

Male	Female	Black	White	Disabled	ERV	DDHH	Shop	Total
14	55	17	52	1	0	66	3	69

NOTE: Above includes volunteer Doctors (time amounting to 6.5 hours for the financial year).

This excludes community service and the 200 hours worked per week by the four fulltime Fidesco volunteers.

Some volunteers did work at both Homes but are only recorded where they did the most work.

Volunteers contributed a total of 3 295 hours for the year. This averages to approximately 67 hours volunteered per week. This decrease of around 25 hours per week is attributed to the lower number of overseas volunteers who assisted this year (7 compared to 18 the previous year). Overseas volunteers have a large impact on the average weekly hours as they are integrated fully into the daily activities of the Homes, volunteering eight hours a day.

VOLUNTEERS

Domitilla Rota Hyams, founder, was the longest serving and most influential volunteer at LITTLE EDEN who continued to offer her support until late in her 80's.

All local and professional volunteers assist on a part time basis, while volunteers from abroad assist on a full time basis for the duration of their stay.

The value of our volunteers who offer pro bono professional medical support cannot be measured. The care, time and dedication directly impacts on the well-being of our residents in their time of need, when they are ill or need a change in medication to assist with spasms etc.

Hand-in-hand with this support is that of our local volunteers who assist our staff and residents, whether it is

during feeding time or taking time out to interact and play with our residents.

A hearty thank you to each and every one of our volunteers who have directly affected the lives of our special angels at LITTLE EDEN.

During this reporting period a number of volunteers from various countries (Italy, England and Ireland) offered their time between our two Homes. The volunteers stayed from a few weeks up to two months.

These *inspirational* volunteers offer their time, love and care; and support the regular operational procedures. Through their presence and input they give residents one-on-one personal time, which can grow into great friendships.

In April 2015 two students with their Supervisor from the University of Bergamo, Italy, visited LITTLE EDEN for a month to continue their research studies investigating specific aspects about the means of intervention and educational activities carried out at LITTLE EDEN regarding residents who have autism spectrum disorders. This analysis will draw further on theoretical studies of the main interpretations of existing literature on autism spectrum disorder and how these compare to Italy.

The role that local and international volunteers play at LITTLE EDEN is important and *inspirational* and is a testimony to the ongoing outstanding work that they have done over the past years: it is not easy to give of oneself day in and day out without being able to measure the result of one's effort except for a smile or the obvious contentment of a child. The volunteers give of their time and talents to help our therapists in bringing something extra to the children and by so doing, make a difference to the therapy programme and to the activities of daily living. They add value to the programme, as our children benefit from extra one-on-one contact and attention from friendly visitors. It is also a wonderful opportunity to share the good news of LITTLE EDEN.

Volunteers include professionals (e.g. doctors, dentists, lawyers, accountants, architects, engineers, etc.) who give freely of their time and talent through pro bono work; helpers who play with the children or massage their feet; those who work in the Shop and Depot; students who assist with office duties; those who do community service and undertake a variety of tasks which includes playing or singing with the children.



Nichollette welcomes volunteers Anna, Caterina and Marta



Volunteers from the Oblate Youth Service



FIDESCO VOLUNTEERS

LITTLE EDEN is fortunate to have four full time volunteers from FIDESCO who volunteer at the Homes and Shop for a two year period each. Fidesco was created in 1981 by the Emmanuel Community (an association of the faithful, recognized by the Holy See). Fidesco is a federation of associations which sends volunteers to assist throughout the world.

It was with a heavy heart that we said farewell to the volunteers who completed their two years at LITTLE EDEN: Robertus Dicky Kurniawan, Indonesian volunteer, returned to Indonesia on 30 April 2015 after having assisted at LITTLE EDEN in the Second-hand Shop for two years. Hélène Petremant and Clémence Marlé returned to France on 15 August 2015 after their stint at Elvira Rota Village. They were invited to share their experiences with some youth at Holy Rosary School and had interviews on two local radio stations, Radio Veritas and Edenvale Radio. They *inspired* many through their commitment of service during their time at LITTLE EDEN and will be remembered by staff and residents. They all received certificates of appreciation for their two years of service.

LITTLE EDEN was fortunate to receive new volunteers from Fidesco: Jérôme, Aude and baby Côme de Guerny arrived on 2 October 2015 and assist at Domitilla and Danny Hyams Home and in the Second-hand Shop. Ophélie Darras and Jennifer Charles arrived on 8 March 2016 and are volunteering at Elvira Rota Village. We welcome these new volunteers and look forward to sharing this journey with them.

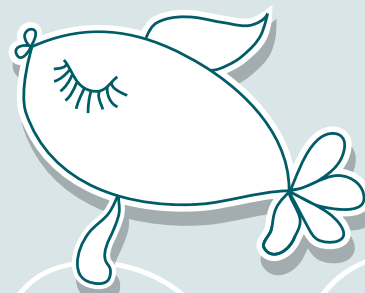
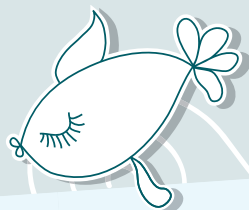
LITTLE EDEN would like to acknowledge and thank each one of these long term volunteers for dedicating two years of their lives in service to others. Their commitment, contribution and living of the LITTLE EDEN values of *Respect, Sanctity of Life* and *Love & Care* have been a great asset to LITTLE EDEN.



Volunteers Aude and Jérôme with their baby, Côme



Peter and Lucy welcome Jennifer and Ophélie



LITTLE EDEN LOOKS FORWARD TO CONTINUING THIS RELATIONSHIP WITH FIDESCO.

Thank you for everything; this experience in LITTLE EDEN has been really fantastic, although the days were few. They were unforgettable moments, this is my new family.

Caterina Salvetti
(8 – 23 July 2015, Italy)

I can't thank you enough for the way you have welcomed and looked after me during my time in South Africa. From the start you made it easy for me to settle in. LITTLE EDEN is such a special place and I am honoured to have had the pleasure of working here, but the reason it is so special is because of people like you. I am so glad I got the opportunity to meet you and I hope one day that I can come back.

You truly are one of the most inspiring people I have ever met. Words can't describe how grateful I am.

Deaglan McKillop
(Feb – April 2015, England)

It was an honour and a great experience for me to know and to serve LITTLE EDEN and the residents. In LITTLE EDEN I met lay people in one family who have a same value of sanctity of life with me.

When I received a card from the residents for my birthday, Christmas or for my one year in South Africa, or when I visited the residents in the farm and they welcome me (they know my name) and one of the residents showed to me that she got new dress or another simple touched, I was really happy to receive it and I thank LITTLE EDEN for all of those thing. Through a smile, through a hug, through the way they looked at me, through imperfect word to say thank you, through their limitation and disability they gave their love for me.

Dicky Kurniawan
(May 2013 – April 2015, Indonesia)

Every single time, every single look hug or smile remained imprinted in our hearts, but it would be difficult to describe them one by one; what binds them is the change that we have seen develop in us... the frivolous and vital young girls have become "women" and the souls still more mature and sensitive thanks to our great little angels.

Anna Rota Martir
(8 – 23 July 2015, Italy)

Walking in the footprints of Danny and Domitilla...

A privilege, an honour and an example! Being surrounded by LITTLE EDEN's family... A model of warm welcoming of everyone!... The mission has used all my skills, both personal and professional...

It has been great being able to use all that I am and all that I know in my work at LITTLE EDEN...

Hélène Petremant
(Sept 2013 – Aug 2015, France)

COMMENTS FROM VOLUNTEERS



Peterson and Wynand

EMPLOYMENT EQUITY COMMITTEE

The committee has been in place since 2009. The committee continues to meet three times per annum and the required Employment Equity Plan and Workplace Skills Plan & Annual Training Report were submitted. LITTLE EDEN continues to apply for the Levy Exempt Grants from Health and Welfare SETA which support training needs.

SAFETY, HEALTH & ENVIRONMENT REPRESENTATIVES



Not only is health and safety a legal requirement, but the well-being of the residents and staff is of utmost importance to LITTLE EDEN. The 5% of the workforce represented on the SHE committee, excludes the nominated management members and meets every three months to discuss any matters that have arisen. Scott-Safe audits LITTLE EDEN every three months pro bono, in which a score of 98% and higher is achieved. No major incidents were reported for the period under review.

TRAINING

A number of training initiatives took place during this reporting year some of which staff (LITTLE EDEN and Supercare) were invited. These training initiatives took the form of: Various workshops, Autism-Specific Fish Bowl Hands-on Training, Medicine Dispensing Practitioner's Course, computer training as well as various in-house seating/feeding/lifting training.

Planning for training for the new financial year is under way, however due to financial challenges, some of these might be put on hold until the Society is in a better financial position for these additional expenses. An application for the Levy Exempt Grant through Health and Welfare SETA has been submitted.



Staff putting out fire during fire training



Dineo receives a gift from Father Christmas

CARING FOR THE CARERS

The Caring for the Carers programme continues on a weekly basis at both DDHH and ERV where all staff are invited to participate in 45 minutes of "time-out" to recharge. Some of the in-house training initiatives mentioned above form part of the Caring for the Carers programme.

Over the past 7 years, the Peech Hotel in Melrose offers a free night's stay with dinner and breakfast to one staff member and their partner. This happens monthly. It is a wonderful opportunity for staff to take time out and a special way to thank them for the commitment and dedication to the work of LITTLE EDEN.

THE
peech
BOUTIQUE HOTEL

Sisters of the Imitation of Christ



**"THE BEST WAY TO FIND YOURSELF IS TO LOSE
YOURSELF IN THE SERVICE OF OTHERS"** – Mahatma Gandhi



ERV staff function



Risk management log

NO	RISK IDENTIFIED	REMEDIAL ACTION
1	Financial sustainability	Further development of the ONLUS and LEF relationship and function; Increase both numbers of donors and donation value; Develop a cost effective mind-set; Effective communication; Retain a reserve equal to 6 months' DoH subsidy; Further develop and review the fundraising strategy.
2	Current state of Economy	Monitor expenses, keep track of situation, identify and rectify inefficiencies.
3	Cash flow	To review targets and discuss quarterly with Fundraising Department; Aggressively promote various campaigns.
4	Senior level succession plan, in particular Care Centres Manager function	Continue to develop a long term recruitment plan and identify suitable internal candidates with a career path; Suitable replacements to be identified; Define the split of responsibilities.
5	Termination or disruption of medicine supply by DoH; laboratory services	Maintain relationship and interaction with the DoH. If not resolved source out of own funds; Categorise classes of needs; Operate a buffer stock.
6	Non-performance of personnel	Appropriate interventions in consultation with HR.
7	Non-payment of Dept. of Health monthly subsidy	Maintain good working relations with Dept. personnel; Retain the relationship with the Senior Council who offered to assist with a class action if required.
8	Public Relations	Continuing development of the public communications to include all channels; Needs to be dealt with promptly by relevant person.
9	Ceilings collapsing at DDHH	Upgrade ceiling boards urgently in critical areas (green and orange wing).
10	Staff retention	Mentoring, training, develop a career path, performance appraisals, reference to PE salary survey.
11	Not meeting Fundraising Targets	Monitoring and evaluation, relevant adaptation of the strategy, investigating new sources of income.

For the year ended 31 March 2016



CUSTOM CONTENT INDEX – ‘IN ACCORDANCE’ CORE

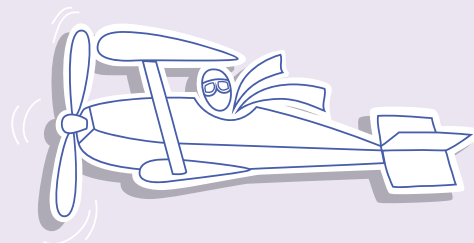
This Content Index provides an overview of the G4 Standard Disclosures based on the selections made.

GRI's Standard Disclosures are comprised of one or more disclosure requirements. Following the link on a specific disclosure label in this Index will take you to the next sheet, 'Overview – Standard Disclosures', where the requirements are listed from "a" to "z" under the column "Disclosure Requirements". In order to report 'in accordance', an organization must answer each of the disclosure requirements for all the required Standard Disclosures.

In exceptional cases, if it is not possible to disclose certain required information, reasons for omission may apply for those Standard Disclosures marked with (*) in tables 3 and 4 on page 12 of Guidelines – Reporting Principles and Standard Disclosures. Consult the "Reasons for omission" on page 13 of the Guidelines – Reporting Principles and Standard Disclosures. There are also macros embedded in this sheet to assist you in disclosing accepted reasons for omission; click on the cell in the Reason(s) for Omission(s) column that you want to provide such a reason for and a selection form will open.

The GRI Guidelines contain the authoritative text. In case of any discrepancies between this Content Index template and the GRI Guidelines, the GRI Guidelines' text shall prevail.

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Page Number	External Assurance
STRATEGY AND ANALYSIS		
G4-1	13	
ORGANIZATIONAL PROFILE		
G4-3	Front Cover	
G4-4	6	
G4-5	Inside Back Cover	
G4-6	6	
G4-7	6	
G4-8	6	
G4-9	Inside Front Cover, 21, 26 – 27, 52 – 55	
G4-10	52 – 55	
G4-11	Zero	
G4-12	We deal with contractors/suppliers as and when required	
G4-13	8	
G4-14	10	
G4-15	17, 26, 50	
G4-16	LITTLE EDEN is part of the South African Federation for Mental Health	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	6	
G4-18	8	
G4-19	10	
G4-20	10 – 11	
G4-21	10 – 11	
G4-22	Not Applicable	
G4-23	8	
STAKEHOLDER ENGAGEMENT		
G4-24	32	
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REPORT PROFILE		
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GOVERNANCE		
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ETHICS AND INTEGRITY		
G4-56	Inside Front Cover, 38, 52	



SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number (or Link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
	Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	In exceptional cases, if it is not possible to disclose certain required information, identify the information that has been omitted.	In exceptional cases, if it is not possible to disclose certain required information, provide the reason for omission.	In exceptional cases, if it is not possible to disclose certain required information, explain the reasons why the information has been omitted.	Indicate if the Standard Disclosure has been externally assured. If yes, include the page reference for the External Assurance Statement in the report.
CATEGORY: ECONOMIC					
MATERIAL ASPECT: ECONOMIC PERFORMANCE					
G4-DMA	26				
G4-EC1	26				
G4-EC4	26				
CATEGORY: ENVIRONMENTAL					
MATERIAL ASPECT: ENERGY					
G4-DMA	50				
G4-EN3	50				
MATERIAL ASPECT: WATER					
G4-DMA	51				
G4-EN8	51				
G4-EN10	51				
CATEGORY: SOCIAL					
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK					
MATERIAL ASPECT: EMPLOYMENT					
G4-DMA	52				
G4-LA1	54 – 55				
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY					
G4-DMA	59				
G4-LA5	59				
MATERIAL ASPECT: TRAINING AND EDUCATION					
G4-DMA	52				
G4-LA10	59				
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY					
G4-DMA	52				
G4-LA12	37 & 52				
SUB-CATEGORY: PRODUCT RESPONSIBILITY					
MATERIAL ASPECT: CUSTOMER PRIVACY					
G4-DMA	40				
G4-PR8	40				

Assurance Statement

TO THE BOARD AND STAKEHOLDERS OF LITTLE EDEN:

Integrated Reporting and Assurance Services (IRAS) was commissioned on a pro bono basis by LITTLE EDEN to provide Independent Third Party Assurance (ITPA) over the sustainability content within their 2016 Annual Report (hereafter, "the Report"), covering the period 01 April 2015 to 31 March 2016. The assurance team consisted of Michael H Rea, our Lead Certified Sustainability Assurance Practitioner, with 17 years' experience in sustainability reporting and assurance.

ACCOUNTABILITY AA1000S (REVISED, 2008)

To the best of our ability and significant experience in sustainability report assurance, this engagement has been managed in accordance with AccountAbility's AA1000AS (2008) assurance standard, where the format of the engagement was structured to meet the AA1000AS Type I (Moderate) requirements.

INDEPENDENCE

IRAS has not been responsible for the preparation of any part of the Report, nor has IRAS undertaken any commissions for LITTLE EDEN that would conflict with our independence. Responsibility for producing this report was the responsibility of LITTLE EDEN. Thus IRAS is, and remains, an independent assurer over the content and processes pertaining to this Report. However, it should be noted that IRAS has performed similar assurance engagements for LITTLE EDEN for the past four reports: for the years ending 31 March 2012 through 2015. It should also be noted that this engagement relied heavily on the learnings taken from prior year assurance engagements, and that to meet the same level of assurance, IRAS completed an exceptions assessment of this Report to identify any matters that were not consistent with what was contained in prior years' reports.

ASSURANCE OBJECTIVES

The objectives of the assurance process were to provide LITTLE EDEN's stakeholders an independent moderate level assurance opinion on whether the Report adheres to the AA1000AS (2008) principles of Inclusivity, Materiality and Responsiveness, with significant focus on whether stakeholder engagement outcomes have been duly considered when identifying material issues, and thus when producing the report. The process was also constructed to test the reasonability of all environmental, social and governance (ESG) data presented by LITTLE EDEN.

ASSURANCE APPROACH AND LIMITATIONS

The process used in arriving at this assurance statement is based on AccountAbility's AA1000AS (2008) guidance, as well as other best practices in sustainability reporting and assurance. For the current cycle of assurance, our approach was based on a review of a draft of the Report relative to historical working papers and interviews. All queries, where identified were raised with, and satisfactorily addressed by, the relevant personnel at LITTLE EDEN.

Unlike in prior years, IRAS did not facilitate a materiality workshop on behalf of LITTLE EDEN, but relied on the organisation to update its own materiality matrix, as presented within the Report. Moreover, IRAS did not deem it necessary to review LITTLE EDEN's sustainability measurement and reporting procedures, as no significant changes occurred with respect to the context and/or content of sustainability management by the organisation. IRAS did, however, consider LITTLE EDEN's information collation and reporting procedures

to define the content of the Report by looking at the materiality of issues included in the Report, stakeholder engagement responses to issues identified, determination of sustainability context and coverage of material issues, ultimately leading to adherence to the AA1000AS principles of Inclusivity, Materiality and Responsiveness.

The process was limited to the content and assertions made within the Report for the period under review, and did not extend to a comprehensive analysis of the accuracy, reliability, completeness and/or consistency of the data presented by LITTLE EDEN. Rather, sustainability data presented within the Report was subjected to reasonability tests during proof editing.

FINDINGS

Based on our reviews of the Report, as well as the processes employed to collect and collate information reported herein, it is our assertion that in the context of their status as a non-profit organisation, LITTLE EDEN reasonably adheres to the Accountability AA1000AS principles of Inclusivity, Materiality and Responsiveness.

In fairness, it is our conclusion that LITTLE EDEN tends to exceed all reasonable expectations for reporting, noting that the organisation appears to recognise reporting as an effective management tool for continuous improvement. By their own admission, LITTLE EDEN recognises the value of the end result – the soft and hard copies of the final Report – as well as the donor support received from those who participate in the Report's production, but also acknowledges that the true value of the Report is found within what the organisation learns about its operational challenges and efficiencies through the reporting process.

CONCLUSIONS AND RECOMMENDATIONS

Based on the information reviewed, IRAS is confident that this Report provides a balanced account of LITTLE EDEN's operational challenges and performance for the period under review. The information presented is based on systematic processes and we are satisfied that the reported sustainability information reasonably represents LITTLE EDEN's ability to report on its performance, while meeting the AA1000AS (2008) principles of Inclusivity, Materiality and Responsiveness. As always, IRAS continues to encourage LITTLE EDEN to ensure that adequate policies, procedures, systems and controls are in place, with no let up in the diligent management of these elements, to ensure that the organisations stakeholders can continue to be afforded a highly effective summary of the future sustainability of LITTLE EDEN, and thus the continuous care the LITTLE EDEN team affords to its blessed beneficiaries.

For more information about the assurance process employed to assess LITTLE EDEN's 2016 Annual Report, email michael@iras.co.za.



Michael H Rea, Managing Partner
Integrated Reporting & Assurance Services
21 June 2016
Johannesburg



IRAS
integrated reporting
& assurance services



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- **Excellent empowerment credentials (Level 1 BBBEE)** - this area is of great importance to Supreme Printers. We strive to empower employees and various local communities through training and upliftment programmes.
- **Digital division** - with HP Indigo technology giving us fantastic quality and quick turnaround times.
- **Litho division** - our pressroom consists only of Heidelberg Presses from A2 to 710 x 1020 mm.
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Inspiring the future

Most of us get great satisfaction from doing good... helping to make the world a better place and changing the lives of others less fortunate than ourselves. Leaving a bequest to charity is a way of continuing this influence beyond your own lifetime.

A Legacy is also a wonderful memorial – keeping your spirit of compassion and generosity alive for years to come. It's also a way of saving money, as gifts to charity are exempt from estate duty and may reduce the size of your estate to the point where it will not attract any tax.

Especially if your own family is grown up and independent, you might like to make provision in your Will for children who will never be grown up and independent in the sense we know it... those who experience intellectual disabilities.

The children at LITTLE EDEN are here for life – and we have made a commitment to care for them as long as they live. By naming the 'LITTLE EDEN Foundation' in your Will, you'll be an integral part of the LITTLE EDEN story for ever. For more information on Wills and Bequests, please contact the LITTLE EDEN Society CEO, Mrs Lucy Slaviero.

See more at: <http://www.littleeden.org.za/lef/>

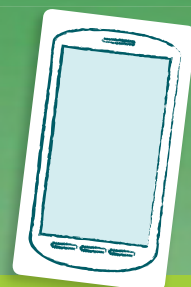


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+27(0) 11 609 7246 • fr@littleeden.org.za
www.littleeden.org.za

HOW YOU CAN HELP LITTLE EDEN

R10 SMS

Donate R10 per month by cell phone



Want to get involved but don't have the time? Apart from making a once-off donation via EFT on our secure website, why not commit to a small monthly gift of R10?

Sms EDEN to 31239 @ 50c to opt-in for your MONTHLY contribution of R10 Should you wish to opt-out sms Stop EDEN to 31239 @ 50c.



MY SCHOOL/ MY VILLAGE/ MY PLANET CARD

You can also help support the children of LITTLE EDEN without spending a cent extra – simply by applying for a MyVillage Card naming us as the beneficiary.



MAKRO CARD

Everyone loves shopping at Makro and now there is another reason for you to enjoy your trip to this particular establishment: Makro is committed to providing rebates to LITTLE EDEN on a regular basis.

Please consider registering LITTLE EDEN as your preferred beneficiary of choice when you get your Makro card or, if you have an existing card, by asking them to register LITTLE EDEN on your card now if you haven't done so already.

Give-As-You-Earn

We hope LITTLE EDEN has a special place in your heart, and we know that sometimes the busyness of daily living can cause one to forget that well-intentioned desire to help.

Please consider donating one hour of your salary each month to our precious residents.

Sign up for our **Give-As-You-Earn** payroll giving campaign. It's flexible so you can change it at any time.

- Donations are PAYE tax free, up to 5% of remuneration.
- A time-savvy charitable giving option for busy employees.
- A fantastic way to bring internal teams together through charitable giving.
- Gives you and us leverage to motivate your employer to match your giving— thereby doubling the return and giving our cherished residents a life they truly deserve.

Administered by Charities Aid Foundation, it's easy to set up - talk to us and we'll show you how.

Regular giving from your workplace allows LITTLE EDEN to plan confidently for the future and saves on admin costs. So you're supporting our precious residents in more ways than one.



LITTLE EDEN is a specialised residential facility to 300 residents with profound intellectual disabilities. We provide daily warmth, care and love, together with therapies and ancillary programmes, including spiritual support, that enrich the lives of these precious residents.

www.littleeden.org.za

For more information
please contact
Nichollette Muthige
+27 (0) 11 609 7246
marketing@littleeden.org.za



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Eden**®

Society for the Care of Persons with Mental Handicap

001-827 NPO

Adopt
an

Angel

by donating a monthly sum of money

Your assistance will go a long way to ensuring that LITTLE EDEN continues to turn around the lives of our residents for the better.

At LITTLE EDEN we care for persons with intellectual and physical disabilities, providing them with a safe, secure and loving environment in which they can thrive.

First National Bank

Account Name: LITTLE EDEN Society

Account Number: 5468 0928 009

Branch name and Code: Karaglen 252-442

Internet banking code: 250 655



Little Eden

LITTLE EDEN is a registered nonprofit organisation (001-827 NPO)
PBO 930/0000/03

and is licensed with the
Department of Health.

For more information,
please call 011 609 7246

or visit our website at www.littleeden.org.za

To adopt an
Angel go to
www.littleeden.org.za
or contact
Nichollette on
011 609 7246

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NOTES

[illegible]



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Fax: +27 11 452 4560
Email: info@littleeden.org.za
www.littleeden.org.za

001-827 NPO
PBO 930/0000/03

79 Wagenaar Rd (Cnr Harris Ave)
Edenglen, Edenvale, South Africa

PO Box 121 Edenvale 1610 South Africa



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BANK DETAILS

Bank: First National Bank
Account no: 5468 0928 009
Account name: Little Eden Society
Account type: Cheque
Branch: Karaglen
Branch code: 252-442
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FOR SERVICES PROVIDED FREE OF CHARGE, SPECIAL THANKS GO TO:

Michael Rea and all at Integrated Reporting and Assurance Services (IRAS)
for providing the Assurance process.

Mandy Smith and her team at Studio 5 for the
design and layout of the report.

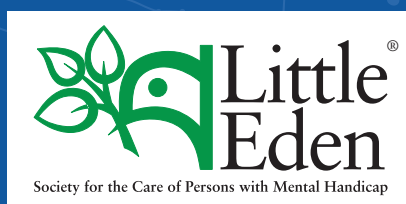
Supreme Printers for printing the report.

Antalis South Africa (Pty) Ltd for sponsoring the paper.

With your help this report has been possible.



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