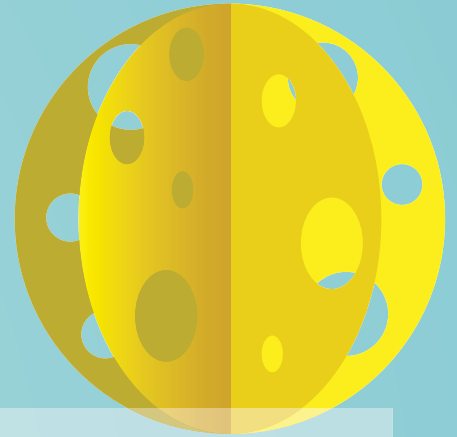




Society for the Care of Persons with Mental Handicap



ANNUAL REPORT

2017

FULLY
SPONSORED



... 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 257 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. In his inaugural address to Congress in 1989, GH Bush stated:



**I do not mistrust the future;
I do not fear what is ahead. For our
problems are large, but our heart
is larger. Our challenges are great,
but our will is greater. And if our
flaws are endless, God's love is
truly boundless.**



Words which resonate well within LITTLE EDEN. 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.

Extract from LITTLE EDEN 50 Years of Love & Care (1967 – 2017) p 213

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

The solid principles and beliefs by which LITTLE EDEN has operated since 1967 have ensured that each child and adult with intellectual disability who has passed through its doors has been treated with the love, care, dignity and respect to which s/he is entitled. As described in the book LITTLE EDEN 50 Years of Love & Care (1967 – 2017): to enhance the visibility and awareness of humane, compassionate care, in July 2008 all staff members were requested to identify Values which in their view represented the heart and soul of LITTLE EDEN and what it stood for. The three most prominent, recurring themes were selected as the LITTLE EDEN Values. *Respect, Sanctity of Life* and *Love & Care* Graphic illustrations of these three Values were prepared and today these Values Symbols are represented throughout LITTLE EDEN and displayed on all documentation. These Values present a solid base to create practical ways for ensuring a high standard of excellence in the care regime and professional interpersonal relationships. These Values are what define LITTLE EDEN. On a visit to LITTLE EDEN in late 2010, a Rotarian from Sweden remarked: "I have seen values displayed in many companies and organisations, but this is the first place I have seen the Values lived."

These Values are at the core of all decisions made and have formed the foundation in *meeting the challenges in transition* to ensure the continuation of LITTLE EDEN for the next 50 years.



RESPECT • SANCTITY OF LIFE • LOVE & CARE

REVIEW

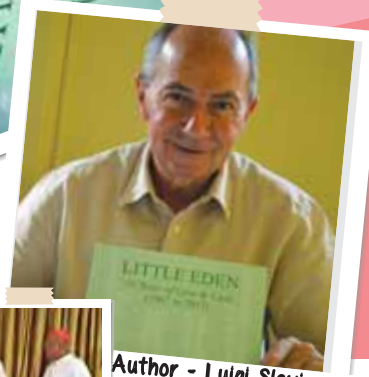
Summary Review of the book **LITTLE EDEN 50 Years of Love & Care (1967 to 2017)**

This book traces the history of LITTLE EDEN Society from its very first days and through its many trials and tribulations to its establishment as a premier residential home for the profoundly intellectually disabled.

It is a uniquely remarkable story about faith, determination and magnanimous humanitarian contribution which the founder, the late Domitilla Rota Hyams and so ably assisted and supported by her late husband, Danny Hyams, made to South African society and the world at large. This book offers to the reader a story which has the power to inspire, to encourage and to confirm that angels are amongst us today – not only to challenge and test us but also to show us the way to overcome and to attain joyfulness.

It is the warm human story of extraordinary but connected events of a simple peasant girl from the hills of Northern Italy meeting an escaped Allied prisoner-of-war during the dark days of WWII, eventually marrying and settling down at the very southern tip of Africa – a place where Domitilla wished from a very early age to work as a missionary. It was here that Domitilla first came into contact with a child with intellectual disability, and in her determination to help the mother, initiated a life-long mission to care for and assist those most marginalised members of society.

Domitilla and Danny believed passionately in the need for love and a holistic care regime for these souls encompassing both the physical and spiritual component – just as we all strive for such fundamental human needs. Along the tortuous way, initiating from a simple day-care centre on 15 May 1967 and with three small girls, the founders faced countless obstacles – often seemingly insurmountable. But with the determination that often comes from adversity and above all an absolute trust in Divine Providence, which often defied belief, these founders eventually realised their dream of a permanent home where children and adults with intellectual disability could find love and care, respect and an appreciation of the sanctity of life – values which permeate the life of LITTLE EDEN Society.



Author - Luigi Slaviero

AUXILIARY BISHOP REGINALD CAWCUTT:

I read the book over this weekend and I can only say that the miraculous growth of LITTLE EDEN greatly impressed me. I had of course heard of LITTLE EDEN while working with Danny, but had no idea of the complications or the detail of its amazing spread. What a truly wonderful couple they were! And also, of course, the entire family, the staff and volunteers.

Today, fifty years later, LITTLE EDEN Society has become a beacon of hope and shining example of excellence for people with intellectual disabilities. This can be attributed largely to the deep-seated and structural philosophy of holistic care (which includes the spiritual component) in which the founders passionately believed, and which is still being carried forward day-by-day. This attribute, afforded to all current and past residents (nearly one thousand to date) is based on the concept of 'Personalisation of the individual'. Here the emphasis of care is based not on what the intellectually disabled person cannot do, but rather distinguishes and identifies the individual's strengths and augments the individual's internal states such as contentment, serenity and happiness in a safe, loving and pleasing environment.

Domitilla's often repeated phrase was: "We are the hands of Jesus". Clearly without the assistance, involvement and contributions from all members of society, LITTLE EDEN could not and would not be where it is today. This book also gives acknowledgement to these many supporters, some known but the vast majority unknown by name. This book stands as witness to a cause worthy of personal sacrifice and hard work. It stands as testimony to those countless individuals, groups, service clubs, volunteers, donors, supporters and staff who contributed and keep contributing in whatever way in keeping LITTLE EDEN Society and the dream alive – and who will surely reap richly from what has been sown.

The book was authored by Luigi Slaviero, the husband of Lucy Slaviero (CEO of LITTLE EDEN Society). Luigi has been involved with LITTLE EDEN since 1980.

HOW YOU CAN HELP

A

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.

B

makro

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.

C

MySchool MyVillage MyPlanet
EVERY SWIRL COUNTS

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.

D

DONATION
BOX

Donate your gently used items

such as clothing, bric a brac, linen, furniture, kitchen items etc. to our Second-hand Shop which generates income towards the care of the residents at LITTLE EDEN.

Visit www.littleeden.org.za for an updated LITTLE EDEN wish list.



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

Telephone: +27 (0) 11 609 7246 PO Box 121, Edenvale 1610

Donor Details

Office use only: donor code:

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

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 OR EMAIL TO LITTLE EDEN SOCIETY +27 (0) 11 452 4560
info@littleeden.org.za 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 (0) 11 609 7246
Address:	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 _____



CONTENTS

Sthembile with her fluffy friend

Anthony working on his puzzle

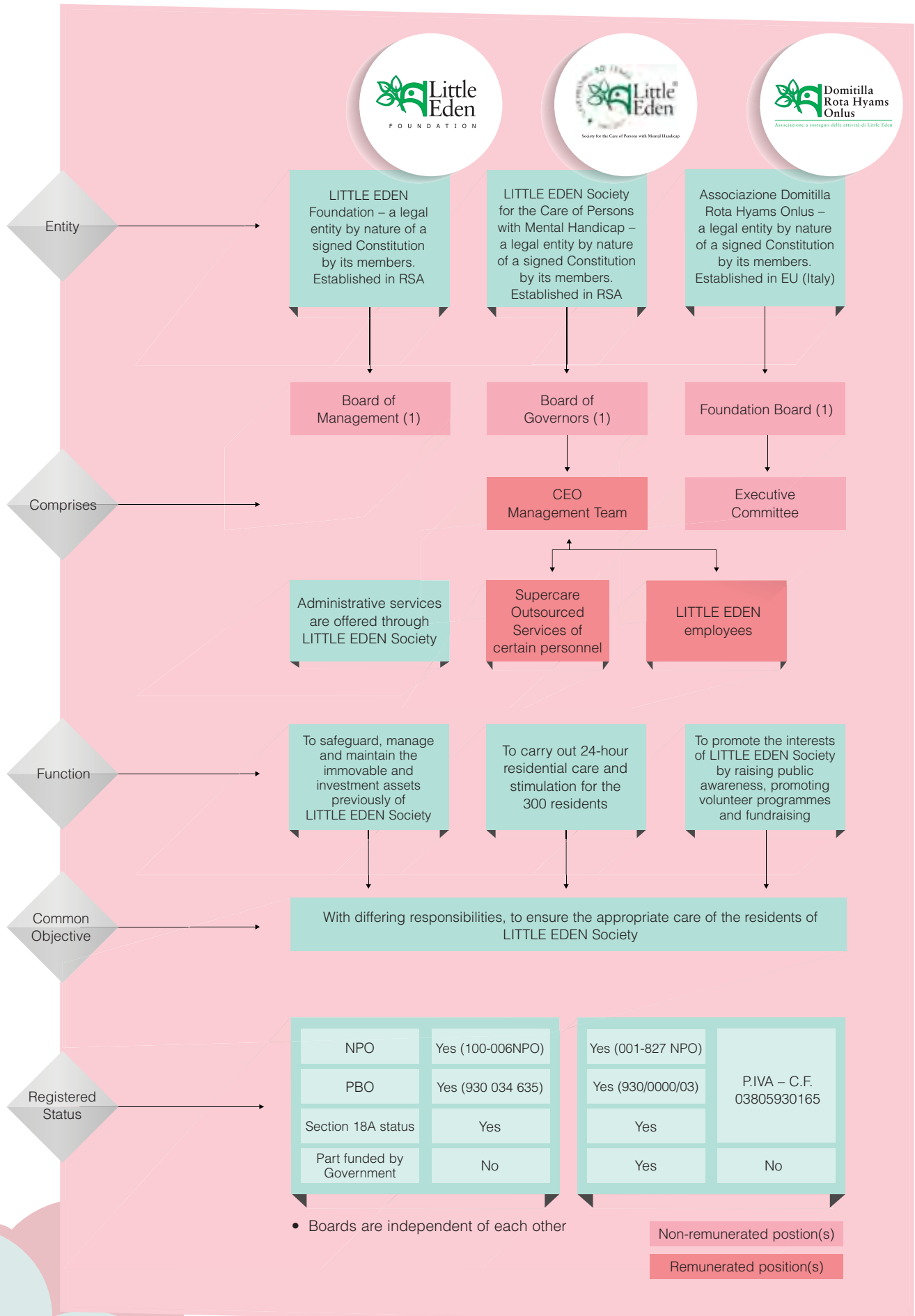
Joseph and friends

Celebrating 50 years	1
Relationship of LITTLE EDEN Entities	7
Introduction	9
Material Issues	11
Stakeholder Engagement	12
Chairman's Report	17
Chief Executive Officer's Report	21
Treasurer's Report	23
Organisational Profile	25
Services and Beneficiaries	26
Care and Stimulation Programme	28
Case Studies	29
Fund Development	33
Management and Corporate Governance	39
LITTLE EDEN Society Organogram	39
Human Resources	45
Volunteers	48
Achievements	53
Events	54
Monitoring and Evaluation	57
Environment	59
Assurance Statement	64
Sponsors' Adverts	65
LITTLE EDEN Campaign Adverts	68
Contact Details	IBC
Bank Details	IBC
Acknowledgements	IBC



RELATIONSHIP OF ENTITIES

CEO, Lucy Slaviero with resident, Joseph





Daniella showing off the scarf and hat she knitted



Lebo



Jason

INTRODUCTION

LITTLE EDEN Society for the Care of Persons with Mental Handicap is a registered Non-Profit Organisation (001-827 NPO), 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 significant 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 include the operations of LITTLE EDEN Foundation or Associazione Domitilla Rota Hyams Onlus as they are independent entities (see page 17). In the interest of simplifying this report the Global Reporting Initiative guidelines (GRI G4 NGO sector supplement: core level) and standards have been considered but not applied. The scope of this report remains unchanged and reporting is in line with global best practice 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 2016. This report has been compiled with reference to the International Integrated Reporting Framework.

This report has been fully sponsored with grateful thanks to the following for their pro bono services:

- 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.



Resident Natasha with Zai



A gift from Father Christmas



A visit from Paws for People

MATERIAL ISSUES EXPLAINED

During this financial period LITTLE EDEN prepares for an exciting milestone – celebrating 50 years of service in 2017. However, amongst the excitement, anticipation and celebrations, a number of challenges and changes were implemented, hence the theme for this year's report:

Meeting Challenges in Transition.

On 12 May 2017, management, staff, and key stakeholders participated in a materiality workshop facilitated by Michael Rea of Integrated Reporting & Assurance Services (IRAS). The objective was to identify and prioritise the material issues that are most pertinent to LITTLE EDEN, with particular focus on the 2016 – 2017 financial period. The major material issues have been identified below (certain material issues have been consolidated into one due to their overlapping nature and impact).

Discussions also took place in May 2017 with regards to the status of internal controls and systems in each department and the risk management for the financial period 2016 – 2017.

The top two material issues identified are the **Care of the Residents** and the **Ethos/Values**. These two areas encompass and form the basis of all operations within LITTLE EDEN and all other material issues identified. The Values of *Respect, Sanctity of Life and Love & Care* embrace 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. Trust in Divine Providence forms the basis of the Ethos of LITTLE EDEN.

Financial Stability and Sustainability remains near the top as a most significant and ongoing material issue, especially in light of the continuing economic challenges and the impact of these on non-profit organisations.

Management Effectiveness has been identified as a material issue this year, specifically related to the **Organisational changes** implemented this year which links closely with succession planning. Even though great strides have been made with the evolution of the Board of Governors, focus needs to be placed on the diversity of the management team. Various strategies are being implemented to ensure the continuation of LITTLE EDEN and its **Ethos** as and when the current generation of LITTLE EDEN leaders moves on.

Staff Commitment has been identified as a material issue specifically related to succession planning and organisational changes in *meeting challenges in transition*. Due consideration must be given to the recruitment strategy and expected skill set required for each position and level.

Donor Care/Fundraising are interlinked as we rely heavily on the support of donors through their financial and non-financial support. The Fundraising Department has grown and is now well established with specific focus on Donor Relationships with a Relationship Fundraising Strategy in place.

Transparency/Corporate Governance are vital for the continuation of LITTLE EDEN. Being legally compliant and transparent gives assurance to donors and other stakeholders that LITTLE EDEN is a credible organisation, especially in light of the negative perception of non-profit organisations with regards to the Life Esidimeni incident. Good corporate governance and transparency are core principles to ensure the sustainability of the organisation. LITTLE EDEN relies on assistance from government agencies to operate efficiently and within their mandate; however, ad hoc challenges remain with the availability of the required medication and 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 in order to address these challenges timeously. As at the end of March 2017 there are no subsidies outstanding. The recent Life Esidimeni incident is testimony to just how marginalised are patients with mental illness – they are at the mercy of those in whose care they find themselves. The recent deaths of more than 100 people, because government had to cut down on spending and divert monies to other areas, shows just how neglected the sector is. It really puts the spotlight on how underfunded and under-resourced Mental Health care is in this country.



Communication/Reputation/Marketing remain a critical element which needs continual attention, especially in light of *meeting challenges in transition*. The need to communicate with all stakeholders is critical in order to continue to uphold good relationships and a positive perception of LITTLE EDEN. Various channels of communication are used to build relationships, including social media.

Continuation of utilities (water and electricity) remains an area of concern with the supply of water and electricity becoming more unreliable and the introduction of water restrictions. Service delivery interruption contingencies are in place to avoid a significant impact on the delivery of care to residents (generators and boreholes at both Homes) and further investigations are under way for solar electricity, water storage and rain water harvesting. These desired initiatives, however, require significant financial resources to implement.

Health and Safety has been identified as a material issue this year. The Health and Safety Audits will be developed and enhanced to be more in line with the level of care as the focal point. Upon the request of an international anonymous donor a Protection of Children and Vulnerable Adults Policy and Procedure has been finalised.

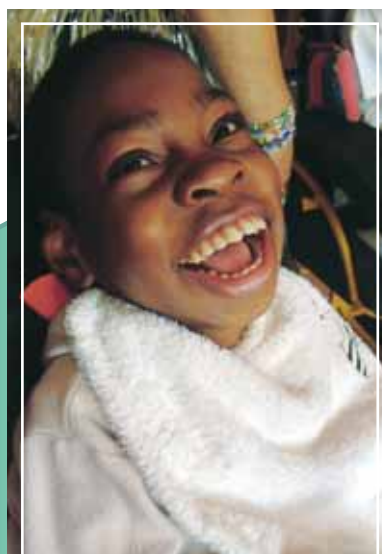


Naledi

STAKEHOLDER ENGAGEMENT

As we are in our 50th anniversary year we are reminded each day of the vital role our various stakeholders play in the work of LITTLE EDEN. Just as in any relationship, communication with stakeholders plays a key and important component in strengthening and sustaining the partnership. Regular contact with our stakeholders is ensured through: the annual report, website, direct mailing, internal and external newsletters, telephonic contacts, social media, e-communication, press releases, radio interviews, progress and/or monitoring and evaluation reports, events, visits around the Homes and various other methods.

Regular engagement helps to ensure that the organisation is easily approachable by its stakeholders and that there is transparency. It gives the opportunity to share and easily deal with pertinent material issues. Open communication channels facilitate timeous feedback where stakeholders are comfortable and confident to raise their concerns and complaints and voice their compliments.



Sindi is able to communicate with gestures and sounds. She works very hard with everything she does. She knows all the colours and she is now able to drink on her own.

Material Issue:	Stakeholder:	Engagement:	Expected Outcome	Additional Comments
Financial Stability and Sustainability	Beneficiaries and staff, including all other stakeholders either directly or indirectly	All communication channels are used to communicate this critical material issue	<ul style="list-style-type: none"> Responsible use of resources 	Economic impact for staff to ensure frugal spending and for donors to continue their financial support. Continuous interaction with the independent legal entities of LITTLE EDEN in building towards a sustainable future
Management Effectiveness (Organisational Changes)	Staff, next of kin and beneficiaries	Regular management, staff and Board of Governors meetings to discuss various options and strategies. Facilitation and communicating the organisational changes under way in <i>meeting challenges in transition</i> through management maintaining an open door policy	<ul style="list-style-type: none"> Transparency Team spirit 	A variety of stakeholders expressed some concern and distress regarding the changes undertaken. These were dealt with on an individual basis to clarify and explain the rationale behind the various changes and decisions made
Staff Commitment (Recruitment and Skills)	Staff and beneficiaries	Various communication channels used to communicate with staff, job descriptions used to identify key performance areas, recruitment advertising and training opportunities	<ul style="list-style-type: none"> Job security Ethos 	Four new staff were employed following the resignation or retirement of Professional Nursing Staff in Edenvale
Donor Care/ Fundraising	Donors and beneficiaries	On-going interactions, funding proposals, tours, meetings and various communication channels	<ul style="list-style-type: none"> More awareness of the needs of the Society 	Promote donor loyalty specifically through the Development Relationship Strategy, awareness of the Society's needs specifically to address the misconception that LITTLE EDEN is well established and therefore does not require funding
Transparency/ Corporate Governance	All Stakeholders (either directly or indirectly)	Reporting, compliance, and availability of data	<ul style="list-style-type: none"> Greater understanding of how funds received are distributed and how they benefit residents 	
Assistance from Government Agencies	Government, beneficiaries, staff	Audits, visits, meetings, reports	<ul style="list-style-type: none"> Develop on-going partnership(s) 	Requirements and expectations of the Department of Health Gauteng Provincial Government in an attempt to maintain this relationship. In light of the Life Esidimeni incident the external environment, as a stakeholder, was identified due to public perception
Communication/ Reputation/ Marketing	All Stakeholders (either directly or indirectly)	All communication channels including regular features in the local media, daily tours, presentations, various annual events, social media, and local radio support	<ul style="list-style-type: none"> Donor loyalty Community inclusion Understanding that LITTLE EDEN relies on the community in order to function/continue 	To ensure good relationships and a positive perception of LITTLE EDEN. To address the misconception that because LITTLE EDEN is well established, it does not require funding. Having the opportunity to respond in writing to the media for any issues that may arise from the public from time to time
Continuation of Utilities	All Stakeholders (either directly or indirectly)	Investigations, local and global trends and patterns	<ul style="list-style-type: none"> Secure environment for the residents 	
Health and Safety	Beneficiaries and staff, including all other stakeholders either directly or indirectly	Audits, meetings, training and awareness campaigns	<ul style="list-style-type: none"> Secure environment for the residents 	

COMMUNICATION OF THE BRAND

Over many years, individuals, funders and other institutions similar to LITTLE EDEN continue to refer to the organisation as the benchmark within the disability sector. This serves as confirmation that indeed LITTLE EDEN continues on a daily basis to strive to provide uncompromised care to its residents and stakeholders as a whole.

Again, the Life Esidimeni incident suggests that registered organisations for people with mental illness or disability have to work harder in restoring dignity to its special people and move towards eliminating the stigma attached to the disability.

Even though LITTLE EDEN was not directly affected by the incident, it was mentioned on various media platforms as one of the registered NGOs and suitable to accommodate people with special needs. Following on from the incident NGOs were tarnished with the same brush when statements were made with regards to the lack of care and closure of certain NGOs. However LITTLE EDEN is proud to state that we stood by our mandate and did not accept any residents who were not suitable and within the care criteria of the organisation.

For the past 14 years, Newsclip Media Monitoring has been and continues to play an important role in ensuring that LITTLE EDEN keeps abreast of its public image, to reach and to interact with its supporters more effectively through its pro bono media monitoring services. Through this support it allows LITTLE EDEN the opportunity to respond timeously and accordingly when public reference is made to LITTLE EDEN.

newsclip



Khaya matching hands

LITTLE EDEN is grateful to the following local and religious newspapers and radio stations for affording the Society an opportunity, through their platforms, to communicate with its supporters and to continue on its mission to spread the word about the wonderful work carried out within the organisation and its efforts in dealing with *challenges it meets in transition*: Bedfordview and Edenvale News, Tame Times, The Southern Cross, AD News, Radio VERITAS and Eden Radio.



The Southern Cross
Southern Africa's Catholic Weekly

Bedfordview and Edenvale
NEWS

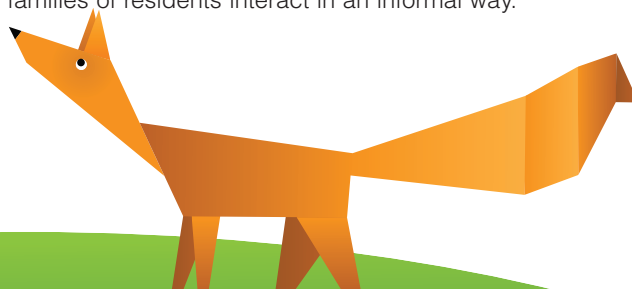
AD news

A Publication of the Catholic Archdiocese of Johannesburg

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. In addition Mamba provides pro bono security support and continues to promote and encourage others to support LITTLE EDEN.



Our social media platforms help the organisation to give a more intimate picture of the work carried out on a daily basis. LITTLE EDEN's Facebook page, with 2 180 likes (380 more than the previous year), is the most popular social media platform where supporters and families of residents interact in an informal way.



As part of the 50th anniversary activities, LITTLE EDEN launched its brand-new, engaging and more accessible interface design website in January 2017.

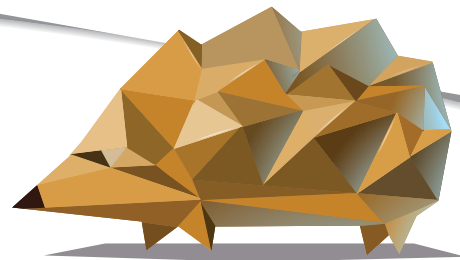
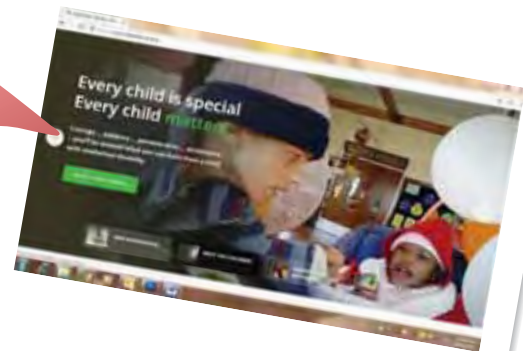
www.littleeden.org.za



REV FATHER RICHARD KUGBEH-KASIN:

"LITTLE EDEN is no longer just a name or just a place to me. It's a reality, a fact

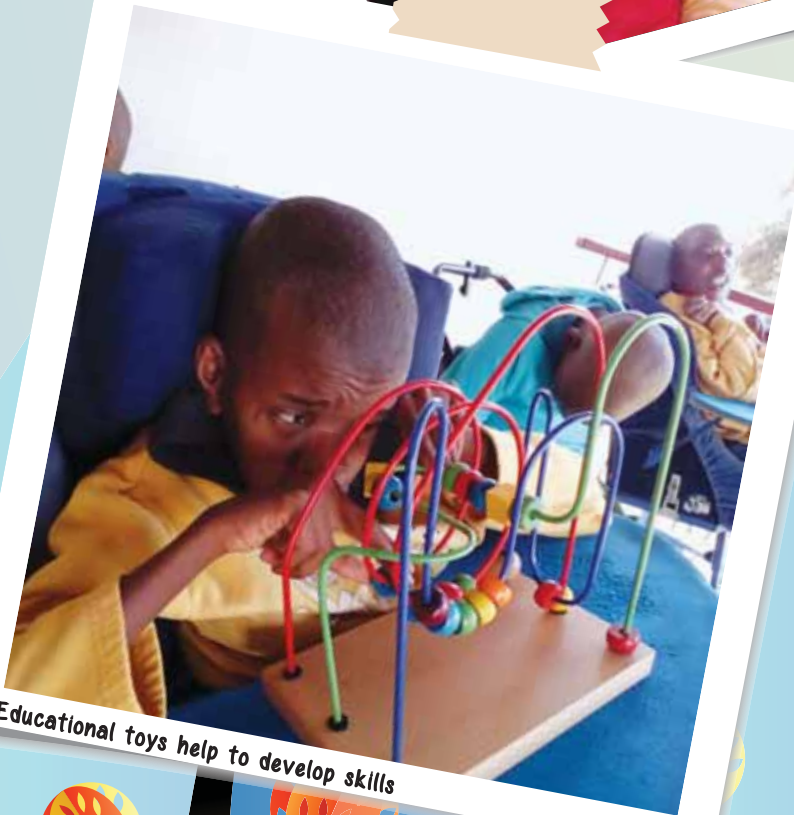
that has become part of me in more ways than one. My prayer at this time is that God should bless all of you. May God grant LITTLE EDEN the necessary resources to ensure the continuous operation of service."



CHAIRMAN'S REPORT



Wrapped in Sr Manonja's caring arms



Educational toys help to develop skills



ALEXANDER (ALEX) ANGUS

I am pleased to present the Annual Report of LITTLE EDEN Society for the year ending 31 March 2017. This represents the 49th year of operations and closes in the calendar year of the 50th year celebrations.

HIGHLIGHTS

INCOME

43.8% | The Department of Health subsidy and Disability Pensions

46.2% | Donations from all sources

10.2% | Second-hand Shop and farming operation

1.1% | Overall income reduction against last year

EXPENSES

69%

Largest expense is Human Resources

This year under review has been a tough one but based on the history of LITTLE EDEN, every year brings with it challenges which build the opportunity and determination to overcome, allowing everyone to smile at another year of success.

In the current economic climate, which has been more challenging than the previous year for everyone, we see a small reduction in revenue and a slight increase in expenses.

The result is a deficit well within expectations. The Department of Health subsidy and Disability Pensions make up 43.8% of income. Donations from all sources make up 46.2% of income and the Second-hand Shop and farming operation both show an increase, making up another 10.2% between them. Overall, we show a 1.1% income reduction against last year. In a service-orientated organisation, the largest expense is always human resources and this makes up 69% of the expense base. To maintain this skilled workforce and the values and ethos at the same time, is the biggest challenge for management and the fundraising teams. Opportunities include enhancing fundraising activities and expanding the reach of donor pools both locally and internationally. The turnaround from a much higher anticipated deficit in November can only be attributed to awareness and acceptance of limited financial resources and management of such within the budget constraints. No doubt the well-known words of Domitilla, "pray, pray and Divine Providence will

provide" have been in the minds and on the tongues of everyone. Managing under these circumstances is not easy or popular and we applaud the CEO, Lucy Slaviero and her team, together with every person working at LITTLE EDEN for working towards a stronger and sustainable Society.

The year has also been one of great turmoil and tragedy for the needy in South Africa. Many organisations crumble under the pressures brought upon them by internal and external circumstances. The tragic loss of life in one such incident is a dark smear on South Africa which will not be easily forgotten. How grateful we are, indeed how blessed LITTLE EDEN, its workers and its residents are, for the deep-rooted history of its founders Domitilla and Danny Hyams, for the Values and Ethos, *Respect, Sanctity of Life* and *Love & Care* and for all the supporters of LITTLE EDEN, who make possible the high standard that separates LITTLE EDEN Society as a benchmark in South Africa. We salute you and ask the blessings of the Almighty to be upon you as you continue this magnificent work.

Special thanks go to the donors of LITTLE EDEN, both local, international and through the Associazione Domitilla Rota Hyams Onlus based in Italy. We sincerely appreciate your contributions made under tough economic circumstances. Changes in donor profile and different generations coming of age all present challenges in maintaining existing donors as well as attracting new donors not only from the rising generation but from wider groups where LITTLE EDEN



Italian volunteers with residents

is not well known. These same factors and *challenges* are experienced in Europe. Progress is sometimes perceived as slow and frustrating. However, hope is ever present to bolster confidence. It is expected that the new website and making use of social media will assist in reaching out into the unknown. We continue to search out new possibilities to raise funds and become more efficient. No doubt the *challenges* of standing out above the crowd will bring new learning and opportunity for growth.

The support from Fidesco, an International NGO, in sending volunteers on two year missions to LITTLE EDEN, continues to be of immense value and we thank them and acknowledge their sacrifice and the *challenges* they face in a situation of selfless service. We trust that the relationship will continue and flourish over time. We also acknowledge all the Sisters of the Imitation of Christ from India, who also provide selfless service and care to our residents. We trust that this relationship will also continue and add value to both parties.

I would also like to express special thanks to all the parents, local business, local newspapers, the community at large and individuals who support LITTLE EDEN activities and fundraising events. These functions include the Fête, Christmas concerts and other activities that may be arranged throughout the year. LITTLE EDEN has a strong bond with the traditional base of support from its early history. Often this support is passed on from generation to generation. We thank everyone mentioned as well as the silent ones

in the back row who continue to support LITTLE EDEN in all ways possible.

On behalf of my fellow Board Members, we would like to express our combined satisfaction and pleasure to be able to serve the Society. We look forward to a year of expanding the Board with new faces and talents. We thank Lucy Slaviero, in her capacity as CEO, for her years of service, outstanding dedication, leadership and example. We acknowledge and commend every member of the management team as well as all the staff members who assist the management team, for their fervent, devoted, dedicated and committed excellent work. You indeed are the missing hands that Domitilla saw in her dream. May you and your families be richly blessed for your service to these, the 'angels' sent to us.

As we enter the Golden Jubilee year, may we record in the history books much celebration, memories made and relived. May we set new goals for the next 50 years and may we all thank God for the opportunity to be part of that future history.

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 50 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. To serve them well is our *challenge* and will be our reward from Him who is the Giver of all good gifts.



Chairman
Alexander (Alex) Angus



Play time for Mokgadi



Xolani and Adrian

CHIEF EXECUTIVE OFFICER'S REPORT



Matthew



Thato concentrating





LUCY SLAVIERO

I have pleasure in presenting my report covering the 49th year of the LITTLE EDEN Society's activities. (1st AGM was held in 1969).

For every milestone we achieve and each *challenge* we face as we trek through the journey of LITTLE EDEN Society, we are constantly reminded of our late founder, Domitilla Rota Hyams, when she used to say "We are the hands of Jesus, and we are doing His work". Being the hands means we have the ability to build, to care for and to protect. This is the essence of the work carried out here at LITTLE EDEN Society on a daily basis which is, through our core values of *Respect, Sanctity of Life* and *Love & Care*, to provide quality care to our precious residents.

This intangible element of the Values and Ethos of LITTLE EDEN is essential for the survival and development of LITTLE EDEN as foreseen by the founders. The sustainability of LITTLE EDEN is essential and a critical part of this is that we continue to nurture our donors; in fact this is a key responsibility of all employees. In last year's report I mentioned the courage and determination of the founders in the development of LITTLE EDEN Society. The basis of this was faith based and a good moral framework. A similar courage and determination is needed in order to tackle the *challenges* that we are yet to encounter.

The work at LITTLE EDEN is not possible without the community. On many occasions Domitilla was asked: "What is the purpose of these children?" and she would answer "I do not know, but, they teach us to be less selfish; to be better individuals". LITTLE EDEN is a community project and it allows individuals to become stakeholders in this grand work of mercy and service.

There is great excitement within the organisation for the year 2017 as we celebrate 50 years of providing *Love & Care* to children and adults with profound intellectual disability. We are certainly proud of what the Society, working hand-in-hand with its various stakeholders, has achieved over the years. The work carried out at LITTLE EDEN on a daily basis requires members of staff who are dedicated to their responsibilities.

Here we are fortunate to have a long standing relationship with Supercare Services Group (Pty) Ltd which supplies the sub-contracted service which includes 218 staff.

During several unscheduled management inspections this past year, it was identified that at a specific level of supervision, there was a non-acceptance of the responsibility of the direct care of the residents. On review and with intense input, deliberations and negotiation it was decided that changes to the organisational structure were required. This, always with the non-negotiable basis that whatever we decide, our treasured values are part and parcel of each and every decision we take. These changes together with succession planning and the further development of our ethos which requires nurturing, is now in the hands of the next generation of management.

It goes without saying that volunteers, both local and international, add an important element of "helping hands" to the work of our Society. The Sisters of the Imitation of Christ (SIC) play a big role in contributing to the vocational component of the Society's social commitment. Through the French organisation Fidesco, volunteers are given the opportunity to serve in various parts of the world for periods of up to two years. As an example of this vocational component we have had a number of these individuals serve with us at LITTLE EDEN. For this we are most grateful as we make use of their varying skills and professions.

Two years ago the LITTLE EDEN Foundation agreed to fund the development of a specific fundraising department. This department has grown from one in 2015 to six personnel and is currently accommodated in rented premises. The growth of this department resulted in alterations to a building at Domitilla and Danny Hyams Home to house this department on the LITTLE EDEN premises (this will take place later in 2017).

We are grateful for the commitment of our overseas donors who, notwithstanding the needs within their own countries, continue to show faith in this work. The strengthening of the relationship with the Associazione Domitilla Rota Hyams Onlus, based in Bergamo Italy, continues by way of regular communication and collaboration.

With due acknowledgement of the thanks extended by the Chairman, I wish to add my thanks and deep gratitude to our donor community for the financial, pro bono professional services, volunteer, and other support received...you contribute directly to the wonderful work that is LITTLE EDEN. The Society could not function without your input. Thank you to all stakeholders for your commitment to our residents.

Thank you to our chairman, Mr Alex Angus, to the Board of Governors, the management team and all the staff in the two centres, the Second-hand Shop and those in the office for all they do for our children.

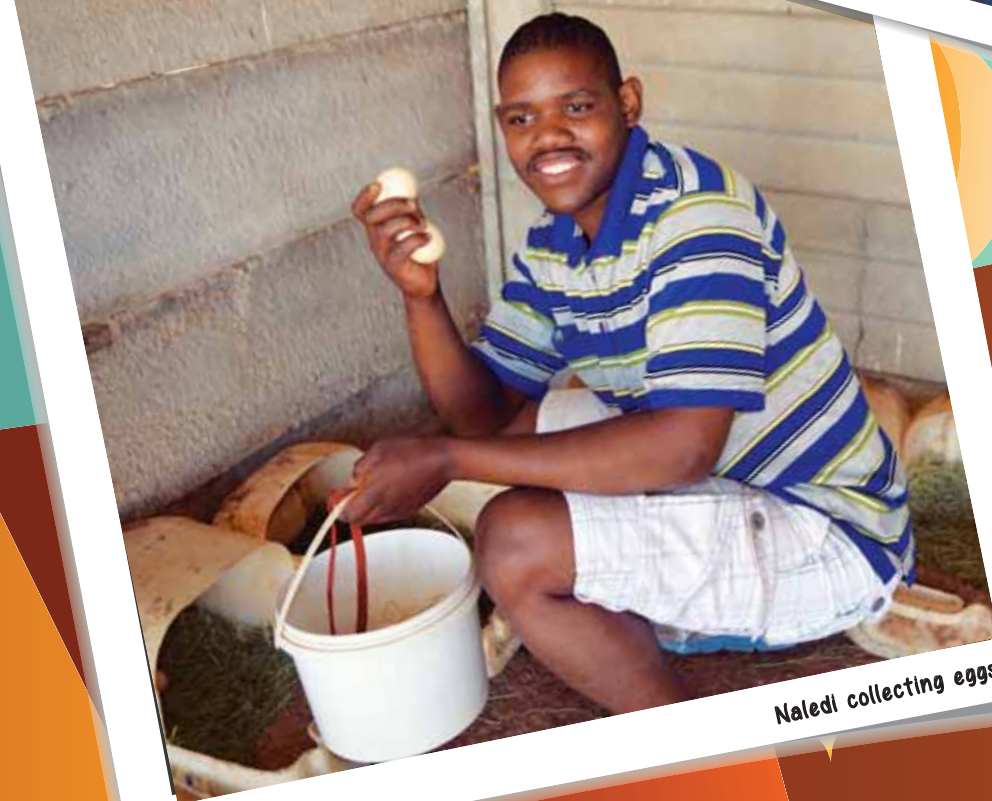
May God bless you all abundantly!

Chief Executive Officer
Lucy Slaviero

TREASURER'S REPORT



Pule with Father Christmas



Naledi collecting eggs



NTAMBOSE ROSETTA XABA

The gross revenue for LITTLE EDEN Society for the year ended 31 March 2017 was R36 185 663 (2016: R36 579 168). This is a slight decrease of 1.1% from the previous year.

Total operating and fundraising costs for the same period were R36 903 093 (2016: R36 127 776). This is an increase of 2.15% from the previous year.

The Society has a deficit of R717 430 for 2017 and for 2016 a surplus of R451 392. This can be attributed mainly to reduced revenue. Last year a donation was received from National Lottery Distribution Trust Fund from whom no award was granted this year.

The financial position at 31 March 2017 reflects total current assets of R3 332 543 (2016: R4 197 689), a decrease from 2016 as a result of decrease in Cash and Cash Equivalents and a reduced value of VAT refundable from South African Revenue Service. This equates to just one month's running expense.

A number of initiatives are being investigated in order for the Society to reduce its reliance on subsidies from the Department of Health Gauteng Provincial Government and donations from the general public.

The LITTLE EDEN Foundation has partially funded the development of the Fundraising department during the year under review and agreed to continue to assist with this development going forward.

Treasurer
Ntambose Rosetta Xaba



ORGANISATIONAL PROFILE



Amina on chimes



Dorothy jumping hoops

The most important and material issue is the care of the residents, which is the focal point of operation. All other material issues are interlinked either directly or indirectly to this. As a result of this LITTLE EDEN has various measures in place to ensure the highest level of individualised care.

We believe that their needs are of equal importance as 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. People with intellectual disabilities are particularly vulnerable to discrimination and often live in social exclusion. From the request and guidance of an international anonymous donor LITTLE EDEN has finalised the Protection of Children & Vulnerable Adults Policy and Procedure to ensure the safety and wellbeing of all entrusted to the care of LITTLE EDEN.

A MIND, A BODY AND A SOUL...

One of the main components of the work carried out at LITTLE EDEN is that we believe and we tirelessly educate our community that people with intellectual disability are complete and were created by God with a mind, a body, a spirit and a soul ... however disabled.

With the above in mind, we cannot ignore what the Life Esidimeni incident, which took place last year, highlights. It emphasized the lack of education about the critical needs of people with mental illness and most importantly it highlighted the lack of suitable establishments where these special people can be accommodated and where they can receive quality care that they so deserve.

People with mental disabilities are a part of our community and, our mission as a country and globally, has to be that they too are provided with suitable care. *Meeting challenges in transition* means going forward in ensuring that organisations like LITTLE EDEN receive the necessary support from the community and government to carry out its duty and that more suitable organisations are available to meet the demand.

The majority of our residents have been abandoned and marginalised by society.

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*.

OUR SPECIAL ANGELS

LITTLE EDEN cares for 300 children and adults with profound intellectual disabilities, ranging in age from four to over 65. Statistically, the average chronological age of our residents is 26 years, but the level of mental functioning is that of a one year old or younger. Of our 300 residents, 238 were previously abandoned or come from indigent families who are unable to support them financially or otherwise.

Some of our residents are HIV positive or have AIDS. Dealing with the terminally ill or dying forms part of the work carried out at LITTLE EDEN as our residents stay with us until they die. Some of our residents continue to be with us even after death as their ashes are interred in the Walls of Remembrance.

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. Some residents have been with us more than 45 years and for most LITTLE EDEN is the only home they will ever know.

THEIR SAFE HAVEN, THEIR HOME

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. The DDHH caters more at the level of frail care as well as having a full therapy programme.

The Home at ERV places a greater emphasis on participation in activities of daily living such as:

- Eating – the ability to feed oneself though not necessarily to prepare food
- Personal hygiene – bathing, grooming and oral care
- Dressing – the ability to make appropriate clothing decisions and dress oneself
- Maintaining continence – both the mental and physical ability to use a toilet
- Transferring – moving oneself from sitting to standing and getting in and out of bed

At ERV residents are occupied appropriately by assisting in the kitchen, in the laundry, on the farm and working with the animals. They have, to a very limited degree, a certain level of independence.

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

SPIRITUAL DEVELOPMENT AND SUPPORT:

The chapels *Our Lady of the Angels* at DDHH and *Holy Family* at ERV specifically cater for and support the spiritual enrichment of residents and staff. Daily recitation of prayer and the rosary and monthly Holy Mass takes place at Our Lady of the Angels Chapel. Daily recitation of prayer and the rosary and weekly Holy Mass takes place at The Holy Family Chapel. The long-term volunteers, Sisters of the Imitation of Christ from India, play an important part in this spiritual development together with His Grace, The Most Reverend Archbishop Emeritus George Daniel,



Reverend Father Patrick Mphepo and Reverend Father Finbarr Flanagan The public is encouraged to participate in our weekly services.

SERVICES AND BENEFICIARIES

The burning need of our late founder back in 1967 was to provide some relief to families with children with profound intellectual disability by taking care of them during the day. As we now know, the need grew and today LITTLE EDEN is a 24/7 Home to 300 children and adults with profound intellectual disability. We are proud of the impact that our organisation has had on families, communities and the country over the past 50 years.

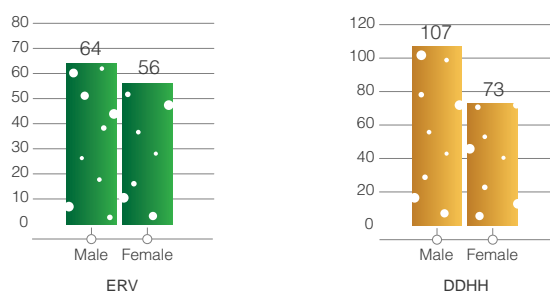
More than 1 000 children and adults with profound intellectual disability have passed through the caring hands of the organisation. Family members are able to find employment, or go back to their jobs knowing that their child is receiving the best possible care and intervention; siblings have a better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

LITTLE EDEN offers individuals an opportunity to be part of something much greater than themselves through activities such as community service, volunteering, donating and a chance to appreciate and be grateful for one's blessings.

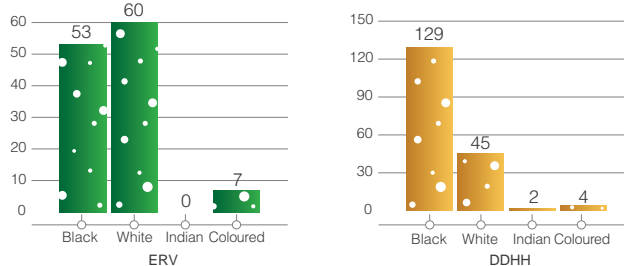
LITTLE EDEN acknowledges that our organisation cannot function as an island. Our organisation exists within an environment with a variety of needs. With this in mind, when an opportunity arises, we share our excess resources with other organisations which are meeting various needs within the community. This is our way of "paying it forward" and contributing to meeting *challenges* as we go through a bigger *transition* as a community and as a country.

LITTLE EDEN has been fortunate to have a Doctor (General Practitioner) allocated by the Department of Health to attend to the residents at Edenvale (382 consultations) and Bapsfontein (127 consultations) on most alternate weeks. Oral Hygiene support has also been provided by the Department of Health approximately once a month. LITTLE EDEN would like to express gratitude for the medical support from the Gauteng Department of Health.

Number of beneficiaries by gender



Number of beneficiaries by race

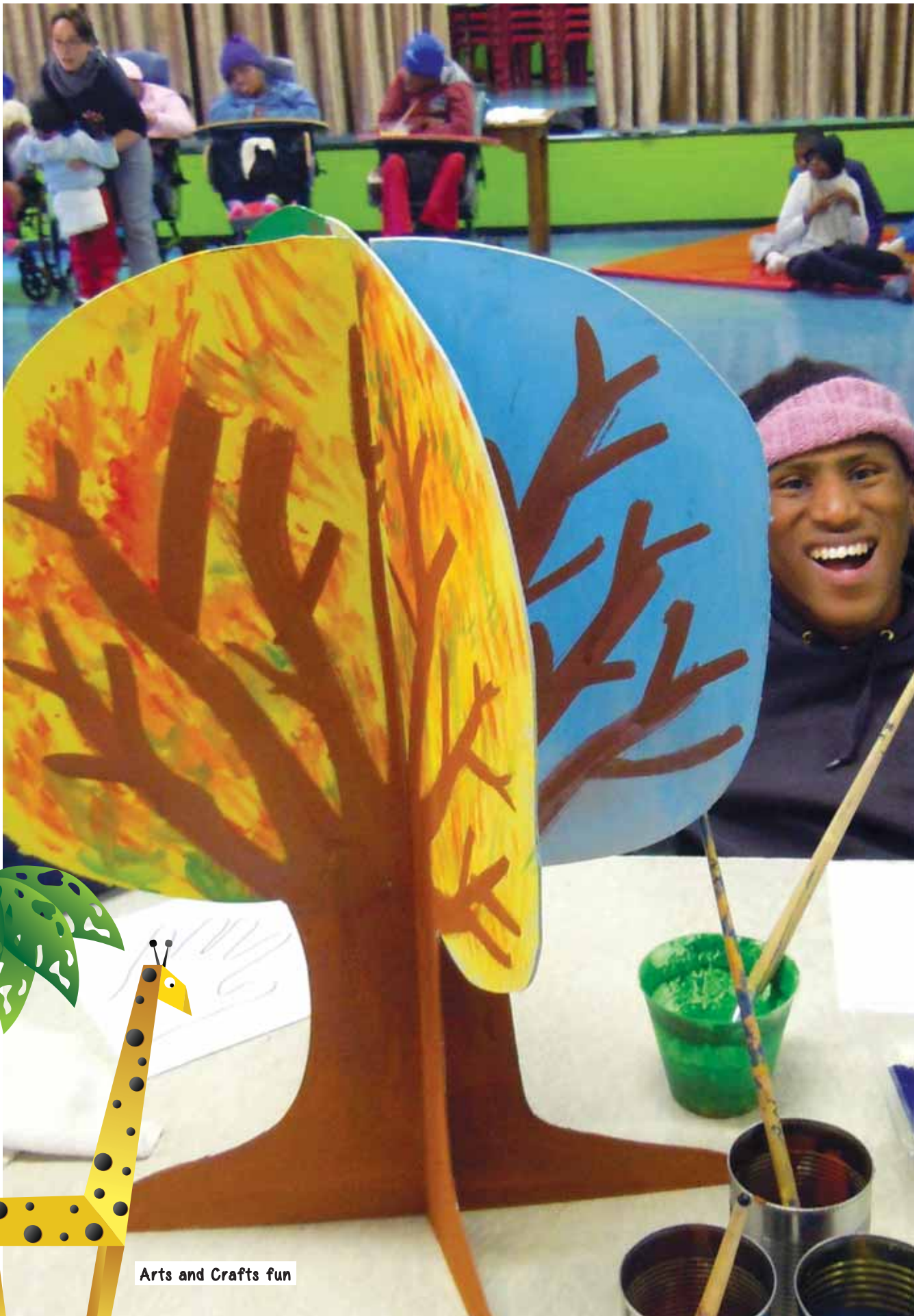


	DDHH	ERV
Number of Residents	180	120
Admissions	10	3
Left LITTLE EDEN	2	0
Deaths	8	1
Medication	145	98
Wheelchairs	147	47
Hospital days	102	149
Abandoned/indigent children	136	102
Dual diagnosis	48	50
Consultations by Psychiatrists	39	43
Visits by other specialists	23	33

There has been a significant increase in the number of Residents' hospital days from 25 and 14 in 2016 to 102 and 149 at DDHH and ERV respectively in 2017 as a number of residents were hospitalised for extended periods.



Siza



Arts and Crafts fun



CARE AND STIMULATION PROGRAMME

The reality of the work carried out at LITTLE EDEN on a daily basis is that our residents, due to the nature of their disabilities, require daily holistic care and this forms the core work of LITTLE EDEN. Daily verbal communication, reporting procedures and personal interaction ensures our residents develop interacting/socialising skills and are content. The multidisciplinary teams assess various treatment and care options to ensure optimal programmes can be designed for each individual resident. In this regard LITTLE EDEN has established a number of on-going care programmes including:

MEDICAL



Medical care by **Government and volunteer doctors, dentists and psychiatrists**



A nursing sister on duty **24 hours a day**



Daily medications for **243 residents, (includes epilepsy, mental illness)**



Daily chest therapy which is critical to many of the residents



Emergency interventions as required

INDIVIDUAL PERSONAL CARE



Customised beds and wheelchairs



Feeding of **3 meals and 2 tea times per day**



Clothing and nappy changes (**2 500 nappies and 3 tons of linen and clothing are washed daily**)



Personal hygiene support (bathing, hair care and teeth brushing)

THERAPIES

Occupational-, hydro-, music-, pet- and physiotherapy, exercise, art and reflexology. Group therapy activities where residents of similar abilities, needs and intellectual awareness are grouped together and given opportunities to learn, participate and socialise – each in their own special way. Through various internal activities such as Sports day, Valentine's Day, Mother's Day residents learn how to socialise and interact with staff and one another.

SET DAILY ROUTINES

This makes the residents feel secure with a sense of belonging to a family.

SPIRITUAL DEVELOPMENT AND SUPPORT

As mentioned previously, the chapels Our Lady of the Angels at DDHH and Holy Family at ERV specifically cater for and support the spiritual enrichment of 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.

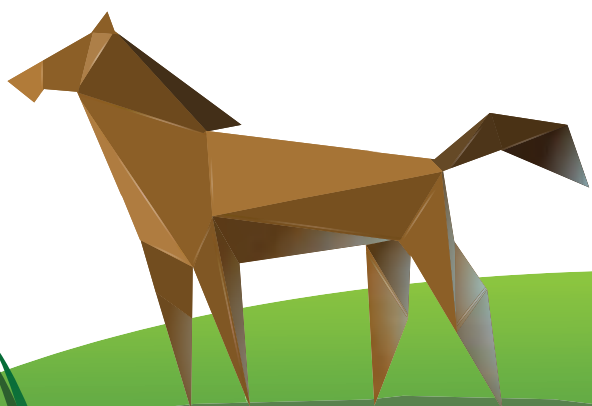
We rely on the daily prayers of supporters, including those of the Harvesters of Jesus, as without their prayers LITTLE EDEN would not survive.

The spiritual elements together with the Values of LITTLE EDEN form the basis on which the organisation was founded and hence the continuation of the Ethos was identified as a significant material issue.



OLIVER QUAMNUSCH

A very heartfelt thank you also from my side for your concerted effort to provide Melinda with a beautiful and nurturing living environment in record time. It is such a pleasure to work with colleagues in the field who are so ethical and take their responsibilities so seriously.





CASE STUDY

Music Therapy by Karen de Kock, Music Therapist Elvira Rota Village

The music therapist is trained to use music as a clinical tool towards extra-musical aims i.e. to process difficult emotions like grief and loss. Registered under the umbrella of Arts Therapies at the HPCSA, other modalities i.e. Art Therapy is often incorporated in the clinical process towards restoration and healing. Music can go where words can't and the right music can find the right words. Music therapists often work non-verbally with clients initially, to illicit and process difficult emotions.

Melinda is a resident with whom verbal and non-verbal processing was used, together with art, to help with her transition from grief and loss of a close family member to feeling loved, 'happy and nice' in her new family at ERV.

At age 12, Melinda's adopted mother, whom she had lived with since she was just a couple of months old, died. Her adopted father was unable to take care of her on his own, and as a result, Melinda became part of the ERV family, a few weeks after her mother passed away. The loss of her mother as well as moving into a residential home, was very hard for Melinda to handle.

Elizabeth Kübler-Ross offers a 5-stage model of processing grief and loss. It is important to

acknowledge and consider that although intellectually disabled, Melinda could experience these stages as well.

Melinda arrived at the time of our practices for our annual Christmas concert in November 2016. To help her settle, I included her in the 'Winter' scene of our Four Seasons theme.

When she indicated that she loves to sing, I accompanied her on piano as she sang a

carol solo in the Nativity. At first, her voice was soft with little confidence. As the practices progressed, her confidence increased and her voice became louder.

She tried very hard to cope in the beginning, although there were days when she really missed her mom.

After the concert and the December break, I started working individually with her in January. We started out at the piano, a 'playground' which offered many sounds and lots of space for exploration. We would not talk, just play and

improvise with soft and loud, slow and fast, up and down, black and white notes...Our relationship started through music, through listening and responding to each other's playing. My aim was to offer her space for expression through sound without having to find the words. I supported her during her explorations and gave her the sense that she was being held, no matter how far off she went or how 'angry' her playing became. Sometimes her playing sounded like 'lashing out' wild and loud, expressing anger and frustration. When I asked her how she felt, she would say 'I miss my mom'. We always ended the musical interaction with the chimes which offered her a soft, gentle container.

We spent the last 10 minutes of the session on our drawing. We drew together on one A3 page with the clinical aim that she did not feel alone in this process but supported by me, in the background.

The first image that she drew was a flower, which she said was her dad, Clive. The fact that she drew her father first, could possibly be interpreted that she was beginning to 'let go' of her mother. The second flower was herself, then her mother. She continued to draw flowers depicting the significant persons in her life.

As the sessions progressed, we continued our picture with me staying with supporting wave patterns in the top. The flowers were first just outlined, then coloured in.

When the flowers were finished, I asked her how she felt looking at them. She offered the words 'happy' and 'nice'. Our picture became fuller and fuller and her last additions were what I interpreted as birds. When I asked her what they were, she said it was 'M for Melinda'.

Our picture was complete, depicting our process so far, filled with flowers, hearts and 'M's for Melinda'.

Music therapy helped Melinda in her transition from her home and family, to ERV. The grieving process can revisit stages of anger and sadness, especially at family times i.e. Christmas, Easter and birthdays. At these times, the music therapy space can be used as a tool for expression, understanding and processing of difficult emotions.





CASE STUDY

Music Therapy by Marie-Victoire Cumming, Music Therapist DDHH

I Am Here For You

In light of the recent financial and operational *challenges* that we have been faced with this year, certain changes and adjustments were undertaken for the overall benefit of the residents at LITTLE EDEN. Change can be difficult, especially when one feels a sense of comfort in routine and familiarity. It may feel overwhelming and like a tough mountain to climb. But ultimately, change brings new and fresh ideas, positive energy and an overall sense of renewed inspiration.

Observing the residents during this *transitional* period has allowed me to further recognise their perception and sensitivity – not only to change, but also to each other. Dorothy, our 47 year old resident in Green wing, has a very caring and motherly nature and looks after the younger residents in the wing. She gives 8 year old Owami hugs when he is feeling overwhelmed, and is so perceptive to any change in atmosphere or structure. During group work, especially our 'Music and Movement' group with the elderly residents, they show a sense of awareness of their surroundings and of each other. Friendships are developed, even though they might not be able to verbally communicate. Warmth is shown towards each other through a smile, eye contact or even a small hand gesture. Shaun and Sindi are always fed next to each other at lunch times, and lie down on the mat side-by-side during the afternoons. Mokgadi loves to follow Busi around the garden, and becomes upset if he does not get to see her during the day! They, amongst many other residents, truly have a friendship bond which is beautiful to observe. If some of the residents are absent or sick, the group members may ask questions or present in an upset manner, showing concern for their sick friend. On the sad occasion that a resident passes away, it is inevitable that

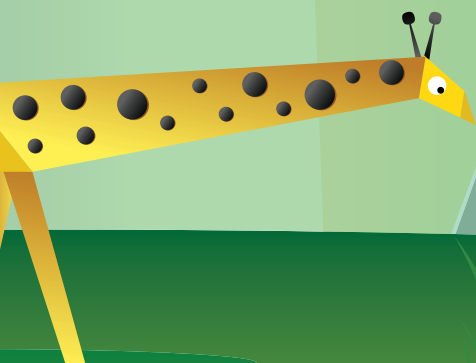
they feel the pain even though they may not be able to visibly show emotion through tears or words.

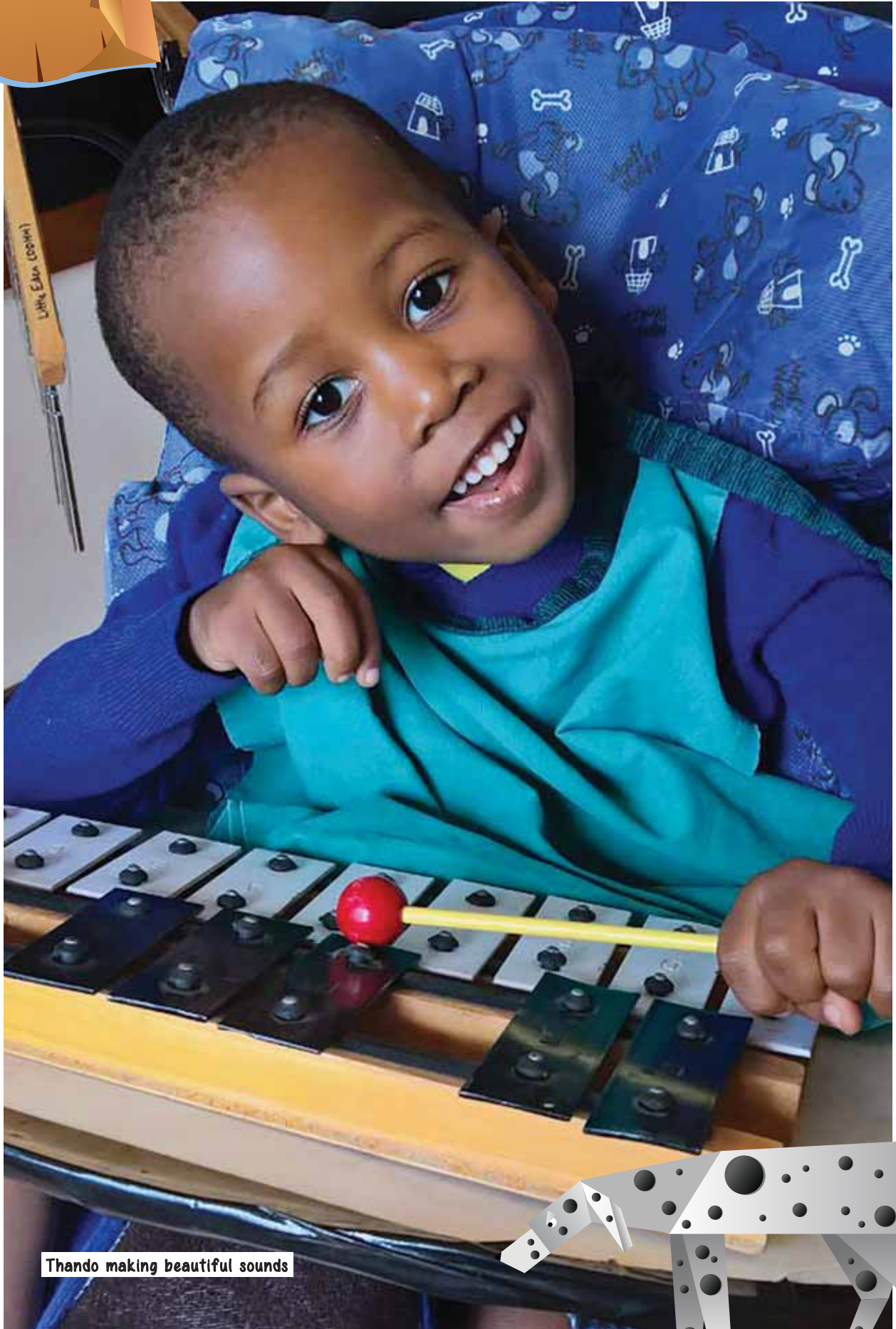
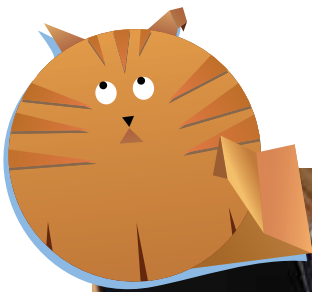
On such occasions, the use of music provides a platform for the residents to process their sadness through singing and instrumental play, and being in a space where they can make music together and feel an enhanced sense of togetherness. Making music together may serve as an avenue for emotional expression and an opportunity to express themselves at their own developmental level. Having said this, it may also offer new possibilities of social interaction and communication. This is evident during group music therapy, whereby the residents interact with one another in their own unique way, and can be so attuned to each other and to their environment. If there is a special day happening at the home, Sport's Day for example, the residents beam with excitement and are happy at any opportunity to interact with each other, staff and volunteers.

In conclusion, may we allow ourselves the time to witness the dynamics, friendships and often subtle interactions amongst the residents, and continue to provide opportunities for love and care. Finally, it remains important to acknowledge the perception and sensitivity of the residents, and to allow ourselves the opportunity and time to recognise their feelings and messages they may have for us.

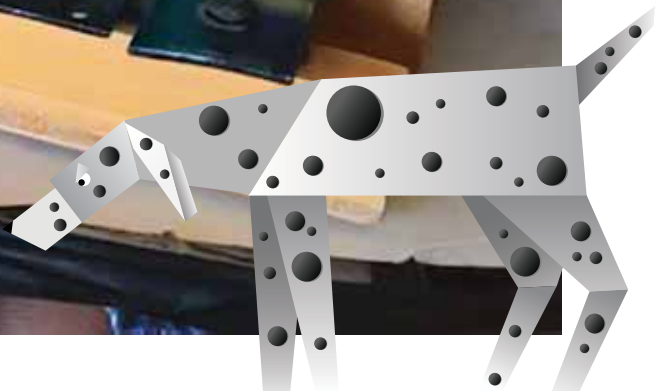


Busi with her friend Mokgadi





Thando making beautiful sounds



FUND DEVELOPMENT



Simangele



Wynand with a friend from Paws for People

Fundraising has never been tougher. Our resilience has been tested on many fronts; decline in funding, the revised BBBEE codes and the increasing marginalisation of the disability sector particularly mental health.

In *meeting challenges in transition* our tenacity is stronger than ever as we re-doubled efforts on all fronts. The strategic decision to increase our fundraising capacity – to ensure that we mobilise every opportunity to grow existing support and to find new donors – has begun to show results.

Comparative income including donations-in-kind

	2017 % of total income	2017 Amount (R)	2016 Amount (R)	2015 Amount (R)
Government Funding	43.8	16 001 166	15 115 034	13 943 987
Corporates	17.3	6 307 316	6 846 202	5 856 775
Individuals	17.8	6 493 631	5 913 298	4 741 522
Foundations and Trusts	4.7	1 718 241	4 989 737	2 641 815
Second-hand Shop Operations	8.2	3 003 904	2 835 811	2 720 813
Educational Institutions	0.4	137 450	165 470	89 829
Other	7.8	2 860 949	1 543 771	1 024 007
Total	100	36 522 657	37 409 323	31 018 748

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.

The enduring support of many donors, partners, friends and supporters has been truly inspirational. Even though the comparative analysis of our income streams shows growth on most funding levels, the total income has reduced by approximately R900K as compared to last year. It is with concern that we report on a decline in funding from Corporate donors and from Foundations and Trusts primarily due to Lottery funding having fallen outside this financial year. The next Lottery application will be submitted in May 2017.

Government Funding includes the Department of Health subsidy and Disability pension grants from SASSA. Even though the Government funding has increased by 5.5% from last year, the percentage increase is less than the rate of inflation.

While the contributing factors are both economic and strategic in nature with particular reference to the revised BBBEE codes, not all companies are necessarily chasing BBBEE Scorecard. Some are nevertheless opting to focus on establishing systems that will ensure systemic economic change in years to come. With our precious residents who will never be self-reliant, we will therefore continue to fall very far outside these educational funding areas.

These challenges have in fact formed the very foundation of our fundraising strategy which is to build donor confidence at all levels. We have done this on several levels:

1. We have continued to penetrate the corporate sector by focusing on being a special project that can indeed sit side-by-side with strategic projects. To this end we have brought 26 new corporate donors on board during the reporting period.
2. We have strengthened our donor stewardship programme by formalising it into a Relationship Development Strategy. This programme has impacted substantially on the generating of extra and increased funding. 43 debit orders and monthly EFT's were increased and 55 lapsed donors were revived. A personal thank you phone call to a donor has often resulted in an immediate next donation.
3. Mail appeals and newsletter income have also shown growth. Our Adopt an Angel programme has brought in six new individual and corporate donors.
4. We are focused on increasing the numbers of interactions and tours to our Homes. Seeing our projects of excellence at work inspires hearts and minds.
5. In the past year we saw a marked decline in signing up on the legacy programme and have now re-launched a focused Bequest Campaign.
6. We recognise the power of technology and have upgraded all our systems to ensure that online giving takes place seamlessly on various devices.
7. While our Second-hand Shop as well as the fête income is growing steadily, we can report a significant growth in the income generated from the 94.7 cycle challenge. We launched our participation in this event in 2015 and in 2016 doubled the income generated from the event.
8. Finally, our high net worth strategy for philanthropic funding has grown by an additional two generous individual donors making large donations. What is valuable about this category of donors is the deeper level of participation that we enjoy which adds value to other aspects of our operations. These friends of the organisation have willingly introduced us to their circles of influence for further engagement.

THANK YOU for the unwavering support of so many donors who have joined the **LITTLE EDEN** family. Despite the continued under-resourcing and underfunding of the mental health sector as reported in the media recently; through your generosity, loyalty and commitment you have helped to ensure that our precious residents and other vulnerable people like them will not be forgotten.

GROSS EXPENDITURE

The average inflation rate for the period 2016/17 was 6.5% and the rate of increase of total expenditure as compared to last year is 2.45%. This is in line with our efforts to optimise the use of limited resources.

Fundraising costs reduced due to the decrease in the appeal costs as the focus of the fundraising strategy has shifted to Relationship Development. The Second-hand Shop and Other expenses have decreased as less people were employed at the depot and certain admin posts were not filled after staff left.

The fundraising department expanded and hence the increase in the Personnel – Admin and Fundraising costs. Food & Provisions (up by 8%) and Municipal Services (up by 11%) costs have increased, which has contributed towards the increase in the expenditure for the year.

However some costs simply cannot be further reduced without affecting the quality of our service. This table provides a two year comparison of percentage cost breakdown.

Gross expenditure for the year ended

	2017 %	2016 %
Care Services	51.98	52.49
Personnel – Admin and Fundraising	18.28	16.86
Other Home Expenses	6.06	7.37
Food & Provisions	5.22	4.78
Maintenance & Equipment	4.54	4.05
Municipal Services	4.25	3.58
Fundraising Costs	3.57	4.12
Professional and Security Services	2.75	2.75
Second-hand Shop and Others	1.86	2.45
Insurance and Bank Charges	0.81	0.78
Other Admin	0.68	0.77
	100.00	100.00

Donations over R100 000

Name of entity/person	2017 Rand
Anonymous	1 000 000
Mr David Watson	500 000
Anglo American Chairman's Fund	360 000
Haas CNC Services South Africa cc	275 000
The R.B. Hagart Trust	250 000
Bollore Transport and Logistics South Africa	250 000
Dis-Chem Foundation	246 227
Volkswagen Financial Services South Africa	207 000
Safari Gholflub	200 000
Putprop Ltd	180 000
Southern African Catholic Bishops' Conference	165 000
Mr Antonio Cocciante	150 000
Firststrand Foundation	150 000
Multotec (Pty) Ltd	133 000
Italian-SA Chamber of Trade and Industries	130 000
Kargo Long Distance (Pty) Ltd	108 000
The Linda Nagel Foundation	100 000
Balwin Properties (Pty) Ltd	100 000
Ekurhuleni Metropolitan Municipality	100 000
Andru Mining	100 000

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

We take this opportunity to express our gratitude to them once again.

The major categories of our donors are Corporate, Individual and Foundation & Trusts. These three categories contributed to approximately 90% of the donor income stream for both this and last year. The table below gives an indication of the trend within these legal entities. Government and Second-hand Shop income, as well as the smaller categories of donors and donations-in-kind, are excluded from these statistics.

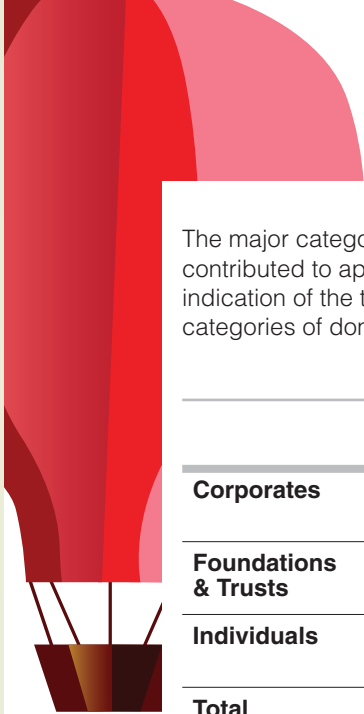
	2017 Rand	2017 Number of donors	Donor average	2016 Rand	2016 Number of donors	Donor average
Corporates	6 307 316	617	10 223	5 605 703	522	10 739
Foundations & Trusts	1 718 241	30	57 275	4 989 737	39	127 941
Individuals	6 493 631	1 870	3 473	5 909 536	1 945	3 038
Total	14 519 188	2 517	—	16 504 976	2 506	—

The income from the corporate component has increased by 13% from an 18% increase in donors. The donor average has reduced by 5%. A number of these donors have made multiple donations during the period under review. There is a direct impact on certain organisations within the NGO sector following on from changes in B-BBEE legislation; and LITTLE EDEN is having more and more of its applications turned down as a result.

The Foundation & Trusts averages within this category have reduced substantially. The 2016 figure includes a grant from the Lottery of R2 505 000. Because of the limited number of participants and the general size of the donations, it is important that we retain and develop our relationships with this category of donor.

The income from individuals has increased by 10%. However, both the number of active donors and number of donations have decreased; 4% and 2% respectively. On a positive note the donor average has increased by 14% and the donation average has increased 12%. This can be attributed to the development of the fundraising team and strategy of interacting with the donor more regularly.

Within LITTLE EDEN, "Donor Care" is a vital element to the ongoing ethos of the organisation, and all our partners are considered to be of equal importance. While the reporting, audit and feedback commitments for larger donors tends to be specific to each large donor, LITTLE EDEN has a great responsibility to continue to engage all donors, regardless of the size or value of their financial contribution.



In fact, it is often those donors who provide fewer Rands who tend to be more physically active in the ongoing care of our residents, and tend to participate in more of the special events, which is one of the reasons why it is important to use the annual report as a mechanism for stewardship.

Of critical importance to LITTLE EDEN is the downward trend in the proportion of revenue coming from large contributors (above R100 000).

In 2017, 16 donors contributed R4 627 861 (32%), compared to 17 donors contributing R8 297 649 (49%)

in 2016 and 22 contributing R9 755 720 (56%) in 2015. The trend will likely continue in this direction. As a result, LITTLE EDEN has had to implement somewhat of a strategic shift in fundraising, and increase the size of the fundraising team to not only raise funds, but to continue to improve the quality of the engagement.

Included in the table of donor donation ranges are amounts for 2017, 2016 and 2015 of R165 000, R412 834 and R324 173 respectively, from a religious organisation that has been giving regularly.

Donor donation ranges excluding donations-in-kind

	2017		2016		2015	
0 – R5 000	R2 342 694	16%	R2 404 494	14%	R2 228 739	13%
R5 001 – R10 000	R1 200 172	8%	R1 116 029	7%	R1 212 483	7%
R10 001 – R20 000	R1 781 741	12%	R1 340 328	8%	R1 365 514	8%
R20 001 – R50 000	R2 207 743	15%	R1 861 596	11%	R1 788 075	10%
R50 001 – R100 000	R2 523 978	17%	R1 897 713	11%	R989 727	6%
R100 001 – R500 000	R3 127 753	21%	R 234 634	19%	R3 896 153	22%
R500 001 – R1 000 000	R1 500 108	10%	R2 558 015	15%	R994 700	6%
above R1 000 000	R0	0%	R2 505 000	15%	R4 864 867	28%
	R14 684 188	100%	R16 917 810	100%	R17 340 258	100%

More and more donors are requesting the needs or wish list. This is instead of them giving a financial donation. This presents a problem in that, as per the contract with the Gauteng Department of Health, only certain categories of expenditure may be processed using their funds; and this is based on both a financial limit as well as a percentage limit. So if a donor is to provide food for three months then LITTLE EDEN is prevented from using that portion of their subsidy allocated to food. LITTLE EDEN is then under threat of having to return any unutilised funds and having the level of subsidy reduced.

It is worth noting that over the past three years, the total numbers of transactions (both financial and non-financial) in the Donor Management System (DMS) are 13 855 for 2015, 14 036 for 2016 and 13 457 for 2017. While all financial transactions are processed through the DMS, not all donors are prepared to leave their details when interacting with LITTLE EDEN with regard to non-financial occasions. This does present a difficulty in assessing the reach within the community.





Arts and Crafts fun



Sergio praying for Sister

Charmaine Adendorff

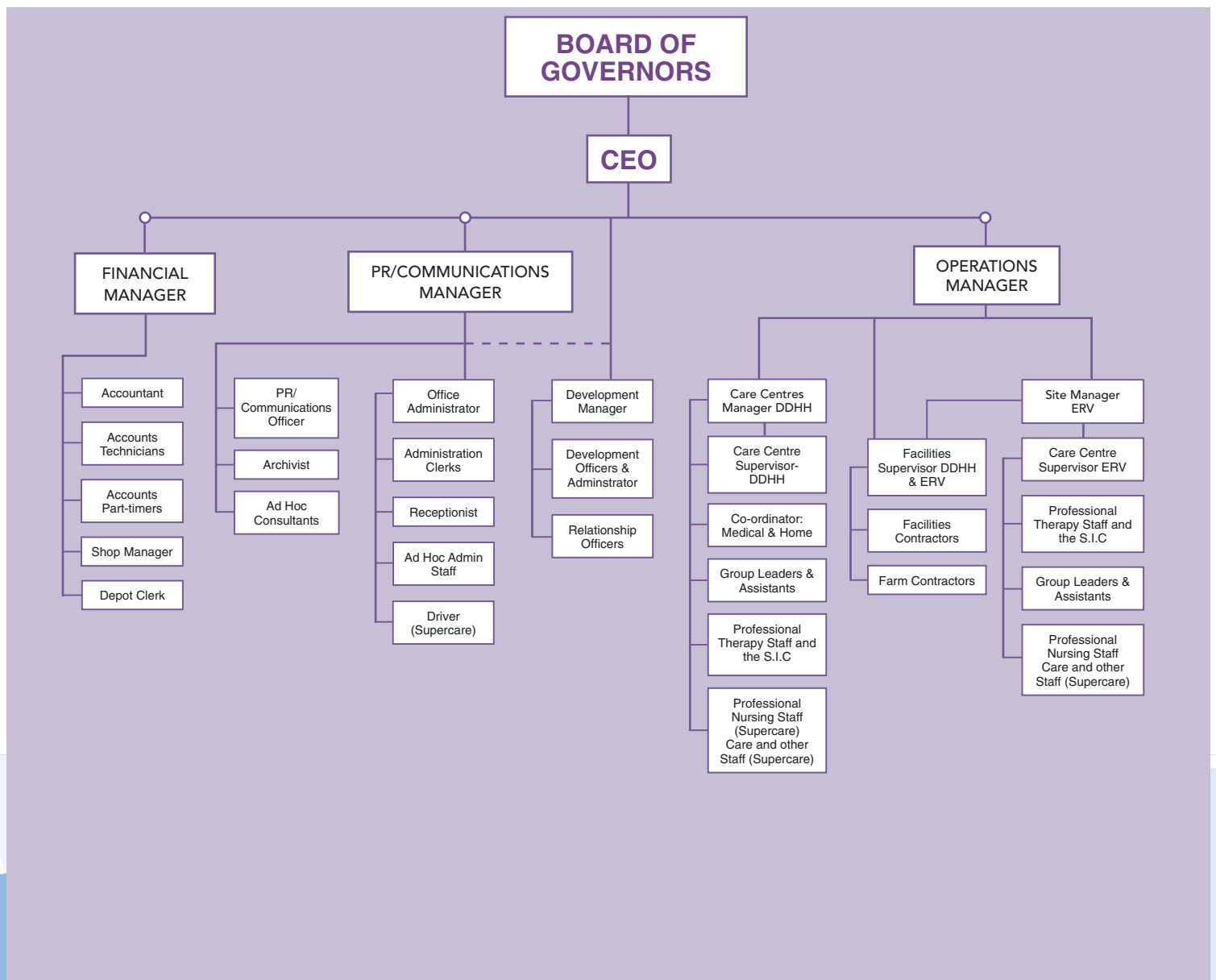
No words can express how very fortunate Sergio is to be cared for by you and your wonderful staff. You are truly God's angels.



Sabrina during her stimulation session

MANAGEMENT AND CORPORATE GOVERNANCE

LITTLE EDEN Society adopted the Independent Code of Governance for Non-profit Organisations in South Africa in 2013. The 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 fundraising, marketing and communications, it is fundamental that donors' rights to privacy are respected. LITTLE EDEN does not make unsubstantiated claims in the 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 the work of service, there must be 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. LITTLE EDEN complies with all applicable legislative requirements and willingly shares 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 South Africa, is bound by various legislative Acts of Parliament. The society endeavours to comply with the applicable legislation and makes use of external professional inputs to keep on track.

LITTLE EDEN Values' trademark registration is still pending as the acceptance notice from the Registrar is still awaited.

The LITTLE EDEN Beneficiary Analysis certificate renewal was completed with a resulting score of: DDHH 75% and ERV 50.83%. This supports the Social Development element of the BBBEE score card, where companies can qualify for top points under this section.

The last Annual General Meeting of the Society took place on Saturday 23 July 2016, and was well attended by members, volunteers, residents, 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.



Some Members of the Board of Governors

LITTLE EDEN COMMITTEES

EMPLOYMENT EQUITY COMMITTEE

In keeping with best practice initiatives, LITTLE EDEN staff are represented on the Employment Equity Committee, which meets every four months. The Employment Equity Report and Workplace Skills Plan & Annual Training Report are submitted annually. In August 2017 the election of a new committee will take place with the renewal of the Employment Equity Plan. The need for diversity on the management team has been identified as a material issue to be addressed in the new plan.

LITTLE EDEN is grateful for the funding grants allocated by Health and Welfare SETA through the Levy Exempt Grants as well as the grants received for Skills Development Facilitation Training and Bursaries for Employed Persons.

Through these funding grants LITTLE EDEN was able to undertake some training initiatives: Crisis Debriefing and Basic Trauma Counselling; Practical Course on Cerebral Palsy for Careworkers; Social Entrepreneurship Programme, Computer Training and various workshops and in-house training.

Planning for training for the new financial year is under way, however, due to financial challenges these will be put on hold until the finalisation of the new year's Levy Exempt Grant through Health and Welfare SETA which has already been submitted. In-house training, is ongoing.

SAFETY, HEALTH & ENVIRONMENT COMMITTEE

The SHE (Safety, Health and Environment) Committee meets quarterly to discuss any safety concerns that may have arisen in the previous quarter. 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 and identified as a material issue for the Organisation. Scott-Safe audits LITTLE EDEN every three months on a pro bono basis. No major incidents were reported for the period under review. In line with the principle of continuous improvement, LITTLE EDEN will ensure that SHE audits are extended to include the core work of LITTLE EDEN.

ETHOS COMMITTEE

The Ethos Teams, Tirisano and Bambanani, will be overhauled and re-launched in 2017. The aim is to obtain more buy-in and enthusiasm from staff, to encourage the living of the LITTLE EDEN Values and to create practical ways that will highlight the Values throughout the year. The continuation of the Ethos and Values of LITTLE EDEN has been identified as a material issue with the change in the generation of staff and succession in place. Therefore, the transfer of knowledge and skills is critical to keep the Ethos of LITTLE EDEN as we *meet the challenges in transition*.



Leanne Hughes

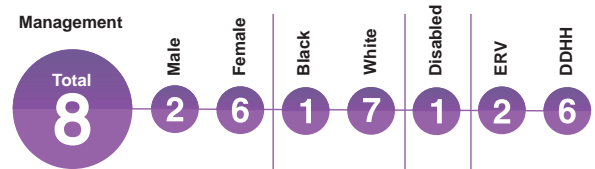
I am writing this letter to express my sincere gratitude to the staff of LITTLE EDEN for their love and compassion shown to Shireen Jantjies during her time there. When I saw Shireen again it was evident how well she was looked after and the caretakers spoke fondly of her. For the next four years I frequently visited the home of LITTLE EDEN and would spend time with her and all the little angels that resided there. I have grown to love and admire the dedication and commitment shown by all in LITTLE EDEN. If we are to be judged on the astounding people that work at LITTLE EDEN, then the legacy of this country will be unmatched.

Lydia

Although we are rarely in touch it's great comfort to me that my twin is in great hands. I think Robert has been there now for 44 or so years. May you go from strength to strength with the fabulous work you do.

Management:

The Society is aware of the importance of maintaining the racial diversity of its management team and Board of Governors. Progress has been made in the composition of the Board of Governors. Focus now needs to be put on the diversity of the management team.



NOTE: Six LITTLE EDEN Managers

NOTE: Two Supercare Managers

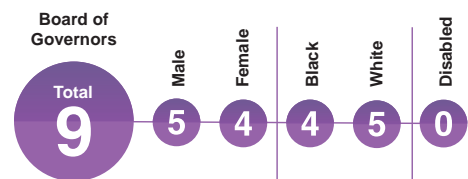
In *meeting the challenges in transition* a number of changes and new positions have been implemented.

The Supercare Contract Manager position at each Home continues, which has resulted in the Supercare Supervisor positions being made redundant.

At Elvira Rota Village the position of a LITTLE EDEN Site Manager was established in November 2016. Additionally, Care Centre Supervisor positions were established at both Elvira Rota Village and Domitilla and Danny Hyams Home.

With succession planning and the sustainability of LITTLE EDEN in mind, these changes are crucial to ensure continuation for the next 50 years and to ensure and uphold the level of care provided to each and every resident.

Board of Governors:



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.

LITTLE EDEN strives to ensure that nominations to the Board of Governors represents a mix of expertise, knowledge, experience, representation of the demographics 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. Two additional members joined the Board of Governors in January 2017 and March 2017 as co-opted members who will hold office until the 2017 Annual General Meeting. 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 meets the needs of the Society and complements 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/have had siblings residing with us; and one is a son-in-law of the late founders.

The Board of Governors consists of:

Mr Alexander Angus NTD, PMD (Chairman)
Mr Maurizio Galimberti BSc (Vice-Chairman)
Mrs Ntambose Rosetta Xaba CA (SA) (Treasurer)
Rev. Antony Bishop FCIS
Rev. Douglas Boake CA (SA)
Ms Sedzani Mudau CA (SA), RA, MBA
Mrs Thato Nkosi B.Eng (Chem), B.Eng (Hons), MDP, MBL
Mr Luigi Slaviero PrEng, MBL, BSc (Eng)
Mrs Yvonne Thihe BA Curr

LITTLE EDEN has previously invited local council members and Government representatives to sit on the Board, but without 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 comprises 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 which is often incorporated into Board meetings. 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 A Angus Mr PJ Mannix (Financial Manager)
Rev A Bishop Mrs LM Slaviero (CEO)
Rev D Boake
Mr LG Slaviero

Due to the financial challenges an Expense Committee was established in December 2016 by the Board of Governors Chairman to look at all Society expenditure.

A purchase control order has been implemented for expenses of R500 or more, where on a daily basis, three representatives from the committee meet to either approve/postpone or reject these expenses.

REMUNERATION COMMITTEE

A Remuneration Committee comprising of at least three independent Board members together with the CEO, Financial Manager and Public Relations/Communications Manager (includes Human Resources) meets 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 A Angus (Chairman of Board of Governors)
Rev A Bishop
Rev D Boake
Mrs LM Slaviero (CEO)
Mr PJ Mannix (Financial Manager)
Mrs VM Mannix (Public Relations/Communications Manager)

For the year under review the percentage increase paid to LITTLE EDEN staff in April 2016 was below inflation and no bonuses were paid in November to LITTLE EDEN staff due to financial challenges. Despite these financial challenges and impact on staff salaries, staff have remained committed to LITTLE EDEN – thank you!

INFORMATION PRIVACY

This is important to the Society as custodians of stakeholders' personal details, there is 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 LITTLE EDEN respects 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, there is in place service and satisfaction feedback mechanisms to ensure rapid response to concerns and complaints.



Resident Julie has been at LITTLE EDEN the longest



Looking after the plants





Yanga goes in for a hug



Tinyeko with volunteer

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. Individuals with exceptional professional and administrative skills who believe in the Values, and act with a social and moral conscience and exhibit empathy for the residents, are valued.

Employees' right of freedom of association is recognised and respected by LITTLE EDEN. 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 is provided.

For the year under review a number of organisational changes took place to ensure the continuation of LITTLE EDEN and to uphold the level of care. Even

though these changes were necessary in *meeting the challenges in transition* it came with a number of *challenging* decisions that had to be made which impacted staff motivation. Despite these *challenges* and changes, staff have remained committed to LITTLE EDEN. At Domitilla and Danny Hyams Home, the Professional Nurses expressed concern and distress regarding the changes undertaken. These were dealt with on an individual basis to clarify and explain the rationale behind the various changes and decisions made. These staff at DDHH ultimately chose to retire or resign. At Elvira Rota Village the Professional Nurses supported the changes.

The following significant organisational changes took place:

- New LITTLE EDEN positions were established as part of succession planning specifically related to Operations within the Homes.
- Professional Nursing Sisters at DDHH and ERV transferred to the employment of Supercare under Section 197 of the Labour Relations Act.
- Professional Nurse in the Supercare Contract Manager position at ERV was put in place to support and ensure the level of care. The recruitment of a Professional Nurse in the Contract Manager position at DDHH is currently in hand.
- Supercare Housemothers and Supervisor positions were made redundant under Section 189 of the Labour Relations Act and the position of Housekeepers was established. Increased number of Staff Nurses and Enrolled Nursing Assistants was introduced on all shifts.



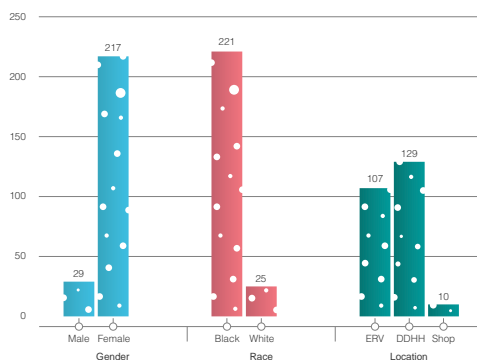
Busi's communication skills are improving each day. She is able to remember most colours and can identify them. Her best friend is Mokgadi. She knows who is sleeping in which bed in her section. She helps the new staff coming on duty by explaining the residents' names to them.



Resident enjoying Sr Tessa's caring hands

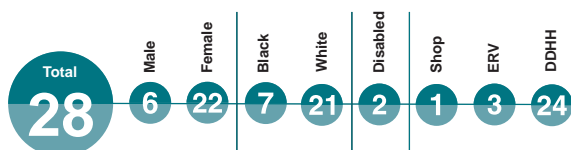
Team building and end-of-year functions took place and were enjoyed by all. These functions have proved to be beneficial and appreciated, as they inspire staff to continue their work of service and to build strong connections amongst staff, getting to know one another.

With a workforce of 256 (which comprise of 28 LITTLE EDEN staff, six SIC nuns; 218 Supercare staff; and four part time contractors), LITTLE EDEN is fortunate to have a personnel to resident ratio of 256:300 – 0,85:1.



Excludes four contractors and six SIC

LITTLE EDEN EMPLOYEES



NOTE: Black total includes three Indian

NOTE: 26 x permanent staff; two part timers (students)

With the transfer of the Professional Nursing Sisters to the employ of Supercare, the LITTLE EDEN staff numbers reduced from 43 to 28. Some positions were not refilled when staff left and duties were redistributed with current staff employed. Full time staff replaced part timers, thus reducing numbers.

Progress is being made regarding succession planning which has been a focus area over the last two years to secure the continuation of LITTLE EDEN.

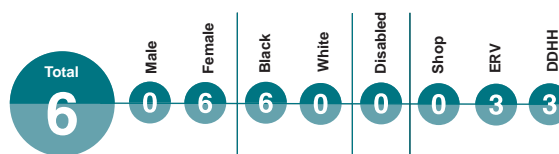
The Fundraising Department, established in June 2015, has grown from three in the last financial year to six personnel. Relationship development is a key material issue identified which links closely with financial sustainability with the objective of securing and widening the income stream required to continue to operate, especially with the challenging economic conditions.

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 10 years: Nichollette Muthige
For 5 years: Marie Victoire Cumming

SISTERS OF THE IMITATION OF CHRIST



NOTE: Black total includes six Indians

NOTE: Religious congregation: Sisters of the Imitation of Christ

The congregations at Elvira Rota Village and Domitilla and Danny Hyams Home 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.

Applications for permanent residency were not submitted as per the SIC congregation policy. The work visa validations and visa renewals continue as needed.

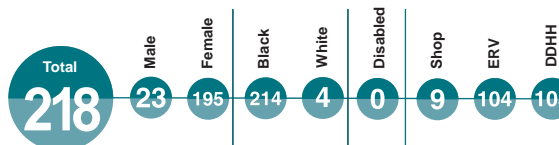
Sr Lisieux returned to India on 3 July 2016. She was awarded a certificate of appreciation for her four and a half years of invaluable work and support at LITTLE EDEN, and significant contribution towards the care of the residents, in her capacity as a Sister of the Imitation of Christ, Bethany Generalate, and in alignment with the LITTLE EDEN Values of *Respect, Sanctity of Life* and *Love & Care*. We wish her God's richest blessings.

We welcomed Sr Manonja who arrived on 8 June 2016 and is based with the Edenvale community.

Sr Therese returns to India in April to receive medical treatment. LITTLE EDEN hopes she will return in a few months and wishes her a speedy recovery.

SUPERCARE EMPLOYEES

(provide LITTLE EDEN Society with subcontracted services):



NOTE: Employment Contract: Permanent except for five temporary staff currently assisting with the Shop Operation in Depot.

With the organisational changes that took place, the total number of Supercare staff increased from 213 to 218.

A total of five Professional Nurses at ERV, and eight Professional Nurses at DDHH, transferred to the employ of Supercare as a Section 197 of the Labour Relations Act. A number of the Professional Nurses at DDHH retired at the end of January 2017 and now four Professional Nurses are employed working regular shifts at DDHH.

A total of 11 Supercare staff at DDHH and eight staff at ERV were affected by the position changes of (Housemothers and Supervisors) which were made redundant in terms of Section 189 of the Labour Relations Act. These staff were given first opportunity to apply for the newly established Housekeeper positions.

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 15 years: Decrecia Ngoepe, Bongiwe Eugenia Mcaciso.

For five years: Martha Thwane, Nicholus Pilusa, Zanele Mashinini, Paulina Tshehla, Ivy Thulelo, Prudence Mawelela, Anastacia Mmatlou Nohyane, Mokgadi Penelope Mokopha, Dahlia Nomveliso Ntozini, Koena Precious Mohoma, Lebogang Cynthia Makhafaola, Thenbi Monica Hlatshwayo.

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 form part of this Caring for the Carers programme.

For the past eight years The Peech Hotel in Johannesburg offers a night's free stay with dinner and breakfast to one staff member and partner. 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. Thank you, James Peech!

Angela Cromarty



Both my daughter and I were moved by these children and the dedicated staff who care for them. Please never stop loving each individual child as love is probably the main ingredient in their thriving. May God bless you, the people who care for the children, and the children.

Maria Northcott

I wanted to send a special thank you to you and all your staff for the loving care you give God's children – you will be abundantly blessed! Thank you for giving me the opportunity to help you in a small way.

VOLUNTEERS

Volunteers contributed more than 3 000 hours for the year. This excludes community service hours. 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.



Nikki on the drums



Rowan with volunteer Carina

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

Volunteers who offer pro bono professional medical support are invaluable. The care, time and dedication directly impacts on the well-being of the 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 local volunteers who assist staff and residents, whether it is during feeding time or taking time out to interact and play with the residents.

A very warm thank you to each and every volunteer who has directly affected the lives of the special angels at LITTLE EDEN.

During this reporting period, a number of volunteers from various countries (Switzerland, Belgium, Italy, Canada, Australia and France) offered their time between the two Homes (DDHH & ERV). The volunteers stayed from a few days up to two months.



Fidesco Volunteer, Ophélie with residents

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 November 2016 three students from the University of Bergamo, Italy (Marta Riva, Giulia Guerini Rocco and Rebecca Erosi) came to LITTLE EDEN for a month to continue their research studies investigating the organisational structure and role of care staff. Another student is expected to arrive in June 2017 to conduct research into starter literacy for people with disabilities.

The role that local and international volunteers play at LITTLE EDEN is important and is testimony to the ongoing outstanding work that they have carried out 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 efforts except for a smile or the obvious contentment of a child. The volunteers give of their time and talents to help the 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 the residents 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 (such as doctors, dentists, lawyers, accountants, architects and engineers) 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.



PAULA PRIOSTE: I would like to take this opportunity of thanking you for allowing me to volunteer at LITTLE EDEN over the last couple of months. I have thoroughly enjoyed spending time with the children and working with such amazing individuals like yourselves. LITTLE EDEN is truly a very special place and it has taught me so much.

FIDESCO VOLUNTEERS

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

Jérôme, Aude and baby Côme de Guerny have been in Edenvale for 18 months. Jérôme assists in the Second-hand Shop and Aude in Domitilla and Danny Hyams Home. Ophélie Darras and Jennifer Charles volunteer at Elvira Rota Village. They have served LITTLE EDEN for a year. These volunteers have become an integral part of the LITTLE EDEN family. Ophélie will return to France in May to receive medical treatment. We hope she will return in a few months and pray she makes a speedy recovery.

LITTLE EDEN acknowledges and thanks 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.

LITTLE EDEN looks forward to continuing this relationship with Fidesco.



Sandra Delpont

It's with a grateful heart that I write this note, To the staff, Care Givers and Sponsors of LITTLE EDEN which was Chantel's home for more than 30 years... after a difficult year where her health deteriorated rapidly. During this time the Sisters and Care Givers lovingly cared for her and helped me deal with the reality of the difficult time ahead. I would like to thank each one for the loving support and the special people that help look after all these children like their own... Today I can say thank you for all the help, advice and care; LITTLE EDEN has made it possible for me accept the things in life I could not change. Chantel was happy with her friends and I know that I made the best choice for her; there she was happy and safe where she received care and therapy to enable her to reach her full potential which I on my own would not have been able to do.

Case Study

COPING WITH CHANGE AND TRANSITION: A PERSONAL JOURNEY

by Nabeela Laher – Physiotherapist Domitilla and Danny Hyams Home

Working in a field that is not well understood, even within healthcare, one of the questions I am frequently asked is: Why are you here? What makes you do it? I can certainly say that disability is not an easy field, and as a physiotherapist, there is a long journey of growth and learning required to reach a place where you are able to intervene in an impactful way.

I never imagined that I would end up working with childhood disability. Cerebral Palsy is something that is touched on briefly at university, and the experiences we have are seldom meaningful enough for therapists to choose it as a specialisation, or focus area, after graduation. Most physiotherapists go into sports or musculoskeletal physiotherapy, which are better established and better understood areas of practice. I did this too, gaining exposure in various fields, before arriving quite by chance at paediatric rehabilitation, and in particular, with a Bobath/Neurodevelopmental Therapy approach. It has been something that I have been deeply drawn to ever since, and one of the main reasons for it, has been the particular set of qualities that I have found in the people who work in this field and others I have met since.

Bobath/Neurodevelopmental Therapy is a problem-solving approach to cerebral palsy and other motor disorders that is used by physiotherapists, occupational therapists and speech therapists. It's a forward-thinking way of approaching an intervention, where we try our best to understand each child individually- their movement, their being and their environments, and take a goal-orientated and holistic approach to intervention. The ultimate goal of this process is to prevent future problems, and to improve their ability to be independent, recognised and integrated into their families and communities.

Working in this field, and having had the privilege to know and learn from inspirational people, I can say that while disability may seem complex, it also creates meaning that is simple and beautiful. As we go, we learn that doing this work requires us to *transition* ourselves to a new way of being as health professionals, where we come to accept that we are all interdependent on each other, and that the best results come when we learn to embrace it. In order for this to occur, we must continuously strive to engage, to better ourselves and be ready at any time to learn, to adapt and to try. And most often, this will be when space is created for hidden abilities to be seen and new potential can be unlocked.

- It was a great privilege to finally make it to LITTLE EDEN, where several other friends have also passed through, and more so it had indeed further special meaning having the chance to be guided around the facilities. I had never spent a large amount of time with people with intellectual disability, and I now have a greater appreciation of how amazing, inspirational and normal these people are. The experience, although short, was truly memorable and whilst it was at the start of our 4 week adventure, the passion and devotion I experienced from all family members, staff and volunteers was beyond great.

John Bradley (21 – 25 November 2016, Australia)

- ...Finding the right words to describe my experience there isn't easy because, beside what I actually did when I was there, I'm still elaborating thoughts now, after almost 3 months. This experience changed me a lot and helped me to realise a bit more about what the important things are in life. ...a hug, a kiss or a smile from somebody who can't talk or move has more value than a hug, a kiss or a smile from the empty people that we can meet every day. This is because what they do is so sincere and pure and they have no fear of expressing their feelings. I could see in the eyes of the ones that could see, I could feel from the way the ones that couldn't see were holding me... LITTLE EDEN wasn't just a life experience and a place where I spread a little bit of love. It was the place where I learnt to forgive, to love, to cooperate, to smile and to look at life from a different perspective.

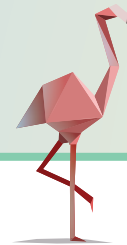
Liam Vezzani (24 October – 6 December 2016, Italy)

- I'd like to thank you all, for hosting us (and making us feel part of it) in your community exactly as a proper family would have done... However what really impressed me was how each one, though unique and singular, felt to be part of a unique, whole big family, where there's no distinction or discrimination and everybody is accepted, indeed welcomed for what he/she really is... Also our residents, or better to say, our friends, brothers and sisters they are proof of that: I learnt even more how important it is to celebrate the diversity of each one of us, keeping in mind that this is what makes us unique, and that the differences among human beings should be a basis for a peaceful life, not the cause of fear and division. I'm actually aware that good thinking and nice words alone never changed the world, but I hope that these ones may be a good inspiration for me or whoever else to do any (even small but good) things one day... In fact, I'm convinced that 'every day' small things is what really can change the world, and LITTLE EDEN is a beautiful example of that.

ENRICO ZELIOLI (24 October – 6 December 2016, Italy)



Volunteers, Liam and Enrico



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 five nominated members and one co-opted member. Membership is only by invitation for the 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.

- Mr and Mrs Slaviero met with the Onlus in Italy 31 August – 5 September 2016.
- Further research by the students of University of Bergamo took place at LITTLE EDEN Society in November/December 2016. Another group of students is expected in June 2017.
- Through contact with the Onlus an agreement has been signed with the University Ca' Foscari Venice and LITTLE EDEN for student internships in 2017.
- A group of 12 Italian visitors will visit LITTLE EDEN in May to attend the Inaugural Danny and Domitilla Hyams Memorial Lecture in support of LITTLE EDEN Society's 50th anniversary in 2017. The Onlus is in agreement with the proposed Annual Danny and Domitilla Hyams Memorial Lecture to be alternated between the RSA and Italy. The 2018 lecture (the 100th anniversary of the birth of Domitilla Rota Hyams) will be presented in Italy under the auspices of the Onlus.



Volunteers and staff members

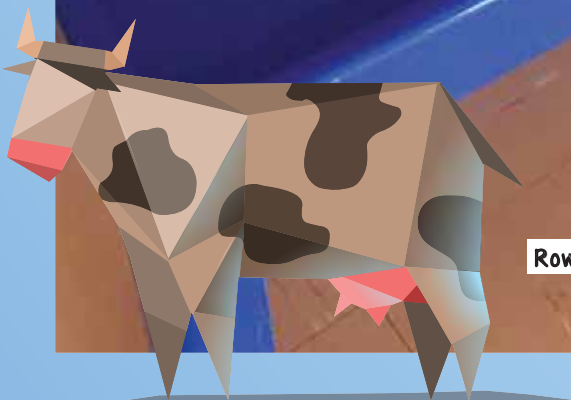


Fidesco Volunteer, Jennifer with residents

ACHIEVEMENTS



Rowan with volunteer Aude



ERV Security Access Control House: Gate of St Francis:

This project was completed and blessed on 29 January 2017 with the purpose of increasing the safety and security of the residents, staff and environment at ERV.



New Website: in celebrating the 50th anniversary, LITTLE EDEN launched its new colourful and interactive website in January 2017. www.littleeden.org.za

New Social Media Platforms: LITTLE EDEN joined two social media platforms Instagram/Pintrest with the aim of increasing its reach to its stakeholders.

The SA Federation for Mental Health

developed a puppet show (in English) specifically aimed at persons with intellectual disability which is funded by the Foundation for Human Rights. As part of the project, they piloted the live performance to test its effectiveness and whether it was fit for purpose and requested the involvement of LITTLE EDEN with a group of children with intellectual disability. The show took place in September at ERV.

Danny and Domitilla Hyams

Award: Father Joseph Leathem OMI of St Thérèse Parish, Edenvale was awarded the Danny and Domitilla Hyams Award on Friday 3 March 2017 by LITTLE EDEN Society in acknowledgement of his contribution and influence in the work of LITTLE EDEN over the past 50 years.



Papal Nuncio visited

LITTLE EDEN: The newly appointed Papal Nuncio, His Excellency Archbishop Peter Wells visited LITTLE EDEN Society, Elvira Rota Village in Bapsfontein with the Most Reverend Archbishop William Slattery OFM of the Archdiocese of Pretoria. During his visit, His Excellency met 43 year old resident Matthew Turner. He recalled signing a thank you note to Matthew in early 2015, on behalf of Pope Francis for a scarf that Matthew knitted for the Holy Father to keep him warm in winter.



MOST REVEREND ARCHBISHOP WILLIAM SLATTERY OFM:

It was a great joy to bring the Apostolic Nuncio to visit you last week. Personally it was a deep joy for myself to see such blessing work taking place in this Archdiocese. Surely this work is for the glory of God and thank you very much indeed. The Apostolic Nuncio was deeply impressed and I think undoubtedly will visit you in the near future.

LITTLE EDEN CEO interviewed by Classic FM – “Person of note”

Classic FM on Sunday 24 April 2016. Presenter Richard Cock interviewed CEO, Mrs Lucy Slaviero, about her life as one of the daughters of the LITTLE EDEN founders, and her journey with the organisation.

Holy Door at ERV: On 7 May 2016, 98 years after the birth of Domitilla Rota Hyams, the Most Reverend Archbishop William Slattery OFM, under a temporal privilege extended by Pope Francis, designated for the purpose of the 'Jubilee Year of Mercy', the main entrance door to the ERV Holy Family Chapel as a Holy Door.



History Book Launch – LITTLE EDEN 50 years of Love & Care (1967 – 2017) written by Mr Luigi Slaviero was launched on 29 January 2017 during the official launch of LITTLE EDEN's 50th anniversary.



Official Launch of LITTLE EDEN 50th anniversary:

The Mass of Thanksgiving was celebrated at the Society's Home in Bapsfontein. Friends, benefactors, parents and guests from overseas gave thanks to God for His guidance and protection of the children over the years. It was a concelebrated Mass officiated by His Eminence Wilfrid Cardinal Napier OFM.



Certificates of appreciation:

Sr Lisieux, Cinzia Piantoni and Mamba Strike Force were awarded with certificates of appreciation for their contribution to the work of LITTLE EDEN.



Sr Lisieux



Cinzia Piantoni



Mamba Strike Force



Overseas volunteers/students:

We had a total of 11 international volunteers and students coming through to spend their time at LITTLE EDEN and to gain knowledge of the work carried out within the organisation. The four Fidesco volunteers are pictured above.

Events

• Sports Day



• House mothers and Nurses Day in May



• **Winter Concert:** Lilac and Orange residents with dual diagnosis had the opportunity to entertain fellow residents and staff with a mini concert. A few residents from this group participate in the annual Christmas concert at the end of the year as most are not able to handle big crowds due to the nature of their disability



• ERV Residents: Spring Day



• ERV Residents: Concert Day



ERV Braai Days in June



• DDHH Residents: Heritage Day



• ERV Residents: Special Birthdays

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



• **Spur Party** at ERV sponsored by Soaring Eagle Spur



• ERV & DDHH **Valentine's Day Celebrations** "Love is patient, love is kind."



• DDHH Residents: Cookie Baking Day



• DDHH & ERV Christmas Parties



• DDHH Residents: **Special Birthdays** – *Sanctity of Life* is one of our values as we believe that life is a blessing from God and it should be celebrated.



• Pino's Place concerts



Events

• Christmas Concerts

One of our special events brings together donors, parents, guardians and residents to share in the Christmas story.



- **94.7 Cycling Challenge** goodie bag handover and race day. For the second time LITTLE EDEN was amongst many charities that registered for the 94.7 Cycle Challenge-Ride for a Purpose. We had a total of 45 riders who teamed up to raise funds while spreading the word of LITTLE EDEN. A total amount of R102 347.28 was raised through this event. Entries for the 2017 94.7 Cycle Challenge are open until 31 August 2017. The event will take place on Sunday, 19 November. If you are interested in riding for us please contact our Public Relations and Communications Officer, Nichollette Muthige on 011 609 7246. Ride for those who can't!



- **702 Walk the Talk** – 10 walkers registered under the LITTLE EDEN banner. We plan to have more walkers/supporters in 2017



• Mandela Day (18 July)



• Staff Functions

One way for LITTLE EDEN to show gratitude to staff is through this event. The staff's care and commitment for our special residents is much appreciated. They are true champions!



- **Italian Chamber-Business Excellence Awards** – This annual event is held to highlight and recognise the Italian-South African business community's contribution to the economic growth of South Africa. LITTLE EDEN received R130 000



• Staff Team Building

this event is in its third year. It is a wonderful way to encourage staff to unwind while building and strengthening relationships.



Paul K favourite staff member is Margerete. When she is around he becomes very happy and behaves well. Even after Paul was moved to another section (Pino's Place) he visited Margerete often. We decided to use his admiration of Magarete to our advantage through positive reinforcement.

- Board of Governors and LITTLE EDEN Foundation **Year-End Function**



- **MAMBA Charity Drive**



- **Dis-Chem Sun City Swim**



LITTLE EDEN celebrates 50 years of passionate caring and love!!

2017 is a year of remembrance and honour for LITTLE EDEN celebrating its 50th anniversary (1967-2017). The Society has planned a number of events throughout the year to share with the LITTLE EDEN family. So far the following have taken place:

- **Mass of Thanksgiving** held at ERV – this Mass was to celebrate and thank God for the lives of our Founders (Danny & Domitilla Hyams), past residents, staff & donors.



- **Fête** – the theme for the annual fundraising event was "Galaxy of Stars". Thank you for the great support received from donors, volunteers and the community at large.



Dorothy is able to explain things and shares information. She likes to help and is full of love. She likes to know what is happening on a day to day basis otherwise she gets worried and feels uncertain.

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 walk abouts 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 an 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, staff and environment.
- To sustain effective and efficient communication with stakeholders.

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 continue to be used, with a list of all residents and their basic information (gender, age,

name, medical requirements etc.) which will in turn 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.

Although performance appraisals are carried out for LITTLE EDEN staff, they tend to occur infrequently and/or without an appropriate level of formality. As such, focus will be placed on improving the quality and frequency of staff appraisals in 2017, mostly to ensure that managers can obtain valuable information about their subordinates to assist in career development and performance improvement. At the same time, the process will increase the opportunities for employees to raise any issues that may have arisen of which they believe management should be aware.

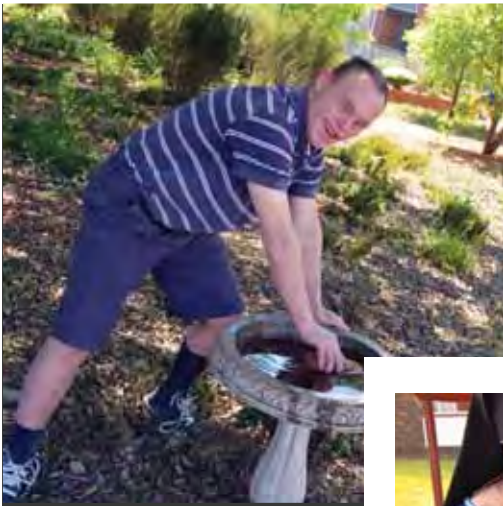
LITTLE EDEN gives organisational management issues, systems and processes due consideration and ensures that all activities comply with all legislated requirements. For example, the safety and health of residents and staff is a key performance measurement indicator during the annual performance review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

Regular meetings are held with the FMC Department (Fundraising, Marketing and Communications). Monitoring and evaluation of projects that are in progress and in the planning stages takes 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 are 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. 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.

ENVIRONMENT



Wayne cleaning the bird pond



Staff and residents
potting seedlings



Sergio taking on gardening tips

Key environmental focus areas highlighted in this report include electricity and water usage, waste management and management of the biodiversity at LITTLE EDEN'S operations.

Taking cognisance of the challenges identified in this report, and looking ahead to the 2017/2018 financial year and beyond, LITTLE EDEN's interactions with stakeholders will emphasize a common goal, namely transition to increase sustainability.

The total energy usage at LITTLE EDEN when compared to the previous year increased by 10.67%. The materiality of the direct effect of water and electricity remain a *challenge* to the survival of LITTLE EDEN as the care provided to residents would not be possible without a reliable supply of water and electricity. The cost of electricity in particular, places a financial strain on LITTLE EDEN and an 18,3% increase in electrical usage in the 2016/2017 financial year was recorded in spite of existing energy efficient measures.

Additional sustainable practices, procedures and policies need to be adopted and integrated into the decision-making processes to ensure environmental, social and economic sustainability. Efforts to continuously monitor and improve on the effectiveness of our sustainability management system will be the cornerstone for the way which LITTLE EDEN conducts its business. Decisions to decrease utility charges without decreasing operational efficiency and resident care will be subject to an energy audit in 2017, with an initial focus on DDHH.



ENERGY CONSUMPTION

The energy consumption at LITTLE EDEN recorded from 1 April 2013 to 31 March 2017 is set out in Table 1: Total Energy Consumption. This report will specifically focus on the period 1 April 2016 to 31 March 2017, however reference will be made to previous periods for explanation purposes.

TABLE 1: TOTAL ENERGY CONSUMPTION

	2017		2016		2015		2014		2013
	kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ	kWh
Electricity consumption									
Domitilla and Danny Hyams Home	579 840	2 087	463 860	1 670	525 360	1 891	520 200	1 873	597 990
Elvira Rota Village	87 003	313	93 440	336	125 220	451	91 480	329	93 400
Shop operation	8 643	31	8 733	31	11 763	42	9 415	34	9 574
Saint Joseph House	5 868	21	6 041	22	11 396	41	13 070	47	–
Domus Our Lady Mother of all Children	5 009	18	11 788	42	3 454	12	–	–	–
Fundraising office	4 450	16	–	–	–	–	–	–	–
Total electricity	690 813	2 487	583 862	2 101	677 193	2 437	634 165	2 283	700 964
Change in electricity Consumption	18.3%		(13.8%)		6.75%				
Fuels consumption	Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ	Litres
LPG	3 940	105	3 576	90	3 482	88	4 235	107	1 882
Petrol	5 137	159	6 115	209	5 051	172	4 353	148	2 503
Diesel	11 765	453	12 824	495	13 199	509	15 130	584	11 866
– Vehicles	(10 470)	(404)	(8 677)	(335)	(10 395)	(401)	(10 639)	(411)	–
– Generators	(1 295)	(49)	(4 147)	(160)	(2 804)	(108)	(4 491)	(173)	–
Total fuels	20 842	717	22 515	794	21 732	769	23 718	839	16 251
Change in fuels Consumption	(9.70%)		3.25%		(8.34%)		–		
Total energy (electricity and fuels)	3 204		2 895		3 206		3 122		
Change in energy consumption	10.67%		(9.70%)		2.69%		–		

The energy consumption is derived from the usage of electricity and non-renewable fuels. The electricity consumption at ERV decreased by 6.88% and is presently the lowest usage recorded since being monitored in 2012, and is a commendable achievement. Minor decreases of electricity usage were recorded at the volunteer accommodation St Joseph House (SJH) which decreased by 2.86%, while electricity consumption decreased by 3% at the Second-hand Shop operation. Electricity usage at the volunteer accommodation, Domus Our Lady Mother of all Children (DOL) decreased dramatically by 57.51% which is in line with the prediction that electricity usage would decrease once building renovations were completed.

Although LITTLE EDEN experienced a reduction in electricity consumption at the above operations, the overall change in total energy consumption at LITTLE EDEN increased by 10.8% from the previous year which is attributed to increased usage at DDHH and the new Fundraising office. The Fundraising office electricity consumption was 0.64% of the total electricity consumption for the 2016/2017 period. The Fundraising office will relocate to DDHH by the end of July 2017.

The reason for the increased electricity usage at DDHH of 25% in the period covered needs to be determined in relation to the difference in operations during the 2016/2017 financial year to the previous years. Firstly, major electricity contributions to an electricity account of this nature are generally influenced by workload and weather conditions and are comprised of space and water heating, space cooling and the running of fridges/freezers. Cooking and lighting and the use of other equipment also contribute to electricity usage.

WATER CONSUMPTION

The water consumption at LITTLE EDEN from 1 April 2012 to 31 March 2017 is set out in Table 2 – Water Consumption. This report will specifically focus on the period 1 April 2016 to 31 March 2017, however, reference will be made to previous periods when required.

WATER – KI

	2017	2016	2015	2014	2013	2012
DDHH	14 353	12 609	13 367	14 004	14 605	14 029
ERV	30 142	26 554	–	–	–	–
Shop	37	37	37	37	37	37
SJH	225	458	507	466	–	–
DOL	277	611	192	–	–	–
Total	45 034	40 269	14 103	14 507	14 642	14 066

Table 2 – Water Consumption

Water is used for the direct and indirect care of residents as well as to irrigate the fields at ERV. ERV uses 100% ground water that is recycled through the wetland system into potable water and tested by the East Rand Water Care Association (ERWAT). Borehole water consumption increased by 13.98% at ERV due to increased farming activities. DDHH also experienced a water consumption increase of 13.83% with usage being recorded at 14 353 KI. The consumption for the 2016/2017 financial year is similar to that of the 2012-2014 period with decreases in consumption being recorded in 2015 of 13 367KI and in 2016 of 12 609KI. The volunteer accommodation at SJH recorded a 50.87% decrease in water consumption. The property is not fully utilised throughout the year. The volunteer accommodation at DOL recorded a 54.66% reduction in water consumption which can partially be attributed to the building renovations being completed in 2016 and the good management

In the 2016/2017 financial year, no new major appliances were installed, the number of residents remained constant, employee numbers on the side of LITTLE EDEN decreased in the Care Centres which was countered by the increased number of Supercare staff in the Care Centres. A large volume of laundry was washed daily to ensure an hygienic environment for residents and staff and laundry air dried, weather permitting. The use of tumble driers is strictly controlled by the Operations Manager. Energy efficient light bulbs are used in all premises owned by LITTLE EDEN. Timers are set on heaters in the Homes and external lights. LPG gas is used for cooking and office staff are encouraged to use natural air rather than air conditioners.

The efficiency of equipment used at DDHH needs to be determined and analysed in order to assist LITTLE EDEN in planning for future electricity demand and management. An energy audit has been commissioned and will be carried out in 2017. The results will be communicated to the Board of Governors.

The use of petrol for vehicles reduced by 16% in the 2016/2017 financial year while the use of diesel decreased by 8.26%, primarily due to the 68.77% decrease in the use of diesel for the generators at DDHH and ERV. Diesel used for vehicles which includes two tractors increased by 21% which is attributed to the farming activities at ERV. Additionally one of the vehicles is specifically allocated for use by the Fidesco volunteers to and from work on a daily basis as well as for leisure trips for which they are responsible for the fuel expenses. Consumption is still recorded to allow accurate reporting.

of the resources by the present volunteers. Neither the Fundraising nor the Shop Operation are metered and water is included in the rental agreement. Usage at the Second-hand Shop has been calculated on an average figure of 6.192KI per person in the past and for consistency, has been included. Attention will be given to the increased water consumption at LITTLE EDEN DDHH and ERV operations.

RE-CYCLING AND WASTE MANAGEMENT

The metal and e-waste recycling programme continued from electronic donations received that are not repairable. Compass Medical Waste Services assists LITTLE EDEN with the disposal of medical waste. Paper recycling also takes place. The impact of resource usage and the responsibility towards preserving and conserving the natural environment was highlighted in the materiality workshop with waste management being placed on the sustainability agenda. In line with the theme of *transition* at LITTLE EDEN, an Environmental Management Plan will be developed in the second quarter of 2017.

FARMING OPERATIONS

LITTLE EDEN acknowledges the need to preserve and protect the natural environment in order to ensure environmental sustainability. 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 protection of the biodiversity found at ERV is thus of particular importance to LITTLE EDEN. The conservation of the wetlands at ERV will be actioned in 2017 as the small pan at the end of the wetland system is inundated with Duck Weed due to the water being nutrient rich. The Duck Weed will be eradicated by introducing indigenous fish such as Blue Tilapia, Banded Tilapia, Dwarf Tilapia and Ghieliemienjies into the wetland area. LITTLE EDEN wishes to highlight that ERV is a member of the local Bromberg Conservational Area which is in recognition of the efforts that have gone into land rehabilitation at ERV.

The 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. The bird list at ERV has been updated and there have been 118 different species of birds seen on the property which is an increase of 33 species from the previous count of 85. The staff at ERV have also compiled a mammal list of

species found within ERV which includes the South African Hedgehog, Yellow Mongoose, Black Backed Jackal, Lesser Galago, Vervet Monkey, Scrub Hare, African Mole rat and four Striped Grass Mouse. Investigations are currently under way to look into permit applications which may allow some wild life in the size area allocated. Contact has been made with a wildlife rehabilitation centre which is interested in using the area at ERV as a release site for small animals (birds, mammals and reptiles).

Farming has always formed an integral part of ERV. LITTLE EDEN is well known for its production of pecan nuts, the Village's main crop, and many visitors and friends of LITTLE EDEN buy nuts throughout the year as a way of offering support. The pecan orchard has 155 producing pecan trees. In the 2016/2017 nut season, LITTLE EDEN had a record year with a total of 5703.15kg of nuts harvested. This was up by 1363.35kg from the 2015/2016 season where 4339.8kg of nuts were harvested. The increase can be attributed to favourable climatic conditions (rain/sun/lack of big hail). 65 new pecan trees were planted in 2017 and these will start producing their first nuts after seven years which translates to LITTLE EDEN having an orchard of 220 producing pecan trees by 2024.

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 as well as soya beans. A small vegetable patch provides vegetables for the residents at ERV, with excess crop going towards DDHH. Due to the cost incurred with the upkeep of livestock the decision was made to sell all farm animals which do not form a part of the stimulation programme (sheep, cow, rabbits). The chickens continue to form part of the Care and Stimulation Programme as well as providing eggs for the residents.

CONCLUSION

In response to the sustainability *challenges* identified, the second quarter of 2017 will be marked by the development of a formalised Environmental Management Plan and the sourcing of private partnerships to enable LITTLE EDEN to focus on renewable energy initiatives such as solar. These actions will enable LITTLE EDEN to fulfil the long-term goal of increasing energy efficiency, reducing the carbon footprint of LITTLE EDEN as well as becoming more environmentally, socially and financially sustainable.



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 Independent Third Party Assurance (ITPA) over the sustainability content within their 2017 Annual Report (hereafter, “the Report”), covering the period 01 April 2016 to 31 March 2017. The assurance team consisted of Michael H Rea, our Lead Certified Sustainability Assurance Practitioner, with 18 years’ experience in sustainability reporting and assurance, and three additional members of our team.

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 five reports: for the years ending 31 March 2012 through 2016.

It should also be noted that during the course of this engagement, IRAS facilitated a materiality determination session with senior members of the LITTLE EDEN team, as well as one significant representative of the donor community. As per the prescripts of AA1000AS, IRAS relies heavily on the materiality process to test for appropriate relevance of content within the Report, while LITTLE EDEN benefitted from the process in helping construct their Report. We believe that this process is of utmost importance to the users of the Report, and the role of IRAS in facilitating the materiality process does not compromise our ability to remain independent as assurance providers.

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 material issues discussed during the materiality workshop, drafts of the Report relative to historical working papers and interviews, and analysis of quantitative, comparable data presented by the relevant department heads. All queries were raised with, and satisfactorily addressed by, the relevant personnel at LITTLE EDEN.

As in prior years, IRAS reviewed LITTLE EDEN’s sustainability measurement and reporting procedures, and determined that the organisation continues to implement process improvements to ensure not only the ongoing accuracy and reliability of data presented, but also the collection and collation of additional data for internal process improvement.

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.

It should be noted that although IRAS does not charge fees for our assurance services, LITTLE EDEN does demonstrate its commitment to effective reporting through the time invested by the various role players who spent many hours participating in meetings, providing data for review, and submitting drafts of the Report to IRAS for review, and adapting content to address interim assurance findings where necessary. As such, it is our understanding that LITTLE EDEN remains committed to effective stakeholder reporting on material sustainability issues within the organisation.

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 organisation's 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 2017 Annual Report, email michael@iras.co.za.

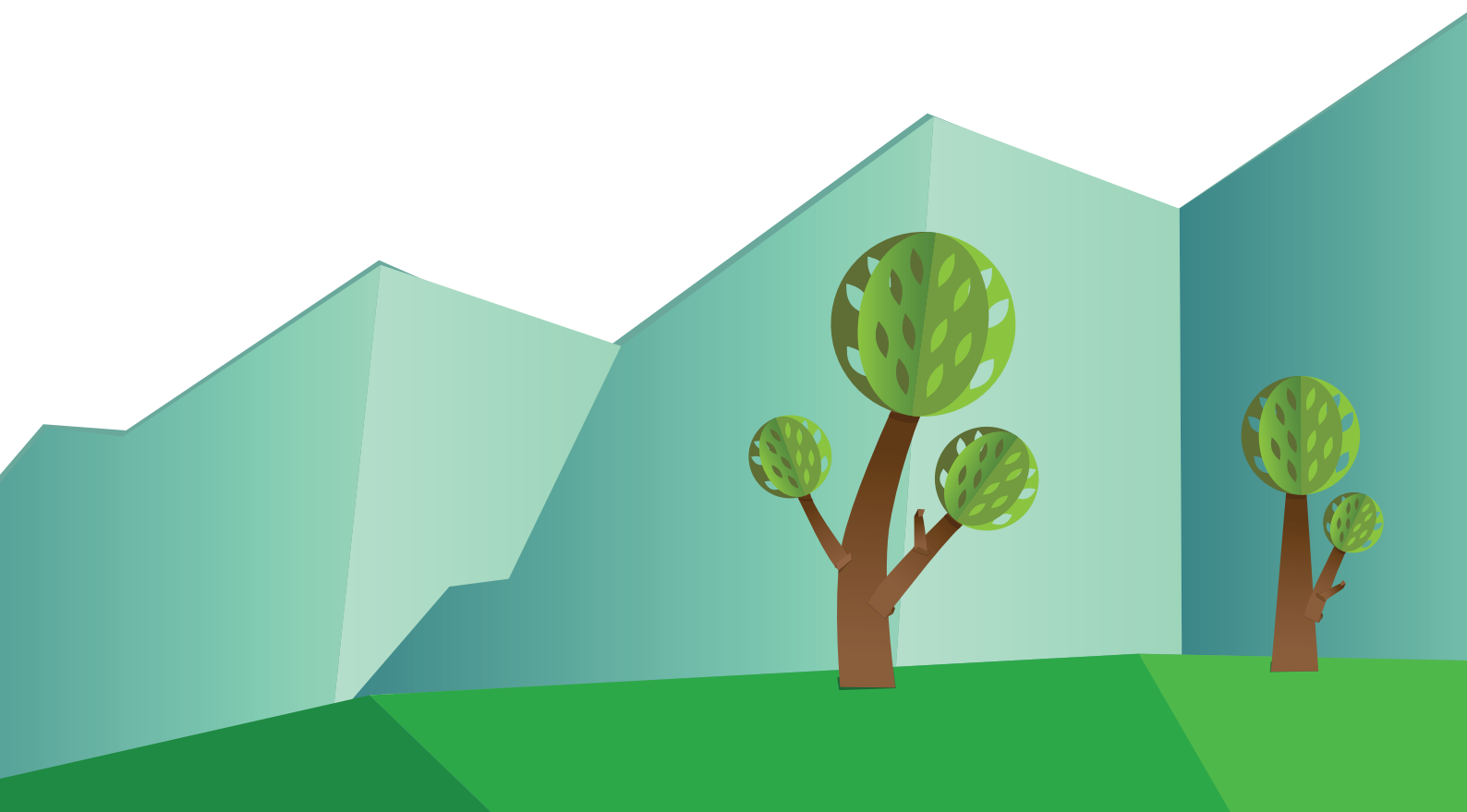


Michael H Rea, Managing Partner

Integrated Reporting & Assurance Services

29 June 2017

Johannesburg





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Notes

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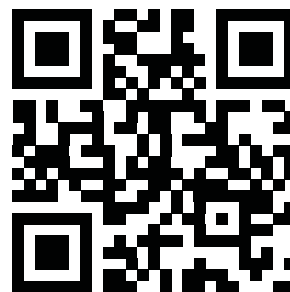
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Account type: Cheque

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Branch code: 252-442

Internet code: 250-655



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With your help this report has been made possible.



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