



2019

A New Dawn

**THIS REPORT
IS FULLY
SPONSORED**



CONTENTS

Through dedication, passion and unwavering faith, the journey of the LITTLE EDEN Society was initiated by Danny and Domitilla Hyams on 15 May 1967. Since then, the Organisation has been an oasis of *Love & Care* to more than 1 000 children and adults with profound intellectual disability.

It was during a meeting of the LITTLE EDEN Board of Governors in 1996 at which Mrs Lucy Slaviero was nominated and confirmed as the first Chief Executive Officer of the Society. With support and guidance from the founders, her family and community at large, Mrs Slaviero led the Organisation through its journey of triumphs and challenges for 22 years! Mrs Slaviero retired from the position of LITTLE EDEN Chief Executive Officer in August 2018, and Mrs Xelda Rohrbeck was nominated and took on this position on 1 September 2018. And so LITTLE EDEN's *new dawn* began.

The core function of the Society – providing quality care to children and adults with profound intellectual disability – remains unchanged and the Values of *Respect*, *Sanctity of Life* and *Love & Care* continue to shine through the daily activities as the binding thread.

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 efficient and economic a 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 they are entitled. Since inception, the values of *Respect*, *Sanctity of Life* and *Love & Care* have been present and form the core of all decisions made and are a solid foundation on which LITTLE EDEN will continue into the future.

Graphic illustrations of these three Values are represented throughout LITTLE EDEN and displayed on all documentation. These Values present a solid base from which 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.



RESPECT • SANCTITY OF LIFE • LOVE & CARE

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Movement is important to keep us strong



A salute from Matthew



Cyclists at ERV enjoy a tranquil ride



Judy is interacting with a visiting dog



“Thank you for the heart-warming September edition of In Touch that we received when we got home recently. It is truly amazing to see all that is being done to help the little Angels at LITTLE EDEN. We pray for Xelda taking on all the responsibilities of running LITTLE EDEN and know that she will have our Blessed Lord by her side.”

– Lorraine Birdsey

Vukhale smiles for physiotherapist Nabeela Laher



LITTLE EDEN Society has served the community for 52 years!



LITTLE EDEN cares for children and adults with profound intellectual disability.



The Society is registered with the Department of Health Gauteng Provincial Government.



LITTLE EDEN is a registered Non-Profit Organisation (001-827 NPO).



LITTLE EDEN is an approved Public Benefit Organisation in terms of Section 30 of the Income Tax Act (PBO 930/0000/03).



BBBEE: LITTLE EDEN Beneficiary Analysis Certificates support the Social Development element of the BBBEE scorecard, where companies can qualify for top points under this section.



LITTLE EDEN has two Care Centres: Domitilla and Danny Hyams Home (DDHH) in Edenvale, and Elvira Rota Village (ERV) in Bapsfontein. It is licensed to care for a maximum of 300 residents; currently LITTLE EDEN is at full capacity with 180 residents at DDHH and 120 at ERV.



LITTLE EDEN has been Home to 1 038 residents since its inception.



70.7% of our residents were abandoned or come from indigent families.

Quick Facts



63% of our residents are in wheelchairs.



The Care and Stimulation Programme includes occupational, reflexology, hydro, music, pet and physiotherapy, exercise and art.



It costs R12 700 per month to care for one resident; R2 930 per week and R418 per day, and +R45 million per year for 300 residents.



2 500 nappies are washed per day.



Lucy Slaviero retired from the position of Chief Executive Officer on 31 August 2018 after leading the Organisation for 22 years!



Xelda Rohrbeck is the current Chief Executive Officer.



Former South African president, Mr Nelson Mandela, visited LITTLE EDEN in 2002.

PARTNER WITH US!

CHARITY SHOP DONATIONS



Consider an office collection. We welcome new or gently used clothing and unwanted items such as furniture, toys, kitchen appliances etc. Make arrangements with us to drop off a collection box at your office.

You may drop the items at our offices, 79 Wagenaar Road, Edenglen, Edenvale.

#CharityShop
#ShopTillYouDrop

MAKRO CARD



Make LITTLE EDEN Society a beneficiary on your Makro card by downloading the Makro mCard App. LITTLE EDEN earns R5 for every R1 000 spent, while you earn your usual MReward points.

#MakroCard

MY SCHOOL CARD



Sign up and add LITTLE EDEN Society as a beneficiary on your MySchool card. We can help you sign up or you can visit www.myschool.co.za and select LITTLE EDEN as your beneficiary.

#MySchool

DONATE YOUR BIRTHDAY



Are you looking for a meaningful and memorable way to spend your birthday? Share your special day with LITTLE EDEN residents by sponsoring a birthday party.

#ShareYourBirthday

#CHAIRCOMFORT CAMPAIGN



Give a gift of comfort by contributing towards the cost of providing customised wheelchair cushions for LITTLE EDEN residents. R1 450 upgrades one wheelchair!

Visit www.littleeden.org.za/donate.php for more information and to make a donation, and help us spread the word by sharing our Facebook posts!

CONTACT NICHOLLETTE

on 011 609 7246 or info@littleeden.org.za

OPEN DAY: FOUNDERS DAY



Visit our Homes and learn about the Founders of our Organisation on 15 May, exactly 52 years since the inception of LITTLE EDEN Society. Alternatively, invite our team to visit your office or school on this day to share the story of our journey!

#FoundersDay

MAJOR BUILDING PROJECT



Including centralised nursing/ medical section on both the DDHH and ERV sites.

Full details will be available soon.

MANDELA DAY



Visit our Homes and spend your 67 Minutes of Mandela Day interacting and getting to know our residents.

The list of items from which to choose, if you wish to bring a gift when you visit:

DDHH wish list: Towelling nappies (biggest size)

Activities: Doing art and crafts with residents, cleaning/ washing residents' toys and play house, helping to sort clean laundry, general interaction with residents such as reading, puzzles, painting, playing ball and blowing bubbles.

ERV wish list: Adult disposable nappies (sizes: S/M/L/XL)

Activities: Collecting nuts with residents, painting of wooden bridges, wooden compost toilet and horse stables. Volunteers to bring their own brushes and Creosote paint (approximately 50-litres).

JOIN US IN CONCERTS



Usher in the spirit of Christmas in a unique way by allowing our Angels an opportunity to share their abilities through their annual Christmas Concerts! It is their way of saying "THANK YOU" for your support!

#ChristmasConcerts

#WRAPUSINLOVE CAMPAIGN



Did you know 207 of our residents wear nappies? And 2 500 nappies are washed daily! Help to keep our Angels' dignity and keep them dry for at least one day by donating towelling nappies. The total cost of six new nappies (enough for only one day!) for each of our 207 residents is R37 260.

Visit www.littleeden.org.za/donate.php for more information and to make a donation, and help us spread the word by sharing our Facebook posts!

#AngelHappyNappy

#GIFTS4ANGELS

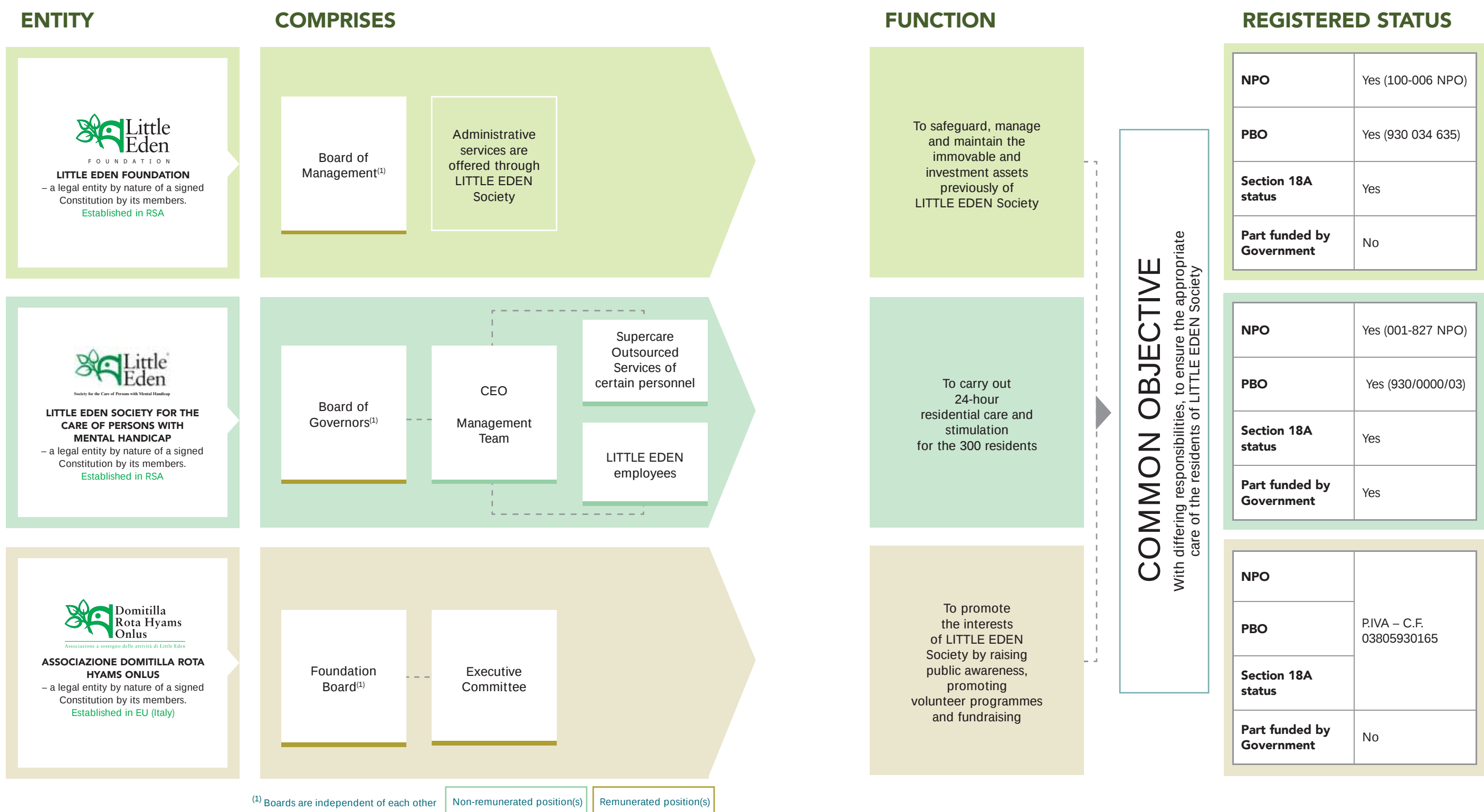


Make an Angel's wish come true this festive season.

Buy a gift from the Christmas gift wish list or make a financial contribution towards the #Gifts4Angels Campaign.

#Gifts4Angels

RELATIONSHIP OF LITTLE EDEN ENTITIES



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 more than 50 years ago (1967) by the late Domitilla and Danny Hyams. The 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. 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 Charity 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 54 and 60). 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.

We are committed to constant engagement with our stakeholders and to taking their views and interests into consideration in our decision-making processes. This is in line with the four principles of Inclusivity, Materiality, Responsiveness and Impact set out in the AA1000 AccountAbility Principles Standard 2018.

Inclusivity: Our inclusive stakeholder engagement approach, details of which are provided in "Stakeholder Engagement" on pages 15 to 17 of this report, is the cornerstone of how we identify materiality.

Materiality: We define a material issue as one that can influence our decisions, actions and performance and those of our stakeholders. Our 2019 material issues are discussed in further detail in "Material Issues Explained" on pages 10 to 12 of this report.

Responsiveness: In addition to our stakeholder engagement strategy, policies and procedures described above, we have entrenched management systems, policies, procedures and processes that help to ensure that we respond appropriately to stakeholder inputs, concerns and complaints.

Impact: We monitor and evaluate core functions on an ongoing basis in order to measure and be accountable for our actions. Refer to "Monitoring and Evaluation" on pages 70 to 71 of this report for further details.

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. *PricewaterhouseCoopers* provided limited external assurance on selected data in this report, indicated by "LA", in accordance with the International Standard on Assurance Engagements (ISAE 3000). The scope of the assurance engagement and the statement of assurance are provided on page 77 of this report.

The last Annual Report was released in July 2018. This report has been compiled with reference to the International Integrated Reporting Framework.



Lebo loves soft toys



Bright's smile melts your heart!



Jobekazi and Kunene chat before afternoon nap



A special bond exists between resident Michelle and group leader Patience at ERV.



A hug for my dolly!



Jabu wants to meet you



Face painting is always a huge treat for our residents!



I smile because we are loved!

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

- » PricewaterhouseCoopers Inc ("PwC") for providing the Assurance process.
- » Studio 5 for the design and layout of the Report.
- » Ingwenya Breeze, Print & Media for printing the report.
- » Kalideck Antalis Southern Africa for sponsoring the paper.

MATERIAL ISSUES EXPLAINED

The beginning of a *new dawn* often signifies starting afresh, using past experiences to evaluate, take note of lessons learnt and implement some changes with the aim of getting different outcomes. It also signifies a new era.

On 8 March 2019 management, staff and key stakeholders participated in a materiality workshop facilitated by Michael Rea of *Integrated Reporting and 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 2018 – 2019 period.

Discussions also took place in April 2019 with regards to the status of internal controls and systems in each department, as well as within management for the financial period 2018 – 2019.

During the process of evaluation material issues were listed in alphabetical order due to the similar weighting of each in support of the overall sustainability of the Organisation, plans for the future, and upgrading of LITTLE EDEN Society towards improved service delivery and sustainability. The major material issues have been identified below (certain material issues have been consolidated into one due to their overlapping nature and impact).



The two top material issues remain the **CARE OF THE RESIDENTS** and the acceptance and upholding of the **ETHOS/VALUES**. Since the beginning of LITTLE EDEN Society 52 years ago, Divine Providence and the Values of *Respect, Sanctity of Life* and *Love & Care* have been the thread that continues to bind the Society together through all its internal and external activities. These two areas encompass and form the basis of all operations within the Organisation and all other material issues identified.



Music therapist Annelet Prinsloo connects with resident Akeelah



LITTLE EDEN does not operate in isolation and is not immune to unstable local and global economic challenges. Due to the nature of the services provided, the core function of LITTLE EDEN cannot continue or remain sustainable without financial and non-financial partnerships. In addition, through the various partnerships, LITTLE EDEN is able to advocate and create awareness of the needs of the most vulnerable members of society.

A Business Development Manager was employed in August 2018 to lead the Development team with the strategic aim of maintaining strong relations with donors through a *new dawn* and implementing measures to secure sustainable support despite the challenging economic environment.



The continuity of utilities (water and electricity) remains an area of concern with the threat of unreliable supply of water and electricity. 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). Solar energy as well as water storage and rainwater harvesting options are being explored with the upgrading of the facilities planned for the near future.



In light of the economic challenges and the impact it has on non-profit organisations, financial stability remains one of the most significant material issues. Various income-generating options are being explored to ensure that LITTLE EDEN becomes self-sustainable within certain limitations and opportunities. Currently the Charity Shop is a sustainable income-generating initiative and all proceeds from the sale of second-hand items contribute to the overall care expenditures in the Homes. Investigations are under way to explore the option of expanding the pecan nut farming.

LITTLE EDEN has been in operation for 52 years, which means many of the structures and facilities require upgrades or renovations to ensure sustainable future use. In addition to challenges in fundraising for operational costs, building and upgrading costs also have to be considered. With gratitude to an international anonymous donor, the upgrading of LITTLE EDEN Society towards improved service delivery and sustainability is a possibility in the near future.



Being legally compliant and transparent gives assurance to donors and other stakeholders that LITTLE EDEN is a credible Organisation. Good corporate governance and transparency are core principles to ensuring the sustainability of the Organisation. Finance, Development, Risk and Audit, and Remuneration subcommittees at Board level have been re-established to support good corporate governance. A Strategic Business Review was conducted by PwC in August 2018 as a foundation for the future of LITTLE EDEN with a strategic roadmap and recommendations in support of good corporate governance.



LITTLE EDEN relies on assistance from government agencies to operate efficiently and within their mandate; however, the challenge remains with regards to the Department of Health Gauteng Provincial Government requirement 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 excellent care service). The further development of the relationship with the various government agencies is ongoing. As at the end of March 2019 there are no subsidies outstanding as a *new dawn* begins.



In preparation for the upgrading of LITTLE EDEN Society towards improved service delivery and sustainability, Health and Safety will form an integral and important material issue that will link directly with the wellbeing, care and safety of the residents and staff. Some of these upgrades will explore options of waste disposal and the environmental impact in the use of disposable nappies.



Capacity-building involves training and human resource development. A portion of the funding received from the international anonymous donor towards upgrading LITTLE EDEN Society for improved service delivery and sustainability, is specifically allocated for staff capacity building.

In light of a number of organisational structural changes, namely the appointment of the new CEO, the new Business Development Manager and new Financial Manager, the appropriateness of the theme of a *new dawn* is evident. A healthy Ethos is the lifeline of any organisation. Hence, staff morale is a key focus area and challenge. Various programmes have been implemented to contribute directly towards the wellbeing and identification of staff needs.



Well-structured and effective communication with all stakeholders is crucial for the sustainability of the Society. Maintaining good relationships and a positive perception of the Organisation is determined by healthy internal and external communication channels. LITTLE EDEN needs to be vigilant of communication or feedback from external sources and be mindful and react suitably to events occurring within the environment in which the Organisation exists.

Refer to relevant sections and icons within the report for further detail and impact of each material issue and the manner in which these are addressed.



MOVING LITTLE EDEN SOCIETY TOWARDS IMPROVED SERVICE DELIVERY AND SUSTAINABILITY

Over the past year LITTLE EDEN began a process of internal and external review of its work from a programmatic, human resource, operational, income generation and systems point of view. The completion of the funded Strategic Business Review by external consultants gave LITTLE EDEN a high-level assessment of strengths and limitations; providing a strong foundation for the recommended strategies of ensuring a sustainable future. An integral component of the strategic plan going forward is a comprehensive upgrade and refurbishment of the current facilities, some of which are almost 50 years old.

LITTLE EDEN subsequently approached an international funder for financial assistance to carry out the identified major refurbishments to its two Care Centres. With this goal in mind, LITTLE EDEN seeks to upgrade its functionality by providing for the continuity of critical programmes such as the nursing care and support programmes, and upgrading of the accommodation and facilities for the benefit of the changing needs of the residents.

The phasing of the projects has been grouped to minimise the impact (both physically with the various temporary moves and the psycho/emotional impact of being relocated to a different area) on all residents. It is intended to commence the project and be able to continue up to completion of all the phases without building works interruption. This will result in economies of scale by not having to establish site and close out by moving off site for each phase.



Michael sees to maintenance issues

The Domitilla and Danny Hyams Home (DDHH) in Edenvale was established and the facilities built in the mid-1970s, utilising what was then a low-cost construction system, viz thin concrete panels. At that time the residents of LITTLE EDEN numbered approximately 100 and were mostly of young chronological age.

Today, almost 50 years later, the average age has increased to 26 years and the resident numbers have also increased. The impact of these changes has been:

- » The care regimes have changed significantly as there is now a greater need for frail care.
- » The need for more physical space in the residential wings to accommodate the older residents and the increasing number of wheelchairs.
- » The need to modify the bathing facilities to enable staff to assist the older and heavier residents. In this regard, and after reviewing the different commercial 'solutions' used in other care centres, LITTLE EDEN developed a unique *ShowerBath* which has been installed on a trial basis in the upgraded 'Boitumelo' residential wing. This new *ShowerBath* has proved a resounding success in the bathing experience for both the residents and the staff.

The facilities at DDHH therefore, whilst they have served their intended purpose in the past, no longer meet today's needs. In particular the shortcomings have been identified as follows:

- » The residential wings are cold in winter and hot in summer due to thin wall construction. These external walls need to be insulated.
- » The residential wings fenestration needs to be replaced to increase the thermal efficiency of the buildings.
- » The residential wings' internal layout needs to be reconfigured to increase the day room space, reduce the number of beds and change the bathroom layout with *ShowerBaths*.
- » The need for a centralised nursing station comprising a medical examination facility, dental clinic, mortuary room and visitor control is evident.
- » The need for an on-site frail care facility is immediate. Where residents are in critical need of such care, the current option is to make use of government hospitals. The general experience of such hospitalisation is generally unacceptable.
- » The need to reduce the resident headcount at DDHH to alleviate overcrowding, requires an equivalent residential facility to be established at Elvira Rota Village (ERV) in Bapsfontein.
- » LITTLE EDEN wishes to move away from the current use of washable towel diapers to disposable diapers for the hygiene and comfort of residents. This requires an incinerator, as waste disposable contracts are expensive.



Lucy Slaviero demonstrates the *ShowerBath*.



Reflexologist Daphne de Jager and Bekhi look into the future



STAKEHOLDER ENGAGEMENT

“The reason we support LITTLE EDEN is in a quote from Mahatma Ghandi “the true measure of any society can be found in how it treats its most vulnerable members” and LITTLE EDEN is truly exemplary in providing a safe home for some of the most vulnerable people in our communities.”
- CEO of Multotec (Pty) Ltd, Mr Thomas Holtz

As an Organisation that owes its success to the support of various stakeholders including staff, donors, general community members, the government and various clubs and associations, effective stakeholder engagement is key to strengthening and sustaining the partnership.

Through various communication platforms such as internal and external newsletters, social media, press releases, annual reports, telephonic contacts, e-communication, radio interviews, events, visits around the Homes and various other methods, LITTLE EDEN strives to remain transparent and approachable.



Kunene and Bright meet some of the visitors on Heritage Day

MATERIAL ISSUE	STAKEHOLDER	ENGAGEMENT
 Care of the Residents	Beneficiaries, next of kin, staff and volunteers	» Effective internal communication and ongoing internal staff training related to specific roles » Regular resident assessments and implementation of individualised care programmes
 Ethos and Values	Staff and volunteers and next of kin	» Implementation of focus groups to deal with issues related to work environment » A designated <i>Supercare</i> representative » Various communication platforms in place to receive feedback from staff
 Donors	Donors and beneficiaries	» A larger and structured Business Development team aimed at ensuring effective interaction with donors at various levels » Funding proposals and reports, tours of the facility, meetings, presentations etc.
 Environment	All stakeholders	» Implementation of new projects to ensure sustainability of the Organisation » Solar system » Planting of more trees including increasing the number of Pecan nut trees
 Financial Stability	All stakeholders	» Make use of traditional and unexplored communication channels to interact with donors such as social media platforms
 Governance	All stakeholders	» Reporting » Compliance » Access to data
 Government Relations	Department of Health, SASSA, LITTLE EDEN Society	» Submissions of relevant documents to the department » Attending meetings » Being available for audits » Updated documents
 Health and Safety	All stakeholders	» Audits » Meetings » Training » Awareness campaigns
 Human Resources Capacity	Personnel	» Recruiting suitable personnel » Having adequate staff for the tasks » On-going staff training
 PR and Communications	All stakeholders	» Ensuring efficient communication with all stakeholders on various communication platforms

EXPECTED OUTCOME	ADDITIONAL COMMENTS
» Improved quality of care » Well-equipped and confident staff » Strong relationships with next of kin » Maintain good organisational perception	» Police Clearance Certificates submissions is a requirement for staff and volunteers » Renovations/upgrade of wings
» Improved staff morale » Team spirit » Positive work environment » Job security » Improved quality of care of the residents	» LITTLE EDEN continues to explore various communication platforms and opportunities to ensure staff and volunteers feel valued and part of the team
» Clear understanding of the work carried out by the Organisation and the impact on the community » Greater awareness of the needs of the Society and the Society to have greater awareness of what is expected by donors	» A document detailing various opportunities for donors to partner with LITTLE EDEN throughout the year is one way of ensuring that supporters know first-hand what assistance is required
» Secure, safe and stimulating environment for residents and staff » Improved financial sustainability through the planting of additional pecan nut trees	» Some implemented environment projects will not bear immediate results such as the new trees and the additional pecan nut trees which will only start bearing fruit in 7 years' time
» Responsible use of resources » Reserve funds » Less reliance on government » Less frequent loans from LITTLE EDEN Foundation	» Exploring income generation growth options
» Greater understanding of how funds received are distributed and how they benefit the residents	
» A healthy partnership with the various government platforms	
» Secure and safe environment for the residents and staff	» Constant maintenance of the facilities is crucial
» Competent and confident team » Motivated team (positive staff morale)	
» Transparency » Accessibility » Donor loyalty » Community inclusion » Awareness of the needs of the Society	» To ensure healthy relationships between LITTLE EDEN and its stakeholders



COMMUNICATION OF THE BRAND

Being an Organisation that relies heavily on the support of the community to keep its doors open and remain sustainable, it is vitally important that we continuously communicate with our supporters and constantly explore new ways to stay in touch and be visible.

LITTLE EDEN has a variety of supporters in terms of demographics, geographic location and industries and communication needs to be structured to suit a wide audience and recruit new supporters to the LITTLE EDEN family.

Some communication platforms include our website, written communication, events, social media platforms and planned visits to our Homes. Several of these platforms allow for opportunity to receive feedback from supporters and partners. *In Touch* is the Society's

newsletter, distributed to over 6 500 supporters, reporting on past and upcoming events, activities (involving residents, including the stimulation programme) and the impact of the support received from the public.

The LITTLE EDEN annual report is another important communication tool that gives existing and potential donors an overall view of the Organisation through transparent reporting.

Thanks to the ongoing support from *Newsclip Media Monitoring Services (PTY) Ltd*, LITTLE EDEN is able to keep track of print and electronic media platforms, within South Africa, whenever the Society is mentioned. This service gives an opportunity to monitor the reach and the image of the LITTLE EDEN brand.

During this reporting period, LITTLE EDEN was mentioned on various local and national platforms including the following:



LITTLE EDEN was also mentioned in a number of international publications (specifically in Italy) and company internal communication.





CHAIRMAN'S REPORT



**DOUGLAS (DOUG)
BOAKE** CA(SA)

I am pleased to present the Chairman's Report of LITTLE EDEN Society for the year ending March 2019.

This is the 52nd year of LITTLE EDEN's existence, which is truly inspiring and amazing considering it opened its doors in a room loaned to the nascent Society by the Methodist church in Edenvale on Monday, 15 May 1967.

LITTLE EDEN started as a day-care centre. Between 1967 and 1976, LITTLE EDEN moved 15 times as it desperately sought permanent accommodation for the growing number of residents. On Sunday,

4 April 1976, with the assistance of numerous volunteers and trucks from various service organisations, nearly 100 excited children moved into their first permanent Home on the corner of Wagenaar Road and Harris Avenue Sebenza. On 7 September 2012, and in recognition of the pioneering efforts of Domitilla and Danny Hyams in establishing LITTLE EDEN, the Home was renamed 'Domitilla and Danny Hyams Home'.

In 1982, the Department of Local Government approved the establishment of an agricultural training centre and the housing of persons with intellectual disability on the Bapsfontein property. But it was

only on Monday, 6 July 1992 – 10 frustrating years later – that the first 20 adult residents were relocated from LITTLE EDEN Edenvale to Elvira Rota Village at Bapsfontein.

Today, visitors to LITTLE EDEN often ask the question: What made Domitilla start LITTLE EDEN; what was the motivating factor?

This passage taken from "LITTLE EDEN – 50 years of Love & Care (1967 to 2017)" written by Luigi Slaviero, one of the many books written on this remarkable couple, beautifully encapsulates the answer in Domitilla's own words when on 4 April 1967 she wrote:

I often thought: why can't I devote a little of my time to relieve human suffering. There are many families with handicapped children and the poor parents experience tears and restless nights especially when thinking of the future. I have often thought and prayed for divine providence to enlighten me about this. I feel the strength to do something in this regard. I ardently wish to see an edifice built to gather, to care for, and to relieve human miseries. Erect a monument where human suffering will learn to smile and live their life. My maternal heart desired many babies and now I am free to be mother of a great number and care for them. My dream for the moment is to build a home in Edenvale for the first group of children and to plant these delicate flowers in LITTLE EDEN and one day to see this LITTLE EDEN flourish like a spring.

By doing this, we will see the parents smiling and dedicating themselves with momentous vigour to their families and they will say: our child is happy.

Their cross will be lightened knowing that we are not all called to the same life, for these little ones their small world is to live in LITTLE EDEN. Taking them in as youngsters it should be possible to teach them something: to make their own beds, to eat by themselves, to ring the bell for tea, all of this will be a victory. These little ones have a right to life just as anyone of us, even if in a more limited way, it doesn't matter as long as we do our best to rehabilitate them and see them smile. For our normal children everything is available to help them; in their future career, recreation, games, sports fields, nights-out, university, travel etc. which is all fine. Now think what we can do for the handicapped and they have the right to life like anyone of us, so forward and let's think progressively.

Nelson Mandela personified Ubuntu (human kindness) and at the memorial service held for him in December 2013, Barack Obama gave this insightful tribute, saying: "Mandela understood the ties that bind the human spirit. There's a word in South Africa – Ubuntu- that describes his greatest gift: his recognition that we are all bound together in ways that can be invisible to the eye; that there is oneness to humanity; that we achieve ourselves by sharing ourselves with others and caring for those around us". In establishing LITTLE EDEN Domitilla and Danny Hyams together understood this and made it a reality. This anonymous writer must surely have had this remarkable couple in mind when he penned these words: "Don't walk behind me; I may not lead. Don't walk in front of me; I may not follow. Just walk beside me and be my friend."

I was appointed Chairman of the Board of Governors in August 2018, when Alex Angus stepped down due to health reasons. We thank him for his inspired leadership at the helm of the Society since 2016, and wish him all the best with his health.

In September the Associazione Domitilla Rota Hyams Onlus (ADRHO) based in Italy, invited The Most Reverend Archbishop Buti Tlhagale OMI for the 100th anniversary celebrations of the birth of the founder of LITTLE EDEN, Domitilla Rota Hyams, and to present the Second Memorial Lecture. In my private capacity, my wife Lynne and I, with members of the Founders' family, attended the Second Annual Danny and Domitilla Hyams Memorial Lecture. At the conclusion of the lecture, the Archbishop publicly announced for the first time that he had initiated the opening of the Cause for possible beatification for Danny and Domitilla Hyams following approval to proceed, received from the South African

Catholic Bishops' Conference Plenary meeting in August 2018. In his address the Archbishop also traced the history of LITTLE EDEN and its founders from humble beginnings in 1967 to the present time. Following his visit to Bergamo, a number of newspaper articles in South Africa and Italy provided extensive exposure to LITTLE EDEN.

The world at present lives in very challenging and interesting times. Here in South Africa, we have rampant corruption, a high crime rate, state capture under the spotlight, the looming general election with its uncertainty, and poor economic prospects ahead. Despite all this we must continue to pray for Divine Providence and work constructively and positively to maintain the high standards we have set ourselves in caring for all these 'angels' entrusted in our care as passed on to us by Domitilla and Danny Hyams. There is an urgent need for reappraisal of our priorities for the common good of all citizens in South Africa before it is too late. "Let us be concerned for each other, to stir response in love and good works. Do not stay away from the meetings of the community, as some do, but encourage each other to go; the more so as you see the day drawing nearer." (Hebrews 10:24-25)

In keeping with the high standards achieved in the past, and facing the future with confidence, the Board of Governors reviewed the findings from the PwC Strategic Business Review conducted in the second half of 2018, funded by an international anonymous donor.

The main objective of the Strategic Business review was to maximise operational efficiency and ensure that LITTLE EDEN is successful and sustainable for future generations, especially in light of its leadership transition.



Bright enjoys to shine at Christmas concerts



Mpini enjoys the feeling of paper



Ladies who served cake at the annual fête



ERV Mandela Day was enjoyed at the wetlands

We are pleased to report that many of the recommendations have been successfully implemented or are at an advanced stage, by the Board and the new Chief Executive Officer, Xelda Rohrbeck and her management team. Some of the recommendations of a more long-term nature are being pursued to achieve long term sustainability. The achievements of the recommendations will ultimately enhance the core focus of LITTLE EDEN, in providing quality care to adults and children with profound intellectual disability and in striving to remain an exemplary Organisation within the Non-Governmental Organisations (NGOs) sector.

In support of the findings, an international anonymous donor has made funding available for the upgrading of LITTLE EDEN Society towards improved service delivery and sustainability.

As always, we are highly appreciative of the selfless service and care given to the residents by management and staff of LITTLE EDEN and Supercare Services Group (Pty) Ltd – thank you each and every one for bringing joy, comfort and hope to their lives. You seldom get thanks to remain motivated and energised, but rest assured, you touch the lives of the residents in a profound and quiet way as you respond in a very real and meaningful way to the words of our Lord in Matthew 25:35 *“for I was hungry and you gave me food to eat; I was thirsty and you gave me to drink; I was a stranger and you made me welcome.”*

To our donors, businesses and general public and all those who in one way or another give of their time, talent and assistance, monetary or in kind or otherwise, our heartfelt thanks. Without your help and contributions, LITTLE EDEN could simply not exist, let alone provide for our residents as we strive to do.

To my fellow Board members: your personal sacrifice in attending meetings, providing valuable input and accepting the responsibility plays an important role in the wellbeing and success of LITTLE EDEN Society.

Thank you.

I end with these encouraging words from 1 Peter 4:10 *“each one of you has received a special grace, so, like good stewards responsible for all these different graces, put yourself at the services of others”.*



I hope that through contact with other organisations seeking to provide care to people with intellectual disabilities, you are able to inspire others to work to achieve your high standards.
– Ray Lazarus (Former Director of the Mental Health Directorate Gauteng Health)

I love my careworker, says Xolane



CHIEF EXECUTIVE OFFICER'S REPORT



XELDA ROHRBECK

Having settled into the position of Chief Executive Officer over the past 7 months, it is a privilege to present my first report for the year 2018-19 under review.

This year has been an exciting and action-packed one with a number of significant milestones reached as LITTLE EDEN transitioned into a new dawn.

LITTLE EDEN underwent a high-level Strategic Business Review with the goal of assessing the strategic foundations on which LITTLE EDEN is built and strategically reviewing the Organisation within a structured process to identify new value and to unlock opportunities

for effectiveness, efficiency and Organisational development. The leadership transition provided an opportunity to clarify the key areas of growth, challenges and opportunities within the Organisation. The findings and recommendations provide a future roadmap for the Organisation as it charts its course and enables increased and sustained performance, now and for the future.

Financial Stability and Sustainability remain top significant and ongoing material issues, especially in light of the continuing economic challenges and the impact of these on non-profit organisations.

Despite a challenging financial year, LITTLE EDEN was blessed with a large donation which contributed significantly to the financial year, closing on a slight surplus of R35 632.

The work is relentless and the challenge in striving towards sustainability real, especially in light of the economic challenges. Regardless of this, LITTLE EDEN is a well-established Organisation that will continue to grow from strength to strength. This is possible because of you, our donors and partners, who truly believe in the work carried out at LITTLE EDEN. Your continued support forms the foundation of our Organisation, and for this I personally extend my thanks

to each and every person who makes a contribution, be it financial, in kind, pro bono services and prayers.

I thank Messrs Alec Chesler and Company, the long-standing Auditors, and Boake Incorporated, for the preparation of the Financial Statements, for their many years of service. For this financial year, NWANDA Incorporated was appointed as the auditors, and WK Wilton and Associates Propriety Limited the accountants.

The Values of Respect, Sanctity of Life and Love & Care encompass all spheres within the Organisation and are embedded in the culture of LITTLE EDEN. As we transitioned from one generation to another we acknowledge and protect past experiences, expertise and commitment and look forward to exploring new advancements, developments and opportunities with regards to our communication and fundraising platforms and channels, as well as enhancements to the Charity Shop and other future self-sustaining farming initiatives.

The reach and impact of the work carried out at LITTLE EDEN stretches beyond the boundaries of our two Homes. Five volunteers served at LITTLE EDEN to gain experience in a different environment in preparation for the home that is being planned in Damesfontein. In addition, cross-border collaborations with the University of Bergamo in Italy, through the involvement of the Associazione Domitilla Rota Hyams (ADRH) ONLUS, continue to strengthen, with our residents directly benefiting from the programmes initiated and continuing within the stimulation programme. The cross-border relationship with the Sisters of the Imitation of Christ from India continues and we are grateful for their commitment and belief in sending out nuns to contribute and participate directly within the care and stimulation programme of our residents. We also express our thanks to Fidesco, based in France, for their continued commitment in sending international volunteers for between one and two years to volunteer in our Homes. These collaborations have positive impact in our care and stimulation programmes.

With special thanks to an anonymous international funder, Boitumelo Wing at Domitilla and Danny Hyams Home in Edenvale underwent necessary maintenance upgrades and renovations.

Suitable facilities in a good state of repair are critical to the mission of LITTLE EDEN. Not only is it the environment in which staff provide caregiving and therapies, but also where the residents benefit from them. The general conditions of the facilities have a significant impact on staff and resident morale (despite the severity of the disability). This was evident to the anonymous international funder, who has, as a result, committed to funding the continuation of the upgrading of LITTLE EDEN Society towards improved service delivery and sustainability.

An incredibly special and sacred development is the initiation of the Cause towards beatification (sainthood) of the late Founders, Domitilla and Danny Hyams. The impact and significance of such a special development will cement their legacy and example of life both within and beyond the borders of LITTLE EDEN. We pray for the progress of this process.

An overnight trip was arranged for LITTLE EDEN and Supercare staff to visit the site of Blessed Daswa in Venda, to give staff an understanding of the process currently under way regarding the opening of the Cause.

Thanks to all our residents who, on a daily basis, bring great joy and pride to our Organisation. It is a blessing to spend time in the Homes with the various residents seeing their smiles, developments and contentment in being at LITTLE EDEN. It is a privilege to care for these special angels; they give us so much in return and leave us with a sense of inner reflection and gratitude. We fondly remember the residents who have passed on, may their souls rest in peace.

A sincere thank you to the Board of Governors for their guidance and support as I embark with you on this new dawn at LITTLE EDEN. The support received instils great confidence in me taking LITTLE EDEN forward for the next generation. The Board subcommittees have been established and some redefined which offer support in the managing of the various focus areas.

I would also like to express my thanks to Lucy Slaviero, who has been honoured as the Honorary Lifetime President of LITTLE EDEN, and whose commitment and dedication as figurehead is immeasurable. Thank you Lucy for your ongoing support and guidance during this new dawn.

Thank you to the Management team; it is a pleasure to lead LITTLE EDEN with your commitment and dedication.

A very special and sincere thank you to each and every staff member and volunteer at LITTLE EDEN. Despite the work not always being easy, we have a dedicated and committed team. May our residents continue to inspire you while you undertake this service of others.

It is with pride that I look forward to sharing with you the various developments over the next few years. We are fortunate that through these developments, and having secured funding for them, LITTLE EDEN will be well-positioned to be innovative and developmental through coordinating service delivery strategies and greater partnership building. Hence LITTLE EDEN continues to be a voice for the rights of people with profound intellectual disability.

TREASURER'S REPORT



SEDZANI MUDAU CA(SA)

Sedzani Mudau

The total income for LITTLE EDEN Society for the year ended 31 March 2019 grew marginally by 8.4% to R43 166 495 (2018: R39 814 043).

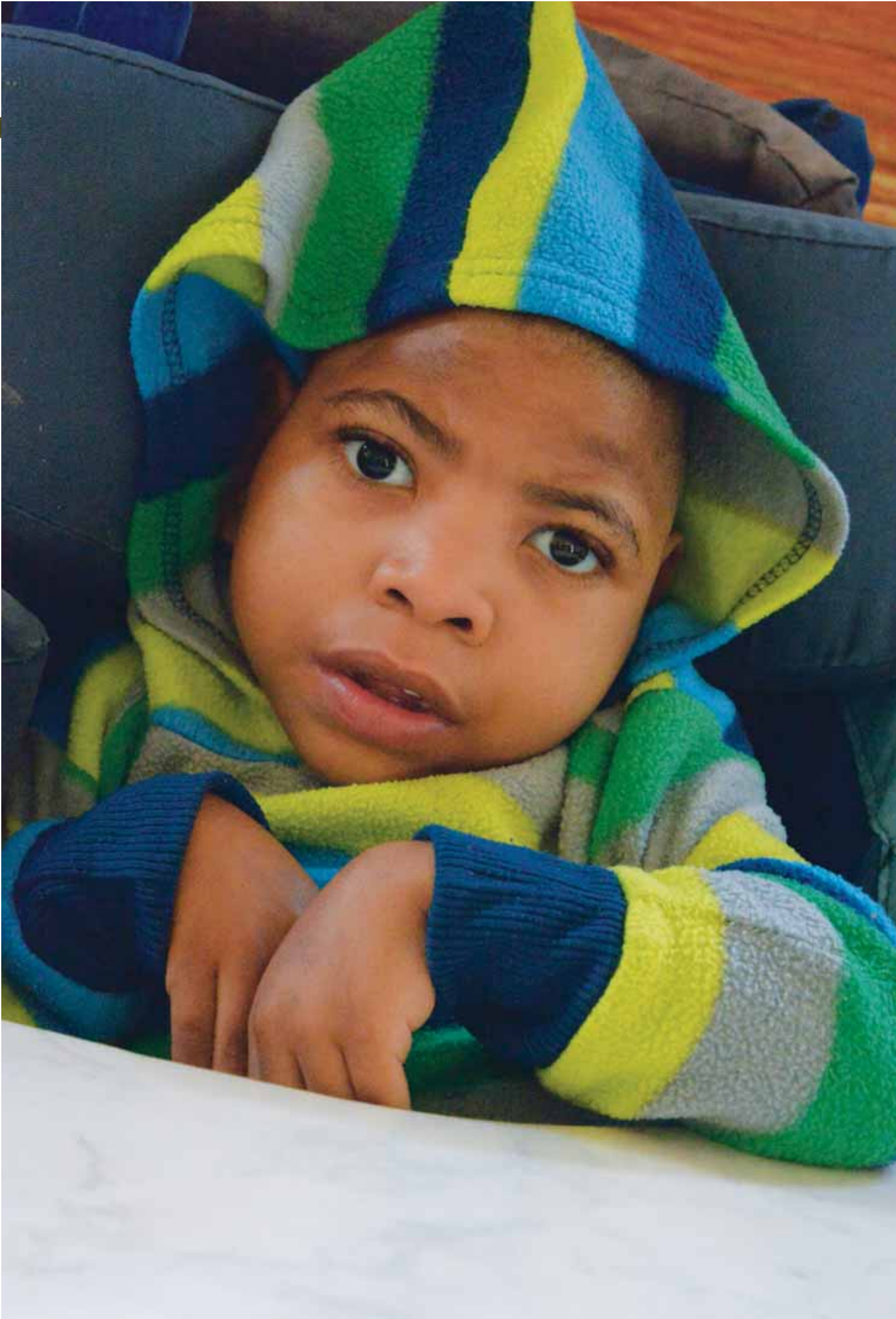
During the period under review, donations from the public increased by 21.8% to R16.413 million while the grant from the Gauteng Department of Health subsidy grew by 6%.

Operating and fundraising costs increased by 8% to R43 127 491 (2018: R39 955 259).

The Society had a surplus of R35 632 for the financial year ended 31 March 2019 which is an improvement from the deficit of R141 261 in 2018.

The statement of financial position at 31 March 2019 reflects total current assets of R5 572 145 which represents a 180% growth from a balance of R1 987 231 in the preceding year. The growth was mainly attributable to a conditional grant received from a donor, which will be utilised in the ensuing financial year. The growth in net assets was 3.6% to R999 863.

The Society received a qualified audit opinion for the year under review, relating to cash and donation-in-kind collections prior to the initial entry of the collections in the accounting records. The Board and management will investigate additional measures to address this area of qualification.



Sihle Matshoboza is one of the residents at Domitilla and Danny Hyams Home

HONORARY LIFETIME PRESIDENT’S REPORT



This past year under review may be aptly described by what we read in Ecclesiastes 3:1-8:

“*To everything there is a season and a time to every purpose under the heaven; a time to be born, a time to die... a time to break down, and a time to build up; a time to weep, and a time to laugh...*

a time to cast away stones, and a time to gather stones together... a time to embrace, and a time to refrain from embracing... a time to rend, and a time to sew... a time to keep silence, and a time to speak... a time of war, and a time of peace.”

In short, the past year was a time of openness, boldness, consultation, change, growth, dialogue, consolidation, and lots of work but also tremendous camaraderie and teamwork. This was a period largely informed by the recommendations arising out of the Strategic Review conducted in late 2018, in order to ensure the viability and sustainability of LITTLE EDEN Society for the next 50 years while retaining the Ethos and Values of the founders, Domitilla and Danny Hyams. Not many for-profit companies or organisations have survived half a century, and even less so for non-profit organisations. It was evident that for LITTLE EDEN Society, the time to be *re-born* was at hand. It was a time of great change – of *casting away* archaic restraints, of *gathering* new energetic blood, of *embracing* new ideas and concepts, of *sowing* for the future. Needless to say, this was a *season and a time* of great upheaval, of *tears* and (some) *laughter* for those who have given all of their time, their energies and their lives to ensure a better future for the most marginalised in society – but a necessary step of change in the evolution of the Society recognised by all.

The fact that this evolutionary change in the Organisational structure of LITTLE EDEN Society took place with minimal disruption for residents, staff, donors and supporters pays great tribute to the strength of teamwork and personal sacrifices across all sectors and for which I am justifiably proud to be associated.

It goes without saying how acutely vital the role of Divine Providence is in the life of LITTLE EDEN. How blessed we have been when in our darkest hour there is always a light at the end of the tunnel. My sincere and grateful thanks go to Xelda Rohrbeck, our CEO, and management, staff and contract members, volunteers, donors and supporters for your continued dedication to a difficult but rewarding mission. You are truly the salt of the earth and I salute you all!



Lucy with her colleagues



Staff and residents gather to celebrate Lucy on her last day as CEO of the Organisation

A POSSIBLE CAUSE FOR BEATIFICATION

Domitilla and her husband, Danny Hyams, the founders of LITTLE EDEN Society, passed away in 2011 and 2012 respectively. Without exception, it is common cause among the people who knew the couple that they were exemplary human beings in their care and love for the most marginalised members of society – the intellectually disabled. Their deep spiritual Catholic devotion to Jesus and His mother, Mary, remained their guiding light in their quest for a better world for their disadvantaged neighbours. No one who crossed their path remained unaffected by their concern for the other, by their complete trust in God (“...we are the hands of Jesus...”), by their unwavering belief in Divine Providence and the goodness of humanity. Simply stated, their united life was one of servant stewardship to those most in need, while giving complete and continuous glory to God.

It is of little surprise therefore that in 2017, the Catholic Archbishop of Johannesburg, The Most Reverend Archbishop Buti Joseph Tlhagale OMI, accepted the proposition that the couple are worthy candidates to be considered for the opening of a possible Cause for beatification in the Catholic Church.

Following the necessary documentary and attested appointments subsequently formalised, the two *Libellus* (one for Domitilla and one for Danny) were presented to His Grace, the Archbishop. (A *Libellus* consists of the biographical review of the person whose Cause is being considered including a review of his/her heroic cardinal and theological virtues as well as his/her reputation of holiness. In addition, the *Libellus* includes a listing of all people who personally knew the person and who could be called upon at the witness inquiry stage.) Following approval from the Southern African Catholic Bishops’ Conference to proceed with this Cause, this documentary evidence concerning Domitilla will now be submitted to the Vatican (Congregation for the Causes

of Saints) for approval to proceed to the next step which is the diocesan interviewing of the witnesses and a review of all written material by a historical commission. The documentation for Danny’s Cause will shortly follow that of Domitilla.

It is not possible to give a timeline for this process, as a separate independent inquiry will then be required by the Congregation for the Causes of Saints including meticulous and thorough inquiries into any alleged miracles attributed to the person whose Cause is under consideration. Some saints were only canonised as such centuries after their death. It is little wonder then that the procedural

investigations towards sainthood have been described as one of the most rigorous yet formulated. Nevertheless, as the greater family of LITTLE EDEN Society, we continue to pray daily for a successful outcome – and for this we also request your prayers (special prayer cards are available at LITTLE EDEN Society for this Cause).

Prayer, for Domitilla and Danny, was their (publicly stated) most powerful ‘tool’. May it also be ours and yours for the couple’s eventual canonisation which would be Africa’s first and the world’s third couple to be honoured as saints!

**Postulator for the Cause
LG Slaviero**



The initiation of the Cause for beatification of our founders, Danny and Domitilla Hyams, has recently started

OPENING OF THE CAUSE FOR BEATIFICATION

FOUNDERS OF LITTLE EDEN SOCIETY



Domitilla Maria Hyams
(1918-2011)

Maria Rota was born in Albenza, Italy. At her baptism she was given the name “Domitilla”. From an early age she expressed the desire to be a missionary in Africa. In 1944, whilst helping escaped Allied prisoners-of-war, she met her future husband, Daniel George Hyams, whom she married on 8 September 1947 in San Rocco, Albenza. After settling in South Africa later that year, Domitilla founded LITTLE EDEN Society in 1967, in response to an inner calling, as a means of helping children with intellectual disabilities and their families. On 6 June 1967, Domitilla recorded that Our Lady appeared to her, smiling and silently shepherding children towards her. This confirmed for Domitilla that she was on the right path, believing and trusting in Divine Providence. She had an extraordinary charitable life, giving love and safety to the disabled and hope to their families. Her deep spirituality, holiness and love for Jesus, Our Lady, and neighbour has led numerous persons to request her prayerful intercession for their intentions.



Danny George Hyams
(1921-2012)

Daniel George Hyams (known as Danny) was born in Bezuidenhout Valley, Johannesburg. After serving in North Africa during the Second World War, and having spent 20 months as an escaped prisoner-of-war, he returned to South Africa in 1945 to continue his studies as a chartered accountant. Upon completion, he returned to Italy to marry his beloved Domitilla. Danny was instrumental in enabling Domitilla to realise her missionary vision of assisting the most marginalised. Whilst Domitilla was the “heart and hands” of LITTLE EDEN, Danny was the “head and hands” ensuring that the compassionate physical and spiritual care of the children of LITTLE EDEN could be sustained.

Domitilla and Danny provided an example of their committed family life and marriage, raising 6 children together. Both strove for holiness by living out the Christian virtues. Holy Mass, the Rosary, and prayer were central to their life. Assisted by divine grace and living in God’s presence, they imbued their ordinary daily activities with selflessness. Both died in Edenvale with a reputation of holiness.

PRAYER

FOR PRIVATE DEVOTION

Lord God and Father, inspired by the example of the power of prayer in the lives of Domitilla and Danny in which they lived the Christian virtues of Faith, Hope and Charity, and, through the example of their lives of Christian service to our neighbours with intellectual disabilities, confidently and humbly we beg through their intercession (*state the request*) if this be your sovereign will, through our Lord Jesus Christ, your Son, who lives and reigns with you in the unity of the Holy Spirit, one God, for ever and ever AMEN.

In conformity with the decrees of Pope Urban VIII, we declare that there is no intention of anticipating in any way the judgement of the Church, and that this prayer is not intended for public use.



Those who obtain favours through the intercession of Domitilla and Danny Hyams are asked to notify the Postulator of their Cause at:

postulator@domitilladannycase.org or
Postulator, PO Box 121, Edenvale 1610,
South Africa

*With ecclesiastical approval, 25 November 2018
+Buti Joseph Tlhagale, Archbishop of Johannesburg*

ORGANISATIONAL PROFILE



We, the relatives of LITTLE EDEN residents, are utterly grateful to LITTLE EDEN for the courageous work that is being done for the most vulnerable members of our society. The level of professionalism, which we experience from the staff of LITTLE EDEN, is something to marvel at.

The residents are treated with love, compassion and dignity, something that needs to be encouraged throughout our society. LITTLE EDEN can be used as an example, to Government and NGO facilities that take care of the most vulnerable members of society.

- Pumla Mtyeku (Sister to LITTLE EDEN resident, Zanele)

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

1 038 children and adults with profound intellectual disability have passed through the hands of LITTLE EDEN Society over the years.

The nature of the work carried out at LITTLE EDEN is underpinned by the three core Values of *Respect, Sanctity of Life* and *Love & Care*. They are the values that Domitilla and all who worked with her continue to mirror through this *new dawn* of the Society. Today, LITTLE EDEN is an exemplary NGO within its sector and is an oasis of *Love & Care* to the most vulnerable members of our society.

OUR ANGELS

LITTLE EDEN cares for 300 children and adults with profound intellectual disabilities, ranging from the ages of four to over 68 years. 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, 70.7% were previously abandoned, or come from indigent families who are unable to support them financially.

Some of the residents are HIV-positive or have AIDS. Dealing with the terminally ill and dying forms part of the work carried out at LITTLE EDEN, as our residents stay with

us until they die. Many of the residents continue to be with us even after death as their ashes are interred in the Walls of Remembrance. Some residents have been with us for more than 45 years and, for most, LITTLE EDEN is the only home they will ever know.

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



Sister Maritza Coetser, DDHH Site Manager, with a work of art of the LITTLE EDEN Values



Smiles and giggles during afternoon nap

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. 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:

- » **EATING:** the ability to feed oneself, though not necessarily to prepare food
- » **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
- » **PERSONAL HYGIENE:** bathing, grooming and oral care

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. We look forward to the upgrading of LITTLE EDEN Society towards improved service delivery and sustainability.

A HOME FOR LIFE – THANKS TO YOU!

Thirty-five years ago, a little girl with intellectual disability was admitted to our Home – and has lived there happily ever since. Today, Candy is a grown woman, although her mind remains child-like. Her pride and joy is her *Frozen* duvet cover, which she got for her birthday last year, and her collection of pin-up posters, photographs and hair clips.

Sadly, Candy's mobility has deteriorated over the years and she is now in a wheelchair. But that doesn't prevent her from helping out at the Village. She likes looking after the smaller children, especially her favourites – Xolane and Tshepo.

She shares a room with her best friend, Daniella, who makes her bed for her every morning now that Candy can no longer manage that task. In the evenings, the friends enjoy watching movies and listening to Candy's small radio.

We are so grateful to our wonderful supporters who make it possible to offer children and adults like Candy a home for life, in a place where they are safe and content. Thank you for everything you do to help make this possible.



Candy in her room at ERV

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 all residents and staff. Daily recitation of prayer and Rosary and monthly Holy Mass takes place at Our Lady of the Angels Chapel. The Holy Family Chapel, ERV, is used daily by staff and residents. The long-term volunteer Sisters of the Imitation of Christ from India play an important part in this spiritual development, together with Rev Father Joseph Leathem OMI, Father Nilesh Vaz and Father Patrick Mphepo. The public is encouraged to participate in the weekly services.



Fidesco volunteers take a small group of residents to Our Lady of the Angels Chapel at DDHH for daily afternoon prayer



Washing of the feet is part of the Easter celebrations at ERV

SERVICES AND BENEFICIARIES

RESIDENT STATISTICS

	DDHH 2019	2018	ERV 2019	2018	2019 Total
Number of residents subsidised	180		120		300
Admissions	14 ^{LA}	27	2 ^{LA}	1	5.3%
Left LITTLE EDEN	2 ^{LA}	10	0 ^{LA}	0	(0.7%)
Deaths	15 ^{LA}	14	1 ^{LA}	0	(5.3%)
Abandoned/Indigent children	110 ^{LA}	138	102 ^{LA}	102	70.7%

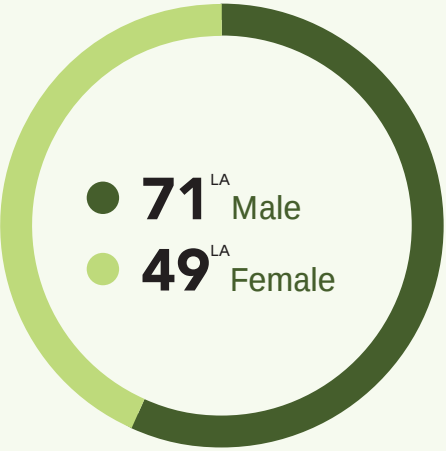
The number of admissions is similar to previous years, with the exception of 2018 due to vacant beds and admissions that were pending. Within the disability sector there is a significant need for care centres providing care and safety to some of the most marginalised of society. As a result LITTLE EDEN is at times approached to assist with admitting residents in exceptional cases, in addition to the number of residents who are subsidised. Two residents left the care of LITTLE EDEN, which is comparable to previous years, with 2018 again being an exception.

This year 16 residents passed away. Due to the nature of their disability, the life expectancy of residents varies and can be more susceptible to environmental factors. Owing to the vulnerability of residents which increases with age, five residents who passed away were between the ages of 40-60.

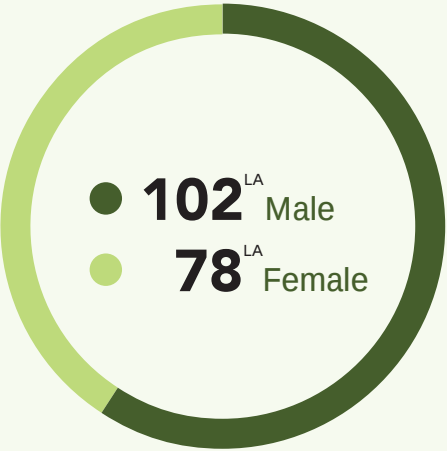
LA = Limited Assurance

RESIDENT DEMOGRAPHICS

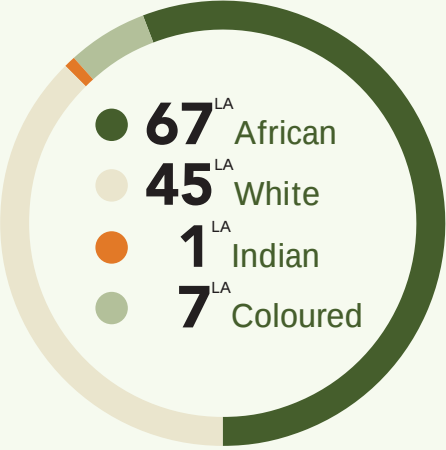
NUMBER OF ERV BENEFICIARIES (120) BY GENDER



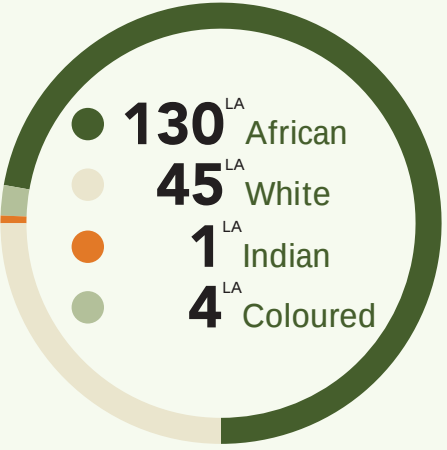
NUMBER OF DDHH BENEFICIARIES (180) BY GENDER



NUMBER OF ERV BENEFICIARIES (120) BY RACE



NUMBER OF DDHH BENEFICIARIES (180) BY RACE



LITTLE EDEN is a 24/7 Home to 300 children and adults with profound intellectual disability. Through this *new dawn*, one thing remains unchanged and that is the impact that the Organisation has had on families, communities and the country over the past 52 years in caring for the most vulnerable members of society.

Through the care and support provided, family members are able to find employment, or go back to their jobs knowing that their child is receiving the best possible care and interventions; siblings have a better chance of an education – one of Domitilla’s dreams of bringing much-needed relief to families.

The Society 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 the Organisation cannot function as an island. The Organisation exists within an environment with a variety of needs. With this in mind, when an opportunity arises, excess resources are shared with other Organisations that are meeting various needs within the community. This is our way of “paying it forward”.

CARE AND STIMULATION PROGRAMME

“LITTLE EDEN is the epitome of world class care of people with profound intellectual disability.”

- Gauteng MEC for Health, Honourable Dr Gwen Ramokgopa



Medical conditions are monitored daily

In order for the Organisation to achieve its aim of helping residents, individually, to reach their full potential, holistic care is critical. With the above in mind, LITTLE EDEN has established a number of ongoing care programmes:

MEDICAL STATISTICS

	DDHH 2019	2018	ERV 2019	2018	2019 Total
Number of residents subsidised	180		120		300
Chronic medication	173 ^{LA}	150	88 ^{LA}	95	87%
Wheelchairs	144 ^{LA}	147	44 ^{LA}	47	63%
Dual diagnosis (intellectual disability with mental illness)	50 ^{LA}	48	47 ^{LA}	50	32%

Note: The number of hospital days and medical consultations (general practitioner, psychiatrist and other specialist) have not been reported due to accurate internal records not being available to substantiate these statistics. An improvement plan is being formulated to ensure that accurate information is maintained in order to report these statistics in future reports.

LA = Limited Assurance

LITTLE EDEN has been fortunate to have a General Practitioner allocated by the Department of Health to attend to residents at Edenvale and Bapsfontein on one day of 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 received from the Gauteng Department of Health.

Through the current psychiatrist, whose services are pro bono, a second psychiatrist was introduced to LITTLE EDEN to assist with residents. The number of consultations by the psychiatrists has increased due to the additional support available. This is a critical and short skill and LITTLE EDEN is grateful for this ongoing support. The Gauteng Department of Health does not have the resources to allocate a psychiatrist to consult at LITTLE EDEN.

Medical care is supplied by government and volunteer doctors, dentists and psychiatrists, a nursing sister on duty at both facilities 24 hours a day, daily medication (including epilepsy, mental illness), daily chest therapy which is critical to many of the residents, and emergency interventions as required. All chronic medication for both Homes is blister packed, at no charge, by Ackerman’s Pharmacy, Primrose, for which we are very grateful.



Lebo has a happy smile



Residents, staff and volunteer are smiling for the camera

INDIVIDUAL PERSONAL CARE INCLUDES:

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 INCLUDE:

Occupational, reflexology, hydro, music, pet and physiotherapy, exercise and art.

Horse riding is part of the LITTLE EDEN therapy



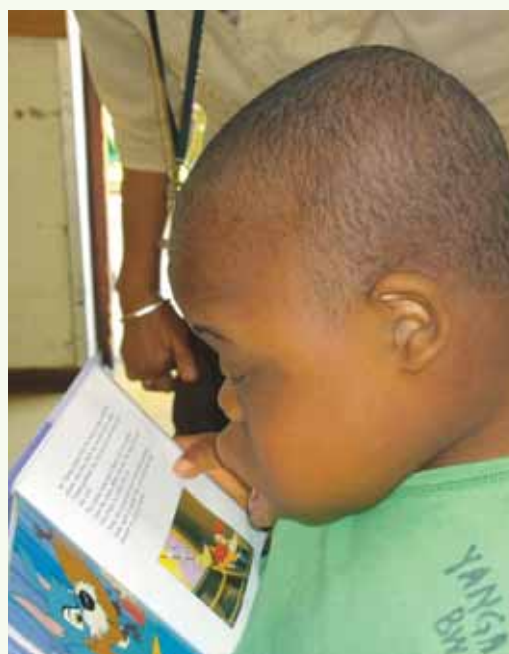
Sibongile gives and receives a hug

CHANGING LIVES – ONE DAY AT A TIME

Yanga is visually impaired and severely affected by Downs Syndrome, but over the years he has been encouraged to discover colours, textures and sounds... and best of all, he found happiness and a sense of belonging as part of the LITTLE EDEN family.

LITTLE EDEN is so grateful to friends like you for supporting the ongoing therapy and stimulation programmes. Your kindness really does change lives – and helps children like Yanga to be the very best they can be.

Thank you!



Yanga enjoys pictures from his story book

Set daily routines make residents feel secure with a sense of belonging to a family.

SPIRITUAL DEVELOPMENT

Includes daily morning prayers, attendance at church services, and basic religious instruction. All important components to their sense of completeness and it indeed highlights the fact that the residents are complete human beings with a mind, a body, a spirit and soul. The Association of the Harvesters of Jesus was established in order to provide the regular daily spiritual needs of the LITTLE EDEN Society. It is firmly believed that without such support, LITTLE EDEN would wither.

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 is identified as a material issue.



Special care is taken to see that the residents' spiritual needs are met

STARTER LITERACY PROGRAMME AT ERV

It has been almost two years since an Italian post-graduate student, Elena Conti, from the University of Bergamo, initiated the *Starter Literacy Programme* with 15 residents at ERV. Today, 43 eager residents attend classes weekly. The “students” do starter mathematics and literacy; each is learning at his/her own level and pace. Recently, with assistance from her “teachers”, 26-year-old Siza, who was just 6 years old when she arrived at LITTLE EDEN, learnt to count up to 100! Elena Conti returned for a brief visit between 11 and 26 July 2018, with her friend Aurora Poloni, to review the progress of the programme.

Additionally, Monica Ventura and Valentina Torda from the University of Bergamo assessed and worked with the *Starter Literacy Programme* at ERV from 17 January to 28 February 2019. They compiled a report, providing guidelines on how to further enhance the literacy programme.

The relationship with the University of Bergamo has been incredibly beneficial and has contributed directly to a tangible output and impact related to the wellbeing and development of our residents. LITTLE EDEN acknowledges and is grateful for this cross-border partnership and looks forward to more students participating and volunteering at LITTLE EDEN.



Italian visitors, some of whom are from the University of Bergamo, who spent time at LITTLE EDEN in the past years



Daniella signs her own name at Annual General Meeting



Monica and Valentina on their arrival at LITTLE EDEN

BUSI IS READY FOR HER NEW DAWN

by Nabeela Laher, Physiotherapist DDHH

At the beginning of 2019, the staff and residents at Domitilla and Danny Hyams Home in Edenvale were sad, though at the same time excited when the news broke that the parents of one of our Angels, Busi Zulu, decided to enroll her in a special needs school.

Busi has been with LITTLE EDEN for three and a half years, since the age of three, when her mother requested LITTLE EDEN support Busi in her development, with the hope that she would be able to go to school one day.

As one of a few of our residents at DDHH who is able to communicate verbally, Busi was often a big feature in the daily stimulation programme, be it through her reciting grace on the intercom, participating in concerts or activities, and generally conversing and engaging with those around her and entertaining visitors by singing her favourite song, "Twinkle, twinkle little star". Busi developed considerably since her arrival, when her speech consisted mainly of certain repeated phrases, to being able to converse comfortably in two main languages (English and IsiZulu), being able to express her thoughts, ask relevant questions and even report on her own developmental progress!

From a physiotherapy point of view, Busi gained a much greater level of strength, mobility and improvement in her physical development. She learned to move confidently on her knees, to pull herself up into a wheelchair and push herself around independently. She was also able to stand and walk with a walking frame for short distances, and we were very pleased to hear that she was practising this skill at home with her grandmother as well.

In addition to her physical functioning, there were other specific areas of development that needed to be supported and tracked in therapy, to assist with appropriate school placement. These were areas such as fine motor skills, vision development, concepts e.g. colours, numbers and shapes, and also independence in personal care. Busi showed progress in a number of these areas, and we hope that going forward she will build further on these in her new school, as well as maximise on the social and other benefits of being in the new environment.

While staff and residents alike at LITTLE EDEN will miss her presence and sunny nature greatly, we are very privileged to have been a stepping stone for her and watched her grow and being part of her developmental journey.



Busi always made Christmas Concerts special



Busi learning to become independent



Mutshidzi knows how to smile for the camera.



FUND DEVELOPMENT



45%

Department of Health subsidy and Disability Pension



8%

Charity Shop and farming operations



47%

Income from other sources



5,5%

Overall increase in income against last year

Since the beginning, LITTLE EDEN has relied on the generosity of private donors (Corporates, Individuals, Trusts and Foundations), brand partners and Government to fund its operation.

In 2019 LITTLE EDEN managed to marginally increase funding support in an environment that continues to grow tougher each year.

Government funding still represents a major portion of total income.

Funding was secured from private donors who believe – as LITTLE EDEN does – in excellence in the care of people with profound intellectual disability. The balance of the income is from sales generated through the LITTLE EDEN Charity Shop and the farm operation at Elvira Rota Village.

Both the Shop and the farm operation have the potential to increase contributions towards sustainability into the future. While LITTLE EDEN relies

on the generous support of donors, it believes that the sustainability of the Organisation lies in its ability to also generate its own income to contribute towards closing the gap between Government funds and private donations received, thus enabling the important work of providing excellence in caring for residents with profound intellectual disability.

COMPARATIVE INCOME INCLUDING DONATIONS-IN-KIND

Income source	2019		2018		2017	
	Total income %	Rand	Total income %	Rand	Total income %	Rand
Government	45%	19 247 272 ^{LA}	46%	18 709 439	42%	16 001 166
Corporates	23%	10 077 003 ^{LA}	18%	7 161 837	20%	7 704 656
Individuals	13%	5 421 703 ^{LA}	14%	5 908 719	17%	6 534 487
Foundations & Trusts	8%	3 630 487 ^{LA}	8%	3 356 699	5%	1 718 241
National Lotteries	0%	0 ^{LA}	2%	950 000		0
Charity Shop	6%	2 747 026 ^{LA}	8%	3 087 110	8%	3 003 904
Other sources* of income	5%	2 043 004 ^{LA}	4%	1 708 645	8%	2 998 399
	100%	43 166 495 ^{LA}	100%	40 882 449	100%	37 960 853

* Other includes: farming, insurance, interest and recycling.

Although 2019 income shows an improvement on prior years, the overall income growth was approximately 5.5% from the previous year. This is largely due to an increase in the Government funding and an increase in Corporate donations (specifically one large donation received).

The decline in funding from individuals reflects the tough economic climate we currently find ourselves in. The fact that

2019 was an election year, as well as the VAT increase in April 2018 may have also contributed to individuals tightening their belts.

The Charity Shop renovations, with a period of limited trading and reduced donations-in-kind resulted in reduced income within this category.

The other income categories remained fairly consistent.



A customer meets some of the Development Team staff

LA = Limited Assurance

COMPARATIVE EXCLUDING GOVERNMENT FUNDING

	2019			2018			2017		
	Rand	No. of donors	Donation average	Rand	No. of donors	Donation average	Rand	No. of donors	Donation average
Corporates	10 077 003	441	22 850	7 161 837	524	13 668	7 704 656	659	11 691
Foundations and Trusts	3 630 487	37	98 121	4 306 699	36	119 631	1 718 241	30	57 275
Individuals	5 421 703	1444	3 755	5 908 719	1 567	3 771	6 534 487	1 879	3 478
Charity Shop	2 747 026			3 087 110			3 003 904		

INDIVIDUAL FUNDRAISING

The Society partnered with incredibly generous and passionate individuals, who stand by LITTLE EDEN in countless ways – from generously funding resident care to raising awareness in support of the work. Although this category has shown a decline, the aim is to grow it as a core long-term fundraising stream. Through nurturing young volunteers as part of their community service and involving them in programmes at tertiary level until they are gainfully employed, LITTLE EDEN aims to build this category by growing the younger donor support base.

We continue with efforts to build the High Net Worth donor segment. A group of individuals identified in the previous year has been core to laying the foundation for this sector.

DONATION BREAKDOWN BY INCOME (INCLUDING DONATIONS-IN-KIND, EXCLUDING GOVERNMENT AND SHOP INCOME)

	2019			2018			2017		
	Rand	No. of donations	No. of donors	Rand	No. of donations	No. of donors	Rand	No. of donations	No. of donors
Corporates									
0 – 5 000	430 114	589	273	416 739	722	347	500 548	880	456
5 001 – 10 000	443 391	292	56	419 801	257	54	465 360	295	61
10 001 – 20 000	415 379	184	28	620 450	217	43	869 188	190	53
20 001 – 50 000	1 630 813	273	46	1 302 842	335	39	1 778 262	316	53
50 001 – 100 000	1 146 920	256	16	2 000 507	446	27	1 963 325	328	26
100 001 – 500 000	3 210 386	162	20	2 401 498	137	14	1 627 865	56	9
500 001 – 1 000 000	800 000	2	1	0	–	–	500 108	3	1
above 1 000 000	2 000 000	1	1	0	–	–	0	–	–
	10 077 003	1 759	441	7 161 837	2 114	524	7 704 656	2 068	659

Individual	2019			2018			2017		
	Rand	No. of donations	No. of donors	Rand	No. of donations	No. of donors	Rand	No. of donations	No. of donors
0 – 5 000	1 569 685	5 178	1 231	1 648 008	5 585	1 348	1 855 204	6 161	1 670
5 001 – 10 000	826 782	971	115	840 493	1019	117	811 776	955	111
10 001 – 20 000	853 421	621	61	968 116	609	69	900 451	657	68
20 001 – 50 000	617 491	194	19	579 891	193	19	541 411	187	17
50 001 – 100 000	989 023	136	14	638 251	91	10	622 118	70	9
100 001 – 500 000	565 301	46	4	430 660	7	3	803 526	4	3
500 001 – 1 000 000	0	–	–	803 300	4	1	1 000 000	1	1
above 1 000 000	0	–	–	0	–	–	0	–	–
	5 421 703	7 146	1 444	5 908 719	7508	1 567	6 534 486	8 035	1 879

LITTLE EDEN CHARITY SHOP

The LITTLE EDEN Second-hand Shop as it was previously known, was renamed the LITTLE EDEN Charity Shop and re-launched on 1 March 2019. This was to differentiate it from pawn shops which pay for goods to resell whereas a charity shop receives donations to resell for income generation.

Research conducted to understand why shop sales were declining revealed two main reasons:

- » Firstly, the effect of renovations to the building in which the Shop had been tenanting for approximately 40 years. For a number of months the Shop was fairly inaccessible to shoppers resulting in lost sales.
- » Secondly, a decline in the quality and quantity of in-kind donations. What is not used in the Homes is sold in the Shop and the income generated contributes directly to the Homes. This resulted in an opportunity to review the strategy for the Shop and to upgrade it. Research showed a need to have a Shop that best meets the needs of two major sectors:
 1. Dealers buying in bulk, and;
 2. Customers buying for personal use (largely high value clothing and other high value items such as furniture, home-ware and branded clothing).

Segmenting the markets would improve how LITTLE EDEN services the customers. LITTLE EDEN continues to request more quality donations-in-kind to increase funds raised through the Shop.

A sincere thank you for your continued support throughout 2018 – 2019 and into LITTLE EDEN's *new dawn*.

Your commitment and generosity have helped to ensure our precious residents continue to belong to the LITTLE EDEN family.

DONATIONS R100 000 OR ABOVE IN VALUE

Name of entity/person	2019 Rand
Thinkst Applied Research (Pty) Limited	2 000 000
Anonymous	1 571 692
Anonymous	800 000
Anglo American Chairman's Fund	400 000
Bollore Transport and Logistics South Africa	313 000
Haas CNC Services South Africa cc	280 000
Karcher (Pty) Ltd	252 000
The R.B. Hagart Trust	250 000
Dis-Chem Foundation	245 004
BT Communications Services SA (Pty) Ltd	243 984
Estate Late – Adshead	206 389
Studio 5	200 930
Safari Gholfkлуб	200 000
Estate Late – Keulemans	184 679
Impact Distributors (Pty) Ltd	170 000
Schwaben Butchery	169 139
SAB (Pty) Ltd	150 000
MEI Construction & Services cc	148 250
Ackermans Pharmacy	144 336
Milpark Education	140 000
Balwin Foundation	130 000
Equipro Business Management System	125 505
Andru Mining	125 000
Italian-SA Chamber of Trade and Industries	125 000
Mix Telematics Africa (Pty) Ltd	121 168
The Linda Nagel Foundation	120 000
Kia Motors South Africa (Pty) Ltd	117 245
Woodsmiths	115 205
Genesis Steel (Pty) Ltd	110 000
Kargo Long Distance (Pty) Ltd	108 000
Anonymous	105 000
Multotec (Pty) Ltd	104 400
Chalmar Beef (Pty) Ltd	100 959
My School/My Village	100 305
Air Products South Africa (Pty) Ltd	100 000

In the last year the number of donors above R100 000 grew, although the average donation amount declined. We are fortunate to have received two major donations which contributed to an increase in overall income. We continue to diversify our donor pool and bring on board new ones while maintaining valuable relationships with existing donors.

GROSS EXPENDITURE FOR THE YEAR ENDED 31 MARCH 2019

	2019 %	2018 %
Care Services	53.96%	54.35%
Food and Provisions	4.69%	5.07%
Fundraising Costs	1.20%	1.23%
Insurance & Bank charges	0.69%	0.81%
Maintenance & Equipment	6.56%	4.84%
Other Admin	2.26%	2.75%
Other Home Expenses	7.00%	7.36%
Personnel – Admin & Fundraising	14.96%	16.19%
Professional and Security	1.64%	1.88%
Charity Shop	3.03%	1.66%
Municipal Services	4.01%	3.86%
	100%	100%

The percentages reflected have not changed significantly since last year. Expenses showing an increase include: Maintenance and Equipment which was due to facility upgrades carried out at DDHH during this financial year and the Charity Shop which underwent renovations as a result of moving to new premises aligned to the new strategy. It is important to note the labour content forms a major percentage of the cost component due to the required staff to resident ratio to ensure optimal care.

MEDIA CAMPAIGN CROWDFUNDING

In 2019 LITTLE EDEN launched an inaugural Crowdfunding campaign #Pillows4Angels through the *GivenGain* platform, diversifying fundraising channels and income streams. Younger age groups are adept at online platforms making this a good channel through which to target them. The campaign was linked to the 947 Telkom Cycle Challenge where riders raised money for LITTLE EDEN to purchase memory foam pillows to improve the residents' sleep, #Soundsleep. R19 644 was raised through this platform and a total of R81 338 for the 947 Challenge. LITTLE EDEN found that most regular donors donated through the website and through electronic transfers.



Samantha urges every one to donate to #Pillows4Angels campaign



Business Development Manager Nancy Chimhandamba and CEO Xelda Rohrbeck got their faces painted when the target was reached

SECOND ANNUAL LITTLE EDEN CEO WHEELCHAIR CAMPAIGN

The aim of the campaign was to raise funds towards operational costs of the Organisation and to raise awareness about mobility challenges experienced by people who use wheelchairs on a daily basis. The number of participants increased from 7 in the previous year to 14 (100% increase). The target was to raise R1 million however, a total of R560 560 was raised. Last year's total of R315 000 increased by 78%. We look forward to growing this campaign year-on-year.



Elenore Lubbe raised funds for LITTLE EDEN by participating in the 947 Cycle Challenge. With her is her brother, Brett Cownley

OTHER FUNDRAISING INITIATIVES

Lynette goes to different companies with a letter of authority from LITTLE EDEN and collects money to buy Christmas gifts.

Mr Govender and his friends (colleagues) each bought goods for Blessing's party.

A young donor who won Miss Philanthropist of SA Schools got her friends to donate goods to LITTLE EDEN to sell or use.

The ABC Ladies Club, host a breakfast and ask the ladies (club members) to donate to LITTLE EDEN.

The Thursday Lunch Club: Mr Duffy and his friends have been gathering monthly for over 20 years. They collect money and once they have a substantial amount they donate it to LITTLE EDEN, anything from R5 000 upwards.

For their 50th anniversary (and previous birthday/special celebrations), the guests of Mr & Mrs Oppenheimer made financial contributions to LITTLE EDEN in lieu of gifts.

Elenore Lubbe raised R18 500 for LITTLE EDEN through the Telkom 947 Cycle Challenge.

Agnus Zikhaw collected bottle caps and earned a wheelchair from *Interwaste* which she donated to LITTLE EDEN.



The ABC Ladies Club has supported LITTLE EDEN for many many years



Vijay Govender gave Blessing a beautiful bear when he and his friends supplied Blessing's birthday party



Miss SA schools winner, S Naidoo, donated to LITTLE EDEN



Agnus Zikhaw donated a wheelchair she received by collecting bottle tops



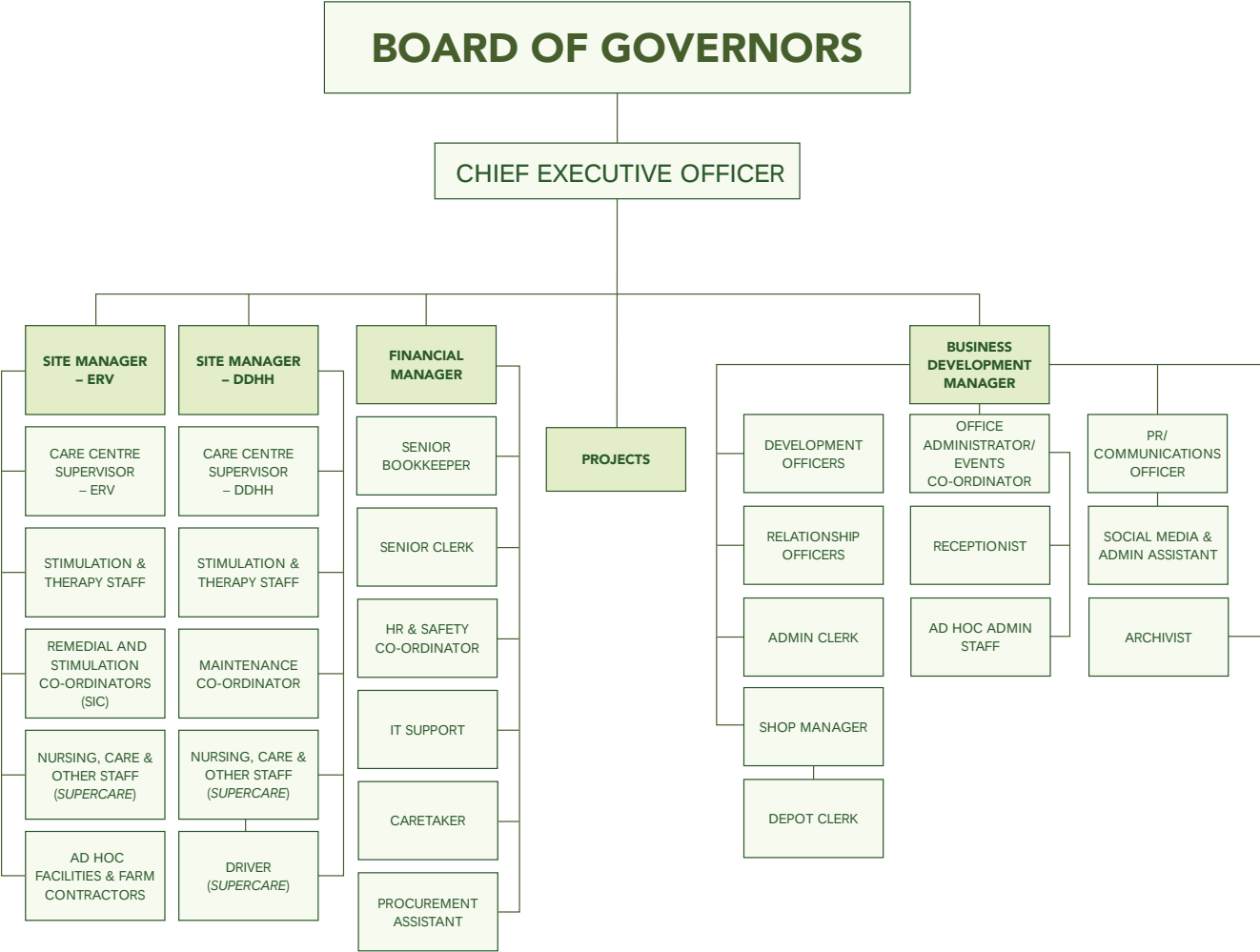
CEO Xelda and resident Jaco hand over a Certificate of Appreciation to Strilli Oppenheimer and Mavis Baloyi of Brenthurst Gardens



Sister Merin speaks quietly with a resident

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 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.

The prime purpose of the existence of LITTLE EDEN comprises the holistic care of its 300 residents. At the launch of the Gauteng Province Mental Health Awareness month in October 2018, the Gauteng MEC for Health, Dr Gwen Ramokgopa identified LITTLE EDEN as an organisation which provides world-class care for people with profound intellectual disability. To perform the work of serving, dedicated staff are required 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 is appreciative of the recognition that it has received in this regard from the Gauteng MEC for Health. LITTLE EDEN strives to continue improving the service rendered to our residents which would not be possible without the dedication of the Board of Governors, management, staff and service providers.

LITTLE EDEN, as any other organisation operating in the Republic of South Africa, is bound by various legislative Acts of Parliament. We endeavour to comply with the applicable legislation and make use of external professional inputs to keep on track. The LITTLE EDEN Beneficiary Analysis Certificate renewal in the Welfare and Development Sector was completed with a resulting score of: DDHH 75% and ERV 62.5%. This supports the Social Development element of the BBBEE score card, where companies can qualify for top points under this section.

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

LITTLE EDEN, as far as possible, willingly shares, on request, information on resident care programmes and initiatives with other similar NGOs, institutions and other interested parties.

The Annual General Meeting of the Society took place on Saturday, 14 July 2018 and was 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.



One of the DDHH teams at the year-end team building event



The dogs also joined the ERV team building event

LITTLE EDEN COMMITTEES

EMPLOYMENT EQUITY COMMITTEE

The purpose of the Employment Equity Act, No 55 of 1998 is to achieve equity in the workplace by promoting equal opportunity and fair treatment in employment through elimination of unfair discrimination and implementing affirmative action measures to redress the disadvantages in employment experienced by designated groups, in order to ensure equitable representation in all occupational categories and levels in the workforce.

In keeping with legislative and best practice initiatives, LITTLE EDEN staff are represented on the Employment Equity Committee which was first put in place in 2005. They meet every four months. The selection of an Employment Equity Committee is a critical step towards implementing the Act. The main role of this committee is to ensure that LITTLE EDEN is meeting its Employment Equity requirements by drafting the Employment Equity Plan and ensuring its effective implementation. It is the Employment Equity committee's responsibility to ensure that both the plan and implementation are aligned with the strategic objectives of the Organisation. The Employment Equity Report and Workplace Skills Plan & Annual Training Report are submitted annually.

LITTLE EDEN is grateful for the funding grants allocated by Health and Welfare SETA through the Levy Exempt Grants and can report that thirty-five reported training interventions took place in the last year. This includes short courses for therapists, safety training, computer training, employment equity committee training as well as a number of courses for volunteers and Supercare staff.

In addition, two Supercare staff received Legal Liability training, eighteen received Basic Life Support Theory and Practical Training and sixteen received basic First Aid and Fire Fighting training. *Employment Equity Assist* in Randburg, *Scott-Safe* and Ekurhuleni Metropolitan Municipality provided pro bono training in the 2018/2019 period for which LITTLE EDEN is very grateful.

LITTLE EDEN submitted an Expression of Interest for the HWSETA Social Entrepreneurship Programme and two candidates have been accepted to take part in the Social Entrepreneurship Programme.

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

The SHE Committee meets quarterly to discuss any safety concerns that may have arisen in the previous quarter. The purpose of this committee is to initiate, promote, maintain and review measures of ensuring the health and safety of the residents, employees and third parties who operate on the premises. 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.

The imminent upgrading of LITTLE EDEN Society towards improved service delivery and sustainability will result in contractors being on site and all necessary steps will be taken to safeguard the wellbeing and safety of residents, staff and third parties by drafting and implementing a health and safety specification which contractors will need to adhere to and be audited against.

Scott-Safe audits LITTLE EDEN every three months on a pro bono basis for which LITTLE EDEN is grateful.

To enhance the management and operation of LITTLE EDEN, a number of committees continue to offer additional support.

MANAGEMENT

The Society is aware of the importance of maintaining racial diversity of its management team and Board of Governors. Substantial progress has been made in this regard.

Male	Female	Black	White	Indian	Disabled	Total
1	4	1	3	1	0	5
Note: 5 LITTLE EDEN Managers (Outsourced labour Supercare Contract Managers excluded)						

A number of changes took place as part of the LITTLE EDEN succession plan and strategy. The outgoing Chief Executive Officer, Lucy Slaviero, retired from this position and took up the position of Project Manager. This position will specifically oversee the planning and project management of the LITTLE EDEN capital refurbishment project. Lucy Slaviero has also been appointed, by the LITTLE EDEN Board of Governors, as the Honorary Lifetime President of LITTLE EDEN in which role Lucy will represent LITTLE EDEN at events and meetings as the figurehead of LITTLE EDEN.

Xelda Rohrbeck was promoted to Chief Executive Officer on 1 September 2018 and with much anticipation, the LITTLE EDEN *new dawn* began. Both the Financial Manager and Public Relations & Communication Manager retired from these positions after many years of dedication and service to LITTLE EDEN and a new Financial Manager was appointed on 1 June 2018. A Business Development Manager was appointed on 1 August 2018 to oversee the Public Relations and Communications, Fundraising and Administration Department as well as the Charity Shop.



Christmas brought joy to Philip



Shaun in the ERV Wheelchair race



Some of the Supercare staff with the mother of Blessed Benedict Daswa



LITTLE EDEN is a place where everyone has a voice



Residents and the nuns of the Sisters of the Imitation of Christ are spending a lazy summer afternoon under the trees at ERV



A visitor and Busi doing art together

BOARD OF GOVERNORS

Male	Female	Black	White	Disabled	Total
4	4	4	4	0	8

A strong and vibrant Board of Governors is crucial to the successful sustainability of any NGO. The Board of Governors have overall responsibility of the Organisation, including acting as fiduciaries.

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, representivity

and that those nominated are able to commit time and effort to carry out their duties and responsibilities effectively; further, they are expected to subscribe to the Ethos and Values as embodied in Our Mission.

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.

Following the Annual General Meeting of the Society, Rev Douglas Boake stepped into the position of Chairman; Mr Maurizio Galimberti remains the Vice Chairman and Ms Sedzani Mudau was appointed as Treasurer.

Mr Alexander Angus retired from the Board. LITTLE EDEN wishes to express sincere gratitude to him for serving on the Board since 2002.

LITTLE EDEN Board of Governors is fortunate to have members who show these qualities as well as being closely linked with the Society on a personal level: one member had a sibling residing here; another is a son-in-law of the late Founders.

The Board of Governors consists of:	Year of appointment
Rev. Douglas Boake CA (SA) (Chairman)	1973
Mr Maurizio Galimberti BSc (Vice-Chairman)	2002
Ms Sedzani Mudau CA (SA), RA, MBA (Treasurer)	2017
Rev. Antony Bishop FCIS	1981
Ms Maleshini Naidoo B.Com (Honors)	2017
Mrs Thato Nkosi B.Eng (Chem), B.Eng (Hons), MDP, MBL	2017
Mr Luigi Slaviero PrEng, MBL, BSc (Eng)	1984
Mrs Ntambose Rosetta Xaba CA (SA)	2010

The subcommittees established by the Board of Governors have been reviewed and new committee members elected to assist in its duties, namely a Finance; Remuneration; Business Development; and a newly established Risk & Audit Subcommittee.



Ward Councillor Heather Hart with a resident at the Annual General Meeting



Some Board members at the Annual General Meeting

AUDIT AND RISK SUBCOMMITTEE

Key to ensuring good governance is an Audit and Risk Subcommittee to assist the Board of Governors of LITTLE EDEN Society in carrying out its functions relating to the safeguarding of assets; the operation of adequate risk management and control processes; the preparation of financial statements in compliance with all applicable legislation and regulations, and the oversight of the external and internal audit functions. The Audit and Risk Subcommittee is an advisory subcommittee and not an executive committee. As such it does not perform any management functions nor assume any management responsibilities. The role of this committee is an independent one with accountability to the Board of Governors. Meetings of the Audit and Risk Subcommittee are held as frequently as the committee considers appropriate but at minimum four meetings are convened per annum.

AUDIT & RISK SUBCOMMITTEE MEMBERS	
BOARD OF GOVERNORS (BoG) REPRESENTATIVES	
Rosetta Xaba – Chairperson Maleshini Naidoo	Luigi Slaviero Rev Tony Bishop
CHAIRMAN OF BoG	
Doug Boake (optional)	
CHIEF EXECUTIVE OFFICER	
Xelda Rohrbeck (optional)	

FINANCE SUBCOMMITTEE

The Finance Subcommittee was re-formalised and set up so that financial matters pertaining to LITTLE EDEN Society could be discussed, formulated and agreed upon. Points raised would then be brought to the Board of Governors meeting in order to be discussed by the Board Members. 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.

FINANCE SUBCOMMITTEE MEMBERS
TREASURER OF BoG
Sedzani Mudau – Chairperson
CHAIRMAN OF BoG
Doug Boake
FINANCIAL MANAGER
Y Rheena Naidoo
CHIEF EXECUTIVE OFFICER
Xelda Rohrbeck

The Internal Expense Committee, established in 2016 by the Board of Governors, continues to operate with the purpose of approving/postponing or rejecting all expenses of R1 000 or more. The committee consists of the Financial Manager and Chief Executive Officer.

BUSINESS DEVELOPMENT SUBCOMMITTEE

The Business Development Subcommittee established in March 2018, fulfils a support role in monitoring and measuring the performance of the Development Department against the Business Development Strategy.

BUSINESS DEVELOPMENT SUBCOMMITTEE MEMBERS
BoG REPRESENTATIVE
Maleshini Naidoo – Chairperson
BUSINESS DEVELOPMENT MANAGER
Nancy Chimhandamba
PR & COMMUNICATIONS OFFICER
Nichollette Muthige
CHAIRMAN OF BoG
Doug Boake (optional)
CHIEF EXECUTIVE OFFICER
Xelda Rohrbeck (optional)

REMUNERATION SUBCOMMITTEE

The Remuneration Subcommittee meets twice a year. This subcommittee 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 Subcommittee recommends an overall annual quantum (either percentage or value or both) and also sets the remuneration of the CEO.

REMUNERATION SUBCOMMITTEE MEMBERS
BoG REPRESENTATIVE
Thato Nkosi – Chairman
CHAIRMAN OF BoG
Doug Boake
CHIEF EXECUTIVE OFFICER
Xelda Rohrbeck
FINANCIAL MANAGER
Y Rheena Naidoo

PROTECTION OF INFORMATION

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*. As custodians of stakeholders' personal details, there is a moral obligation on the part of LITTLE EDEN to safeguard their information. The database is encrypted. Any access to this database is logged and can be tracked if necessary.

LITTLE EDEN is cognisant of developments relating to the Protection of Personal Information (POPI) Act and regularly reviews the policies and procedures in place to ensure the protection of confidential information related to residents, staff, and donors.

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.

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 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:

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

“ A comfortable chair broadens my smile!

Suitable wheelchairs ensure that LITTLE EDEN Society residents are comfortable and have the freedom to move around according to their abilities, like Shaun who taught himself to move his wheelchair using his feet!

Londiwe spends all day, every day in a wheelchair. She was born with dystonic cerebral palsy, which affects posture. Her arms and legs are very stiff, with limited movement, and she has poor head control.



Christmas concerts is a time to show off your skills as Tony does here with Fidesco volunteer Lise-Marie Chauvin

HUMAN RESOURCES

OBJECTIVE

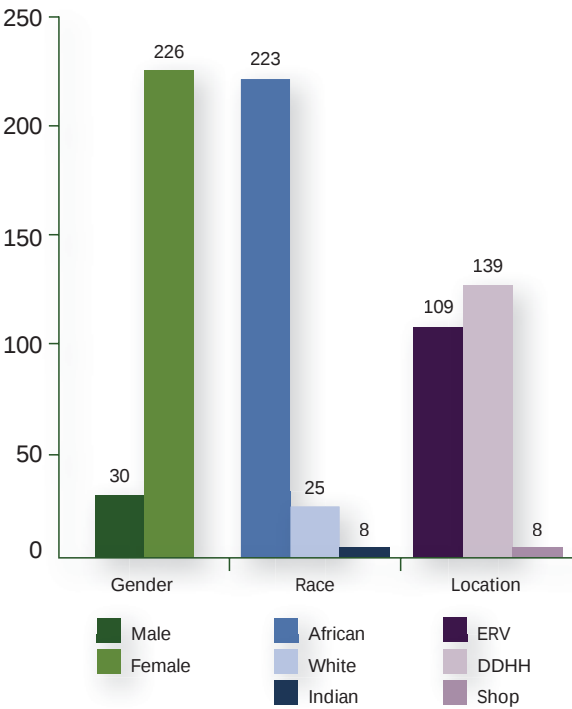
To ensure commitment from and dedication of our staff through:

- » 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.



With a workforce of 256 (which comprises 33 LITTLE EDEN staff; four SIC nuns; 217 *Supercare* staff; and two part time contractors), LITTLE EDEN is fortunate to have a personnel to resident ratio of 0.85:1 ensuring the best possible care for the residents at all times.

GENDER, RACE AND LOCATION BREAKDOWN FOR WORKFORCE



	Male	Female	African	White	Indian	ERV	DDHH	Shop	Disabled	Total 2019	Total 2018
LITTLE EDEN	4	29	8	22	3	3	29	1	1	33	33
Sisters of the imitation of Christ	0	4	0	0	4	4	0	0	0	4	5
Supercare subcontracted services	25	192	215	2	0	102	108	7	0	217	219
Contractors	1	1	0	1	1	0	2	0	0	2	3

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, and live the Values, act with a social and moral conscience and exhibit empathy for the residents, are valued.

LITTLE EDEN provides equal employment opportunity for 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. Managers also hold regular team meetings and discussions with their staff.

LITTLE EDEN experienced an 18% staff turnover in the reporting period. Exit interviews are arranged for staff and the information obtained is used to improve operating procedures. Staff turnover can be attributed to attrition which is the normal life cycle of employment and flow of human capital through an organisation. All vacant positions were filled accordingly.

In terms of the Succession Management Plan at LITTLE EDEN, a number of long-standing senior managers retired from their management positions and took up other needed positions on a part-time basis at LITTLE EDEN. Recruitment (internal and external) was undertaken for the Chief Executive Officer, Financial Manager and Business Development Manager positions.

LITTLE EDEN acknowledges and thanks each staff member as key stakeholders within LITTLE EDEN, for their commitment and dedication in the various roles they play in the Homes.

SISTERS OF THE IMITATION OF CHRIST OF THE BETHANY GENERALATE

The Sisters of the Imitation of Christ (SIC) joined the LITTLE EDEN family in 2010 from India. Sr Merin was welcomed to LITTLE EDEN from India in August 2018. The two congregations have joined and the four Sisters now reside and participate in the care and stimulation programme at ERV. The Sisters form an integral part of the continuation of LITTLE EDEN through their spiritual support; background and experience in caring for people with intellectual disability and living and believing in the Values of LITTLE EDEN.

SUPERCARE SERVICES GROUP

The outsourced labour *Supercare* staff structures and number of staff have remained constant. *Supercare* recruited a dedicated Area Manager for the LITTLE EDEN contract to facilitate stronger supervision and leadership. It is anticipated these changes will instil renewed confidence and, as a result, have a positive impact on staff commitment and morale.

LONG SERVICE AWARDS

We congratulate those members of LITTLE EDEN and *Supercare* staff who were presented with Long Service Awards and thank them for remaining dedicated, focused and being part of the LITTLE EDEN *new dawn*:

SUPERCARE STAFF – 5 YEAR AWARDS

Matlala Constance Mathole, Sylvia Malete, Mpho Jiyane, Leonie Human, Khanyisile Sweetnoreen Mkhonza, Nokuthula Joyce Mntambo, Pretty Dzimba, Lerato Brenda Shasha, Jackina Koenen Seroka, Andile Ngobo

LITTLE EDEN STAFF – 10 YEAR AWARDS

Xelda Rohrbeck, Daphne de Jager

SUPERCARE STAFF – 15 YEAR AWARDS

Modopadi Mamsy Sekgobela, Mamello Suzan Ramukulu, Florina Mojela, Mokibelo Puleni Pilusa, Sophia Makoto Nkoko, Ramokone Ephenia Nyalungu

SUPERCARE STAFF – 25 YEAR AWARDS

Mohanua Elizabeth Motapanyane

CARING FOR THE CARERS

Although the Ethos Teams have not been re-launched, the PR & Communications Officer is working closely with staff. 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 acceptance and upholding of the Ethos and Values of LITTLE EDEN has been identified as a material issue following on from the retirement of members of the Founders family. The transfer of the legacy of caring as demonstrated by the founders is critical to uphold the Ethos of LITTLE EDEN.

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.

An Industrial Psychologist, Michela Balbi from Italy is researching a project into staff needs through interactions and focus groups with all staff over the next few months as part of the Caring for the Carers programme with the focus on staff well-being. It is anticipated that information obtained from this research project can be utilised to expand the focus on Ethos and Values and contribute positively towards staff morale.

The *Peech Hotel* in Johannesburg offers a night's free stay with dinner and breakfast to one staff member and partner every month. 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. LITTLE EDEN has a long-standing relationship with Mr James Peech and thanks him for allowing staff members to enjoy such a world class establishment.

The annual staff functions and team building took place in December 2018. LITTLE EDEN and *Supercare* staff and volunteers, were thanked for their support throughout the year and were given a branded gift and goodie bag. These functions have proved to be beneficial and appreciated, as they give staff a break to unwind and to build strong connections amongst each other. Thanks to *Mastrantonio* for once again sponsoring a meal for each staff member on the day.



Caring for the Carers is enjoyed by staff

VOLUNTEERS

“Nick Vujicic once said: “When you can’t get a miracle you can still be a miracle for someone else.” I think this encapsulates the reality that everyone that finds a haven at LITTLE EDEN provides to the LITTLE EDEN staff and volunteers on a daily basis.

Staff and volunteers that do all in their power to help the LITTLE EDEN Angels to be the best they can be. I am honoured to know the individuals who are indeed helping every resident small and big, young and old, diligently on a daily basis to strive to reach their full potential notwithstanding their physical and intellectual disabilities. I salute you for the work you do with the utmost patience and dedication.

– Mariette Myburgh, Mix Telematics Enterprise (Pty) Ltd

Volunteers play an important part in supporting staff. These include professionals such as doctors, dentists, lawyers who give freely of their time and talents through pro bono work; those who read to the children or take them for a walk; students and community service visitors who are available to undertake a variety of tasks which includes interacting with the residents which they enjoy and helping at the annual fête.

Five trainees from KwaZulu Natal spent time at LITTLE EDEN, DDHH from January 2018 to July 2018 and received on the job caregiver experience as well as external institutional training. The experience and knowledge gained will support the establishment of a new facility in Mpumalanga. These volunteers were welcomed into the LITTLE EDEN family and contributed towards caring for our residents.

LITTLE EDEN was fortunate to receive students from the University of Bergamo, Elena Conti and Aurora Poloni between 11 and 26 July 2018 and Monica Ventura and Valentina Torda between 17 January to 28 February 2019. These students come specifically to participate, review and enhance the *Starter Literacy Programme* at ERV which was initiated by them.

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Two new local volunteers joined the LITTLE EDEN family in caring for the residents by assisting in the stimulation programme (weekdays from 08:30 to 12:30). Local volunteers assist therapist and group leaders in carrying out activities such as colouring in, reading a book to a resident, helping them put a puzzle together or pushing wheelchairs.



Christmas is a special time for everyone



Fun and games at the staff team building



Sister Henriette with Mutshidzi



Jobekazi gets special attention from volunteer Lucy



Zama Zulu, LITTLE EDEN Events Co-Ordinator, had Sister Merin blindfolded at one of the team building events

FIDESCO VOLUNTEERS

LITTLE EDEN is fortunate to have received long term volunteers through Fidesco since 2013. It is a federation of associations with the Catholic Church in France which sends volunteers to assist throughout the world.

Volunteer Marie Casassus-Builhé returned to France in December 2018 after 14 months of service at LITTLE EDEN working with residents and training staff at DDHH.

Laure Pinel and Blandine Josse, were welcomed to LITTLE EDEN in September 2018. Noémie Chabert, joined LITTLE EDEN in November 2018, however, she needed to return home in January 2019 to receive medical treatment.

The commitment of the Fidesco volunteers to the residents, their contribution to the work of LITTLE EDEN and living the LITTLE EDEN Values of *Respect, Sanctity for Life and Love & Care* have been a great asset to LITTLE EDEN.

LITTLE EDEN takes this opportunity to express grateful thanks to Fidesco for their continuous partnership.



Blandine Josse has a special bond with Thabiso



Volunteer Marie gives special care to a resident



Volunteer Noémie assisting in rolling out the dough at DDHH Cookie Baking Day

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ASSOCIAZIONE DOMITILLA ROTA HYAMS ONLUS

The Associazione Domitilla Rota Hyams (ADRH) ONLUS was constituted in Bergamo, Italy in 2012 as a state registered NGO and whose sole purpose is the support of LITTLE EDEN Society. This support is manifested in various ways such as seeking financial support via public and private donations across Europe as facilitated by the Transnational Giving Europe (TGE) NGO; 'Adopt-an-Angel' support; the '5 per mille' Italian tax rebate for NGOs; facilitating overseas volunteers to serve at LITTLE EDEN; and facilitating post-graduate students to undertake their research and/or practical work at LITTLE EDEN. The ADRH ONLUS has its own independent Board comprising professional, business and retired personnel who are not remunerated for their services.

By invitation of the ADRH ONLUS, His Grace Archbishop Buti Tlhagale OMI of Johannesburg arrived in Bergamo on 14 September 2018 for the 100th anniversary celebration of the birth of the founder of LITTLE EDEN, Domitilla Rota Hyams as well as presenting the Second Annual Danny and Domitilla Hyams Memorial Lecture. The 100th anniversary events started off that Friday evening with a Holy Mass at the Sanctuary of Cornabusa, a favourite place of prayer and meditation during Domitilla's youth, followed by a theological presentation entitled "*Domitilla and Danny: the saints next door*" by lay theologian, Claudio Salvetti and a philosophical reflection titled "*New seeds, new seedlings and new fruits at LITTLE EDEN*" by author Daniela Taiocchi. On 15 September following a tour of Sotto il Monte (birthplace of St Pope John XXIII) and a Holy Mass at Almenno San Bartolomeo, the Second Annual Memorial Lecture was presented by the Archbishop at the ancient monastery of San Nicola in Lemine, San Salvatore, Bergamo, titled: "*The legacy of Domitilla and Danny*". This Memorial Lecture was attended by the mayors of San Bartolomeo and San Salvatore as well as a representative from the South African Consul General in Milan. The celebratory events were attended by members of Domitilla's family and LITTLE EDEN representatives including the Chairman, Rev Boake. The ADRH ONLUS sponsored the air fare for the Archbishop while all other participants paid for their own air fares.

Following the visit, a number of newspaper articles appeared giving great exposure to LITTLE EDEN including the provincial paper L'Eco Di Bergamo (circulation approx 70 000); the national paper 'La Stampa' (circulation approx 260 000); Bedfordview and Edenvale News and the Southern Cross (circulation approx 11 000).

The research programme with the University of Bergamo continues unabated. During July 2018 Elena Conti and her colleague, Aurora Poloni arrived for a second stay of 2 weeks. The great value of this involvement with the university is clearly articulated in Elena's Master's thesis titled "*The school of angels at LITTLE EDEN in South Africa – A starter literacy project and pedagogical anthropology of reference*", when she quotes a resident, Matthew Turner as follows:

I want to say thank you to Elena, my teacher, because she gave me my first exercise book; she teaches me and my friends to write, read and count... now I can do it. I am proud of my work. Thank you Elena.

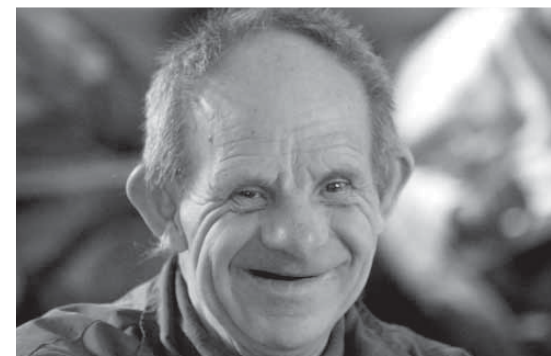
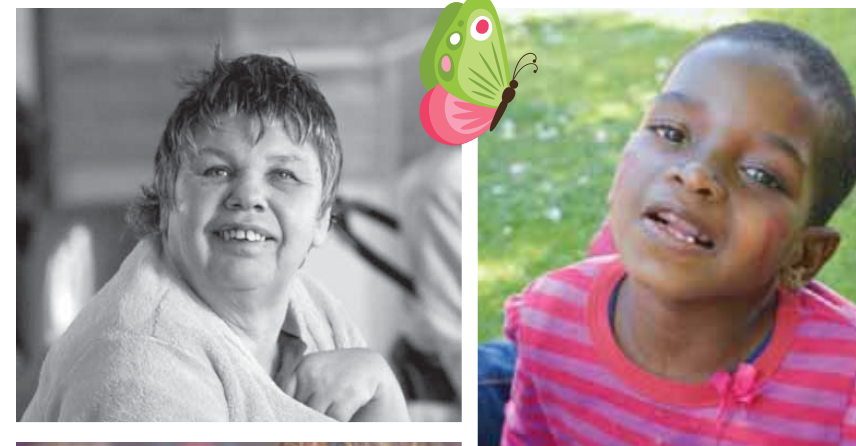
This *starter literacy programme* has shown great strides and promise with the basic teaching techniques having been transferred to the resident educators. This work continues to be refined by further input and monitoring from the post-graduate students. In this regard LITTLE EDEN was grateful to host Valentina Torda and Monica Ventura in mid-January 2019 when they spent time at Elvira Rota Village (ERV) to evaluate and enhance the programme.

Also in January 2019, LITTLE EDEN welcomed the President of the ADRH ONLUS, Giuliano Rota Martir, on a private visit to LITTLE EDEN Society in order to update on the current situation. It was agreed that in order to facilitate and enhance fund-raising by the ADRH ONLUS, specific projects would be identified by LITTLE EDEN for consideration by the ADRH ONLUS for funding.



His Grace, Archbishop Buti Tlhagale with some Italian representatives

SMILES ALL ROUND



2018/19 HIGHLIGHTS AND IMPACT REPORT

LITTLE EDEN constantly strives towards making a positive impact, through its daily activities, in the lives of the special people in its care, their families, the community and the country. Below are some events and activities which took place within the reporting year highlighting the impact and the interactions which the Society had with its various stakeholders.



100TH CENTENARY CELEBRATION: On 7 May 2018 in celebration of the centenary of the birth of Domitilla Rota Hyams, the late co-founder of the Society, residents and staff attended Holy Mass and enjoyed cupcakes donated by *De Backery*. The aim of the event was to commemorate the founder of the Organisation and acknowledge the role she played in highlighting the value of people with profound intellectual disability within the community.



CARING FOR THE CARERS: In an effort to build staff morale, Michela Balbi started working with focus groups at both Homes discussing issues related to their working environment and looking at various options to deal with some of the challenges encountered.



A new dawn as CEO, Mrs Xelda Rohrbeck, takes her position on 1 September 2018.



BISHOP ROSE TRAINEES: A group of 5 ladies spent four months at LITTLE EDEN gaining important caring skills for a new Home for people with intellectual disabilities in Mpumalanga. LITTLE EDEN continues in small and big ways to “pay it forward” by sharing skills and by so doing, extending the service LITTLE EDEN provides to other provinces.



BOITUMELO WING RENOVATION AND INTRODUCTION OF THE *SHOWERBATH*: The renovations were necessary in order to create a more user-friendly environment for residents and staff. The *Showerbath* is a LITTLE EDEN invention designed to ensure comfort for residents, team work, and decreases possibility of back injury.



SIC NUNS MOVE TO ERV: The four religious Sisters are now all based at Elvira Rota Village where they play a valuable role in the care and stimulation programme as well as the spiritual growth of the residents.



SECOND ANNUAL DANNY & DOMITILLA HYAMS MEMORIAL LECTURE IN ITALY: South African and international supporters of LITTLE EDEN Society and the ADRH ONLUS attended the second Annual Danny & Domitilla Hyams Memorial Lecture at Domitilla's town of birth, Bergamo in Italy on Saturday 15 September 2018. The theme of the lecture which was presented by His Grace Archbishop Buti Tlhagale OMI was on the life journey of the founders of LITTLE EDEN Society, Danny and Domitilla Hyams. His Grace spoke extensively about events and Domitilla's deep belief in her faith which shaped and prepared Domitilla for the work she was to start in South Africa and the supporting role that her husband, Danny, played in her life.



SECOND ANNUAL CEO WHEELCHAIR CAMPAIGN: This annual fundraising and awareness campaign is growing. 2019 saw an increase in the number of participants and monies raised. Through the campaign LITTLE EDEN shared with the public the impact of its service to people with profound intellectual disability and challenges associated with immobility.



LAUNCH OF NATIONAL MENTAL HEALTH AWARENESS MONTH AT LITTLE EDEN (ERV): Gauteng MEC Dr Ramokgopa launched Mental Health Awareness month at ERV on 1 October 2018. Testifying to the level of care received by the 300 special residents at the Home, the MEC said, “LITTLE EDEN is the epitome of world class care of people with profound intellectual disability”



INITIATION OF THE PROCESS OF THE CAUSE towards sainthood for Danny and Domitilla Hyams. The process of beatification of the LITTLE EDEN founders will have an impact in spreading the story of the Society globally.



TRIP TO LIMPOPO: A bus load of LITTLE EDEN and *Supercare* staff went on a pilgrimage to *Blessed Benedict Daswa Memorial* site in Limpopo on 6 June 2018 to better accept and understand the process towards beatification of LITTLE EDEN founders and the possible impact this process could have on LITTLE EDEN.



#PILLOWSFORANGELS CAMPAIGN: Inaugural Crowdfunding campaign in conjunction with 947 Cycle Challenge saw a total of R81 338 raised towards purchasing suitable pillows for our residents. The Campaign was promoted through various platforms and increased the awareness of the needs of the Society.



RELOCATION AND RENAMING OF LITTLE EDEN CHARITY SHOP: Recent internal research on the LITTLE EDEN Society Charity Shop revealed the need for change necessitated by the changing customer profile and needs. Over time the Shop has developed two distinct market groups; the retail shopper, buying for personal use and the small business operator buying to resell to customers in their communities. The new bigger premises cater for both markets as it has two shops located side by side. The Shop operation contributes directly towards income generation and the quality of care received by the residents.



NEW FIDESCO VOLUNTEERS: Laure Pinel, Blandine Josse, Noémie Chabert. Since 2013 LITTLE EDEN has had a total of 15 volunteers through Fidesco who each offer a minimum of one year of service to LITTLE EDEN. The volunteers come with specialised skills that complement the care and stimulation programme. Further, the impact of their pro bono services is valuable in minimising cost spent in recruiting similar skills.



CERTIFICATES OF APPRECIATION AWARDED TO:
Marie Casassus Builhé for her invaluable 15 months of support at LITTLE EDEN as a Fidesco volunteer and significant contribution towards the therapy programme of the residents of LITTLE EDEN at the Domitilla and Danny Hyams Home.
Elick Chesler for audit services and ongoing support of LITTLE EDEN Society.
Brenthurst Gardens for ongoing support of LITTLE EDEN Society.



Sibongile teaches volunteer Marie how to fly

EVENTS OF 2018 – 2019

RESIDENTS' INTERNAL ACTIVITIES

RESIDENTS: EASTER EGG HUNT



ERV BRAAI DAYS
(May/June)

SPECIAL BIRTHDAYS
(DDHH 22 August, ERV 29 August)



SPORTS DAY
(DDHH 18 April, ERV 24 April)



FATHERS' DAY
(ERV 19 June, DDHH 20 June)

ERV RESIDENTS CONCERT DAY
(30 August)



HERITAGE DAY CELEBRATION
(ERV 25 September, DDHH 28 September) Our residents' heritage is God's love.



SPRING DAY (DDHH 5 September, ERV 13 September) Spring breathes new life in us.



CENTENARY OF DOMITILLA HYAMS BIRTHDAY (07 May)
Residents and staff enjoyed delicious cupcakes in celebration of this special day.



DDHH & ERV CHRISTMAS PARTIES
(05 & 06 December)



CHRISTMAS CONCERTS
(DDHH 16 & 17 November, ERV: 23 & 24 November)
One of our special events encourages donors, parents, guardians and residents to experience the story of the birth of Jesus Christ.



DDHH RESIDENTS: COOKIE BAKING DAY
(12 December)

ANNUAL STAFF FUNCTION AND TEAM BUILDING

(10 – 13 December)
A simple "Thank You" goes a long way.



DDHH RESIDENTS: SPORTS DAY (13 March)

ERV RESIDENTS: PINO'S PLACE CONCERT
(29 November)



DDHH AND ERV VALENTINE'S DAY CELEBRATION

(13 & 14 February) Our residents are a constant reminder of unconditional love. Celebrating this day is a highlight of one of our values "Love & Care".



OTHER EVENTS/FUNCTIONS/VISITS



ANNUAL FÊTE (05 May)
fundraising event where the community of Edenvale enjoys a day out with their family & friends.

COFFEE WITH LUCY & XELDA (31 May)

Former CEO Lucy Slaviero invited some LITTLE EDEN supporters to formally introduce Xelda Rohrbeck as the new CEO.



DIS-CHEM SUN CITY SWIM (20 October)



MANDELA OPEN DAY (18 July) "A fundamental concern for others in our individual and community lives would go a long way in making the world the better place we so passionately dreamt of." Nelson Mandela.

LITTLE EDEN CEO WHEELCHAIR CAMPAIGN (March) R560 560 was raised.



SABC 3 EXPRESSO MORNING SHOW PROFILE FILMING of the DDHH centre to showcase the work that is carried out on a daily basis to care for the most vulnerable individuals of society (29 August)



ITALIAN CHAMBER-NEDBANK BUSINESS EXCELLENCE AWARDS (29 November) This is an annual competition held to highlight and recognise the Italian-South African business community's contribution to the economic growth of South Africa. LITTLE EDEN received R125 000.



LITTLE EDEN THANK YOU LUNCH (14 March)



TELKOM 947 CYCLING CHALLENGE (18 November) – goodie bag handover "meet & greet" (16 November) and race day.

For the fourth time LITTLE EDEN was amongst many charities that registered for the Telkom 947 Cycle Challenge-Ride for a Purpose. With a total of 17 riders who teamed up to raise funds for LITTLE EDEN. A total amount of R81 338 was raised. Entries for the 2019 Telkom 947 Cycle Challenge are open until 30 August 2019. The event will take place on Sunday, 17 November. If you are interested in riding for us please contact our Public Relations and Communications Officer, Nichollette Muthige on 011 609 7246.



BALWIN CHARITY HAT WALK in aid of LITTLE EDEN Society (02 December) an amount of R130 000 was received.



MAMBA CHARITY DRIVE (30 November)



Philip transformed into a beautiful flower on Spring Day

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.

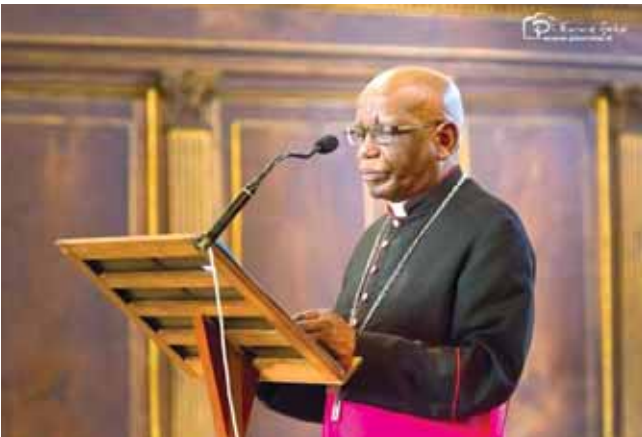
- » To ensure that the residents' needs are fully met, team meetings are held on a regular basis with on-site walk-abouts to monitor the level of care, hygiene and maintenance.
- » The Board of Governors oversees the strategic direction of the Society according to its constitutional guidelines. The Board meets once every two months to evaluate the preceding period of operation and to recommend and advise on future direction. Subcommittees have been established and redefined and meet quarterly.
- » 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, LITTLE EDEN ensures full compliance with all statutory requirements.
- » To ensure the application of prudent financial policies, all finances are carefully monitored by measuring performance against budget and this information is submitted every two months to the Finance Subcommittee and the Board of Governors.
- » In keeping with the Business Development 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. In addition, a Business Development Subcommittee has been established to offer guidance in monitoring and evaluating the progress to the strategy.
- » To maintain and build adequate infrastructure and facilities which are required to ensure a holistic approach in the care of the residents.
- » To source and retain qualified and competent staff members within the Organisation.
- » To provide on-going staff training and ensure placement according to expertise.
- » To uphold the Values and Ethos in caring for the residents, staff and environment.
- » To sustain effective and efficient communication with stakeholders.



Bright and volunteer Laure Piniel enjoy a moment of laughter



Mental Health Awareness Month was launched at ERV in October. MEC Gwen Ramokgopa was guest speaker



His Grace, Archbishop Buti Tlhagale addressing the audience at the 2nd annual Danny and Domitilla Hyams memorial lecture in Italy

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 who focus specifically on their target area of speciality, for example health and safety and medical aspects. The relevance and efficiency of programmes is 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, 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 activities comply with 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 departmental meetings are held. 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.

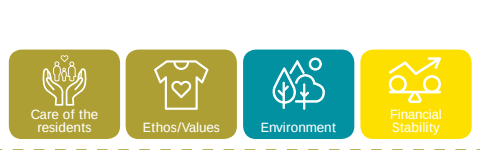
Progress reports to funders and sponsors are submitted as per their requirements on their specific projects.

Monthly Safety, Health and Environment inspections are carried out and results submitted by the appointed SHE Representatives to the SHE Co-Ordinator. Issues identified are passed onto the manager concerned and the She Co-Ordinator follows up with the manager until the issue is resolved. *Scott-Safe* again offered pro bona safety auditing for 2018/2019 which take place quarterly. Audit results remain strong. SHE Committee Meetings are held every three months to discuss any issues and incidents.

There have been no Department of Labour prohibitions or SHE related work stoppages at either DDHH or ERV.



MEC Gwen Ramokgopa walks to the ERV wetlands after the launch of Mental Health Awareness Month



ENVIRONMENT

In the first quarter of 2018, an energy audit was conducted covering the previous financial year with the assistance of the South African National Energy Development Initiative. The findings were that LITTLE EDEN is well managed with reference to energy management, consumption behaviour and consciousness over utility (water and energy) expenses and in particular wasteful expenditure and losses. The findings as indicated in the previous Annual Report, showed that energy management opportunities exist in the application areas of space heating/cooling, high temperature water heating requirements and the laundry facility. The recommendation was primarily that strategic technology changes such as incorporating Solar Energy should be pursued in relation to potential financial partners and donors.

With the planned upgrading of LITTLE EDEN Society towards improved service delivery and sustainability there is opportunity to explore energy efficiencies further. The intention is to incorporate strategic technology changes in the renovation designs.

ENERGY CONSUMPTION

The energy consumption at LITTLE EDEN recorded from 1 April 2013 to 31 March 2019 is set out in Table 1: Total Energy Consumption. This report will specifically focus on the period 1 April 2018 to 31 March 2019. However, reference will be made to previous periods for explanation purposes.

TABLE 1: TOTAL ENERGY CONSUMPTION

	2019		2018			2017		2017		2015		2014		2013	
	kWh	GJ	KWh	GJ		kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ
Electricity Consumption															
Domitilla and Danny Hyams Home	525 582	1 892	527 160	1 898		579 840	2 087	463 860	1 670	525 360	1 891	520 200	1 873	597 990	2 153
Elvira Rota Village	103 099	371	109 520	394		87 003	313	93 440	336	125 220	451	91 480	329	93 400	336
Shop Operation	8 258	30	9 348	33		8 643	31	8 733	31	11 763	42	9 415	34	9 574	34
Saint Joseph House	4 918	18	6 715	24		5 868	21	6 041	22	11 396	41	13 040	47		
Domus Our Lady Mother of all Children	3 351	12	5 871	21		5 009	18	11 788	42	3 454	12				
Fundraising Office	0	0	0	0		4 450	16								
Total Electricity	645 208	2 323	658 614	2 370		690 813	2 487	583 862	2 102	677 193	2 438	634 165	2 283	700 964	2 523
Change in Electricity Consumption		(1.98%)		(4.7%)			18.3%		(13.8%)		6.8%		(9.5%)		
Fuel Consumption	Litres	GJ	Litres	GJ		Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ
Petrol	2 640	82	3 862	119		5 137	159	6 115	209	5 051	172	4 353	148	2 503	85
Diesel	16 252	619	10 254	395		11 765	453	12 824	495	13 199	509	15 130	584	11 866	458
(Vehicles)	13 671	521	10 081	364		10 470	404	8 677	335	10 395	401	10 639	411		
(Generators)	2 581	98	173	7		1 295	49	4 147	160	2 804	108	4 491	173		
LPG	4 658	124	4 290	114		3 940	105	3 576	90	3 482	88	4 235	107	1 882	47
Total Fuels	23 550	825	18 406	628		20 842	717	22 515	794	21 732	769	23718	839	16 251	590
Change in Fuels Consumption		31.37%		(12.4%)			(9.7%)		3.3%		(8.3%)		42.2%		
Total Energy (Electricity & Fuels)		3 148		2 998			3 204		2 896		3 207		3 122		3 113
Change in Energy Consumption		5%		(6.4%)			10.6%		(9.7%)		2.7%		0.3%		

Note: Fundraising Office was within a rented space across the road from the main facility (new for 2017)	
Conversion Factors	
Electricity	0.0036 GJ per kWh
Petrol	0.0310 GJ per litre
Diesel	0.0381 GJ per litre
LPG	0.0267 GJ per litre

As reflected in Table 1: Total Energy Consumption, the overall electrical consumption (GJ) decreased by 1.98%.

ERV electricity consumption (GJ) decreased by 5.84%. This can be attributed to the increased usage of generator power due to Eskom load shedding. The following energy saving measures have been implemented at ERV, namely:

- » Light bulbs are being replaced with LED fittings and globes as they blow
- » A solar geyser was installed at Caroline Tindall House (the Convent which houses the SIC Sisters)
- » Generator serviced

The electrical consumption at ERV is still far below the usage at DDHH. In terms of the energy audit conducted in 2018, the auditor found that there is a higher energy requirement per resident at the DDHH facility compared to the ERV facility which is due in large part to:

- » A higher winter period space heating requirement for the frail
- » The higher hot water temperature requirement for the washing of non-disposable nappies
- » The additional staff complement, therapy and facility specific requirements per resident
- » The extensive laundry facility equipped with industrial high duty cycle washing and drying operating at a higher load factor than medical or retirement institutions

In terms of electricity consumption at DDHH as reflected in Table 1: Total Energy Consumption, there was a slight decrease in electrical consumption of 0.31%. The following energy saving measures have been implemented at DDHH, namely:

- » All washing machines and tumble dryers were serviced
- » Generator was serviced
- » Boitumelo wing was renovated and energy efficient light bulbs were installed in the wing

Investigations are underway to undertake a two-week survey in the laundry, on a pro bono basis, which according to the service provider could result in a saving on water, electricity and chemicals.

Reduction of electrical usage (GJ) was recorded at the following premises:

- » Domus Our Lady Mother of all Children (DOL) reduced by 42,8% due to the house not being occupied at the moment (SIC nuns residence previously)
- » Volunteer accommodation St Joseph House (SJH) reduced by 25%. There has been a change in the number of volunteers residing at SJH.
- » Charity Shop reduced -9.09%. The Shop relocated to new premises and did not trade for over two months, hence the decrease in electrical consumption.

The cost of electricity in particular, places a financial strain on LITTLE EDEN, however, despite increases to both municipal and Eskom electrical tariffs in the 2018/2019 period, LITTLE EDEN recorded a reduction of 1.98% in electrical usage.

Total energy usage reported herein, examine data in respect of:

- » Electricity consumed
- » Diesel used in the generators at both Homes, vehicles, farming and general grounds maintenance activities
- » Petrol used in the LITTLE EDEN vehicles
- » Liquid Petroleum Gas used at both Homes

The data recorded in Table 1: Total Energy Consumption reflects that when compared to the data from 2017/2018 period, the total energy usage increased by 5% in 2019. This is attributed to the high increase in total fuels consumption (GJ) of 31.37%. Diesel usage increased by 56.7%. Note the increase in usage of diesel is due to an increased use of generators in this section. ERV receives a direct electricity supply from Eskom. Eskom implemented stage 4 load shedding due to a shortage of available capacity. The usage of LPG also increased by 8.77% in the period under review. LPG is used in the kitchen for cooking at both DDHH and ERV.



Residents enjoy winter days in the pecan nut orchard

VEHICLES

The increased usage of diesel can be attributed to the tractors used at ERV which has been recorded under vehicles. There has been increased farming activity at ERV in the period under review which resulted in increased diesel usage. Petrol consumption decreased by 31% in the 2018/2019 financial year whereas the usage of diesel for vehicles increased by 35.67%.

WATER CONSUMPTION

TABLE 2: WATER CONSUMPTION

Water – Kl	2019	2018	2017	2016	2015	2014	2013	2012
DDHH	17 678	15 808	14 353	12 609	13 367	14 004	14 605	14 029
ERV	40 440	36 488	30 142	26 554	28 348	28 348	28 348	28 348
Shop	37	37	37	37	37	37	37	37
SJH	221	293	225	458	507	466		
DOL	73	191	277	611	192			
Total	58 449	52 817	45 034	40 269	42 451	42 855	42 990	42 414

Note: Consumption meters were installed on the Boreholes at Elvira Rota Village (ERV) in late 2015 due to the identification of non-reporting of borehole consumption. To improve overall comparability of data, the average borehole consumption for 2016 and 2017 has been used as an estimate of borehole consumption for 2012 to 2015.

The water consumption at LITTLE EDEN from 1 April 2013 to 31 March 2019 is set out in Table 2 – Water Consumption. This report will specifically focus on the period 1 April 2018 to 31 March 2019.

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 10.83%, due to an

upsurge in farming activities and watering around ERV. DDHH water consumption increased by 11.83%. The only difference in water consumption at DDHH from 1 April 2018 to 31 March 2019 period is that residents are now having Jacuzzi therapy (following a period of no Jacuzzi while the geyser was being replaced after it burst).

The volunteer accommodation at SJH recorded a decrease by 24.57%. The volunteer accommodation at DOL recorded a decrease 61.78%. DOL is unoccupied, hence the reduced

water consumption. Water usage for the previous Charity Shop was not metered and water was included in the rental agreement. Usage has, however, been calculated on an average figure of 6.192Kl per person in the past and for consistency, has been included. The Charity Shop relocated on 1 March 2019 and the landlord will split the water, refuse and sewerage use among all the tenants which will in future impact the data.

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 is ongoing.

I was tuned into Radio Veritas. Colin York and his co-presenter Khanya were inviting callers to pay tribute to special women. I paid tribute to the “tribe” of Hyams sisters, with Lucy as the leader of the tribe, who have dedicated their lives, in one way or another, to making LITTLE EDEN what it is today. I also applauded your mom, Domitilla, your dad, Danny and all the other men who have been involved and standing right behind “the tribe”

- Anne Pringle

FARMING OPERATION

To commemorate Arbor Week in September, residents and staff at Elvira Rota Village planted no fewer than 1 300 indigenous trees, which will form a beautiful, natural forest in years to come. Black Karee, White Karee, Riverbush Willows and Olive trees were among the saplings planted.

The new forest area is an extension of the existing sensory garden, where residents enjoy the various different scents and textures of the leaves, as well as listening to the birds and insects that make their homes in the bark and branches.

Plans are underway to increase the size of the wetland area to incorporate two of the ‘forests’ to increase the habitat that will hopefully in turn increase the species diversity found at ERV. The bird list has increased with 11 new species, from 137 last year to 148 species this year. Pecan nuts harvested for the 2018/2019 year is 4 378.1kg. Investigations are under way to explore the option of expanding the pecan nut farming to contribute towards the sustainability of the Organisation. This is a long-term project which requires significant capital investment.

After the outbreak of avian flu last year and LITTLE EDEN subsequently removing all domestic avian species from ERV, ducks and chickens have been reintroduced to ERV. The residents enjoy assisting with the feeding of these animals.

The total rainfall for the 2018/2019 year is 622mm. Sixteen types of vegetables were grown this year at ERV which were used in the kitchens at both ERV and DDHH.

CONCLUSION OF ENVIRONMENTAL REPORT

Key environmental focus areas highlighted in this report include electrical and water usage, waste management and management of the biodiversity of LITTLE EDEN's operations. The analysis of data for the period 1 April 2018 to 31 March 2019 indicates that the total energy consumption at LITTLE EDEN increased by 5%. This has been attributed to the increased use of diesel at ERV due to Eskom load shedding as well as the increased farming activities at ERV. Water consumption has increased at ERV and DDHH. The materiality of the direct effect of water and electricity remain a challenge to the sustainability of LITTLE EDEN as the care provided to residents would not be possible without a reliable supply of water and electricity. The ultimate goal is to transition to increase sustainability and this is being addressed with the proposed alterations at DDHH and ERV. LITTLE EDEN aims to address and integrate sustainable practices, procedures and policies into operational decision-making processes to ensure environmental, social and economic sustainability as well as to monitor and improve on the effectiveness of LITTLE EDEN's sustainability management system.



ERV Residents in newly planted forest



Spring Day at ERV is a time for planting trees



Staff and residents work together to plant trees

INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT

on the Selected Sustainability Information in Little Eden Society for the Care of Persons with Mental Handicap Integrated Annual Report

TO THE GOVERNORS OF LITTLE EDEN SOCIETY FOR THE CARE OF PERSONS WITH MENTAL HANDICAP

We have undertaken a limited assurance engagement in respect of the selected sustainability information, as described below, and presented in the 2019 Integrated Annual Report of Little Eden Society for the Care of Persons with Mental Handicap (the ‘Organisation’, “LITTLE EDEN” or “ you”) for the year ended 31 March 2019 (the Report). This engagement was conducted by a multidisciplinary team that include assurance specialists with relevant experience in sustainability reporting.

SUBJECT MATTER

We have been engaged to provide a limited assurance conclusion in our report on the following selected sustainability information, marked with ‘LA’ on the relevant pages in the Report. The selected sustainability information described below has been prepared in accordance with the Organisation's reporting criteria that accompanies the sustainability information on the relevant pages of the Report (the Organisation's reporting criteria).

Selected Sustainability Information	Unit of measurement	Boundary	Page
Compliance with AA1000AS (2018) principles	Principle alignment	LITTLE EDEN Annual Report 2019	
Resident statistics: » Admissions; » Discharges (left LITTLE EDEN); » Deaths; and » Abandoned/indigent children Statistics by demographics: » Gender; and » Race	Number	Domitilla and Danny Hyams Home (DDHH) and Elvira Rota Village (ERV)	34
			35
Medical statistics: » Chronic medication; » Wheelchairs; and » Dual diagnosis (intellectual disability with mental illness)	Number	DDHH and ERV	36
Income (including donations-in-kind)	ZAR	DDHH and ERV	42





We refer to this information as the selected sustainability information for Limited Assurance, respectively, and collectively as the “selected sustainability information”.

YOUR RESPONSIBILITIES

The Governors are responsible for the selection, preparation and presentation of the selected sustainability information in accordance with the Organisation's reporting criteria as set out on pages 80 to 81 of the Report (the “Reporting Criteria”).

This responsibility includes:

- » the identification of stakeholders and stakeholder requirements, material issues, commitments with respect to sustainability performance, and
- » the design, implementation and maintenance of internal control relevant to the preparation of the Report that is free from material misstatement, whether due to fraud or error.

The Governors are also responsible for determining the appropriateness of the measurement and reporting criteria in view of the intended users of the selected sustainability information and for ensuring that those criteria are publicly available to the Report users.

INHERENT LIMITATIONS

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining, calculating, sampling and estimating such information. The absence of a significant body of established practices on which to draw allows for the selection of different but acceptable measurement techniques which can result in materially different measurements and can impact comparability. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgements. The precision of different measurement techniques may also vary. Furthermore, the nature and

methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time.

OUR INDEPENDENCE AND QUALITY CONTROL

We have complied with the independence and other ethical requirements of Sections 290 and 291 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised January 2018) and parts 1 and 3 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised November 2018) (together with the IRBA Codes), which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The IRBA Codes are consistent with the corresponding sections of the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) respectively.

OUR RESPONSIBILITY

Our responsibility is to express a limited assurance conclusion on the selected sustainability information based on the procedures we have performed and the evidence we have obtained. We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information (ISAE 3000 (Revised)), issued by the International Auditing and Assurance Standards Board. That Standard requires that we plan and perform our engagement to obtain limited assurance about whether the selected sustainability information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised) involves assessing the suitability in the circumstances of the Organisation's use of its reporting criteria as the basis of preparation for the selected KPIs, assessing the risks of material misstatement of the selected sustainability information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected sustainability information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures we performed were based on our professional judgement and included inquiries, observation of processes followed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- » Interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process and information systems relevant to the sustainability reporting process;
- » Inspected documentation to corroborate the statements of management and senior executives in our interviews;
- » Tested the processes and systems to generate, collate, aggregate, monitor and report the selected sustainability information;
- » Performed a controls walkthrough of identified key controls;
- » Inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- » Evaluated the reasonableness and appropriateness of significant estimates and judgements made by the Governors in the preparation of the selected sustainability information; and

- » Evaluated whether the selected sustainability information presented in the Report is consistent with our overall knowledge and experience of sustainability management and performance at the Organisation.

The procedures performed in a limited assurance engagement vary in nature and timing, and are less in extent than for a reasonable assurance engagement. As a result the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Organisation's selected sustainability information has been prepared, in all material respects, in accordance with the accompanying Organisation's reporting criteria.

LIMITED ASSURANCE CONCLUSION

Based on the procedures we have performed and the evidence we have obtained, and subject to the inherent limitations outlined elsewhere in this report, nothing has come to our attention that causes us to believe that the selected sustainability information as set out in the Subject Matter paragraph above for the year ended 31 March 2019 is not prepared, in all material respects, in accordance with the reporting criteria.

OTHER MATTER(S)

No assurance procedures were performed on the previous Integrated Annual Report. The information relating to the prior reporting periods has not been subject to assurance procedures.

The maintenance and integrity of LITTLE EDEN's website is the responsibility of LITTLE EDEN's Governors. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the information in the Report or our independent assurance report that may have occurred since the initial date of presentation on LITTLE EDEN's website.

RESTRICTION OF LIABILITY

Our work has been undertaken to enable us to express a limited assurance conclusion on the selected sustainability information to the Governors of the Organisation in accordance with the terms of our engagement, and for no other purpose. We do not accept or assume liability to any party other than the Organisation, for our work, for this report, or for the conclusion we have reached.

PricewaterhouseCoopers Inc
PricewaterhouseCoopers Inc.
Director: Jayne Mammatt
Registered Auditor

PwC Johannesburg, 4 Lisbon Lane,
Waterfall City

21 June 2019



REPORTING CRITERIA

No.	Sustainability information	Unit of measurement	Criteria	Boundary
1	Compliance with AA1000AS (2018) principles	Principle alignment	Management's assertion of compliance with required adherence criteria set out in AA1000 as promulgated by AccountAbility (specifically the four principles of inclusivity; materiality; responsiveness; and impact).	LITTLE EDEN Annual Report
2	Resident statistics: » Admissions; » Discharges (left LITTLE EDEN); » Deaths; and » Abandoned/ indigent children Statistics by demographics: » Gender; and » Race	Number	Residents are adults and children with "profound intellectual disability" as defined in the Mental Health Act statistics: » Admissions: residents who have been admitted to DDHH or ERV where LITTLE EDEN is the primary care-giver. » Discharges: residents who are no longer in the care of LITTLE EDEN. » Deaths: residents who have passed away. » Abandoned: residents who have been placed by a court order in the care of LITTLE EDEN » Indigent children: residents whose families are not financially able to support them and/or are unable to make a contribution to the cost of the care of the children. Statistics by demographics: » The number of persons of a particular gender. Gender as defined by the Department of Labour. » The number of persons of a particular race group. Race groups as defined as the Department of Labour.	DDHH and ERV
3	Medical statistics: » Chronic medication; » Wheelchairs; and » Dual diagnosis (intellectual disability with mental illness).	Number	Medical statistics of the 300 residents (medication, doctor visits, wheelchairs etc.) » Chronic medication: residents with medical prescriptions provided by a medical practitioner as defined in the Mental Health Act. These medical scripts expire every six months. » Wheelchairs: residents who use wheelchairs on a full-time basis. » Dual diagnosis: residents with medical scripts for both intellectual disability and mental illness (as defined in the Mental Health Act) and who are accommodated in a separate space within the Homes.	DDHH and ERV

No.	Sustainability information	Unit of measurement	Criteria	Boundary
4	Income (including donations-in-kind)	ZAR	Income received (including donations-in-kind) from: » Government funding; » Corporates; » Individuals; » Foundations and trusts; » National Lotteries; » Second-hand Shop Operations; and » Combined categories: Association Educational Diplomatic Religious Deceased Estates Other Donations-in-kind are equated to a Rand value through services rendered or goods received.	DDHH and ERV



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BANKING DETAILS

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Account no: 5468 0928 009
Account name: LITTLE EDEN Society
Account type: Cheque
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Branch code: 252-442
Internet code: 250-655

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Society for the Care of Persons with Mental Handicap

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