

I AM ABLE!



**Little[®]
Eden**

Society for the Care of Persons with Mental Handicap

INTEGRATED ANNUAL REPORT 2020

**This Report
is fully
sponsored**

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INTRODUCTION

Divine Providence is with us, does not leave us discouraged but urges us to the good. The children are happy, they smile; Jesus is in their hearts, in their spotless souls. They are our angels that attract blessings!”

‘Diary’ by Maria (‘Domitilla’) Rota (Unpublished): 7 June 1967.

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.



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 over 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.

The core function of LITTLE EDEN Society remains unchanged since inception. With valuable support from stakeholders and guidance through the Values of *Respect, Sanctity of Life* and *Love & Care* the Society continues to provide quality care with lasting impact on children and adults with profound intellectual disability in its care.

Through the efforts of maximising impact, advocating for people with profound intellectual disability and staying relevant to the needs of LITTLE EDEN beneficiaries, the Organisation is affiliated to the South African Federation for Mental Health and, through its recent interactions with the Federation, resonated with their theme "*I am able...not a label*" which the Federation adopted for their 2020 intellectual disability awareness campaign. This powerful slogan is what inspired the theme for this year's Annual Report – "*I am able*".

It remains the culture of the Organisation, despite the challenges it often encounters, to continuously implement innovative measures which seek to ensure that the residents are afforded suitable opportunities to develop and reach their full potential. It is through these ongoing measures that the Organisation is *able* to say "*I am able*".

Towards the end of this reporting financial year, South Africa recorded its first case of the Coronavirus (COVID-19) pandemic which at the time already had countries such as China and Italy in crisis mode. The increasing number of infections in our country led the government to declare a state of disaster and subsequently the country went into 'lockdown' at the end of March 2020 for weeks leading into months.

As an Organisation which cares for some of the most vulnerable members of society, certain precautionary measures had to be implemented with immediate effect, to ensure the safety of the residents and limit their exposure and of those who care for them, keeping in line with lockdown regulations. The implemented precautionary measures were essential; however, it is anticipated some of these measures will have dire repercussions on the financial status of the Organisation. This report, through various sections, will seek to detail the long and short-term impact, with specific focus on the financial impact of the pandemic on LITTLE EDEN; what the anticipated 'new normal' post the pandemic might look like and the Organisation's strategy to ensure continued *ability* to carry out its core function.

In light of these unprecedented times the approach, content and layout of the Annual Report was revised, with the outcome that static content and standard Organisational information will be presented in a condensed format with further detailed information being available and accessible on the LITTLE EDEN Society website (www.littleeden.org.za).

This report covers the most significant material issues related to LITTLE EDEN Society and operational matters for the period 1 April 2019 to 31 March 2020. 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 (<https://littleeden.org.za/about/#foundation>) or Associazione Domitilla Rota Hyams Onlus (<http://www.domitillarotahyams.com/en/1/home.html>) as they are independent entities (see page 50). 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.

LITTLE EDEN is mindful of the important role that our stakeholders play and we are committed to constant engagement with them 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 22 to 26 of this report, is the cornerstone of how we identify materiality and respond to these issues.

Materiality: We define a material issue as one that can influence our decisions, actions and performance and those of our stakeholders. LITTLE EDEN 2020 material

issues are discussed in further detail in "Material Issues" on pages 41 to 43 of this report.

Responsiveness: In addition to the stakeholder engagement strategy, and policies and procedures, LITTLE EDEN has entrenched management systems, policies, procedures and processes that help to ensure that we respond appropriately to stakeholder inputs, concerns and complaints.

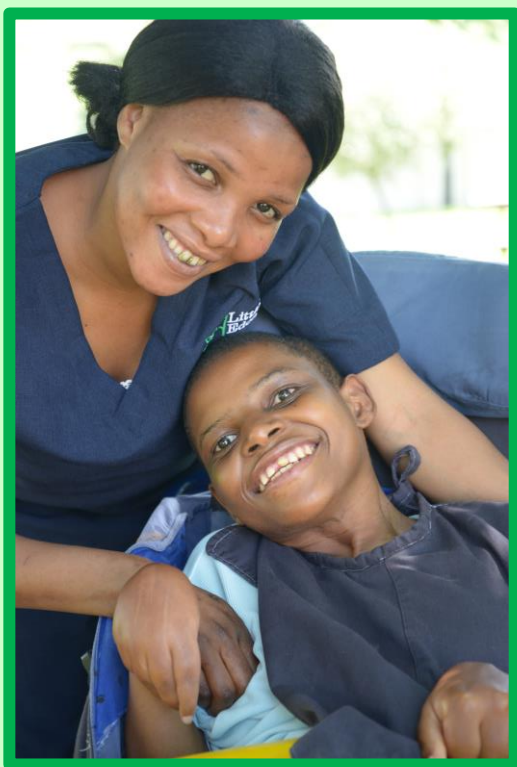
Impact: LITTLE EDEN monitors and evaluates core functions on an ongoing basis in order to measure and be accountable for these actions. Refer to "Monitoring and Evaluation" on pages 47 to 50 of this report for further details.

The scope of this report remains unchanged to previous reports 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 Inc* 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 52 of this report. The last Annual Report was released in July 2019.

This report has been compiled with reference to the International Integrated Reporting Framework.

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

- *PricewaterhouseCoopers Inc ("PwC")* for providing the Assurance process
- *Mortimer Offset (Pty) Ltd* for printing the Report



ORGANISATIONAL PROFILE – WHO WE ARE

*Little Mokgadi is working so hard to be more independent. He is currently being taught to feed himself. Sitting at a small table he grabs his spoon and puts it to his mouth to eat. This is not easy for him so to help him achieve this milestone, he is given a deep plate and foam is wrapped around his spoon so he can have a firm grip on it. Mokgadi is also potty training, some days are more successful than others but we take it one day at a time and we celebrate all victories whether they are small or big. – **Sr Maritza Coetser** (Site Manager DDHH)*

SERVICES AND BENEFICIARIES

The care of the residents remains the most important material issue. All other material issues are interlinked either directly or indirectly to this. LITTLE EDEN has impacted the lives of 1053 children and adults with profound intellectual disability who have passed through the hands of LITTLE EDEN Society over the years. Through the guidance of the Society's core Values; consideration and feedback from various stakeholders; and being mindful of environmental matters which affect effective operation of the Organisation; LITTLE EDEN continuously reviews the measures in place to ensure the highest level of individualised care.

Currently, 300 children and adults with profound intellectual disability ranging from

the ages of 3 to 70 years call LITTLE EDEN home! 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, 64,7% were previously abandoned or come from indigent families who are unable to support them financially.

LITTLE EDEN Society aims to develop people with intellectual disabilities to their full potential and to encourage the community to recognise that each such person is a whole and complete being created by God with a mind, a body, a spirit and a soul - however differently *abled*. LITTLE EDEN aims to ensure that this work of service will continue to be sustainable and always based on solid core Values of *Respect, Sanctity of Life* and *Love & Care*.



Resident statistics:

	<u>DDHH</u>			<u>ERV</u>		
<u>Number of Residents</u>	2020	2019		2020	2019	2020
<u>subsidised:</u>	180			120		TOTAL
Admissions	11^{LA}	14 ^{LA}		1^{LA}	2 ^{LA}	4%
Left LITTLE EDEN	4^{LA}	2 ^{LA}		0^{LA}	0 ^{LA}	1.3%
Deaths	8^{LA}	15 ^{LA}		1^{LA}	1 ^{LA}	3%
Abandoned / indigent children	102^{LA}	110 ^{LA}		92^{LA}	102 ^{LA}	64.7%

The number of admissions is slightly lower than the previous year due to the number of beds available through the natural cycle of life. 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 subsidised.

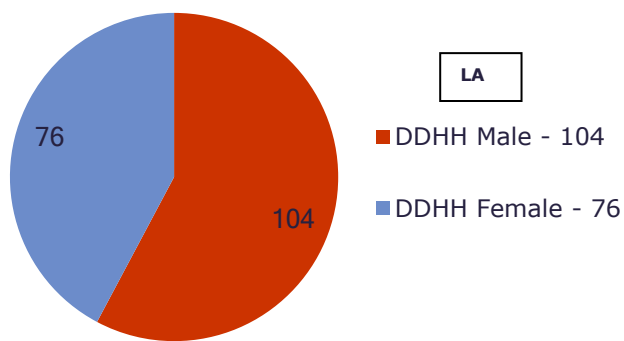
Four residents left the care of LITTLE EDEN which is comparable to previous periods.

Some family members' financial positions improved and as a result are now in a position to care full time for their family member.

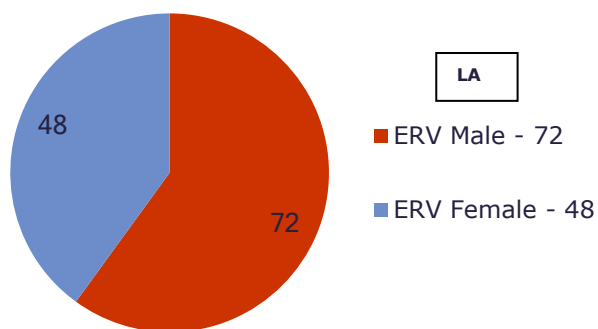
The year under review saw most of the residents with good health with nine residents who passed away. Due to the nature of their disability the life expectancy of residents varies and can be more susceptible to environmental factors, such as the cold weather. We remember these residents fondly, may their dear souls rest in peace.

Resident demographics:

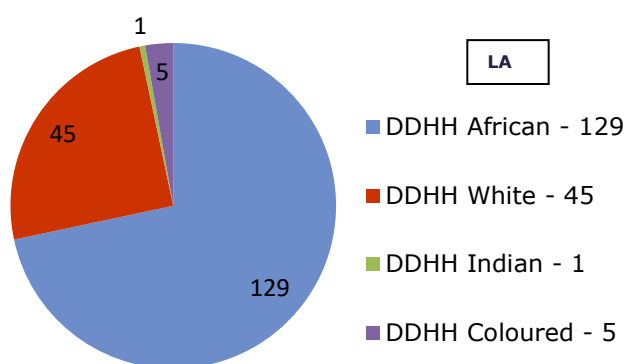
Number of DDHH Beneficiaries (180) by Gender



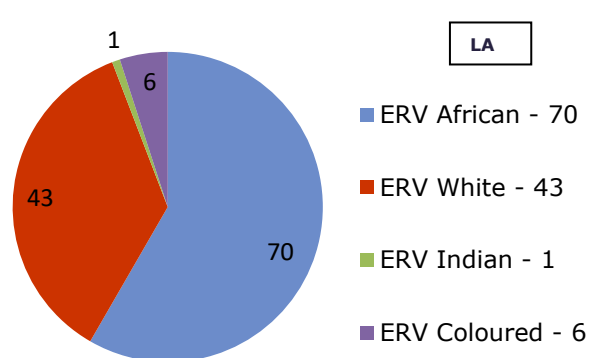
Number of ERV Beneficiaries (120) by Gender



**Number of DDHH Beneficiaries (180)
by Race**



**Number of ERV Beneficiaries (120)
by Race**



Medical statistics:

	DDHH			ERV		
	2020	2019		2020	2019	2020
<u>Number of Residents subsidised:</u>						TOTAL
	180			120		300
Chronic Medication	171^{LA}	173 ^{LA}		89^{LA}	88 ^{LA}	87%
Wheelchairs	137^{LA}	144 ^{LA}		50^{LA}	44 ^{LA}	62%
Dual diagnosis (intellectual disability with mental illness)	47^{LA}	50 ^{LA}		47^{LA}	47 ^{LA}	31%
Hospital Days (# days)	148	n/a		82	n/a	
General Practitioner (# consultations)	218	n/a		158	n/a	
Psychiatrist (# consultations)	79	n/a		3	n/a	
Specialist (# consultations)	73	n/a		123	n/a	

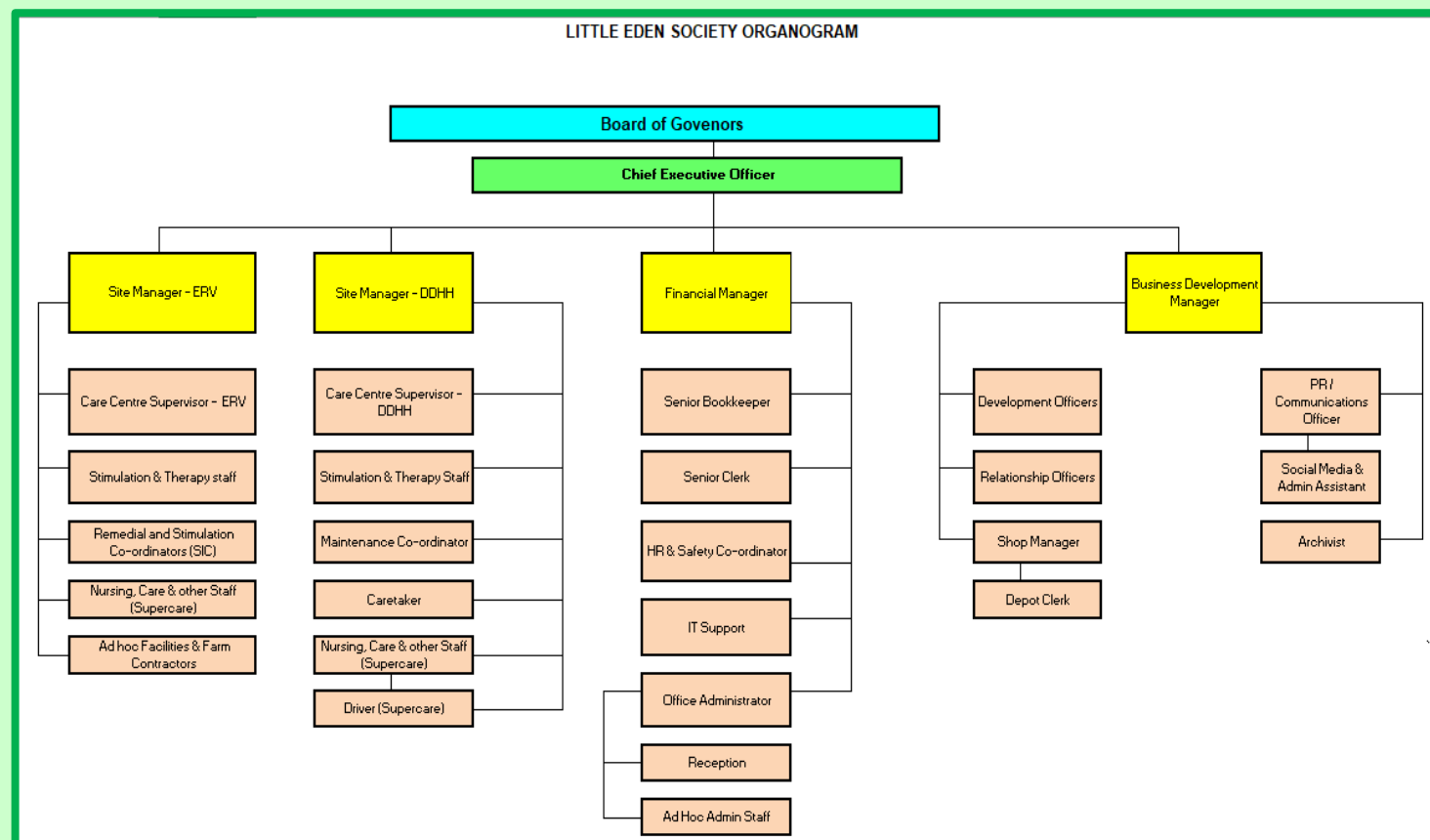
**NOTE: The number of hospital days and medical consultations (general practitioner, psychiatrist and other specialist) were not reported in 2019 due to accurate internal records not being available to substantiate these statistics. An improvement plan has been formulated to ensure that accurate information is maintained in order to report these statistics in future reports.*

The dental department at the Pretoria Academic Hospital, through the Department of Health, has been assisting with dental procedures. 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. LITTLE EDEN takes this opportunity to express gratitude for the medical support received from the Gauteng Department of Health which is recognised as a key and critical stakeholder. A significant challenge however is the supply of certain medication, usually by the Department of Health, which is currently not available and had to be procured privately, putting an additional non-budgeted financial strain on the Organisation.

LITTLE EDEN gratefully acknowledges Dr Kali who provides pro bono psychiatric consultations at DDHH. The number of consultations by the psychiatrists has increased due to the additional support available. ERV residents are assisted by Kempton Park Clinic. LITTLE EDEN is grateful for this ongoing support especially as it is a critical and short skill.

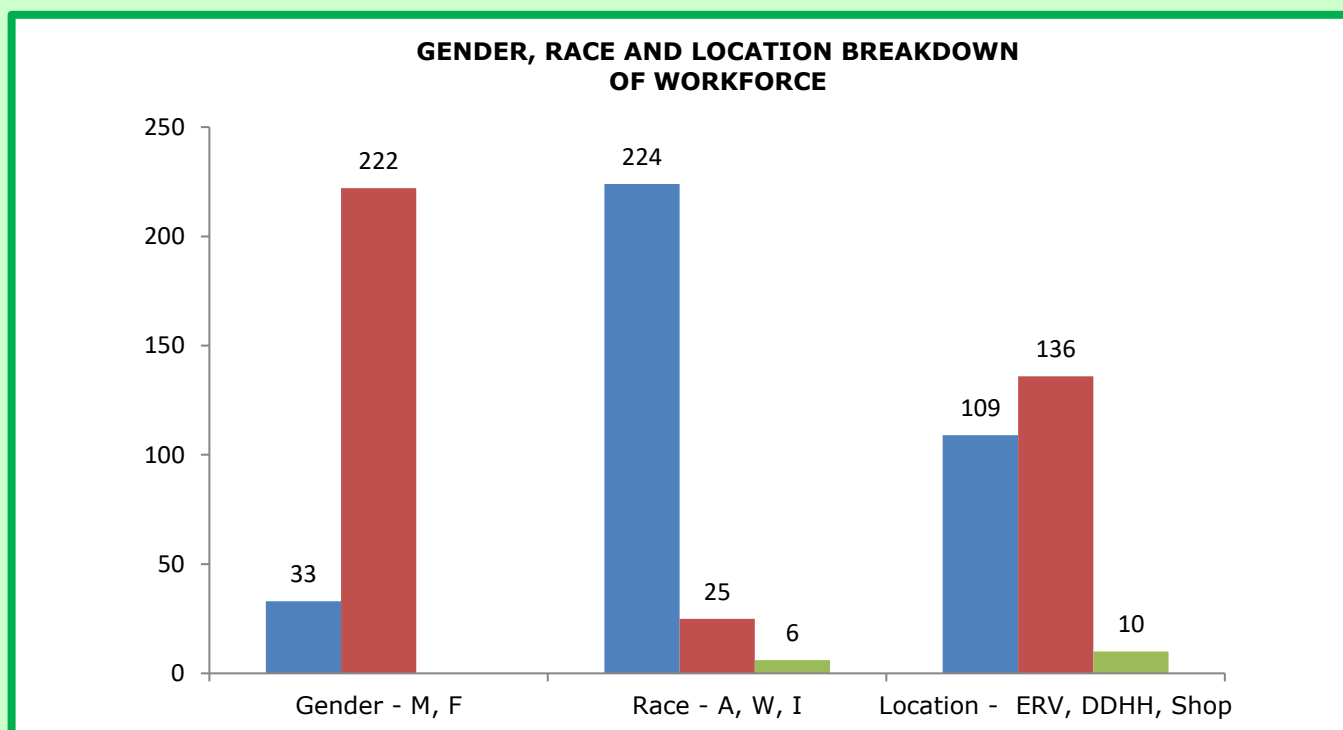
Medical care is supplied by: government and volunteer doctors, dentists and psychiatrists, a nursing sister on duty at both facilities 24 hours a day, daily medication (including epilepsy, mental illness), daily chest therapy (which is critical to many of the residents) and emergency interventions as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

OUR TEAM – HUMAN RESOURCES



With a workforce of 255 which comprises 31 LITTLE EDEN staff; four *Sisters of the Imitation of Christ (SIC)*, *Bethany Generalate* nuns; 218 *Supercare Services Group (Pty) Ltd* staff; and two contractors, LITTLE EDEN

is fortunate to have personnel to resident ratio of 0.85:1 which *enables* us to provide the best possible care for the residents at all times.



	Male	Female	African	White	Indian	ERV	DDHH	Shop	Disabled	TOTAL 2020	TOTAL 2019
LITTLE EDEN	6	25	8	22	1	3	26	2	1	31	33
Sisters of the imitation of Christ	0	4	0	0	4	4	0	0	0	4	4
SUPERCARE Sub Contracted Services	26	192	216	2	0	102	108	8	0	218	217
CONTRACTORS	1	1	0	1	1	0	2	0	0	2	2

LITTLE EDEN is committed to providing its residents with the highest level of care by employing the most suitable and diverse workforce possible. We value individuals with exceptional professional and administrative skills who believe in and live our Values, act

with a social and moral conscience and exhibit empathy towards our residents.

We do our utmost to ensure commitment from and dedication of our staff through: acknowledging the individual; providing the

staff with development opportunities; recognising their contribution; adhering to occupational health and safety regulations; and creating an atmosphere where staff have a sense of belonging to the LITTLE EDEN family.

We provide equal employment opportunity to all employees and applicants without regard to race, colour, religion, national origin, gender, age, disability, sexual orientation or any other protected status in recruitment, hiring, compensation, promotion, training, assignment of work, performance evaluation and all other aspects of employment. Managers also hold regular team meetings and discussions with their staff.

Lucy Slaviero, the previous Chief Executive Officer until August 2018 retired on 31 March 2020 and remains involved in LITTLE EDEN in her capacity as the Honorary Lifetime President of LITTLE EDEN. We express our sincere appreciation to Lucy for dedicating 40 years of service to LITTLE EDEN! We are truly inspired by your commitment, your *ability* and whole-hearted giving of self. THANK YOU for all you have done for our residents, staff and LITTLE EDEN over the many years.



THANK YOU Lucy,
we will miss you!

On 28 February 2020 the new Italian Consul General in Johannesburg, Emanuela Curnis, shared with LITTLE EDEN the significant news: following Lucy's retirement as Chief Executive Officer of LITTLE EDEN Society, Lucy has been recognised by President Mattarella of the Republic of Italy for her many years working and leading the Society. Lucy has been bestowed the title of Cavaliere dell'Ordine della Stella d'Italia (An Order initiated in 1793

with 10 900 recipients to date). This is a prestigious award to receive and we are immensely proud of Lucy for being recognised for her inspirational and motivational leadership.

Nine staff members left the employ of LITTLE EDEN in the period 1 April 2019 to 31 March 2020. The turnover can be attributed to the normal life cycle of employment which includes two staff members retiring. Two temporary relief staff standing in for permanent employees on maternity leave completed their fixed term contracts during this period.

LITTLE EDEN welcomed six new staff members and two relief staff. There was one promotion in the period 1 April 2019 to 31 March 2020.

We would like to acknowledge and thank each and every staff member, key stakeholders within LITTLE EDEN, for their commitment, *ability* and dedication in the various roles they play in our Homes.

Supercare Services Group (Pty) Ltd

The outsourced labour *Supercare* staff structures and number of staff have remained constant. A change in staff member for the *Supercare* Contract Manager position at ERV took place in late 2019. LITTLE EDEN would like to acknowledge the critical role played by the *Supercare* Contract Managers as well as the dedicated *Supercare* Area Manager, who all offer hands-on support to their employees and LITTLE EDEN management.

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, *able*, focused and being part of the LITTLE EDEN

team. It is through your continued commitment that we are *able* to provide our residents with the high level of care they deserve.

LITTLE EDEN Staff: 5-year award

Patience Gugu Mabizela

Supercare Staff: 5-year awards

Samson Dlamini

Thulisile Portia Fangoma

Jabulile Lisbeth Khoza

Nokuphila Thizana Khumalo

Sindi Mabena

Agnes Nthabiseng Mabola

Maria Mhlari

Azwihangwisi Virginia Ndou

Clavis Maneni Sewape



Supercare Staff: 15-year awards

Maggie Hlongwane

Lindiwe Glenda Langa

Rampota Esme Malete

Nomsa Phyllis Masango

Mavis Lindiwe Mgidi

Phicile Lorraine Mhlanga

Rosina Malehu Modiba

Maria Moshobane

Nomazwe Nomsa Mvula



Sisters of the Imitation of Christ of the Bethany Generalate

The Sisters of the Imitation of Christ (SIC) continue to render service and spiritual support at Elvira Rota Village. Sr Roopa returned to India on 24 June 2019 after serving at LITTLE EDEN for 5 years. We thank her for her commitment in caring for our residents. We welcomed Sr Lucia to the LITTLE EDEN family on 25 September 2019.

The four SIC Sisters, Sr Seena, Sr Manonja, Sr Merin and Sr Lucia offer invaluable support at LITTLE EDEN and we acknowledge this significant commitment and contribution towards the care of the residents, which is immensely appreciated.



The commitment of the SIC to the residents, their contribution to the work of LITTLE EDEN and their living of the LITTLE EDEN Values of *Respect, Sanctity of Life* and *Love & Care* have been a great asset and example to all at LITTLE EDEN, since January 2010.

Caring for the Carers

The *Caring for the Carers* programme continues on a weekly basis at both DDHH and ERV where all staff are invited to participate in 45 minutes of “time-out” to recharge, *ably* presented by the LITTLE EDEN therapists. Some of the in-house training initiatives form part of this *Caring for the Carers* programme. Michela Balbi has been conducting focus groups with staff with the emphasis on identifying staff needs as part of the *Caring for the Carers* programme focused on staff well-being. This process has been halted due to the lockdown regulations and will recommence once lifted.

Thanks to James Peech of *The Peech Hotel* in Johannesburg who offers a night’s complimentary 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. This has been a long-standing relationship with James Peech and is the highlight of the year for many staff members to be *able* to attend such a world class establishment.

At the annual staff functions, LITTLE EDEN and *Supercare* staff, as well as our volunteers, were thanked for their support throughout the year and each one was presented with a gift and meal. As always, this was a highlight of the year. These functions have proved to be beneficial and appreciated, as they give staff a break, time to unwind and to build strong connections amongst each other as well as staff getting to know one another. *Mastrantonio Food Services* once again sponsored a meal for each staff member on the relevant days. LITTLE EDEN thanks Mr Gianni Mariano for this on-going and welcome donation.

Volunteers

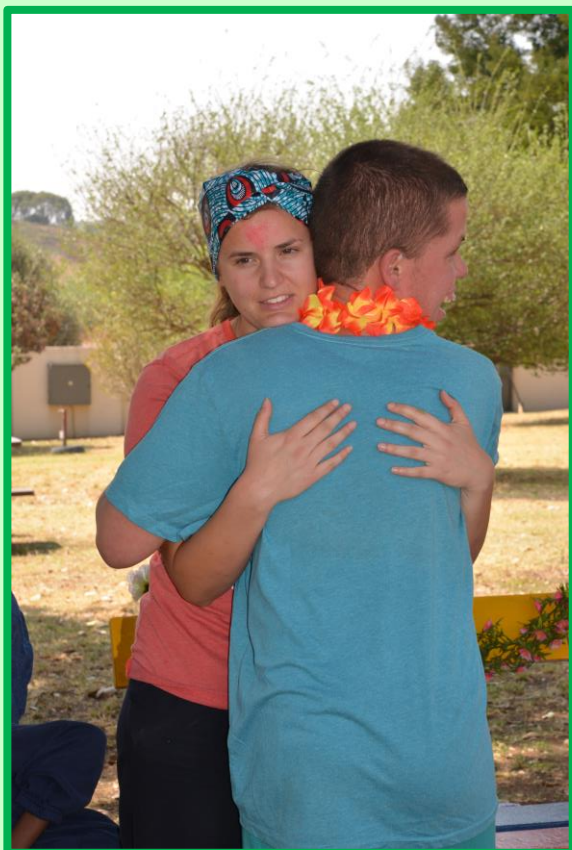
The late LITTLE EDEN Founders, Danny and Domitilla, attributed the success and development of the Society to the notion of “helping hands”. Volunteers continue to play an important role in the work of the Organisation as they provide support to staff. The Organisation is *able* to give back to the community by offering a community service programme to students who may need to accumulate hours of community work for school projects.

Our volunteers at LITTLE EDEN include professionals (e.g. doctors, dentists, lawyers, etc.) who give freely of their time and talent through pro bono work; those who read to the children or take them for a walk; students and those who do community service who are available to undertake a variety of tasks which includes playing with the children which they enjoy and helping at the annual Fête (which has been cancelled for 2020 due to the impact of COVID-19).



LITTLE EDEN is grateful to *Fidesco*, a federation of associations with the Catholic Church based in France which sends volunteers to assist NGOs throughout the world, for the seven-year long partnership in caring for the residents.

Volunteers Lise-Marie Chauvin and Noémie Chabert returned to France in September 2019, thank you for your dedication and service to LITTLE EDEN working with the residents at DDHH.



Currently four Fidesco volunteers – Blandine Josse, Laure Pinel, Sarah Potié and Adèle Rigoigne - are offering support and assistance at DDHH within the stimulation programme.



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 of Life* and *Love & Care* have been a great asset to LITTLE EDEN. **Thank you ladies!**

OUR INSPIRATION AND IMPACT

CARE AND STIMULATION PROGRAMME

Profound intellectual disability is rarely associated with *ability*. The main aim of the LITTLE EDEN stimulation programme is to provide the residents with a suitable environment and activities which will assist them to reach their full potential and be *able* to say "*I am able*".

The LITTLE EDEN Care and Stimulation Programme was acknowledged locally at the Gauteng Premier's Service Excellence Awards on 27 February 2020. LITTLE EDEN received the silver award for the Social Transformation Award under the Health category.

LITTLE EDEN has established a number of on-going care programmes. In order to reach the intended objective of developing each person's *abilities* we are reliant on financial and human resources to accomplish the planned activities of delivering the intended service through the Care and Stimulation Programme. Ultimately the residents benefit from these initiatives and through on-going monitoring and evaluation we are *able* to measure the impact we have on each individual and ultimately the impact and contribution we make to the disability sector.

This is accomplished through the following:

The aim of **INDIVIDUAL PERSONAL CARE** is the comfort and contentment of the residents in order for them to strive towards their best in reaching their developmental milestones. Individual personal care includes customised beds and wheelchairs, feeding of 3 meals and 2 tea times per day, clothing and nappy changes (2500 nappies and 3 tons of linen and clothing are washed daily), personal hygiene support (bathing, hair care

and teeth brushing). Set daily routines make residents feel secure with a sense of belonging to a family.

The milestones achieved vary for each individual based on their level of *ability* and stimulation received since birth. Through the various multidisciplinary **THERAPIES** (which include occupational, reflexology, hydro, music, pet and physiotherapy, exercise and art) some residents may learn to walk or feed themselves and for some, their highest developmental milestone may be to learn to hold a paint brush or to simply smile. All achievements are acknowledged and celebrated!



SPIRITUAL DEVELOPMENT includes daily morning prayers, attendance at church services and basic religious instruction, which is an important component for the residents as it gives them a sense of completeness and it highlights the fact that they are complete human beings with a mind, a body, a spirit and soul. Since inception, one of the key cornerstones at LITTLE EDEN has been the spiritual development of each person. The impact of this is not always tangible or measurable, however through Divine Providence LITTLE EDEN has been blessed and protected.

An incredibly special and sacred development is the initiation by the Catholic Archbishop of Johannesburg, The Most Reverend Archbishop Buti Joseph Tlhaagale OMI, of the Cause towards beatification (sainthood) of the late Founders Domitilla and Danny Hyams in the Catholic Church. 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.

It was therefore with great joy that the Cause Committee and the greater LITTLE EDEN community received on 15 July 2019 approval from the Vatican (in the form of a '*Nihil Obstat*' declaration – i.e. letter of 'No objection') to proceed with Domitilla's Cause and a similar approval was received on 26 September 2019 to proceed with Danny's Cause. Thus, the first step in the Cause for the Beatification and Canonisation of both Domitilla and Danny was successfully completed and both are now referred to as 'SERVANTS OF GOD' in the Catholic tradition.



It is not possible to give a timeline for the Cause of Beatification and Canonisation process to be finalised. Although at the local level much work still needs to be completed by the Diocesan Inquiry Commission as well as the Historical Commission. A separate independent inquiry will then be followed 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. 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! For more information on the process and Servants of God: Domitilla and Danny, kindly visit www.hyamscause.org.za.

STARTER LITERACY PROGRAMME – It has been three years since the *Starter Literacy Programme* was implemented with 15 residents at ERV. Today, 54 residents participate in the programme weekly. The programme includes pre-numeracy and pre-literacy where each resident is *able* to learn at his/her own level and pace.

The impact of the programme on the lives of the residents has been gradual but definitely evident. Two of the 'students' have learnt to write out words without copying them and two others can now write their names without copying. At the annual Christmas Concert in 2019, the 'students' excitedly demonstrated their new skills to an audience of supporters who attended the concert.

However, the *Starter Literacy Programme* is one of the Home activities that had to be halted during the COVID-19 pandemic as the classes take place in a small space and this set up is not suitable and does not allow for social distancing to be practised as per national lockdown regulations.

This programme has now been adapted and extended to DDHH with the focus on early childhood developmental milestones where each resident is *able* to develop at their level and pace.

Impact of COVID-19 precautions on the Care and Stimulation Programme:

Working with Godfrey while wearing a mask is not easy at all. Godfrey is chatty and he enjoys repeating every word I say. However recently he has not been able to do this because my English is not perfect and Godfrey is not able to read my lips due to the mask required to be worn as part of the personal protective equipment. I discovered that its better when we sing songs that he already knows and repeat certain words of the song that I want him to learn. The whole activity makes him laugh so much that the impact of wearing a mask is no longer a barrier!

Wearing a mask when working with Bo is even more challenging because Bo is hard of hearing. My aim is to teach her sign language. Usually Bo is able to read my lips or at least read my facial expressions to understand what I mean but now that I have to wear a mask, it is difficult. To overcome this challenge, I now use a lot of gestures, showing her pictures and encouraging her to imitate the signs. - Adèle Rigoigne, Fidesco volunteer from France

A number of Organisational **EVENTS** and campaigns take place throughout the year which are strategically aimed at achieving various results or have certain impact.

The annual **LITTLE EDEN Christmas Concerts** headed by the music therapists benefit residents individually and in groups by using this platform to express themselves and demonstrate their learnt *abilities*. During the concert, the residents, assisted by staff, entertain the crowds for an hour-long concert over two days at each Home. The concert is the ideal platform and opportunity for the Organisation, especially the beneficiaries, to say "Thank you" in their special way, to supporters for their contribution to the work of LITTLE EDEN. Such events are used as 'friend raising' platforms and are suitable podiums for potential donors to be

introduced to the Organisation and to learn about the needs of the Organisation.

Through the collaboration of the *Istituto Italiano di Cultura* – Pretoria, the **Teatro Patologico Production** from Rome came to South Africa to share their incredible talent and to showcase and represent people with various *abilities* on stage (a first for Africa). Through this partnership, it was recommended that LITTLE EDEN participate in one of the shows, recognising the value of the work carried out within the Organisation. *Teatro Patologico* came with their team and cast and visited LITTLE EDEN on 23 September 2019. Dario D'Ambrosi, Director of *Teatro Patologico* with his team undertook a workshop during that week to prepare 15 of our residents to perform the dramatic William Shakespeare's Titus Andronicus at the Market Theatre on

29 September 2019. This participation gave LITTLE EDEN a chance to be recognised as major role players within the field of caring for people with intellectual disability in our country and an opportunity for our residents to be part of an international community, giving them a sense of achievement and belonging. It was an incredible performance by our special residents and LITTLE EDEN is proud to have been a part of this momentous occasion. LITTLE EDEN Society was the first organisation in South Africa and on the African continent to have collaborated with *Teatro Patologico*. Being *able* to take part in a theatre production provided our 'actors' with a great sense of accomplishment and the feeling of being *able* instead of the label "disabled".



The **Annual Danny and Domitilla Hyams Memorial Lecture** which alternates between South Africa and Italy is a typical example of events which are aimed at keeping the memory and the legacy of the LITTLE EDEN Founders alive and to ensure that the Values which they, through their actions, invested into the Society live on. The third lecture was presented by the Chief Executive of Standard Bank, Ms Peggy-Sue Khumalo, which took place at the Holy Rosary School (Bishop Shanahan Hall) on 30 September 2019 with Mr Ed Jordan as the Master of Ceremonies. Ms Khumalo shared anecdotes of how the

late former South African president, Mr Nelson Mandela, had an impact on who and where she is today through his contribution and investment in her education, with the focus on the theme "Pay it forward". Due to the impact of the global COVID-19 pandemic, the Memorial Lecture anticipated to take place in Italy in 2020 has been cancelled in light of the various restrictions and travel bans.

Certain campaigns and events are purposely aimed to raise funds for the Organisation and contribute towards ensuring financial sustainability.

LITTLE EDEN expresses gratitude to all who participate in the Mandela Open Day; MAMBA Charity Drive; Balwin Charity Hat Walk in aid of LITTLE EDEN Society; Italian Chamber-Nedbank Business Excellence Awards and more. The **LITTLE EDEN Fête** and third annual **LITTLE EDEN CEO Wheelchair Campaign™** are two of the Society's annual main fundraising events. Effort is directed at ensuring that such events are suitable and successful in achieving the financial objectives and to raise awareness. The



impact of the COVID-19 pandemic and lockdown regulations significantly affected these fundraising campaigns scheduled to take place in 2020, with many of the participants in the

LITTLE EDEN CEO Wheelchair Campaign™ not able to participate and the Fête being cancelled. This has had a direct negative impact on the financial contributions these campaigns usually generate.

Residents' Internal Activities continue where residents are *able* to participate in various celebrations and activities such as: Easter Egg Hunts; Sports Days; ERV Braai Days; Mother, Father and Nurses' Day

celebrations; celebrating birthdays; Concerts; Heritage Day celebrations; and more. Participating in activities of daily living form an important part of the Care and Stimulation Programme.

OUR HOMES

The Society consists of 2 Homes: Domitilla and Danny Hyams Home (DDHH), Edenvale with 180 children and adults and the other on a smallholding Elvira Rota Village (ERV), Bapsfontein with another 120 residents.

For now my dream is to build a home in Edenvale and to collect a first handful of children and plant these delicate flowers in our LITTLE EDEN and one day see this LITTLE EDEN flower like a Spring. By doing this we shall see parents smile, dedicate themselves to their families with energy and vigour and they will say: our child is happy. Their cross will be lighter thinking that we are not all called to the same life; for these children their little world will be to live at LITTLE EDEN."

'Diary' by Maria ('Domitilla') Rota (Unpublished): 4 April 1967.

An integral component of the strategic plan is a comprehensive upgrade and refurbishment of the current facilities, some of which are almost 50 years old. Suitable facilities in a good state of repair are critical to the mission of LITTLE EDEN. Not only is it the environment where staff provide care-giving and therapies, but also where the residents benefit from them. The general condition of the facilities has a significant impact on both staff and resident morale. Through the approved grant by an international funder LITTLE EDEN is in a position to customise and enhance the buildings and facilities to accommodate the changing needs of the

residents. The upgrades will entail the following:

ERV:

- New residential block to accommodate 26 residents
- Reconfigure certain sections in Pino's Place to accommodate additional residents
- 50 residents will move from DDHH to ERV into these spaces

DDHH:

- Convert Yellow wing / Doctors' room and part office space into a frail care / clinic facility with a new centralised nursing/medical/reception section
- Reconfigure and renovate Orange, Lilac, Green, Blue and Red wings (including enhancements to the bathrooms with the Showerbath and enlarging the day rooms)
- Convert the current Depot area into office space
- Reconfigure the containers for Depot
- Additional staff parking



LITTLE EDEN Society was awarded second place for the innovation of the LITTLE EDEN ShowerBath at the SAB Foundation Social Innovation & Disability Empowerment Awards on 9 October 2019. The ShowerBath is a LITTLE EDEN invention designed by Lucy Slaviero to ensure comfort for residents and support careworkers and limit the risk of back injury. Through this grant funding this invention will be rolled out to the LITTLE EDEN bathrooms during the building upgrades.

It was anticipated that this major renovation project commence in the first half of 2020, however it is on hold due to the COVID-19 pandemic and national lockdown and will

proceed when restrictions are lifted and a re-evaluated risk assessment has been conducted. At such time the project timeline and phasing will be reassessed and adjusted as may be necessary. The safety and well-being of the residents is paramount and supersedes all other considerations and as such a risk averse approach is being taken to protect and limit the risk of exposure due to the current pandemic.

We look forward to commencing these upgrades which will *enable* our facilities to directly enhance the wellbeing, comfort, and customisation of care for our residents who will benefit from these modifications.

CAPACITY BUILDING IMPACT

I take this opportunity to thank LITTLE EDEN management for believing in me and my skills. I am grateful that you were so considerate and gave me an opportunity to work and study at the same time.

Joyce Marumo – Former Supercare Contract Manager: Elvira Rota Village

LITTLE EDEN acknowledges that emotional dynamics can hinder and impede productivity in the work environment and that providing support for employees in times of uncertainty is imperative to build trust and improve the psychological element between an employer and employee and aid in developing a stable and productive workforce.

To this end, LITTLE EDEN has specifically arranged to address workplace training which looks at developing employees' soft skills. Emotional Intelligence training, the *ability* to manage oneself and others, being assertive, managing time and stress are examples of the focus of the LITTLE EDEN training plan for 2020, as LITTLE EDEN acknowledges the need to develop a consciousness of nurturing

and care to *enable* productive and resilient employees.

The impact of COVID-19 reinforces the importance of having a skilled workforce capable of using technology and, where required, working remotely. LITTLE EDEN with the training by *Keybase Training Solutions* aided staff throughout 2019 and the first quarter of 2020 to upgrade their computer skills which is essential in the changing nature of the world of work, with more emphasis being placed on the use of technological devices.

The investment in computer skills during 2020 will continue to yield a positive return for LITTLE EDEN as employees are required

to work online and participated in online training. The use of webinars has become a daily occurrence in the workplace as virtual meetings and different platforms are being used to connect with our various stakeholders. This includes communicating with the families of our residents. While the lockdown restrictions and pandemic have required LITTLE EDEN to take a very risk averse approach and restrict all public access into the Homes. Computer skills are essential to be *able* to navigate the various platforms. Going forward into the second quarter of 2020 and beyond, it is envisaged that employees will engage in self-study; on-line learning and a blended approach to training and development.

Continuous development for caregiving staff in the form of feeding, seating, statutory health and safety, and multidisciplinary training is ongoing to ensure that our workforce is confident and *able* to continue to provide the care our residents require and deserve.

The financial assistance of an anonymous donor together with the Health and Welfare SETA has *enabled* LITTLE EDEN to empower staff to be *able* to confidently state “*I am able*”.

Through the guidance of the Audit and Risk Subcommittee, an internal audit conducted by an external consultant, was undertaken in January 2020 within the Charity Shop operation focusing on the financial performance and controls, stock controls, staff capacity, policies and procedures, and a benchmarking comparison within the sector. This internal audit provided valuable insight and a plan of action for further development of staff within this department, to formalise the policies and procedures and to enhance overall the performance of the operation both from a financial and efficiency point of view. Due to the current pandemic the internal audits for the Finance Department and IT Audit are currently on hold with planning anticipated to re-commence mid to end 2020.

STAKEHOLDER ENGAGEMENT

LITTLE EDEN is mindful to the fact that effective stakeholder engagement is key to strengthening and sustaining partnerships.

In order for the Society to ensure that it is *able* to carry out its core function to the best of its *ability*, it is important that it strives at all times to be inclusive, remain transparent, be cognisant of its material issues and ensure that all activities that are carried out have a positive impact on its stakeholders.

Through various communication platforms such as: the 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 approachable and willing to adapt to ever-changing internal and external environments and situations which may affect the sustainability of the Organisation.

MATERIAL ISSUE	STAKEHOLDER	ENGAGEMENT	EXPECTED OUTCOME	ADDITIONAL COMMENTS
Care of the Residents	Beneficiaries, next of kin, staff and volunteers, Department of Health	<ul style="list-style-type: none"> *Regular monitoring and evaluation of health and safety features *Effective internal communication and ongoing internal staff training related to specific roles *Regular resident assessments and implementation of individualised care programmes *Continuous engagement with the Department of Health 	<ul style="list-style-type: none"> *Improved health and safety *Improved quality of care *Well-equipped and confident staff *Strong relationships with Next of Kin (NoK) *Maintain good organisational perception 	<ul style="list-style-type: none"> *PPE and regular sanitising of hands is compulsory *Police Clearance certificates submissions is a requirement for staff and volunteers *Renovations/upgrade of wings (currently on hold) *The establishment of a NoK committee has not yet been formalised as anticipated, with adequate interest not yet forthcoming
Ethos & Values	Staff, volunteers and next of kin	<ul style="list-style-type: none"> *Ensuring a safe work environment *On-going implementation of various measures to ensure uniformity and equal treatment of all *On-going 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 	<ul style="list-style-type: none"> *Improved staff morale and confidence *Team spirit *Positive work environment *Job security *Improved quality of care of the residents 	<ul style="list-style-type: none"> *LITTLE EDEN continues to explore various communication platforms and opportunities to ensure staff and volunteers feel valued and part of the team *The new Showerbath seeks to limit bathtime challenges experienced by staff
Financial Stability	All stakeholders	<ul style="list-style-type: none"> *Make use of traditional and unexplored fundraising opportunities and communication channels to interact with donors such as social media platforms 	<ul style="list-style-type: none"> *Responsible use of resources *Reserve funds *Less reliance on government *Less frequent loans from LITTLE EDEN Foundation *Assurance of all-round quality care of the residents 	<ul style="list-style-type: none"> *Exploring generation growth options *Exploring various innovative fund generating options *Anticipated adverse financial impact due to the pandemic
Health & Safety	All stakeholders	<ul style="list-style-type: none"> *Audits *Meetings *Training 	<ul style="list-style-type: none"> *Secure and safe environment for the residents and staff 	<ul style="list-style-type: none"> *Constant maintenance of the facilities is crucial

MATERIAL ISSUE	STAKEHOLDER	ENGAGEMENT	EXPECTED OUTCOME	ADDITIONAL COMMENTS
		<ul style="list-style-type: none"> *Awareness campaigns *Constant communication on different platforms *Increased PPE *Restructuring Home activities 	<ul style="list-style-type: none"> *Limited opportunity for injuries and infections 	<ul style="list-style-type: none"> *Additional precautionary measures implemented
Donors	Donors and beneficiaries	<ul style="list-style-type: none"> *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. *Invitations to participate in decision making meetings and internal events such as AGM and concerts 	<ul style="list-style-type: none"> *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 *Opportunity for the Organisation to learn new fundraising trends 	<ul style="list-style-type: none"> *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
Environment	All stakeholders	<ul style="list-style-type: none"> *Implementation of new projects to ensure sustainability of the Organisation *Long term goal of a Solar system *Planting of more trees including increasing the number of pecan nut trees - 	<ul style="list-style-type: none"> *Secure, safe and stimulating environment for residents and staff *Improved Financial sustainability through the planting of additional pecan nut trees 	<ul style="list-style-type: none"> *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.
Governance	All stakeholders	<ul style="list-style-type: none"> *Reporting *Compliance *Access to data 	<ul style="list-style-type: none"> *Greater understanding of how funds received are distributed and how they benefit the residents 	<ul style="list-style-type: none"> *Sub-committees implemented to ensure adherence to Organisational policies
Government Relations	Department of Health, SASSA, LITTLE EDEN Society	<ul style="list-style-type: none"> *Submissions of relevant documents to the department. *Attending meetings *Being available for audits *Updated documents 	<ul style="list-style-type: none"> *A healthy partnership with the various government platforms 	<ul style="list-style-type: none"> *On-going communications with government to discuss and attempt to align LITTLE EDEN's needs with government procedures *Additional continuous communication during the current challenges of the pandemic
Human Resources Capacity	Personnel	<ul style="list-style-type: none"> *Recruiting suitable personnel 	<ul style="list-style-type: none"> *Competent and confident team 	

MATERIAL ISSUE	STAKEHOLDER	ENGAGEMENT	EXPECTED OUTCOME	ADDITIONAL COMMENTS
		<ul style="list-style-type: none"> *Having adequate staff for the tasks *On-going staff training *On-going consultations with staff through implemented platforms/sub-committees to ensure a fully functioning team 	<ul style="list-style-type: none"> *Motivated team (positive staff morale) 	
PR & Communications	All stakeholders	<ul style="list-style-type: none"> *Ensuring efficient communication with all stakeholders on various communication platforms. 	<ul style="list-style-type: none"> *Transparency *Accessibility *Donor loyalty *Community inclusion *Awareness of the needs of the Society *To ensure healthy relationships between LITTLE EDEN and its stakeholders 	<ul style="list-style-type: none"> *Plans in place to have an effective NoK committee which will aim to add value to the level of care provided. *NoK mobile communication platform aims to add to the accessibility of the Organisation

Communication of the Brand

Effective communication of an Organisational brand is an important element to ensure sustainability especially being a Society that relies heavily on the support of its stakeholders to keep its doors open and to be *able* to continue to carry out its function to the best of its *ability*.

The global outbreak of the COVID-19 pandemic required an increase in communication of the brand as the financial impact of the pandemic meant an increase of NGOs targeting the same resources for financial and other types of support. LITTLE EDEN needed to be more visible and accessible to potential funders and to make sure that the urgent needs of the Organisation during the uncertain times are clearly defined and understood by donors. Financially the impact has been significant and more so as South Africa finds itself in lockdown. The annual main fundraising Fête event is cancelled; the Charity Shop which provides a stable monthly income stream for

the Organisation was closed for two months; and restricting external access to the Homes has a direct impact on regular donations received. Restricted public access to the Homes is not ideal as these visits are an opportunity for donors and potential donors to experience first-hand the needs of the Society.

However, this unfortunate situation allowed the team to look into other new platforms to communicate and to remain in touch with stakeholders. The collaboration of the team of therapy staff and administration staff allowed for innovative thinking of valuable new ways of engagement such as creating Home activity videos; virtual connection with the 'outside' world through virtual Holy Mass streaming; and many other ways of sharing evidence of the work carried out at LITTLE EDEN.

The traditional communication platforms such as social media platforms, updates of the website, emailers, press releases, radio

interviews and the LITTLE EDEN annual report, (which is an important communication tool which gives existing and potential donors an overall view of the Organisation where matters are reported in a transparent manner), continued during the lockdown.

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.

ENVIRONMENTAL IMPACT

In the mid 1980's when the late Founder, Domitilla Hyams, was looking at activities in agriculture at ERV from which the residents could benefit, pecan nuts were identified as a suitable crop for the land as well as being a produce the residents could actively get involved with. Residents with limited hand movement and functioning could hold a nut without damaging it. It gives the residents a sense of purpose and achievement when they are *able* to assist with the planting, harvesting and finally sorting of pecan nuts.

Today as the residents' profile has changed, with many in wheelchairs and limited or no control of their hands' functionality, many residents do not actively participate in the farming activities. Yet, with the expansion of the pecan orchard residents are *able* to derive benefit from this and can sit in the shade of a big pecan nut tree during a music session with the music therapist. They are *able* to use their senses and listen to the noises and birds singing, watch the birds make a nest in the enormous branches; enjoy cool refreshment during tea time in the shade of these trees in the middle of summer; and are *able* to walk, or be pushed in their wheelchairs, or on horseback together with their team leaders through the orchards. It is a space where residents derive physical, emotional and spiritual benefit and we are *able* to see the positive impact of being in this tranquil environment.

"TIME SPENT AMONGST TREES IS NEVER TIME WASTED" – Anonymous



LITTLE EDEN has for many years used agriculture as an income generation element to enhance the Organisation's objective of self-sustainability. However, during the year under review the farming component was not profitable as previous years due to multiple factors and challenges experienced. A revised strategy is under way to evaluate each crop, the yield from each, and expansion of the pecan nuts and phasing out of other crops such as maize. As part of the long-term strategy, 403 additional pecan trees were planted in 2019 giving a total of 623 trees. A further anticipated expansion of 180 trees in late 2020 is planned. The new trees will only yield nuts after 7 years.

Additionally, the land is used for growing vegetables for use in the kitchens at both Homes to contribute towards nutritious meals for the residents.

The 2019-2020 pecan nut harvest was one of the best yet, with 8 533.5 kg of nuts in the shell. However, the drawback to the great season was the pecan cracking machine which broke after more than 25 years of use. Owing to the age of the machine it was deemed un-serviceable. As a result, an external processor to crack and shell the nuts was sourced late in the season but by then

the demand for shelled nuts had slowed down. Additionally, COVID-19 and the lockdown prevented further sales and thus after a great season LITTLE EDEN is left with a surplus of unsold nuts. The nut process and distribution channels are being revised and streamlined for the next harvest.

The bird species count at ERV increased by 6 species to a total of 154 species seen within the perimeter to date. The rainfall for the 2019/2020 year was 731mm an increase from the previous season.

Energy Consumption

The total energy usage reported herein, examines 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 energy consumption at LITTLE EDEN recorded from 1 April 2016 to 31 March 2020 is set out in Table 1: Total Energy Consumption. This report will specifically focus on the period 1 April 2019 to 31 March 2020, however, reference will be made to previous periods for explanation purposes where relevant.

Table 1: Total Energy Consumption

	2020		2019		2018		2017		2016	
Electricity Consumption	kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ	kWh	GJ
Domitilla and Danny Hyams Home	557504	2007	525 582	1892	527 160	1 898	579 840	2 087	463 860	1 670
Elvira Rota Village	96933	349	103 099	371	109 520	394	87 003	313	93 440	336
Shop Operation	5176	19	8 258	30	9 348	33	8 643	31	8 733	31
Saint Joseph House	7539	27	4 918	18	6 715	24	5 868	21	6 041	22
Domus Our Lady Mother of all Children	1534	6	3 351	12	5871	21	5 009	18	11 788	42
Fundraising Office	0	0	0	0	0	0	4 450	16		
Total Electricity	668686	2408	645 208	2 323	658 614	2 370	690 813	2 487	583 862	2 102
Change in Electricity Consumption		3.6%		-2.0%		-4.7%		18.3%		-13.8%
Fuels Consumption	Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ	Litres	GJ
Petrol	3220	100	2640	82	3862	119	5 137	159	6 115	209
Diesel	16009	610	16252	619	10254	395	11 765	453	12 824	495
(Vehicles)	11512	439	13671	521	10081	384	10 470	404	8 677	335
(Generators)	4497	171	2581	98	173	7	1 295	49	4 147	160
LPG	4328	115	4658	124	4290	114	3 940	105	3 576	90
Total Fuels	23557	825	23550	825	18406	628	20 842	717	22 515	794
Change in Fuels Consumption		-0.012%		31.4%		-12.4%		-9.7%		3.3%
Total Energy (Electricity & Fuels)		3 233		3 148		2 998		3 204		2 896
Change in Energy Consumption		2.7%		5.0%		-6.4%		10.6%		-9.7%

In terms of electricity consumption at DDHH as reflected in Table 1 there was a slight increase in electrical consumption of 6%. DDHH relies on space heating in the winter period which causes fluctuations in the energy usage year on year. This also escalates due to staff usage of heating and air conditioners in the winter months. The requirement to use the drying operations in the laundry also fluctuates in terms of weather conditions. In order to ensure optimal efficiency of the laundry, the washing machines and dryers are serviced. The generator utilised during load-shedding operations is also serviced in terms of the manufacturers' requirements. Most light bulbs throughout DDHH have been changed to the more energy efficient LED lightbulbs. The therapy wing houses three Jacuzzis of which only two are being utilised which reduces electricity consumption. Heaters in the Home are placed on a timer to conserve electricity. Electricity consumption at ERV reduced by 5.9%. A new solar geyser was installed in the previous reporting period and light bulbs are replaced with energy efficient lighting in terms of general maintenance.

Electricity consumption at the volunteer accommodation St Joseph House (SJH)

increased by 50%. There was a change in the number of volunteers. Additionally, volunteers also accommodated ad hoc guests at the house throughout the year which could have contributed to an escalation in electricity usage.

Reduction of electrical usage was recorded at the following premises: -

- Domus Our Lady Mother of all Children (DOL) decreased by 50%. DOL is presently vacant, hence the decrease in electrical consumption.
- The Charity Shop reduced by 37% whilst operating in its new premises. The Charity Shop makes use of prepaid electricity.

In the current financial year, petrol consumption increased by 21.96% and diesel consumption increased by 1.45%. The increased usage of petrol could be attributed to the use of car pools by staff for a variety of work-related commitments.

As reflected in Table 1, the total energy (electricity and fuels) consumption increased by 2.7%.

Water Consumption

Table 2: Water Consumption

WATER – KI					
	2020	2019	2018	2017	2016
DDHH	15 041	17 678	15 808	14 353	12 609
ERV	44 869	40 440	36 488	30 142	26 554
Shop	183	37	37	37	37
SJH	220	221	293	225	458
DOL	19	73	191	277	611
Total	60 332	58 449	52 817	45 034	40 269

The water consumption at LITTLE EDEN from 1 April 2016 to 31 March 2020 is set out in Table 2 – Water Consumption. This report will specifically focus on the period 1 April 2019 to 31 March 2020.

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 Ekurhuleni Water Care Company (ERWAT). Borehole water consumption increased at ERV by 10.95% which is due to the upsurge in farming activities and watering due to the increase in the pecan nut orchard size as it is necessary to ensure that the newly planted trees are given adequate and regular water during the growing season. DDHH water consumption decreased by 14.91%.

The volunteer accommodation at SJH recorded a decrease in water consumption by 0.45%. The accommodation at DOL recorded a decrease of 73.97% as DOL is vacant. The Charity Shop relocated on 1 March 2019 and the landlord splits the water, refuse and sewerage use among all the tenants which does not yield an accurate usage record for statistical reporting.

of the biodiversity of LITTLE EDEN's operations. The analysis of data for the period 1 April 2019 to 31 March 2020 indicates that the total energy consumption at LITTLE EDEN increased by 2.7%. This has been largely attributed to the increased use of electricity at DDHH and St Joseph House.

The materiality of the direct effect of the availability of water and electricity remains a challenge to the survival of LITTLE EDEN as the care provided to residents would not be possible without a reliable supply of water and electricity. The ultimate goal is to transition to increase sustainability and this is being addressed with the proposed alternations 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 sustainability management system.

The need to decrease utility charges without decreasing operational efficiency and resident care remains high on the agenda.

Re-Cycling and Waste Management

The metal and e-waste recycling programme continues 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.

Conclusion

Key environmental focus areas highlighted in this report include electrical and water usage, waste management and management



IMPACT BEYOND OUR BOUNDARIES

Through direct focus on inclusivity, when engaging with all stakeholders, LITTLE EDEN is *able* to share its value creation and impact beyond our boundaries.

Through the care and support provided, residents' 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 the dreams of the late Founder Domitilla of bringing much needed relief to families.

The Society offers individuals of the community at large 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 of a variety of needs. With this in mind, when an opportunity arises, excess resources are shared with other organisations which are meeting various needs within the community. This is our way of "paying it forward".

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

Impact through Advocacy and Paying It Forward

At times when visitors are introduced to LITTLE EDEN and experience first-hand the

work carried out in caring for some of the most marginalised and vulnerable, they have commended LITTLE EDEN and identified it as a benchmark organisation that provides exceptional care for people with profound intellectual disability. One such person was the former Gauteng MEC of Health, Dr Gwen Ramakgopa, who, during the launch of Mental Health Awareness month in October 2018, said "*LITTLE EDEN is an epitome of world-class care of people with profound intellectual disability*".

NGOs which operate in a similar field to LITTLE EDEN have made contact and requested a visit to our facilities to observe the operating procedures and to request guidance either in setting up their centres or to learn new ways of offering services to their beneficiaries in an effective and more impactful manner. Five trainees from KwaZulu Natal spent 6 months (in 2018) at LITTLE EDEN, DDHH receiving on the job caregiver experience as well as external institutional training. The experience and knowledge gained by these volunteers earned them the necessary skills to assist in the establishment of their new facility in Mpumalanga. These volunteers were welcomed into the LITTLE EDEN family and contributed towards caring for our residents.

Another example is the *Catholic Diocese of Klerksdorp* which recently approached LITTLE EDEN for assistance with setting up a charity shop which will generate income for their organisation. The LITTLE EDEN Charity Shop has served Edenvale residents and those travelling in from other parts of Johannesburg for many decades and has been and continues to be an important

income generator for the LITTLE EDEN Homes in Edenvale and Bapsfontein.

The Society, through its work and strong belief in the Values of *Respect, Sanctity of Life* and *Love & Care* continues to be a voice for people with profound intellectual disability and to be an example of quality care.

Through the Society's events, there is a conscious effort to demonstrate residents' *abilities* and the impact of effective care and stimulation. In 2019, the residents were given an opportunity to be on stage during a public show with the *Teatro Patologico* production at The Market Theatre in Johannesburg. This was not only an opportunity for the residents to demonstrate their *abilities* but it was a statement of inclusion and publicly acknowledging the value of people with profound intellectual disability.

The annual *LITTLE EDEN CEO Wheelchair Campaign™* which has been running for the past 3 years is an event which not only raises valuable funds but also shines a light on the mobility challenges experienced by people with physical disabilities. Many LITTLE EDEN residents not only have

profound intellectual disabilities but often have physical disabilities too, which can lead to them being unable to express their needs.

The LITTLE EDEN Showerβath innovation which is a combination of shower and a bath tub was recently acknowledged by SAB Foundation during their *Social Innovation & Disability Empowerment Awards*. The Showerβath enables caregivers to comfortably and easily wash persons, particularly the elderly, with profound intellectual disabilities and limited mobility. Suitable for use in care facilities, hospitals and homes, with minimal maintenance costs, the Showerβath makes bath time safe and hygienic, enhancing the dignity of the person being bathed, while promoting the physical well-being of the caregivers. This innovation is a demonstration of how the Organisation pays attention to the individual needs of its residents and of those who care for them by having designed a customised bathing unit. The long-term aim is to promote the use of this unit in other care homes where a person requiring assistance with bathing and a caregiver providing this assistance would benefit from this customised design.



FINANCIAL IMPACT

TREASURER'S REPORT



The total income for LITTLE EDEN Society for the year ended 31 March 2020 grew marginally by 4.02% to R44 901 900 (2019: R43 166 495). The marginal growth was due to tough economic conditions.

During the period under review, donations from the public decreased by 5.7% (2019: R16 413 836) to R15 479 473 in 2020 while the grant from the Gauteng Department of Health subsidy increased by 5.4%.

Operating and fundraising costs increased moderately by inflation related fluctuations of 5.6% to R45 526 976 (2019: R43 130 863). Also, included in the total costs, was an amount of R1 215 559 for major renovations from a conditional grant received in advance in the prior year.

The Society ended the financial year with a deficit of R625 076 from a marginal surplus of R35 632 in 2019.

The statement of financial position at 31 March 2020 reflects total current assets of R4 613 326 which represents a 17.2% decline from R5 572 145 in the preceding year. The decline is mainly attributable to the utilisation of part of the conditional grant that

was received at the end of the last financial year, the amount utilised was R1 215 559.

The Society received a standard qualified audit opinion in relation to similar organisations for the year under review relating to accounting controls over cash and donation-in-kind collections prior to the initial entry of the collections in the accounting records. The Society will continue to investigate other cost-efficient solutions to address the area of qualification; at this stage, none have been identified.

Despite challenging economic conditions, Management and staff are committed to fund raising efforts to ensure that the Society continues to fulfil its vital mandate to its residents.

I appreciate the commendable efforts of the Board, Management and staff throughout the financial year.



Ms Sedzani Faith Mudau CA (SA)
Treasurer

INCOME AND EXPENDITURE

The three-year comparative analysis of our funding streams is tabulated below:

<u>Description</u>	2020		2019		2018	
	Total Income %	Rand	Total Income%	Rand	Total Income%	Rand
Government	45%	20 272 767	45%	19 247 272	46%	18 709 439
Corporates	22%	9 867 736	23%	10 077 003	18%	7 161 837
Individuals	12%	5 240 601	13%	5 421 703	14%	5 908 719
Foundations & Trusts	9%	4 156 245	8%	3 630 487	8%	3 356 699
National Lotteries	1%	500 000	0%	0.00	2%	950 000
Charity Shop	6%	2 582 857	6%	2 747 026	8%	3 087 110
Other sources of income	2%	1 064 025	5%	2 043 004	4%	1 708 645
Major Renovation Project Income	3%	1 217 669	0%	0.00	0%	0.00
TOTAL INCOME	100%	44 901 900^{LA}	100%	43 166 495 ^{LA}	100%	40 882 449

At 45% Government remains the largest and most strategic partner; we have worked closely with the various departments to ensure alignment to priorities and to strengthen the services. The Department of Health remains one of the key stakeholders of the Organisation and regular engagement is critical to receive the expected level of support.

Funding from Corporates and Individuals has slowed down, attributed in part to the restrictive CSI environment for disability funding and a shrinking economy. We have grown philanthropic funding from Trusts and Foundations by excelling in our due diligence and impact reporting.

After an absence of a year, the expected funding from the National Lotteries Commission has been received. This support is much appreciated, however the funding received has declined significantly with each application, which has been disappointing.

LITTLE EDEN combined sources of earned income has shrunk year-on-year. This is attributed in part to the efforts at scaling up the pecan nut farm that required repairs and the upgrading of major equipment as well as the costs associated with the relocation of the Charity Shop. A strategic analysis of agricultural income generation projects will be conducted in 2020 to continue to expand the pecan nuts that produce a higher yield compared to maize. An internal audit was conducted of the Charity Shop to enhance the financial performance and overall efficiency of the operation.

Additional funding has been secured from an international funder specifically for the facilities upgrade project which is ring-fenced for this purpose.

LITTLE EDEN Society closed the current financial year-end March 2020 with a deficit of R625 076. It is anticipated that the situation will be more challenging in the

upcoming fiscal period. A preliminary assessment places the loss of expected income from donations in the region of between 30% - 50%. This as a consequence of the pandemic and impact it has had globally as well as the economic pressure and anticipated recession. To mitigate this, LITTLE EDEN has embarked on a series of

decisive actions, including revised budgeted expenses, speaking with our private partners and to the government to expand their funding support; additionally, appealing to our current donors for their continued support. Fundraising platforms, approach and strategy are reviewed continuously.

Gross Expenditure for the Year Ended 31 March 2020

	2020	2019
Care Services	51.73%	53.96%
Food and Provisions	4.73%	4.69%
Fundraising Costs	2.19%	1.20%
Insurance & Bank charges	0.67%	0.69%
Maintenance & Equipment	5.18%	6.57%
Other Admin	1.47%	2.26%
Other Home Costs	7.98%	7.00%
Personnel - Admin & Fundraising	12.88%	14.95%
Professional and Security	3.00%	1.64%
Charity Shop	2.97%	3.03%
Municipal Services	4.53%	4.01%
Major Renovations Project Expenses	2.67%	0.00%
Total	100.00%	100.00%

The percentages reflected have not changed significantly compared to the previous year. The main changes relate to the Fundraising costs, other Home costs and professional and security costs. The fundraising costs increased due to additional efforts put in place to market and source funds for the Organisation. Other Home costs were affected by the unavailability of required medication usually supplied by the Department of Health, which has put additional financial strain on the Organisation as these expenses were not anticipated. The medication had to be sourced privately. Professional and security costs increased due to our efforts in strengthening the internal controls with regards to the Charity Shop by engaging internal auditors to review the operation and other professionals for

strategy review. The Organisation secured grant funding specifically for major renovations and building upgrades, the first tranche of which was received in the previous financial year. Funds for the major renovations project are deferred until claimed based on the cost of work completed. Income and costs are equal. However, for the current financial year there is a slight variance due to expenses in the previous financial year which occurred prior to grant funding having been received.

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.

FUND DEVELOPMENT

LITTLE EDEN approached the end of this financial year in the grip of COVID-19. On the back of an already restrictive funding environment for disability, this pandemic brought with it disruptions to the funding streams and threat to donor funding. The stay-at-home decree meant that earned income opportunities through the Charity Shop, pecan nut sales and fundraising events were abruptly suspended.

LITTLE EDEN used this as an opportunity to take a broader view as the team assessed the impact, financial health and capacity to deliver, ensuring that the Organisation remains more relevant and viable now and into the future.

To manage risk LITTLE EDEN has embarked on a detailed assessment of the current situation and environment. A financial scenario plan was created; creating a best, worst, and an expected case scenario with clear plans on how to respond to each one if it happens. Internal and external data was referenced as was prior experience to try to make a reasonable set of assumptions and to focus on the things LITTLE EDEN can control to put the Organisation in the best possible position.

The team also looked at the diversification of donors. While it is proving difficult to secure new streams of funding, a clear picture of active donors was identified and we moved swiftly to have honest conversations with them, ensuring that donors understand the needs and importantly are reassured that the residents are safe and well. In doing this we brought them even closer to the Organisation and deepened our relationship with them, giving some sense of the reliability of our revenue streams.

The journey travelled through the conceptualisation and implementation of the Showerbath, encouraged the Organisation to re-think the value of the Charity Shop and the Pecan Orchard as explicit Social Enterprise Models and income generating projects. In seeking predictability, we also know that our stability in tough times rests with mobilising small funding values from an extraordinarily large cohort of funders. Here a test case will be in how effectively we manage the donor data, and the current crowdfunding campaign that has been initiated.

Having a good sense of the funding landscape and in reviewing the strategy, key strategic goals have been developed to carry the Organisation forward into the new financial year despite these uncertain times.

The five strategic goals as the Organisation navigates the year ahead amid the global pandemic are listed below. This strategy encompasses maintaining the standard of excellence; rallying donors; continuous engagement with partners; diversifying funding streams; the COVID-19 response, and recovery and building resilience:

- Building resilience: mobilise small but regular income from a large number of donors
- Solid stewardship plan: building an enduring funding base
- Earned income: increase Charity Shop sales and upscaling pecan nut farming
- Foreign funding: strengthen ties with the ONLUS as a conduit for funding opportunities
- Social enterprise development: upscaling the Showerbath innovation in the long term

Thank you, thank you, thank you to over 3 121 active supporters of LITTLE EDEN, from pro-bono professional services, to in-kind support, to volunteers to funders.

How do we pack all the joy, laughter, good health, perfect peace and comfort that the residents have because of you in *two tiny words*?

On behalf of all the residents, Dikeledi shares this picture to convey our sincere gratitude to each one of you, may you be abundantly blessed.

This image says I am able because you care

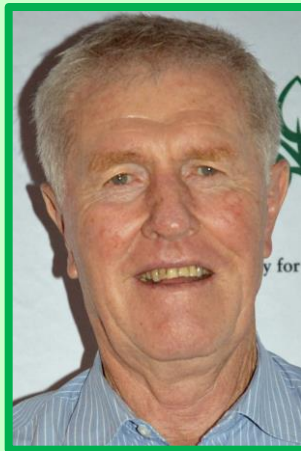
Donors of R100 000 and above

Thinkst Applied Research (Pty) Ltd
Anonymous
National Lotteries Commission
Estate Late JB Tory
Bollore Transport and Logistics South Africa
PricewaterhouseCooper Inc
Dis-Chem Foundation
Studio 5
DRiV
Kia Motors South Africa (Pty) Ltd
Haas CNC Services South Africa cc
Multotec (Pty) Ltd
Impact Distributors
Ackermans Pharmacy
Estate John Drier
Mr Mike de Blanche
Anonymous
Victoria Frances Clive-Smith Charitable Trust
The Hope Convalescent Home for Children
Avocet Scales & Labels (Pty) Ltd
Pontifical Society of the Holy Childhood
Italian-SA Chamber of Trade and Industries
Chalmar Beef (Pty) Ltd
Andru Mining
The Linda Nagel Foundation
Kargo Long Distance (Pty) Ltd
The Robert Niven Trust
KAM Whelan Family Trust
Balwin Foundation
MEI Construction & Services cc
Anglo American Chair
Mr Richardo de Soare



CORPORATE GOVERNANCE

CHAIRMAN'S REPORT



Although I knew that our Annual General Meeting was scheduled to take place in July 2020, I was silently hoping because of the unprecedented times of the COVID-19 pandemic and subsequent lockdown that our Annual General Meeting would be postponed to later in the year.

However due to the adverse impact of the lockdown on revenue of LITTLE EDEN these past two months a decision was made to produce a more condensed Annual Report for 2019/20 to save on costs and the theme suggested "I am able" seems very appropriate in these uncertain times. Hopefully it will tug at heart strings and force everyone to see our world in a much different light.

The world's Governments, businesses, families and individuals have huge issues to overcome and challenges ahead – financial, work, unemployment, hunger and health. At the same time, we all have to look deeper into the society we have created and lived in and indeed the very purpose of life itself.

No doubt we have all had ample time in these past few months to look at life from a different perspective. It has felt unreal going on a journey without knowing how long it will

take, where it will lead us or where we will finally end up.

The world as we knew it has changed forever- hopefully for the better. Henri J M Nouwen was a Dutch Catholic priest who shared his life with people with mental disabilities as pastor of the L'Arche Daybreak Community, Toronto, Canada, wrote in his book Bread for the Journey:

"What truly counts is not the length of our lives but their quality. Jesus was in his early thirties when he was killed; St Therese of Lisieux in her twenties when she died. Anne Frank was a teenager when she lost her life. But their short lives continue to bear fruits long after their deaths. That is what our life in community is all about. Each of us is like a little stone in a mosaic. Some are blue, some are green, some are yellow, some are gold. When we bring our faces close to the mosaic, we can admire the beauty of each stone. But as we step back from it, we can see all these little stones reveal to us a beautiful picture, telling a story none of these stones can tell by itself."

That is what our life in community is about. Each of us is like a little stone, but together we reveal the face of God to the world.

Nobody can say: "I make God visible". But others who see us together can say: "They make God visible." God uses humanity in His creation and action within the world. The key points of both the Old Testament (Exodus) and New Testament (John and Phillipians) is that God hears the cries of humans in distress and takes notice of them by choosing humans as His agents by alleviating suffering and in their mission God is sensitive to the fears and shortcomings of His agents by offering companionship and support to carry out this important work of mercy on earth.

So let us acknowledge and recognise the important role of our founders Domitilla and Danny Hyams, different Government agencies, businesses, individuals, general public, caregivers, Supercare Services Group, Sisters of the Imitation of Christ from India,

administration staff, Fidesco volunteers from France, helpers, overseas donors, the Legacy committee, Associazione Domitilla Rota Hyams ONLUS in Bergamo Italy, LITTLE EDEN Foundation and the Board of Governors play in the wonderful mosaic of life played out in the daily lives of our 300 residents at our two Care Centres Domitilla and Danny Hyams Home in Edenvale and Elvira Rota Village at Bapsfontein.

We trust that you will enjoy reading our Integrated Annual Report 2020 which seeks to record the core function of the Society of providing quality care to children and adults with profound intellectual disability with *Values of Respect, Sanctity of Life and Love & Care* as the world adopts a new outlook of "I am able". Our very sincere and heartfelt thanks to you all.



Rev Douglas (Doug) Boake CA (SA)
Chairman



CHIEF EXECUTIVE OFFICER'S REPORT



During the year under review we celebrated a number of milestones and overcame a number of challenges, yet these all feel like a distant memory in light of the current pandemic which has become all-consuming due to the risks and uncertainty it poses.

"*I am able*" is a perfectly fitting theme for this year's annual report as our *ability* to adapt to an abnormal situation has been the order of the day recently not only within the confines of our Organisation but in the country and the world at large. We closed the reporting year on 31 March 2020 just as the national state of emergency was declared in South Africa in response to the COVID-19 pandemic which engulfed our country. LITTLE EDEN, as an Organisation which relies heavily on the generosity of others to keep its doors open, has been adversely impacted by regulations which had to be implemented as a means to cope with and manage the escalation of infections in the country and at all times protect and limit the risk of exposure to our residents and staff.

It is especially at such times where our trust in Divine Providence and guidance through the core Values of our Organisation, *Respect, Sanctity of Life* and *Love & Care* and your valuable support comes into play. This helps us to ensure that the core function of LITTLE EDEN, which is to provide all round

quality care to children and adults with profound intellectual disability, is never compromised.

Financial stability and sustainability remain one of the top significant and ongoing material issues, especially in light of the continuing economic challenges and the impact of these on non-profit organisations. The Organisation closed the financial year with a deficit of R625 076 with an anticipated tough financial year ahead.

Despite the uncertainty the times hold, we take a moment not to lose track of the milestones achieved over the past year and to give thanks to God for these, which include amongst others two prestigious awards: Second place at the SAB Foundation Social Entrepreneurship awards in the Disability Sector; and the silver award received by LITTLE EDEN at the 2020 Gauteng Premier's Service Excellence Awards.

The Deputy Minister of Foreign Affairs and International Cooperation Prof. Emanuela Del Re and her delegation accompanied by the Italian Ambassador Paolo Cuculi and First Secretary Stefano Lignon, visited LITTLE EDEN on 12 December 2019. The main purpose of the visit was to see the Home and meet the residents.

The invaluable relationship with the Italian Embassy, has contributed towards strengthening the support for LITTLE EDEN within the Italian community in South Africa and Italy.

On 28 February 2020 the new Italian Consul General in Johannesburg, Dott. Emanuela Curnis, visited LITTLE EDEN and shared the wonderful news that following Lucy Slaviero's retirement as CEO of LITTLE EDEN Society, Lucy has been recognised by President Mattarella of the Republic of Italy for her many years working and leading the Society. Lucy has been bestowed the prestigious title of Cavaliere dell'Ordine della Stella d'Italia (An Order initiated in 1793 with 10 900 recipients to date). Congratulations Lucy!

Through the constant support, prayers and involvement of our donors, the Sisters of the Imitation of Christ, Fidesco and other volunteers, the LITTLE EDEN Foundation, LITTLE EDEN Board of Governors, Associazione Domitilla Rota Hyams (ADRH) ONLUS, and the dedicated commitment of

our staff, LITTLE EDEN is *able* to rise above the challenges experienced. It is through your continued support that we will be *able* to tackle these uncertain times with courage. The reach and impact of the work carried out at LITTLE EDEN stretches beyond the boundaries of our two Homes.

I take this time to recognise and pay tribute to our very special residents who continue to inspire us on a daily basis.

I acknowledge and thank the Board of Governors for your guidance and support throughout the year. Thank you to the Management team; through your commitment, support and dedication we are *able* to take LITTLE EDEN forward with confidence despite these unprecedented times.

I look forward to sharing with you the various developments in the next year as we commence the major upgrading of LITTLE EDEN Society towards improved service delivery and sustainability.



Xelda Rohrbeck
Chief Executive Officer



MATERIAL ISSUES EXPLAINED

On 26 February 2020 management, staff and some key stakeholders participated in an internally facilitated materiality workshop. The objective was to identify and prioritise the material issues that are most pertinent to LITTLE EDEN, with particular focus on the 2019-2020 period.

During the process of evaluation material issues were listed in order of their relevance based on the happenings in and around the Organisation, overall sustainability of the Organisation, plans for the future, and upgrading of LITTLE EDEN Society towards improved service delivery and sustainability. However, before the annual report was compiled, the order of the material issues had to be revised due to the significant impact of the COVID-19 pandemic on the Organisation, the country and globally.

The major material issues have been identified below (certain material issues have been consolidated into one due to their overlapping nature and impact).

Care of the residents and Ethos/Values:

The two most important material issues remain the care of the residents and the acceptance and upholding of the LITTLE EDEN Ethos/Values. Since the beginning of LITTLE EDEN Society 53 years ago, Divine Providence and the Values of *Respect, Sanctity of Life* and *Love & Care* have been the thread which 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. A healthy Ethos is the lifeline of any organisation. Hence staff morale is a key focus area and challenge. Various programmes such as staff training and consultation sessions with staff

have been implemented to contribute directly towards the wellbeing and identification of staff needs.

Financial Stability:

A few significant matters moved this material issue to the top of the list. COVID-19 pandemic - financially the impact has been significant and more so as South Africa finds itself in lockdown. The main annual fundraising Fête event is cancelled; the Charity Shop has been closed for two months which usually provides a stable monthly income stream for the Organisation; and restricting external access to the Homes has a direct impact on regular donations received. Sourcing additional hygiene products, personal protective equipment, and cleaning staff to limit the risk of infections has had a major impact on the financial status of the Organisation.

The LITTLE EDEN Charity Shop which is responsible for 6% of overall income of the Organisation relies on a variety of quality second-hand goods received from the community. A number of factors impacted the income of the Charity Shop, amongst others the unstable economy had a direct impact on the volume and quality of donations that the Organisation received and the development of new second-hand shops in the area brought extra competition for already limited resources.

A decrease in the number of fee-paying residents was noticed. There are various reasons for this of which one is that a number of residents have reached the age of 18 at which stage families no longer receive subsidies for their family members and can no longer contribute towards care and thus many families are not in a financial position to contribute to fees.

General economic factors affected the behaviour of donors. There has been a significant reduction in the value and quantity of financial donations received. The aim of the Organisation is to become self-sustainable in the future. Various income generating options are being explored to achieve this within certain limitations and opportunities such as the extension of the pecan nut orchard which has already been implemented.

Health and Safety:

A few factors pushed this to be amongst the most important material issues. The outbreak of the COVID-19 pandemic threatens the health and safety of the residents and those who care for them. Due to the nature of their disabilities, the LITTLE EDEN residents are automatically placed at high risk when it comes to Coronavirus infections. At the time of going to print, Gauteng is one of the hotspot areas and provinces with a high infection rate.

LITTLE EDEN has been in operation for 53 years with many of the structures and facilities requiring upgrades or renovations to ensure safety and sustainable future use. The building renovation project will commence as soon as the national lockdown regulations allow and part of these upgrades will explore options of waste disposal and the environmental impact in the use of disposable nappies. Safety measures are in place as a priority and focal areas have been identified to ensure the health and safety of the residents and staff while building is underway.

Donors:

LITTLE EDEN operates through the support of its donors. For some donors their livelihood may have been severely negatively affected by the global economic pressures caused mainly by the ripple effects of the outbreak

of the pandemic. Naturally in this situation philanthropy-giving is directed towards the pandemic and general donations move to the bottom of the priority list so that organisations such as LITTLE EDEN are hardest hit. 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 these various partnerships LITTLE EDEN is *able* to advocate and create awareness of the needs of some of the most vulnerable members of society.

The Society continues, through the Business Development department, to strategically work on maintaining strong relations with donors and implement measures to secure sustainable support despite the challenging economic environment.

With sincere gratitude to an international anonymous funder, the upgrading project of LITTLE EDEN Society towards improved service delivery and sustainability will resume as soon as the national lockdown regulations allow. Despite this project being fully funded, funding towards operational expenditure is still urgently required and critical for the Organisation to remain viable.

Environment:

The continuity of utilities remains an area of concern with the threat of unreliable supply of water and electricity. Service delivery interruption contingencies are in place (generators and boreholes at both Homes) to avoid a significant impact on the delivery of care to residents. Solar energy as well as water storage and rain water harvesting options are being explored with the planned upgrading of the facilities. A recent sinkhole in close proximity to ERV has raised additional concern due to the dolomitic soil conditions. As part of the building upgrades

project, geotechnical soil testing was conducted and it was found to be suitable for the new building requirements.

Governance/Transparency:

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, Business Development, Audit & Risk, and Remuneration Subcommittees at Board level continue to support good corporate governance. Various organisational audits have been conducted in accordance with PwC's recommendation in the Strategic Business Review conducted in 2018.

Government Relations:

LITTLE EDEN relies on assistance from government agencies in order 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 an excellent care service). The further development of the relationship with the various government agencies is on-going. As at the end of March 2020 there are no subsidies outstanding. However, a major challenge is a shortage of medication usually supplied through the Department of Health, which LITTLE EDEN is currently required to procure privately, adding additional financial strain on the Organisation.

Human Resources Capacity:

Capacity building involves training and human resource development. A portion of the funding received from the international anonymous donor towards upgrading of

LITTLE EDEN Society for improved service delivery and sustainability, is specifically allocated for staff capacity building. Various methods continue to be investigated and are in place to ensure positive staff morale, amidst the internal and external influences. The methods include regular communication with staff through platforms such as team meetings, CEO monthly newsletters, staff training and thank you tokens.

PR & Communications:

Communication is the glue that holds the Organisation and its stakeholders together. An inclusive, transparent, 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.

The need for effective communication with stakeholders became more apparent early last year as plans to start the building project commenced. Regular and informative communication became critical to ensure inclusivity and to limit opportunity for misinterpretation of the message that the Organisation sent out regarding the renovation and construction of new buildings. The risk of negatively affecting the feeling of security that families of our residents have with the Organisation and the negative impact on staff morale was also possible as the renovations meant restructuring and movement of certain offices, staff and residents. Being vigilant and mindful of external factors within the environment in which the Organisation operates, especially with the outbreak of the COVID-19 pandemic, required constant and reassuring communication to ensure the security and safety of our residents, staff and donors who interact with us on a daily basis.

BOARD OF GOVERNORS / MANAGEMENT / SUBCOMMITTEES

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.

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.

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.

The prime purpose of the existence of LITTLE EDEN comprises the holistic care of its 300 residents. 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. 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.

Management

The Society is aware of the importance of maintaining the racial diversity of its management team and Board of Governors. Progress has been made in the composition of the Board of Governors as well as the management team.

Male	Female	Black	White	Indian	Disabled	TOTAL
1	3	1	3	0	0	4

NOTE: Outsourced labour Supercare Contract Managers excluded

NOTE: Currently one management position vacant

Catherine Moshifa was welcomed to the LITTLE EDEN management team on 6 November 2019 as the Financial Manager. The position of Business Development Manager became vacant on 28 February 2020 and the recruitment process commenced but has been affected by the impact of COVID-19.

Board of Governors:

Male	Female	Black	White	Indian	Disabled	TOTAL
4	4	3	4	1	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 for 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 remained in the position of Chairman; Mr Maurizio Galimberti remains the Vice Chairman and Ms Sedzani Mudau the Treasurer.

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

Board Subcommittees

The Board Subcommittees continue to offer valuable support, expertise and guidance to the Organisation. These committees are advisory in nature and not executive committees and as such do not perform any management functions nor assume any management responsibilities. The roles of these committees are independent with accountability to the Board of Governors. Each Board member participates in at least one subcommittee.

The **Audit and Risk Subcommittee** assists 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 subcommittee is chaired by Mrs Ntambose Rosetta Xaba.

The **Finance Subcommittee** assists with financial matters pertaining to LITTLE EDEN Society and 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. The subcommittee is chaired by Ms Sedzani Mudau.

The Business Development

Subcommittee fulfils a support role in monitoring and measuring the performance of the Business Development Department against the Business Development Strategy. The subcommittee is chaired by Mrs Thato Nkosi.

The Remuneration 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 & Associates*, supplied valuable input making use of the PE Corporates Services survey. The committee recommends an overall annual quantum (either percentage or value or both) and also sets the remuneration of the CEO. The subcommittee is chaired by Mr Maurizio Galimberti



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-about 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, LITTLE EDEN fundraises 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 of the strategy.

- To maintain and build adequate infrastructure and facilities which are required to ensure a holistic approach to the care of the residents.
- To source and retain qualified and competent staff members within the Organisation.
- To provide on-going staff training and ensure placement according to expertise.
- To uphold the Values and Ethos in caring for the residents, staff and environment.
- To sustain effective and efficient communication with stakeholders.

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

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

The reports evaluate progress against care 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.

The **Safety, Health and Environment (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 Society.

The impact of COVID-19 highlighted the need for best practice safety standards in the workplace as well as the need for continuous on-the-job training in terms of health and safety and specifically hygiene. The Minister of Health and the Minister of Employment and Labour have promulgated a number of Regulations and Directives in terms of the management of the COVID-19 pandemic in the workplace over and above the Regulations issued in terms of the Disaster Management Act by the Minister of Co-Operative Governance and Traditional Affairs.

From the onset of the pandemic, LITTLE EDEN took a proactive stance in managing the pandemic. Due to the nature of their disabilities, the residents are automatically at high risk when it comes to the effects of COVID-19. A number of processes were put in place such as additional hygiene and disinfectants in the Homes and office; specific COVID-19 related signage; additional cleaning of high touch surface areas, ensuring that external visitors do not enter the Homes, volunteers who had been exposed to foreign visitors were required to self-isolate for 14 days after the visit; no handshakes, hugging or kissing and regard for social distancing and issuing of PPE.

The Audit and Risk Subcommittee met on 16 March 2020 and discussed processes already put in place which are listed above, as well as the comprehensive risk assessment developed by LITTLE EDEN which involved planning; identifying hazards; analysing risks; evaluating risks; controlling risks; and monitoring the application thereof and review thereof.

Framework principles that guide decision-making and methods of operating are as follows:-

- To provide clear guidelines, processes and protocols to protect the health and safety of stakeholders
- To ensure that responsible parties are clearly identified, capacitated and directed which resulted in the appointment of two LITTLE EDEN COVID-19 Compliance Officers from the management team as well as the two Supercare Contract Managers
- To ensure an integrated compliance approach by ensuring all appropriate statutes and regulations are identified and addressed
- To ensure that the approach to compliance is in alignment with the business strategy and best practice based on the merits of the situation
- To ensure that a human-centric approach is maintained at all times
- To ensure that employees are engaged and feedback is encouraged at all times through a collaborative approach
- To adopt a systems approach that considers internal and external factors, assessment thereof and incorporation into a continuous improvement cycle

With the Presidential announcement of the national lockdown which was implemented on 27 March 2020, immediate steps were taken to reduce the number of office staff and special measures were implemented to identify and protect vulnerable employees and at all the times, the residents.

LITTLE EDEN furthermore implemented the following measures:-

- Issuing of permits to work for essential employees
- Permitting staff identified as vulnerable employees to work from home and

implementing special measures if required to be in the office, where practicable. Where this was not possible, employees were not required to report for duty and LITTLE EDEN obtained TERS UIF benefits for staff affected by closure of certain departments.

- Return to Work Declaration
- Letter to all vulnerable employees
- COVID-19 screening and daily temperature monitoring
- Re-arranging the workplace to allow for effective social distancing
- Employee training
- Regular communication with employees

As the regulators continue to adjust health and safety precautions, LITTLE EDEN undertakes to put in place additional measures as the need arises to ensure an integrated compliance approach.

Scott-Safe audits LITTLE EDEN every three months on a pro bono basis. An audit at ERV was planned to take place during National Lockdown and has been postponed until further notice.

Certain upgrades were due to commence in the first half of 2020 and health and safety specifications were drafted for construction purposes. The upgrades to the two Homes are temporarily on hold due to the COVID-19 pandemic.

The purpose of the **Employment Equity Committee** 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 nominated to represent their constituent members on the Committee which was first put in place in 2005. The Committee meets every four months. The main role of this Committee is

to ensure that LITTLE EDEN meets its Employment Equity requirements by drafting the Employment Equity Plan and ensuring its effective implementation. The Employment Equity Report and Workplace Skills Plan & Annual Training Report are submitted annually. The latter is also approved by a process of consultation through the Employment Equity Committee.

RELATIONSHIP OF LITTLE EDEN ENTITIES

Associazione Domitilla Rota Hyams Onlus (ADRHO) is a non-governmental legal entity registered in Italy in 2012 managed by volunteers. One of its functions is to be a central European contact office for European financial donations which grants tax benefits to the donor. These donations go towards the sustainability of LITTLE EDEN Society. Further benefits include the facilitation of volunteers, the exchange of knowledge related to the care of persons with intellectual disabilities and the transfer of ethos value systems. Visit <http://www.domitillarotahyams.com/en/1/home.html> for further detail.

LITTLE EDEN Foundation (LEF) was established in 2010 with its purpose to safeguard, grow and ensure the provision of funds, assets, services and other resources to LITTLE EDEN Society. It is a registered Non-profit Organisation (100-006 NPO), an approved Public Benefit Organisation (PBO 930 034 635) in terms of section 30 of the Income Tax Act (the Act) and has been granted section 18A status, which means

that donations to the Foundation are tax deductible, with certain limitations, in terms of section 18A of the Act. Visit <https://littleeden.org.za/about/#foundation> for further detail. 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

1) Entity	LITTLE EDEN Foundation - a legal entity by nature of a signed Constitution by its members. Established in RSA	LITTLE EDEN Society for the Care of Persons with Mental Handicap – a legal entity by nature of a signed Constitution by its members. Established in RSA.	Associazione Domitilla Rota Hyams Onlus - a legal entity by nature of a signed Constitution by its members. Established in EU (Italy)	
Comprises	Board of Management ⁽¹⁾	Board of Governors ⁽¹⁾	Foundation Board ⁽¹⁾	
		CEO Management Team	Executive Committee	
	Administrative services are offered through LITTLE EDEN Society	Supercare Outsourced Services of certain personnel	LITTLE EDEN employees	
Function	To safeguard, manage and maintain the immovable and investment assets previously of LITTLE EDEN Society	To carry out 24-hour residential care and stimulation for the 300 residents.	To promote the interests of LITTLE EDEN Society by raising public awareness, promoting volunteer programmes and fundraising	
Common Objective	With differing responsibilities, to ensure the appropriate care of the residents of LITTLE EDEN Society			
Registered Status	NPO	Yes (100-006NPO)	Yes (001-827 NPO) Yes (930/0000/03)	P.IVA – C.F. 03805930165
	PBO	Yes (930 034 635)		
	Section 18A status	Yes		
	Part funded by Government	No	Yes	No
	Non-remunerated position(s)		Remunerated position(s)	
Notes: ⁽¹⁾ Boards are independent of each other				

ASSURANCE STATEMENT

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 2020 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 2020 (the

Report). This engagement was conducted by a multidisciplinary team including social, environmental and 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 a 'LA' on the relevant pages in the Report. The selected sustainability information described below have been prepared in accordance with the Organisation's reporting criteria that accompanies the sustainability information on the relevant pages of the Report (the accompanying reporting criteria).

Selected Sustainability Information	Unit of measurement	Boundary	Page
Compliance with AA1000 principles	Principle alignment	LITTLE EDEN Annual Report 2020	Page 5
Resident statistics: <ul style="list-style-type: none"> • Admissions; • Discharges (left Little Eden); • Deaths; and • Abandoned/indigent children Statistics by demographics: <ul style="list-style-type: none"> • Gender; and • Race 	Number	Domitilla and Danny Hyams Home (DDHH); and Elvira Rota Village (ERV)	Pages 8 - 9
Medical statistics as per: <ul style="list-style-type: none"> • Chronic medication; • Wheelchairs; and • Dual diagnosis (intellectual disability with mental illness); 	Number	DDHH and ERV	Page 9
Income (including donations in kind)	ZAR	DDHH and ERV	Page 33

We refer to this information as the “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 56 to 57 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.

The firm applies the International Standard on Quality Control 1, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

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 are 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 have been prepared, in all material respects, in accordance with the

accompanying 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 2020 is not prepared, in all material respects, in accordance with the reporting criteria.

Other Matter(s)

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.

Director: Jayne Mammatt

Registered Auditor

Johannesburg


15 July 2020


REPORTING CRITERIA

No.	Sustainability information	Unit of measurement	Criteria	Boundary
1	Compliance with AA1000 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 2020
2	<p>Resident statistics:</p> <ul style="list-style-type: none"> • Admissions; • Discharges (left LITTLE EDEN); • Deaths; and • Abandoned/ indigent children <p>Statistics by demographics:</p> <ul style="list-style-type: none"> • Gender; and • Race 	Number	<p>Residents are adults and children with "profound intellectual disability" as defined in the Mental Health Act</p> <p>statistics:</p> <ul style="list-style-type: none"> • Admissions: residents who have been admitted to DDHH or ERV where LITTLE EDEN is the primary caregiver. • Discharges: residents who are no longer under the care of LITTLE EDEN. • Deaths: residents who have passed away. • Abandoned: residents who have been placed by a court order under 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. <p>Statistics by demographics:</p> <ul style="list-style-type: none"> • 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. 	Domitilla and Danny Hyams Home ("DDHH") and Elvira Rota Village ("ERV")
3	<p>Medical statistics:</p> <ul style="list-style-type: none"> • Chronic medication; • Wheelchairs; • Dual diagnosis (intellectual 	Number	<p>Medical statistics of the 300 residents (medication, doctor visits, wheelchairs etc.)</p> <ul style="list-style-type: none"> • Chronic medication: residents with medical prescriptions provided by 	DDHH and ERV

No.	Sustainability information	Unit of measurement	Criteria	Boundary
	disability with mental illness);		<p>a medical practitioner as defined in the Mental Health Act. These medical scripts expire every six months.</p> <ul style="list-style-type: none"> • 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. 	
4	Income (including donations in kind)	ZAR	<p>Income received (including donations in kind) from:</p> <ul style="list-style-type: none"> • Government funding; • Corporates; • Individuals; • Foundations and trusts; • National Lotteries; • Second-hand Shop Operations; and • Combined categories: <ul style="list-style-type: none"> Association Educational Diplomatic Religious Deceased Estates Other <p>Donations in kind are equated to a Rand value through services rendered or goods received.</p>	DDHH and ERV

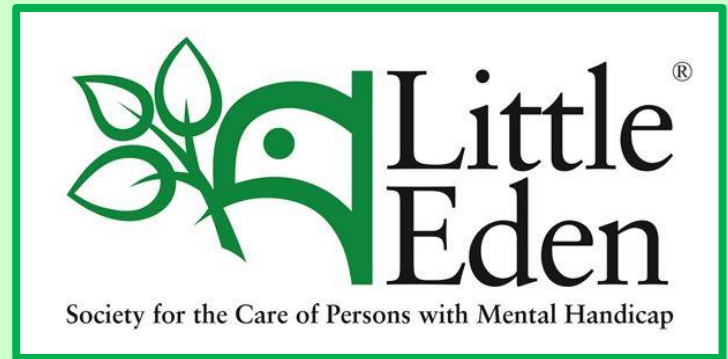
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
 www.littleeden.org.za



001-827 NPO

PBO 930/0000/03

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Follow us on Twitter & Instagram

BANK DETAILS

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

FOR SERVICES PROVIDED FREE OF CHARGE, SPECIAL THANKS GO TO:

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