



NOAH

Neighbourhood Old Age Homes

A programme of Catholic Welfare and Development, NPO number 002-836.
Tax Exempt under Section 18A of the Income Tax Act.
Affiliated to Age in Action



Annual Review **2008/9**

About us

NOAH is a programme of the Catholic Welfare and Development (CWD) agency. We provide homes and services to the poorest elderly in the Western Cape.

We believe in keeping elderly people in their communities for as long as possible.

Our model, which speaks to our vision of providing home, health and happiness for every older person, is focused on providing an integrated package of housing and services to the elderly within their communities. We are therefore creating homes rather than institutions for our residents.

As a result of our work elderly people:

- Feel secure and happier
- Stay connected to their communities
- Retain their dignity and independence
- Remain healthy and active for as long as possible

Our values

At NOAH we

- take time to listen
- are committed and dependable
- respond and adapt to real community needs
- value and respect the contribution of older people

Neighbourhood Old Age Homes

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“NOAH has given me a home and friendship over the years. I feel safe here. I thank God for that.”

Gladys, 93 – one of the first residents at NOAH.

Message from our Chairperson

2008/9 represents my first year as Chairperson of the NOAH Governing Body and has coincided with the financial storm that has swept across our country. This storm has created particular demands on the Programme Manager, Staff and the governing structures of NOAH.

The most critical demand has been the need to make 'every rand go that extra mile'. While this phrase might sound like an advertising cliché the reality is that NOAH (like all NGOs) has directly felt the chilling effect that the crisis has had on funding for the elderly.

It is said that financial adversity can either make or break an organisation. In the case of NOAH I am pleased to report that despite the tough economic landscape with which NOAH has had to contend, NOAH is in robust financial and organisational health.

In my view there are two reasons for this. The first reason is the calibre of the NOAH staff ably led and supported by Dee Wills. Through Dee's creative leadership NOAH has forged new partnerships with other organisations to ensure that existing services are delivered in a sustainable and cost effective manner. The second reason is that NOAH has greatly benefited from a range of individuals who volunteer their time, energy and skills. With this extraordinary resource NOAH has been able to confidently navigate the threats of the past year while at the same time

responding creatively to the challenges and opportunities of providing appropriate community-based services for the elderly.

For the NOAH residents, the financial crisis has been directly experienced through the relentless rise of the cost of food and transport and this has meant even greater levels of financial discipline required by each individual. Such was the escalation in these costs, that the state was moved to provide an additional pension increase (over and above the annual pension increase) to help mitigate the effects of these cost escalations.

Notwithstanding the need for greater financial discipline, the NOAH residents have fortunately not had to face poverty and homelessness as a result of the financial crisis.

This is in sharp contrast to the experiences of so many other elderly in our country today. This protection from poverty and homelessness is due in no small way to the generosity of our funders, many of whom, have made a long term commitment to support the work of NOAH recognising that NOAH's programme is about providing an essential service which can't simply be closed down and restarted when the financial conditions are more 'favourable'.

This past year for NOAH has not solely been devoted to addressing the challenges created by the financial crisis. It has also

been a time for NOAH to play its role in planning for enhanced service delivery for the elderly. Two initiatives come to mind.

The first is the planning of a multi-purpose centre for the elderly in Khayelitsha. The importance of this centre can't be stressed enough given the paucity of services in Khayelitsha. By way of illustration, the ONLY frail care residential service for the elderly in Khayelitsha is NOAH's 20 bed facility in a community of more than one million residents!

The second initiative is the establishment of a forum whose purpose is to engage

the state and all sectors of South African society to take seriously the needs of the elderly.

I feel truly humbled by the dedication, creativity and commitment of the staff, volunteers, residents and Governing Body members who make up this unique community.

I would like to take this opportunity to thank everyone who has directly and indirectly supported me in my first year as chairperson of the Governing Body, and in so doing, enabled me to make a contribution towards the living legacy that is NOAH.

L – R standing: Tony Sellmeyer (building and maintenance), Lorna Olckers (chairperson), Dee Wills (programme manager), Jane Robertson (secretary) and Father Mark Pothier (archbishop's representative)
L-R seating: Margie Dobson (previous programme manager), Gavin Weir (outgoing chairperson) and Margie Walsh (former chairperson)
Not pictured are Owen Kau (CWD representative), Andy Carelse (resident and management forum chairperson), Jacqui Setoaba (marketing), Wallace Many'ra (fundraising) and Mike Veary (treasurer)



Programme Manager's Overview

The global economic climate has challenged NOAH during this year of operation.

As the chairperson has pointed out, it has been tough on our beneficiaries, but it has also been tough on our staff, particularly those at the lower end of the salary scales.

With unprecedented increases in petrol and food prices, the impact was so great that a small cost of living allowance was granted to enable them to continue to get to and from work as well as to put food on their tables.

There is always something good that comes out of difficult times. At NOAH, we have, over this period strengthened our relationships with other organisations in the sector and formed partnerships to continue to provide services to the elderly.

My thanks to the many volunteers who serve on our steering committees that are so important in supporting the residents living in the independent homes.

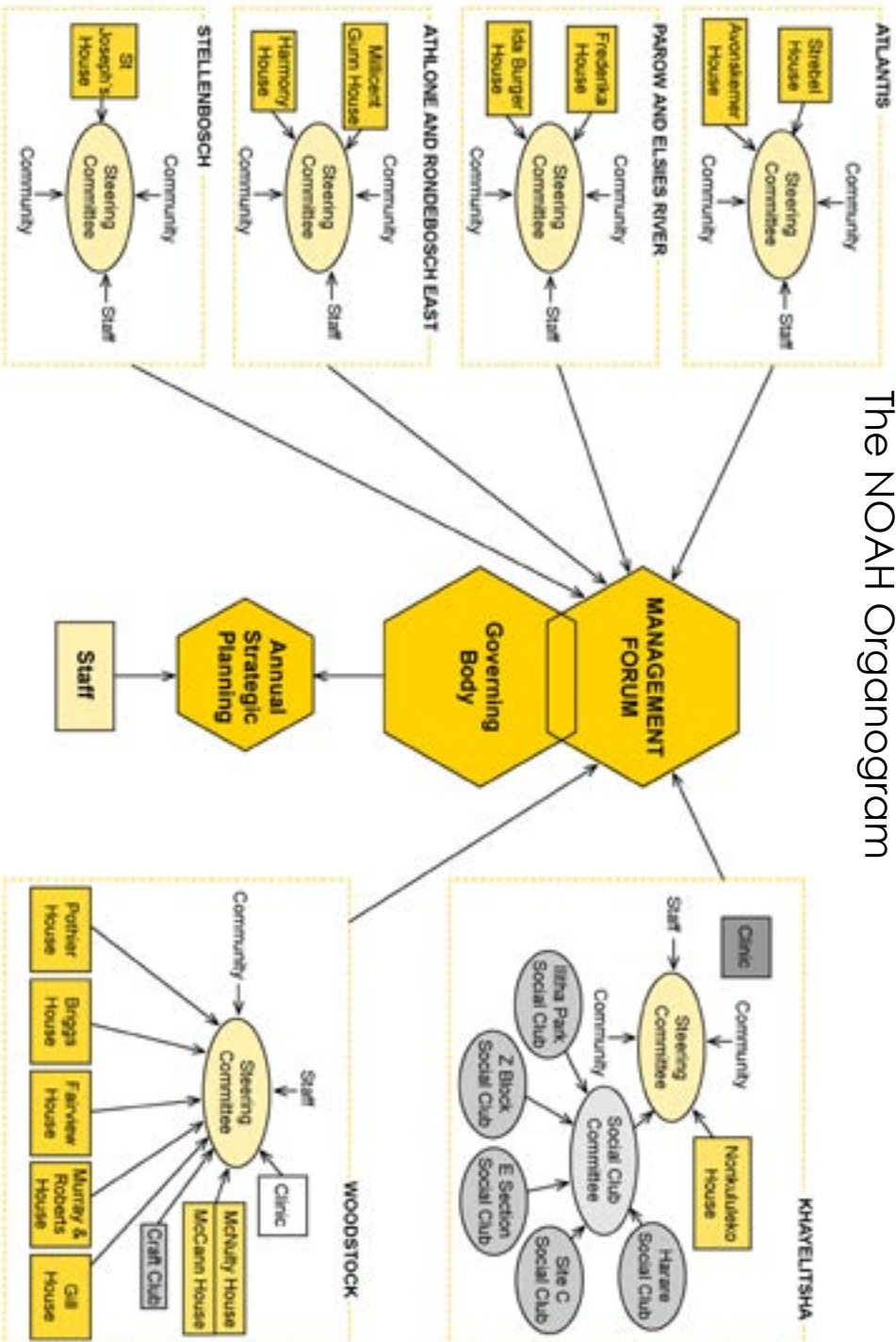
The Governing Body, under the competent leadership of Chairpersons, Gavin Weir, who retired in August, and Lorna Olckers who took over in September 08, has been a great support to the organisation; my grateful thanks to all of the members for their commitment and support during this past year.

NOAH would not have managed to get through the year without the assistance of loyal friends and funders. I am very grateful that with their assistance we have had another successful year of housing the elderly, offering primary health care services and social and occupational activities.

This is also in no small way, due to the dedicated staff that are always willing to go the extra mile and put in many hours beyond the call of duty. I acknowledge and thank them for this.

Dee Wills
Programme Manager

The NOAH Organogram



Home

The ache for home lives in all of us, the safe place where we can go as we are and not be questioned.

Maya Angelou



In response to the great need for safe affordable housing for the elderly poor the Catholic Welfare and Development founded Neighbourhood Old Age Homes in 1981. This visionary thinking resulted in the great 'institution' that has become NOAH, home to poor elderly who rely on a state pension. Our 12 houses in Woodstock, Stellenbosch, Rondebosch East, Parow, Khayelitsha, Elsies River, Athlone and Atlantis have become home to 160 elderly who share companionship in communal living while retaining their independence within their communities.

- Installation of solar heating has made a noticeable impact, saving residents up to 30% on electricity bills
- During 2008 we undertook roof repairs of the NOAH homes
- At the beginning of 2009, we started painting the homes beginning with the following homes in Woodstock: Pothier, M&R, Fairview and Gill house.
- An orientation process was developed for new residents and the code of conduct was revised and customised for each home

Health

NOAH continues to pride itself on its primary health care outreach helping people maintain a good quality of life by regular health monitoring.

- The clinic was staffed by Dr Helen Wright, Dr Melissa Pascoe and Dr Marianne de Andrade.
- All residents were given flu vaccines which we believe kept everybody in reasonable health for the winter
- The nursing sister visited the outlying houses every 3 months to monitor the health of the residents and make referrals where necessary
- We continued to enjoy massage for aches and pains weekly from volunteer Helen Johnstone
- There was a change in the dispensing of chronic medication from the unit at Woodstock Hospital on a weekly basis, to a collection on a monthly basis, which took us a while to adjust to.
- Health talks included nutrition from dietetic students from UWC, diabetes and arthritis, giving the elderly knowledge to better manage their health.

Happiness

Occupational Therapist, Jeane Coetzee was employed during 2008. She identified the need to equip residents with skills that would help them cope with communal living. A series of interventions is helping residents handle conflict better and enabling them to become more assertive, which we believe will - over time - minimise the need for mediation.

- She facilitates activities for residents, such as handwork activities, outings, morning markets to see their goods and fund raising activities;
- Coordinates the activities of groups of NOAH volunteers whose efforts are very beneficial to the residents, e.g. a group of volunteers from the University of Cape Town spend time with residents in our assisted living facility in Woodstock every Saturday and Sunday to play games, read and do other activities.

Khayelitsha

- The challenge of finding skilled staff is not limited to technical skills. We've taken a long term and proactive approach to staffing challenges by investing in practical training of students who've completed a home-based care course. We hope that some of them will be retained as staff of NOAH but the immediate return on investment is that we have extra hands to help with the day-to-day care of 20 frail elderly.
- We are grateful to the Department of Health, particularly the Khayelitsha Day Hospital for their support in the form of a regular visit by one of their staff doctors, Dr Setoaba, who monitored the health of our residents and prescribed medication once a month.
- Plans to build a multi-purpose geriatric wellness centre in Khayelitsha are advancing well.
- The regular donation of food we receive from Foodbank is making a big difference to our residents and club members.
- We consolidated five social clubs into two service centres which allows us to accommodate social club members 3 days per week as opposed to once a week.

These elders from Khayelitsha look forward to attending our social clubs which have become an important ritual and meeting place for them.



Fundraising and marketing



Pictured here are Lindiwe Mavuso, marketing coordinator with Sinah George, manager for NOAH in Khayelitsha at the inaugural Khayelitsha Festival in October 2008 where NOAH showcased its services to the community, petitioned for the elderly and raised awareness amongst potential funders and volunteers.

- A novel tourism model is giving NOAH international exposure through tours conducted by uThando, a non-profit tour operator.
- We employed a marketing coordinator and an additional fundraiser on a part time basis to bolster marketing and fundraising activities.
- As a result we have streamlined our marketing activities and improved visibility through regular media presence.

Challenges

- The high cost of food and transport is an ongoing challenge.
- Security – with residents feeling vulnerable, we have installed security gates, alarm systems and panic buttons in all our homes.



A laughing Almina Mgwali with Basil Hlongwane at the Langa Home.

Opportunities

- Strengthening partnership with other NGOs, funders, friends of NOAH and stakeholders in government.
- Propagating the NOAH model widely and nationally
- A questionnaire conducted amongst social club members has revealed that most of our social clubs members are breadwinners and wish to find ways to supplement their R1 010 social grant. We are investigating ways to assist social club members in this regard.
- Our footprint is growing larger! As of 1 July 2009 NOAH took over the management of the home for the elderly in Zone 17 Langa – South Africa's oldest township. Although we are contracted by the Department of Social Development for only 12 months, we are thrilled at the opportunity to serve this community.

NOAH stories

Help NGOs survive squeeze

Full letter to the editor published in The Times on 27 January 2009

Further to your article 'Charities feel the squeeze' (*The Times*, January

26), I wish to encourage all your readers to consider committing their support to their local NGOs by donating a regular monthly sum. NGOs provide essential services to the most poor in our communities and as a result, all of society benefits. And the current economic slowdown will certainly increase demand for services provided by NGOs as more and more people battle to meet their needs.



Pensioners beg for urgent grant increase

Full article published in Cape Argus on 9 July 2008

Pensioners feeling the pinch because of the higher cost of living have appealed to the government to increase its monthly contribution to the aged.

Widow Adelaide Sibuta, 75, who lives with her unemployed son and two grandchildren, said the economic situation was unbearable and resolute action was urgently needed. She was on the brink of losing her subsidised house which she bought with her late husband nearly 20 years ago.

Through the seasons – life comes full circle for the elderly residents at NOAH

Full article published in the October 2008 edition of Christian Living Today Magazine

"Because He lives, I can face tomorrow..." This was the song that echoed through the corridor of the newly renovated St Joseph's Neighbourhood Old Age Home (NOAH) in Stellenbosch. For the 14 elderly residents in the refurbished abode, the launch of their new home was a celebration of life and community.



Pensioners beg for urgent grant increase

Uncle Bennie goes global

Full article published in Southern Suburbs Tatler on 25 September 2008



Bennie Klein had been longing to visit the Holy sites for over 40-years. When the opportunity to finally go on a pilgrimage to Rome finally arrived, he grabbed it with both hands. And he says it was well worth it!

"It was a privilege to participate in the candlelight procession at Lourdes in France. As well as to learn more about St Bernadette and how the Holy Mother appeared to her," says the 77-year old Bennie who has just returned from a two week pilgrimage to France, Italy and Egypt.

Bennie has been sharing a home with eight other residents since he moved into NOAH's Pothier House in Woodstock in 2002. Originally from the Northern Cape, Bennie lived in Bennady Estate in Hanover Park before moving into NOAH.



FINANCIAL HIGHLIGHTS

ALL FIGURES IN RAND

The year to 31 March 2009 was characterised by the challenges which followed the deteriorating economic climate, insofar raising funds for NOAH was concerned, as well as the increased cost of providing Assisted Living facilities and a substantial drop in funding from the Department of Social Development for Khayelitsha. NOAH's Operating Result for the year was a Deficit of R2 but this was achieved by utilising R650000 of Deferred Income from the original Mvela Cash Grant, received in the previous financial year. In addition NOAH's listed investment of Mvela Group Shares reduced in value by R3059786 as at 31 March 2009 but has since recovered some ground. In the operating results, increased food prices caused the food budget to be exceeded and while maintenance to NOAH houses also exceeded Budget due to essential renovations, painting and repairs, all the work done was fully funded by generous grants. For example Gill House, Pothier, Fairview and Murray & Roberts houses received a new look with a fresh coat of paint and essential waterproofing and roof repairs were done. The major renovations to the Stellenbosch house has resulted in improved conditions for the residents. NOAH is dependent on and grateful to it's individual and corporate funders for it's sustainability and wishes to acknowledge their contribution here. Finally, it is important to highlight that the Balance Sheet reflects the investment in Mvela Group shares, held in trust on behalf of NOAH, to the value of R3136455 as at 31 March 2009 and which is available to assist the funding of future years.

AUDITED FINANCIAL STATEMENTS

1 APRIL 2008 TO 31 MARCH 2009

INCOME STATEMENT

	Income	Expenses	Nett
Administration	742828	839876	-97048
Fundraising	429697	329553	100144
Housing	880923	752111	128812
Assisted Living Woodstock	620541	708264	-87723
Primary Health Clinics	80104	151614	-71510
Community Centres - W'stock	74400	91069	-16669
K'litsha	152105	205160	-53055
PGWC Partnership K'litsha	952214	952214	0
Interest Received	97047	0	97047
Operating Result	<u>4029859</u>	<u>4029861</u>	<u>-2</u>
Variance in Market Value of Mvela Shares		<u>3059786</u>	<u>-3059786</u>
<u>Net Income / (Deficit) for the Year</u>		<u>7089647</u>	<u>-3059788</u>

BALANCE SHEET AT 31 MARCH 2009

	2009 R	2008 R
Assets		
Plant & Equipment	40324	87987
Accounts Receivable	70280	151076
Cash & Cash Equivalents	713541	1642840
Mvela Shares (Market Value at 31 March)	<u>3136455</u>	<u>6196241</u>
<u>Total Assets</u>	<u>3960600</u>	<u>8078144</u>
Liabilities		
Accounts Payable	210107	195273
Deferred Income	240050	1225897
Building & Medical Reserves	175000	175000
Accumulated Funds	<u>3335443</u>	<u>6481974</u>
<u>Total Liabilities</u>	<u>3960600</u>	<u>8078144</u>

Athlone

Jeanette Badtjies
Lionel Bergsma
Moira Bergsma
Julie Daries
Connie Losper
Liz Reynolds

Atlantis

May Borgches
Jenny Manual
Marilyn Davies
Jenny Rodkin
Ilonka Rhode
Stephanus Baartman
Frances Williams

Khayelitsha

N Mandlana
E Snyman
N Mpushe
Mrs Kalimashe
N Dwili
P Collins
N Maphisa

Northern Suburbs

Marjorie Green
Cornelia Hendricks
Pearl Antha
Angelina Titus

Stellenbosch

Edward Gonzalves
Petronelle Heneke
Keith Palmer
Eva Reid
Clara Scott
Noleen Thuys

Woodstock

Rita Beaumoir
Emmi Cloete
Imelda Evans
Desiree George
Avril Jonas
Linda Joshua
June Kershaw
Maureen May
Laura Loubser
Olive Norris
Rose Hill
Joyce Abels
Harold Jacobs
Geraldine Levendal
Dulcie Smit
Melja Eccles

Ada Kennedy

Health Manager, Woodstock
Agnes Rowana
Housekeeper, Nonkululeko, Khayelitsha
Almina Mngwali
Cook, McNulty, Woodstock
Anne van Niekerk
Fundraiser, Woodstock
Bulelwa Mteto
Carer, McNulty, Woodstock
Charmaine Benson,
Cleaner, McNulty, Woodstock
Dee Wills
Programme Manager, Woodstock
Edward Davids
Bookkeeper, Woodstock
Fatima Dramat,
Clinic Assistant, Woodstock
Funeka Maraule,
Cleaner, Khayelitsha
Helen Wright,
Doctor, Woodstock
Henry King,
Driver/maintenance, Woodstock
Lindiwe Mavuso,
Marketing Co-ordinator, Woodstock
Marianne de Andrade,
Doctor, Clinic, Woodstock
Matizana Noyanta,
Carer, Nonkululeko, Khayelitsha
Mbuzeli Mrwetyana,
Fundraiser, Woodstock
Melissa Pascoe,
Doctor, Clinic, Woodstock
Nomfusi Songoni,
Carer, Nonkululeko, Khayelitsha
Nomvula Mathe,
Carer, Nonkululeko, Khayelitsha
Nonkululeko Kewuti,
Carer, McNulty, Woodstock
Nonqaba Zenzile,
Cleaner, McNulty, Woodstock
Phumla Ndwayi,
Carer, Nonkululeko, Khayelitsha
Sinah George,
Manager, Khayelitsha
Tetinyani Hinana,
Driver/caretaker, Khayelitsha
Thandeka Buso,
Carer, Nonkululeko, Khayelitsha
Thembeka Gecelo,
Social Club Co-ordinator, Khayelitsha
Valerie Lodewyk,
Caring Co-ordinator, McNulty, Woodstock
Vivienne Prince,
Housing Co-ordinator, Woodstock
Wendy Upcott,
Consultant: newsletter
Zoleka Minya,
Carer, Khayelitsha
Zoliswa Mphalala,
Carer, McNulty, Woodstock

Donors

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Anglo American Chairman's Fund
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Fairheads Trust
Fuchs Foundation
Het Jan Marais Nationale
Gray Trust
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Personal Trust
RS Nussbaum Foundation
Solstice Foundation
Wharton Wheeler Trust

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HCI
Investec
IPIC Property Incubator

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National Lottery: General Sector

Individual donors

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NOAH's monthly and regular donors