

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

Summary Report For 2018

Income from donations was **UP 13%** (R113,000)

Expenditure was **UP 3%** (R38,000)

Beneficiaries received 98% of donations.

57 Tertiary Students assisted achieving a **96%** pass rate

28 Tertiary Graduates assisted achieving a **76%** employment or further studies rate

250 School Children in 18 schools assisted with uniform

R313 000 in payments achieved for Advice Bureau clients

CAO Project continued helping 39 Matriculants access NSFAS funded university places

Admin Costs now **3%** of expenditure

Cash Handling reduced by **50%**

Finance

Income was up significantly thanks to increases in donations from our long term donors and a once off donation from Jonsson Workwear. We were able to replenish our reserves by R31000 - nearly back to 2017 levels.

Cash transactions were reduced by 50% following a change of policy imposed by the Management Committee. Cash transactions are expected to reduce further in 2019 now that all Tertiary Students have bank accounts.

Advice Bureau hourly wages were increased to be consistent with Industry levels.

Thanks to **C&S Accounting** for pro bono compilation and auditing of the Annual Financial Statements and discounted access to cloud based accounting, to **Stimela Consulting**, to **Hillcrest InkyShop** for donation of printer ink, to our team of **volunteers** for donations of Thank You gifts, their petrol, airtime, printer ink and paper, to **Netelligent Consulting** email service providers for their discount, to **DebtIn** for bulk printing and to **Holy Trinity, St. Agnes** and the **African Gospel Church** for donating space and facilities all of which has allowed us to maintain low administration costs of 3%.

Thanks especially to the Trusts, Charities, Corporates and individuals who donate the money that we use to do our work, helping to make '*A Better South Africa, One Degree At A Time...*'

Volunteers

We are happy to welcome Sue Keal to our Tertiary Fund volunteer team. Sue is a recently retired Varsity college lecturer in B.Ed. and has been very helpful particularly in one on one work with students who need extra support. Sue has also been able to investigate and identify a good vocational training provider.

We are still looking for a volunteer to help with the back office work (book-keeping, motivating for funds, administration, reporting to Donors, processing payments).

I would like to take this opportunity to thank you all.



Tanya Harvey

6-3-19

6th March 2019

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

HAB and BF 2018 Donations

	Financial Donors	Non Financial Donors	
January	Diapante MUGS	Holy Trinity Anglican Church St. Agnes Anglican Church African Gospel Church	Space, storage, photocopying, use of telephones, emotional support Space, photocopying Space
February	Pinetown Rotary Trust Holy Trinity Evening Women's Guild Greenacre Foundation Solon Anonymous Individual Stanley Raaf Trust Beare Foundation Edna Burford Trust	Hillside Church Kearsney College C&S Accounting Debtlin Inky Shops Volunteers Ewing Trust Gordon Allen Jenipher Lavander Lynette Reynolds Rosemary Dickinson Bonne Chance (Le Domaine)	Venue for meetings, support with CAO Project Venue for meetings, Manzini Zungu's time Auditing, Financial Statement preparation, Discount on cloud based accounting package Bulk printing Printer cartridges for Advice Bureau and Tertiary Fund Time, petrol, airtime, printing, wisdom, advice Venue for Jonssons' workshop, printer, cupboard, stationery, chair Reconditioned Laptops Email Interview Clothes Interview Clothes Frozen food
March	Santa Julia 31 Club	Netelligence Consulting Rob McCann Jonssons Workwear Annette Dutton Anonymous Individuals Dr. Bohmer Charmaine at Execuspecs Stimela Consulting	Email hosting Contribution to Personal Protective Equipment for 3 Forklift Truck Driver Trainees Contribution to Personal Protective Equipment for 3 Forklift Truck Driver Trainees Student starter pack equipment (cutlery, kitchen equipment, servingware, cookware etc.) Student starter pack equipment (kitchen equipment, servingware, cookware, bedding & linen etc.) Discounted medicals for Fork Lift Truck Driving trainees Pro bono eye tests and vision reports for Fork Lift Truck Driving trainees Discounted SED Certificate
April	Peter Stone SPAR Fulton Trust Gordon Allen		
May	Comburs Foundation		
June	Solon 2nd Instalment		
July	Key Truck and Car Hire Beare Foundation Ramsden Trust Corrielyn Trust Beryl Saxby		
August	Coker Family Trust		
September	Molly Reynolds Trust Robin Hamilton Trust Kloof Rotary Anns		
October			
November			
December	Jonsson Workwear		
Monthly	Sue Keal		

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

Report of the Advice Bureau For 2018

We have continued to work two mornings a week following the trial at St. Agnes in Kloof started in 2017. Nokuthula Sokhela (trainee paralegal) has made significant progress and is confident and assertive on the phone and her help with accompanying clients to SASSA and Home Affairs has been invaluable. Wiseman Mabaso has also been able to assist us at St. Agnes on Tuesdays and his help and experience has been gratefully received.

The client base at St. Agnes are job seekers who attend the Church's Employment Bureau. They often have up to 100 people waiting to register their CV's and we have been able to distribute our leaflets (new in 2018) to these people while they wait. Their needs are often different from those we work with at the African Gospel Church in Qadi. The St. Agnes clients need help in claiming UIF, pensions and death in service benefits from former employers whereas a large proportion of the Qadi clients need help claiming Disability Grants, Old Age Pensions, Child Support and Foster Care Grants. We also deal with assisting in obtaining Birth Certificates for those who were born and not registered and whose parents have subsequently died. This can be very difficult and time consuming because proof of that person's existence needs to be obtained from persons of standing in the community. Home Affairs requires a lot of proof and often the people who could provide the proof have since passed away. Without a birth certificate the person cannot obtain an ID, cannot receive their matric certificate, cannot obtain formal employment.

The work we do can be extremely emotionally disturbing and we are grateful to the Open Door Crisis Centre for the counselling course which we both attended and for being able to share and obtain advice from them when we are overwhelmed by particularly distressing cases. We have to deal with these cases very carefully so as to achieve the safeguarding of the vulnerable people concerned (usually children) without losing the trust of the informer and by involving Social Workers and the Police in a way so that the victims experience the least additional distress and the perpetrators are dealt with appropriately.

Recently we met with the Durban office of the Black Sash and will be working collaboratively with them. They have asked us to obtain statistical information for them to use in their monitoring and feedback to the government about how the new SASSA cards are working. They have offered to provide free training, updates and networking opportunities for us which will be very helpful.

We have found that the new way of distributing grants causes many difficulties for the grant recipients. If they use the cards at the ATM the bank takes R20 which is 5% of the grant. Also thieves wait near the ATM and often steal the money. If they use the cards at the distribution points the shops do not have seats, shade, water or toilet facilities. The shops wait until they have enough cash on the grant day before making payments (cash is either delivered on the day in which case it often arrives late or is collected from cash sales at the distribution shop). The grant recipients (usually the Gogo's) often wait from 6am to 4pm without food, drink, toilet or chairs.

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

We have also benefitted from the help of Kevin Turner, Attorney at Law, who has provided lawyer letters to help us in claims from Pension Providers and the Road Traffic Accident Fund. Unfortunately we are still waiting for a positive result on the RTA claim which has been outstanding for over a year now.

We would like to thank the Donors and the Members of Hillcrest Advice Bureau and Bursary Fund who fund our work and make it possible for us to help the Community including food parcels which we distribute only to the most needy families while we wait for the outcome of grant appeals. Being able to help clients with busfare to travel to SASSA or Home Affairs or to obtain witness statements and evidence of their birth has been very helpful and considerably speeds up the process of reaching a successful outcome.

We would also like to thank the Members of St. Agnes Church for allowing us use of their premises so that we can help more members of the Community.

Report dated 6th March 2019 By Mrs. W. Mtakwende W. Mtakwende

Problem	2018	R	2017	R
Combined Offices				
Birth Certificate	10		7	
Child Support Grants	14		16	5174.83
Motor Vehicle Accident	23		2	
Foster Care Grants	28	40000	9	
Death Benefits	1	43000	0	
Disability Grant	95	16544	118	22245.48
Surplus Apportionment	11		9	110200
Identity Book	26		15	
Dependent Benefits			2	
Provident Fund	17		11	
Pay Awards			9	
Pay Deductions			10	
Pension Funds	7	113680.67		
Land Claim			2	
Issupol Insurance			2	7000
Late Estates	25	100000	0	
Miscellaneous			10	
UIF	43		9	
Old Age Pension	3		1	2476.77
Total	303	313444.67	234	145097.08

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

Example Advice Bureau Case - Identity Document

Mr. Dladla is a 21 year old young man with no parents. He has been to Home Affairs trying to get an ID for years without any success. Home Affairs have told him that he shares his name, surname and ID number with someone else. Mr. Dladla had become suicidal because of this issue of ID which stopped him from studying further or from getting a job despite passing matric he could not obtain his matric certificate because of not having an ID. We succeeded in obtaining an ID for him and he is now happy and able to work.

Example Advice Bureau Case - Estate Late

Ms. Blose and her step sister have been trying to claim their monies from their father's late estate since 2007 when the father died. Ms. Blose came to us in February 2018 and we succeeded in claiming the inheritance for the two ladies. They received R100000 in total in October 2018.

Food Parcel Cases

1. Smangele Mthiyane is sick and staying with her mother who works one day a week and is trying to reinstate her disability grant.
2. Olga Ngcobo was reinstating her disability grant and is living on her own. She is on medication. Her grant was reinstated in January 2019.
3. Thabsile Duma is sick unemployed and is trying to apply for a disability grant.
4. Mlamuli is trying to reapply for a disability grant. He is a diagnosed epileptic. His mother abandoned him and his siblings.
5. Mobomi Mdolomba's child support grant lapsed. No one was employed in the household. Food parcels were provided until it was reinstated.
6. Bhekikwenza Blose was trying to apply for an ID the family was starving.
7. Thembi Hlongwa was waiting for her disability grant to be reinstated which it was eventually.
8. Zandile Mdlettshe child support grants lapsed. SASSA asked for new birth certificates but Zandile became very sick during the process and was admitted to hospital, the children are at home alone without income.

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

2018 REPORT – SCHOOL PROGRAMME

HILLCREST ADVICE BUREAU & BURSARY FUND SCHOOLS PROGRAMME

From our ever loyal and generous donors we received R10 000 from an anonymous donor and R45 000 from the Solon Foundation.

This year few requests were received through the drop-in centre a Holy Trinity Anglican Church in Hillcrest. Once again we did have a visit from the Msomi family – both parents being disabled – requesting uniforms for their two sons. We were able to assist and delivered the uniform to the learners at their respective schools and were delighted to receive a phone call thanking us.

Whilst delivering food parcels to a Children's Home in Embo, we noticed that several children were not attending school. Upon enquiring why, we were told that the school which they had previously attended had closed down and that they had no school uniform for the new school – Khanyakhwezi. We were delighted to be able to step in and were able to kit them out and give 13 orphans the dignity and confidence to attend school looking the same, if not better, than their peers. Later in the year we supplied 20 jerseys involving 4 different schools. Tholuthando Children's Home is run by Sindi Duma and her husband. There are 48 children ranging from a baby (now a few month's old but who was left on their door step as a new born) to 17 years of age or when schooling is complete. The home is partially sponsored by the Olive Tree Church in Kloof; the Embo Trust donated the land and the buildings were built by Group 5.

We have delivered some item of school uniform to about 250 learners at about 18 different schools. The typing and quality of the lists received from the schools has generally improved and communication is easier once mobile phone numbers are available. Some of the teachers have been extremely helpful and pleasant and are ready for us when we arrive. However this is rare, as although the school is advised of our visit, we usually have to wait for assistance and for the learners to be called.

Once again we have paid R1000 transport costs for Thandeka Ngema to attend Zimele Molweni Centre for the Physically and Mentally challenged children.

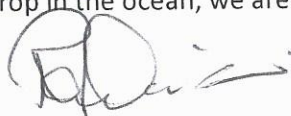
The need for food parcels has decreased this year and we have not spent our full allocation, however we are delighted to be able to add R728.81 to our uniform fund. We have purchased sufficient parcels to take us into January of next year. In total we have bought 29 parcels during the year with the average price being R147.28 it is surprising to note that the price per parcel is less than last year.

Pinetown Bargain Bazaar has been our main supplier and we have a good relationship with them and get discounts on most items. Having the uniforms delivered to Rosemary's home makes a big difference and this is gratefully appreciated. There is still a need to visit the shop in Pinetown with items to exchange and odd individual requests but Rosemary has been given strict instructions to phone the shop upon arrival at the parking area and wait to be escorted to the shop.

Gloria Xulu from Imazxabhashe Production does printing and embroidery on school uniforms and we try to support her whenever possible.

It was interesting chatting to Mr Zaca from Gwadu Zenex Primary School about how the school was progressing, and he said that they had a big problem with bullying. You were considered a hero if you bullied other children and as the school is unable to punish these children adequately, their only recourse is to call in the parents. Single Mothers often have little control over their children so nothing much is done about controlling this problem. Children are not allowed to be expelled from a school unless a place in another school has been found.

Keith Merson has been assisting with the fitting of the uniforms which is a great help especially at Primary School level where the children are not all able to dress themselves and Rosemary is very grateful to him for his support. Our heartfelt thanks as always go to the Solon Foundation and to our anonymous donor for their continued support. We like to think that, although it may only be a drop in the ocean, we are making the children we clothe happy and give them confidence and dignity.



6-3-19

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

Central Applications Office (CAO) Project Report

Due to various issues the feedback from the 2017 CAO Beneficiaries was not obtained in time to meet the sponsor's requirements and therefore the 2018 CAO Project was not funded from a specific sponsor.

Our agenda in 2018 required contacting the HOD's/principals and chosen learners, of 4 schools in the 1000 Hills area to ensure their awareness of early CAO applications to impoverished yet capable students, and to ensure the cost of such should not deter those who showed the necessary academic capabilities. We proceeded with this agenda but were, at times, delayed by the chosen schools to make meeting times suitable for all; due to workload, the general availability and some inconvenience factors.

The schools:

KwaBazothini High School

Paid 10 @ R220.00 = R2200.00.

Khabazela High School

Paid 9 @ R220.00 = R1980.

Kwantebeni High School

Paid 10 @ R220.00 = R2200.

Thabela High School

Paid 9 @ R220.00 = R1980.

Hazel (age 36)

Paid R440 (B of Education at Unisa)

As a result of the precious little time allowed at these schools with the prospective students, it was decided to make available through the Head of Departments of the relevant schools, that our application forms should be left with them, or emailed to the schools, to make available to those students in need of assistance, as we ourselves are ignorant of the exact nature of their financial levels. This process saves time, and is working well. We collect the completed forms, analyze the content and make our decision on whether to assist with CAO finance. We have found, however, that most recommended are deserving of CAO assistance.

On our CAO application form it was deemed necessary to remove the term 'bursary' from the logo HabandBursaryFund-CAO application, as a parent at a school was understandably confused in that she understood that her son had qualified for a bursary, and duly imposed this interpretation on the school authorities. Joe and Keith met with the school HOD and corrected this misinterpretation that anyone chosen for CAO assistance was automatically in line for a bursary. We have thus altered the logo to allay any misconceptions.

Wiseman Mabaso has recently joined us which will assist in making contact arrangements with the relevant schools in the 1000 Hills area.

We are grateful to the Solon Foundation for approaching us mid 2017 asking for a Tertiary Fund project proposal which would meet their criteria of assisting School Children.

Report Compiled by K. Merson Signed



Dated

6-3-19

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

Report of the Tertiary Fund For 2018

Highlights:

- **96% of our students passed** (55 out of 57)
- **26** Students Graduated in 2018 4 of whom are employed, 12 in further study, 1 in work experience and 6 job seeking
- **2** students from previous years assisted - 1 in seeking 18 months in-service training (still not successful) and 1 in job hunting (successfully)
- **35** Distinctions achieved by our students in the November 2018 exams
- **2** of the 3 students who failed in 2017 used impressive powers of persuasion to obtain financial support from other sources and subsequently passed their failed subjects. We are assisting them with job seeking.

Past Students News

Here is a sample of the activities of some of the HABandBF Alumni:

- **Ndumiso Khanyile** who completed his honours in Microbiology through UniZulu in 2015, was unable to get a job in that field so then completed his PGCE in 2017 through UKZN. He is working as a G7 Natural Science and Social Science teacher at KwaThambo Combined school in KwaMakhutu.
- **Hala Gumbe** who completed her B.Ed. through UNISA in 2017 is working for MSC Cruise Lines in their kiddies 'Mini Clubs'.
- **Nhlakanipho Mabaso** completed his DUT B.Tech. in Taxation in November 2018 had been working from June as a full time Assistant Accountant for Snazzi Solutions whilst attending 3 hours of lectures daily 5 evenings a week and working at Mugg and Bean at weekends!
- **Nozipho Mhlongo**, BSc. Geographical and Environmental Science, UKZN, beat off stiff competition to become one of Jonssons' Future Leaders - a 2 year internship programme with Jonssons' workwear. Nozipho started with Jonssons' in January.

2018 Students News

Current student numbers went down by 6 as we work towards achieving our goal of having a maximum of 50 students per year. Acceptance criteria is more stringent and the majority of our new academic students now have four or more marks of 70% plus in their matrics.

The usual January rush was much reduced and we believe that this is one of the impacts of the CAO Project. We think that those Grade 12's who would previously have been busy applying for late application university places and Nsfas upon receipt of their matric results instead were able to simply accept their reserved place and Nsfas offer due to having submitted early applications through the Central Applications Office (CAO).

Happily the majority of NSFAS appeals submitted were successful which is evident in the significant reduction in spend on Education Fees (2018 R295000, 2017 R408000). Nsfas is still very slow in making payments however Institutions are now often willing to allow students to register 'pending Nsfas' where there is evidence that the student applied for Nsfas in good time. Thus many of the registration fees previously paid by HABandBF are no longer required. However there was a shortage in university residence available thus more students in private accommodation. Private landlords were not willing to wait for Nsfas to pay and private accommodation contracts are 12 month contracts not just semester contracts, thus requiring rent during holiday months when Nsfas does not pay, therefore residence fees paid have doubled against the 2017 figures.

Students benefitted from two separate informative and challenging presentations from Corporate Donors during the course of the year. Key Truck and Car Hire Pinetown (Pty) Matthew Holmes talked about the company, opportunities within the company and the types of skills and personalities that Key looks for when recruiting. Jonssons' Workwear Faizal Baderoon talked about the Jonssons' group and its' Future Leaders 2 year internship

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

programme, encouraging our students to apply and giving helpful advice for CV's and job applications. We are very proud that one of our students was subsequently successfully appointed as a Jonssons' Future Leader. Jonssons' held a follow up workshop with a small group of 10 students who were introduced to the concept of the Elevator Pitch (a 60 second self promotion which could be shared during a journey on an elevator or other such short, random interaction). In preparation for these presentations Keith, Martyn and Wiseman worked intensely with 25 students on upgrading their CV's and basic interview techniques.

Challenges

Chemical Engineering Inservice Training- we're still desperately looking for 18 months in-service training for Fihlo Dladla who is a polite, humble, bright, diligent, community orientated young man from KwaNyuswa. Without the in-service training he cannot receive his MUT Diploma or progress to B.Tech. or apply for jobs in the industry.

Vocational Qualifications Sue Keal was able to identify a good provider of training for Fork Lift Truck operators and three young men were trained in this during the year. One obtained employment almost immediately, one obtained the promise of employment if he also passed his N4 Mechanical Engineering with over 60% (he did not achieve this) and the third decided to study business (not supported by HABandBF). Of the two ladies who qualified as Sisters in 2017 one has full time employment as an Enrolled Nurse (i.e. at a level below her qualification) and one has ad hoc agency work as an Enrolled Nurse and is now studying midwifery.

We are still struggling to support vocational qualifications in a way which achieves our aim of helping disadvantaged people enter into meaningful careers so breaking the poverty cycle.

Cellphones Desperately needed! Nsfas and institutions use sms as the first method of communication e.g. for changes in exam dates/venues. Free wifi at the institutions and in student residences gives students access to whatsapp, google and email via their phones as well as online tests, lecture notes etc. Whatsapp is HABandBF's primary method of communication with students. If a student is mugged the 'phone is always taken.

Emotional Support we are often the first port of call for our students when they have survived a trauma or abuse. We do refer these students to counsellors for professional help but provide emotional support and advice in the meantime which can be extremely challenging and distressing.

Thanks

We are deeply grateful to the team of volunteers who give freely of their own time, petrol, ink, stationery, airtime, experience and emotional depths to run the Drop In Centre and assist students via messages and email on a daily basis. Many hands make light work when working together in harmony, which is a position we are lucky to be in.

Thanks of course to our Donors without whose money, laptops, cellphones and interview clothing we would not be able to do the work we do. With special thanks to Holy Trinity Anglican Church for donating space for our files and Drop In Centre as well as access to the telephone line, photocopier and a kind ear when needed.

Report dated 6th March by Tanya Harvey Tanya Harvey

Hillcrest Advice Bureau and Bursary Fund

A Better South Africa, One Degree At A Time...

Hillcrest Advice Bureau & Bursary Fund

FIFTY SEVEN 2018 STUDENTS, RECORD OF STUDIES

QUALIFICATIONS STUDYING FOR:

FORTY FIVE DEGREES IN:

B.Ed	12	BSc Geological Sc & Enviro Stud	3
BSc. Biological Science	2	BSc. Industrial Engineering	1
BSc Applied Chemistry	2	BSc Biochemistry & Genetics	1
BA Soc Science	2	BA Philosophy, Politics, Law	3
B Com	3	B. Business Science	1
PGCE	2	BA Law	3
BSc Botany & Microbiology	1	B. Medical Science	1
BA IsiZulu & Management	1	BA Psychology	1
B. Soc. Sc.	1	BSc Pharmacy	1
Btech. Taxation	1	Hons Biokinetics	1
B. Eng. Technology	1	B.A. Anthropology	1

TWO 2017 Graduates Assisted in Job Seeking

B.Com	1
B.Ed	1

EIGHT DIPLOMAS IN:

Internal Auditing	1	Youth Development	1
Ad. Dip. Human Res Mngmnt	1	Civil Engineering	1
Office Management	1	Internal Auditing	1
Electrical Light Current	1	Paralegal	1

ONE 2016 Graduate Assisted with Work Experience

Chem Eng	1
----------	---

FOUR CERTIFICATES IN:

Fork Lift Truck Driving	3
Welding	1

INSTITUTIONS:

Universities

UKZN	29
UNISA	11
Univ of Zul	2
DUT	7
MUT	1

FETs

Elangeni	2
<u>Private Colleges</u>	
RAK Technical Services	3
Damelin (Paralegal only)	1
Samtrack	1

TWENTY SEVEN STUDENTS QUALIFIED DURING 2018:

NINETEEN DEGREES/DEGREE EQUIVALENTS

B.Ed.	7
B Soc Sc & Politics	1
B.A. Law	2
B.Com.	1
B.Tech Taxation	1
Biological Science	2
BA IsiZulu & Manage	1
Office Managment &	1
BSc Geo & Enviro Ma	2
BSc Genetics	1

THREE DIPLOMAS

Dip. Electrical Current	1
Dip. HR Management	1
Dip. Marketing	1

FIVE CERTIFICATES

Fork Lift Truck Driving	3
Safety Management	1
Civil Engineering N6	1