

Hillcrest Advice Bureau and Bursary Fund

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

Summary Report For 2020

Income from donations was **DOWN** to 2/3rd 2019 level

Schools Fund donation income was **UP** due to Covid19 additional funding for food parcels

Expenditure was **UP** 21% due to Covid19

Beneficiaries received 98% of donations.

64 (UP 3%) Tertiary Students assisted achieving a **97%** pass rate

220 School Children in 16 schools assisted with uniform

36 Food Parcels issued to 11 Advice Bureau Families and 3 Tertiary Students

200 Food Parcels issued through a special Covid19 Programme

97 Clients helped by Advice Bureau **DOWN** 55% due to Covid19

38 Matriculants helped by the CAO Project to access NSFAS funded university places

Admin Costs 2% of expenditure

Cash Handling reduced to **1% of total expenditure**

Chairperson's input severely impaired due to ongoing personal situation

New Marketing and Tertiary Fund Manager appointed in October

Expenses

Books UP We took on 2 students doing pharmacy for which the books were extremely expensive

Computers UP due to Covid 19 many more students had to study from home and could not use the university computers therefore we had to start buying laptops whereas previously we have only issued donated second hand laptops which we have had cleaned and updated. The laptops were bought from Cash Convertors.

Fees DOWN we did not pay huge arrears for new students in 2020. In 2019, when I had more time to give to sorting this stuff out, we agreed to pay arrears for 2nd or 3rd year students whose circumstances had changed on the understanding that their NSFAS appeals would be accepted, which they were, so going forward their fees were paid by NSFAS.

FOOD PARCELS - went UP substantially due to the Covid 19 Food parcel project, which was a one off.

General Expenses TF UP due to Covid 19 and students working from home we needed to pay for a lot of data. Normally they would be on wifi within their uni residences or wifi on campus during the day.

Residence Fees UP, again, due to Covid 19 the res were closed and many students needed private res otherwise they could not work at home in the crowded conditions with no space to work. Also many more students did not get their uni res at the beginning of 2020 and so had to find private res. NSFAS only pays the uni res. We are now left with supporting these students with their rent until they graduate because they weren't successful in getting uni res when they first started at uni.

Wages TF - a new line due to the employment of Nicky Sibaya

Finance

Income from donations was down for the third year in a row. Income generation suffered due to Chairperson's absence and the Covid19 crisis. Post graduate students fees of over R200 000 were paid directly (i.e. not through HABandBF accounts) by various companies as a result of HABandBF partnership with Stimela Consulting, a BBBEE consultant.

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Thanks

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 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 2%.

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

Our team of volunteers are invaluable to our work, none of which could be done without their time, knowledge and skills. I am especially grateful to my colleagues for the additional workload which they have carried in my absence overseas whilst I care for my critically ill mother.

Welcome to Lwazi Kleinbooi who joined us in May 2021 having left her Corporate role for family commitments.

Tanya Harvey

9th June 2021

HAB and BF 2020 Donations			
	Financial Donors	Non Financial Donors	
January	Diapalante Solon R Paget Will Trust Evening Women's Guild	Holy Trinity Anglican Church St. Agnes Anglican Church African Gospel Church Kearsney College C&S Accounting	Space, storage, photocopying, use of telephones, emotional support Space, photocopying Space Manzini Zungu's time Auditing, Financial Statement preparation, Discount on cloud based accounting package
February	Two Anonymous Individuals Pinetown Rotary Trust Coker Family Trust Comburs Foundation	Inky Shops Volunteers Jenipher Lavander Bonne Chance (Le Domaine) Netelligence Consulting	Printer cartridges for Advice Bureau and Tertiary Fund Time, petrol, airtime, printing, wisdom, advice Email Frozen food Email hosting
March		Dr. Bohmer Charmaine at Execuspecs	Discounted consultations for a Tertiary Fund student Discounted eye test and spectacles for a Tertiary Fund student
April	Key Truck and Car Hire Pty SPAR Solon 2nd Instalment	Stimela Consulting	Discounted SED Certificate, recommendation to clients for obtaining BBEE points by paying Tertiary Fund students fees
May	Holy Trinity Anglican Women's Fellowship 3 Anonymous Individuals 31 Club Solon Coronavirus		
June	Fulton Trust Clem and Nancy Ramsden Educational Trust		
July	Greenacre Foundation		
August	Solon Covid 19		
September	Robin Hamilton Trust Comburs Foundation Peter Stone Bequest		
October	Molly Reynolds Trust		
November	Marianne Harvey Key Truck and Car Hire Pinetown		
December	Solon Taricska		

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Report of the Advice Bureau For 2020

The Advice Bureau operated from St. Agnes in Kloof until the start of the first Lockdown and from Qadi African Gospel Church and is ably run by Winnie Mtakwende and Nokuthula Sokhela (trainee).



L to R: Winnie Mtakwende (Paralegal), Nokuthula Sokhela (Trainee Paralegal), Nomfundo Mthembu (Tertiary Fund Volunteer Law Graduate), Client

During full lockdown the Qadi office was also closed but desperate clients arrived outside our paralegal's home for help and advice. They were assisted at a distance, which was not ideal for desperate people sharing their personal and financial problems across a yard open to all the neighbours.

Many more families approached the Advice Bureau staff looking for food parcels and help with the Covid Relief Fund as well as other grants. People were literally starving to death and the Advice Bureau staff were on the front line. A very difficult situation. Staff did occasionally accompany clients to SASSA to assist them in obtaining their grants.

HABandBF maintained staff wages at the 2 mornings a week for as long as we could, being mindful that this is their only income, however we did eventually have to reduce wages to

reflect that staff were now working 1 morning a week. Sadly this has caused financial hardship for the assistant paralegal.

We had some challenges not being able to work in a normal way. To get feedback from our clients we had to phone them. Sometimes we could not get through.

There have been delays in responses from the departments and organisations that we work with. So clients who were phoning us doing the follow up on their matters, could not get responses. Some clients were forced by the situation to visit us in our homes.

Clients who were applying for disability grant found it difficult to apply. Some of the clients were in the middle of doing their application and they had to stop and re-apply. We had to give them bus fares again. Sometimes they were told to go back when they visited SASSA.

There are still a number of pending cases. We would like to thank everyone who assisted us to make our work successful. We would also like to thank the Members of St. Agnes Church and Qadi for allowing us use of their premises so that we can help more members of the Community. We thank the team of volunteers for helping

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us with everything. Without them we could not help our communities. We also thank for the food parcels, uniform etc.

Qadi Annual Report

We have seen 74 clients and we have received notice of amounts totalling R40320.78 being received by our clients whose cases were resolved.

Due to Covid19 we found it difficult to work with other companies as they were closed. So many cases are still pending.

St Agnes, Kloof Annual Report

We have seen 23 clients and we have had notice that R10200 was received by some of the clients whose cases were resolved. Not all clients notify us that their case was resolved or of how much they received.

Summary of Advice Bureau Cases – Previous Years (2020 Breakdown Not Available)

Problem	2020	2019	R	2018	R	2017
Birth Certificate				10		7
Child Support Grants		11		14		16
Motor Vehicle Accident		7		23		2
Foster Care Grants		6		28	40000	9
Death Benefits		1	95000	1	43000	0
Disability Grant		103		95	16544	118
Surplus Apportionment		3		11		9
Identity Book		26		26		15
Dependent Benefits						2
Provident Fund		23		17		11
Pay Awards						9
Pay Deductions						10
Pension Funds		11		7	113680.67	
Land Claim		4				2
Issupol Insurance						2
Late Estates				25	100000	0
Miscellaneous						10
UIF		17		43		9
Old Age Pension				3		1
Compensation Fund		5				
Total	97	217	121065	303	313444	234

Example Cases

1. Zwane Zwelithini Robert is staying on his own. He was involved in a car accident. It was a hit and run. He never claimed RTA. He was receiving Disability Grant and it lapsed. We assisted him and his disability grant has been reinstated.
2. Mbhele Lindiwe was receiving disability grant and it lapsed. She is staying with her two daughters and one grandchild who is receiving child support grant. We assisted her and her disability grant has been reinstated.
3. Ndlovu BokhPatrick has a family of 5. The grandchildren were receiving child support grant and Mr Ndlovu was receiving disability grant but it all lapsed due to loss of their particulars by SASSA. His wife was attached by people who took everything including her birth certificate and all the ID's. She is now trying to apply for her birth certificate and Mr. Ndlovu to apply for his ID. They have gone to Home Affairs repeatedly but have not yet been seen because there are so many waiting to be seen.

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HILLCREST ADVICE BUREAU & BURSARY FUND SCHOOLS & Covid 19 PROGRAMME

We got off to a very busy start at the beginning of the year and were delighted to get the annual request from our handicapped parents. Both of their sons, Bhekamandayi and Siphekonke now attend Siyababula High School and we fitted new shirts and trousers on both of them. Mr Mthyané, the school Principal gave us a very warm and friendly welcome and asked after Cecily and the Solon Foundation. Once again a phone call of thanks was received from Simon, the Father.

Our friend Sindy Duma from Toluthando Children's Home in Embo gave us her list of uniform needs and we supplied and fitted 21 learners with uniforms from 3 different schools. At the beginning of the year 50 children from little to big were being fed each day. There is also a little deaf boy aged about 6.

We had an unusual request from Happiness Simbine for a contribution to help with school fees for her 6 year old son attending Simon Peter Pre-Primary. At first we refused to help but after visiting the school and learning more about this child and the family circumstances we consented to pay for his stationery requirements for the year. This child has only attended an English speaking Creche and would not cope with Gr R in a valley school.

Winnie from our Advice Bureau requested uniforms for some of her clients as did Lungi Khwela, the eThekweni Development Worker.

Pam Sithole from Khanyakhwezi Primary School asked for a food parcel for a family whilst we were fitting uniforms at this school. The Mother of 4 children, the eldest being about 13, left the children alone to go and live with a boyfriend and had another baby. The eldest boy was surly and uncooperative and was suspended from the school for stealing and bullying. After the Principal called in the Mother and the Grandfather and insisted that they take greater care of the children, the boy was re-instated and is apparently much improved behaviour-wise.

We were stopped in our tracks when the shutdown came upon us so suddenly and we were unable to supply any more uniforms until the schools partially re-opened in September when we requested lists of needy learners from Vusumuzi Primary School and Gwadu Zenex Primary. Gwadu requested track suits and shoes for a total of 58 learners. Once again we called upon our seamstress, Gloria Xulu, who efficiently sourced the track suits and very professionally embroidered the school name on each one. Vusumuzi requested various uniform items for 22 learners.

Little did we know what a challenge lay ahead of us with the deliveries! Both schools were visited almost every day for two weeks trying to catch the learners on their allocated days for attendance at school. There were a lot of absentees, especially on cold rainy days and some children have not returned to school for fear of catching the Corona virus. Eventually all the fittings were complete and then came all the exchanges for wrong sizes and the deliveries started all over again. Finally, when only a few unclaimed goods were left the remainder were handed to a senior member of staff to distribute to the learners when they attend school.

From the R10000 we received from an anonymous donor, we paid R1000 towards transport for Thandeka Ngema after we received a desperate plea for help; shoes for Gwadu Zenex; various further requests from Winnie.

In total we supplied some item of uniform to about 220 children from 16 different schools.

We spent more on our allocation for food than is specified in the agreement. We were able to buy the food parcels for Khanyakhwezi in April before we received the Covid-19 donation. Except for

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March and April, we managed to deliver 3 food parcels to Winnie every month in KwaNyuswa. Two of her food parcels go to clients applying for DG Grants and one to a family applying for a child Grant.

Our heartfelt thanks as always to Solon and our anonymous donor for their continued support to the HAB&BF and we like to think that although it may only be a drop in the ocean, we are easing the financial burden of some poor families and giving the children pride in their appearance.

COVID-19 Food Programme

We have distributed 200 food parcels throughout lockdown and the pandemic.

Each month Lungi Khwela (eThekweni Development Services Worker) organizes for the **6** recipients to meet Rosemary on the road near her home in Embo to receive their parcels. Winnie from the Hillcrest Advice Bureau gets **3** parcels delivered to their Wednesday workplace in KwaNyuswa. Bazosinda Healthcare Services receive their **10** parcels at a home in Embo. Pastor Naboth Machadu from the United Assemblies Church International meets Rosemary at Mr Price parking for his allocated **10** parcels. The **8** Food Parcels for Carol to distribute to her Gogos are either delivered to her home in Hillcrest or Rosemary accompanies her on her deliveries. The **12** parcels for Laboure Primary School families are delivered to the school. Individual requests from HA&BF students receive the extra **1**. Each group has reported responsibly with names, often photos, IDs and signatures.

Carol Schroeder added our December parcels to her big Christmas buckets for distribution to her Gogos. Carol has a heart of gold; is generous to a fault, loving and kind. It has been a humbling experience working with her.

Pastor Naboth has sent Rosemary an email each month with the names and explanation of why the recipient is chosen. Most of the same families have benefitted each month. Pastor Naboth has been polite, extremely grateful and reliable.

The Principal Mrs Mthethwa and staff at Laboure Primary School have been impressive with their organisation, warm responses and total reliability. A list of names, mobile phone numbers (if they have one) and signatures have been received each month except for February as the delivery is only being made in March as no schools were open in January.

Dealings with Nokwazi from Bazosinda Healthcare Services have been delightful. She has responded quickly to messages and reports on her deliveries a day or two after receiving the parcels. She has a photo App on her phone and sends the most amazing videos.

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Working with these lovely people has been a heartening experience and Rosemary has been privileged to have met each one. They are all grateful for the help received and Rosemary will miss them.



'Thank you' seems so feeble and inadequate in expressing the true blessing this project has been to all of us involved. However, thank you so very sincerely Solon and all those involved in your organisation for giving the Hillcrest Advice Bureau this opportunity to serve during this horrid Covid epidemic.

Rosemary Dickinson

Administrator – Covid-19 Again Project and Schools

Programme Hillcrest Advice Bureau

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C.A.O Applications for 2020

Well, 2020 was a very difficult year for the students and we were not sure if we were even going to go through with the CAO applications because of the virus. But when the school open again for the second term, we decided that let try and see if we will have students who were in interested in studying the following year. I gave teachers the call asking them to select 10 students per 4 high schools who they think can pass and studying further,. The teachers were happy to help us and our relationships with the teachers work very well, we do not need to spend more time in schools selecting students, teachers do this for us since they know their students. I sent forms to the schools and students fill in the forms and write the motivation letter at the back of the form and give it to the teacher. The teacher will call me to come and collect and I will give them money, Teacher will give the students money and let them sign the receipt form and call me to collect it when he/ she has given money to all the students. And Mr. Mabaso is also doing the same thing with his previous school. I am very happy that we're able to do this under the difficult circumstances and I am glad that most of the students have been accepted to the universities some are still waiting but it is not easy to keep track with all of them after high school since they spread everywhere in the country, but we believe we are selecting good students who will make it in life. I saw three of our first students since we started this whole CAO thing and they were very happy to see me and thanking us for what we have done for them and are doing their final year this year and that is encouraging that this small thing that we do for them it is changing their lives. Thanks to Tanya our Chairperson for her big heart in changing lives of our communities, one degree per family! 2020 we paid R245 per student, we gave R2450 per 4 schools. We spent R9800 for 4 schools out of R10000 that Tanya gave me, R200 was for petrol for travelling to these different schools. We will share with Mr. Mabaso.

Thanks, and we are hoping for the better 2021. I am still keen to carry on with the C.A.O applications, I believe in it. I know it is helping lots of families because we not just helping them with C.A.O also encouraging them to register for NSFAS early so that they can we accepted and study further.

Joe Mthembu

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Report of the Tertiary Fund For 2020

Highlights:

- **97% of our students passed** (62 out of 64) despite the online learning challenges of Covid 19 Lockdown
- **21** Students Graduated in 2020; 9 of whom are employed, 2 in further study and 10 job seeking
- **TWO** Academic Excellence Awards, **THREE** Full Masters Scholarships Awarded
- **2** students who had previously failed and been taken off our books sourced their own funding and completed
- **1** student failed and **1** dropped out due to family commitments. We will no longer be supporting either student.

Past Students News

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

- **Vuyisihle Makhathini** working as an Educators Assistant at Myameni Zanex High School, KZN
- **Sandi Mbili** working as a Teaching Assistant at Hillcrest High School
- **Kwandile Mkhize** working in Telesales for LeMorgan
- **Amanda Manqele** working as an Assistant Teacher in Kokstad
- **Spha Hadebe** working in the Department of Planning and Housing in Newcastle Municipality
- **Ntombizodwa Mbatha** working as a Midwife at St. Dominics Private Hospital in East London

2020 Students News

We supported 64 students in their studies and nineteen graduates from 2019 with help (transport, data) towards job seeking. We're very pleased t

HABandBF aims to support bright, underprivileged students in tertiary education so that they can enter into a meaningful career and provide economic and social returns to the community. It is thus of great importance that the students are employable at the end of their studies. The job market is requiring postgraduate qualifications in many subjects hence we are supporting more students in Honours and a few in Masters.

We have been very fortunate to have entered into partnership with Stimela Consulting, an SED consulting company, which has led to external company sponsorship of students recommended by HABandBF for the payment of their fees. Thus the postgraduate students who we support in terms of books and transport have, in the majority, had their fees paid directly by external companies who then benefit in terms of BBBEE points. These fee payments do not go through HABandBF and are therefore not reflected in our Financial Statements.

Effect Of The Coronavirus Pandemic On Students

1. Students were well prepared as to how to protect themselves from the virus from early March 2020 through broadcast messages.
2. Students in university res and some in shared private accommodation returned home and studied online from home. Problems with reception (homes are often in very rural areas with limited reception), data (homes are severely impoverished – none have wifi), equipment (many students did not have laptops or smartphones which are both essential

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for online learning), space to study (homes are often overcrowded and without table and chair or quiet separate space for study), and electricity supply (in addition to load shedding many homes have electricity interrupted for sometimes days on end leading to laptop and phone batteries running out of charge and students not being able to complete assignments or even exams within the set time).

HABandBF sourced (through donation and purchase) second hand devices (laptops and phones) for those students who did not have them and we paid for repairs to devices for example where the battery was poor and the device had been used using the cable we replaced the battery. HABandBF also paid for data packages via student's airtime provider. In the case of the student without electricity who had an exam to write we arranged for her to use the Advice Bureau office in Qadi.

3. The twice a month Drop In Centre at Holy Trinity Church had to stop due to lockdown meaning that all communications with students were by message, email or phone. We find it difficult to speak to students on the phone due to poor reception. Also students feel less comfortable opening up on the phone or via message and so it is more difficult, nigh on impossible, to delve deeper into their situations and help them to understand what the root cause of a problem might be or how to deal with a particular situation. These matters are best dealt with in a face to face situation and are an important part of how we help students to grow in quite an intangible way. I'd liken it to 'teaching a man how to fish' rather than 'giving him a fish'. Instead we were limited to giving advice and direction via message or email which, to take the metaphor a little further, would be like 'giving instructions to a man who hasn't seen a river or a fish how to fish'. However, it seems that most of our students were mostly able to put our advice and guidance into practical use as we had some extremely good results including two receiving Academic Excellence scholarships from the institution.

Lack of face to face meetings did also mean that we didn't pick up on some student issues which we would otherwise have done, which led to one student dropping out. Also, for the team of volunteers it was much less enjoyable and satisfactory when working remotely, we miss the 'feel good' factor when you meet with a student who you can see is progressing from a shy village girl/boy to a confident, employable young woman/man. And we miss the social aspect of camaraderie between ourselves. Sadly this change in work methodology has led our former Chairwoman, Connie Johnson, to make the decision to retire from the Fund after 16 years service.

A final effect of lack of face to face meetings has been the effect on management of paperwork. Since we are a low overheads organisation we do not have an integrated computer system so rely on our own laptops and paper files which are usually kept at the church. With lockdown and the files being located at different people's homes record keeping and record sharing became more complicated and therefore more onerous.

4. The academic year was extended by 2 months by many Institutions which meant an additional 2 months costs for HABandBF to pay where we support students with R500/month living/transport costs or more for those students whose residence isn't covered by NSFAS.

The effect of the pandemic on NSFAS has been **extremely** difficult to deal with. Nsfas hasn't paid fees from 2020 which they had promised to pay, leaving students with historical debt which had to be cleared before they were allowed to register for this year. HABandBF has paid these NSFAS shortfalls and registration fees (which should also have been covered by NSFAS for these returning students).

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Volunteers

The Tertiary Fund volunteers had a very busy period up until the first lockdown when they suddenly had to adjust to home working. I am personally indebted to my voluntary colleagues who have run the fund in my absence overseas while I continue to manage a large chunk of the 'back office' work.

Thanks

Deep gratitude to all who support the work of the Tertiary Fund, especially to the Donors and to members of Holy Trinity Anglican Church. We believe, as you do, in the power of education to change lives, inspire others and benefit our community and our country.

Report dated 9th June 2021. by Tanya Harvey.....

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Sixty Four 2020 Students, Records of Studies			
<u>Qualifications Studied For:</u>			
<u>Twent Four Postgraduate Degrees/Degree Equivalents In:</u>			
BSc Industrial Engineering	1	Masters Environmental and Geographical S	2
BSc Pharmacy	3	BSc Hons Geological Science	1
Hons Chemical Engineering & Technolo	1	Btech Public Relations	1
Hons Social Science & Politics	1	Masters Biokinetics	1
PGCE	3	Masters LLB	1
Midwifery	1	B Tech Office Management & Technology	1
Masters PPL	1	BA Hons Anthropology	1
Btech Civil Engineering	1	B. Tech Journalism	1
BA Hons Psychology	1	Masters Biological Science	1
		LLB PLT	1
<u>Twenty Nine Degrees/Degree Equivalents In:</u>			
B.Ed.	10	B. Business Science	2
LLB	1	B. Optometry	1
B Com Accounting	4	BSc Applied Chemistry	1
BSc Civil Engineering	2	BSc Electrical Engineering	1
BA PPL	2	B. Medical Science, Physiology	1
B Social Science	1	B.Ed. Hons	1
<u>Eleven Diplomas In:</u>			
Dip Graphic Design	1	Dip. Agriculture	1
Enrolled Nurse	2	Dip. Youth Development	1
Adv. Dip. Mech Eng	1	Dip IT	1
Dip Para Legal	1	Dip Professional Cookery	1
Matric	1	Dip Office Admin	1
<u>Sixteen 2019 Graduates Assisted in Job Seeking</u>			
(A further Eleven went into further education, Fourteen are in a Career, One doing Work Experience and Five Still job hunting)			
B. Tech. Office Management & Technol	1		
B.Ed.	4	Dip. Welding	1
Dip. Youth Development	1	BA PPL	1
PGCE Honours	1	Hons Social Science & Politics	1
Advanced Hons HR Management	1	Electrical Engineering Light Current	1
B.Ed. Hons	1	Midwifery	1
Dip. Internal Auditing	1		
<u>21 Students Graduated in 2020</u>			
B.Chem Eng & Technology, Hons	1	Masters LLB	1
Hons Soc. Science & Politics	1	B.Tech Office Management & Technology	1
B.Ed.	3	Dip. Youth Development	1
PGCE	3	Dip. IT	1
B.Tech Public Relations	1	BA Anthropology Hons	1
Masters Biokinetics	1	LLB, PLT	1
BA PPL	1	Matric	1
Midwifery	1	BA Psychology Hons	1
B. Soc. Science	1		
<u>Institutions:</u>			
<u>Fifty Six At Universities</u>		<u>TWO At FETs</u>	
Distance Learning WITS	1	Elengeni	2
DUT	7		
MUT	2	<u>Six At Private Colleges</u>	
UNISA	11	Damelin	1
UNIZULU	2	DT Nursing Inst	1
UKZN	33	Ethekweni Institute	1
		International Hotel School	1
		Ixopo Nursing Inst	1
		Mpumalanga Nursing Institute	1