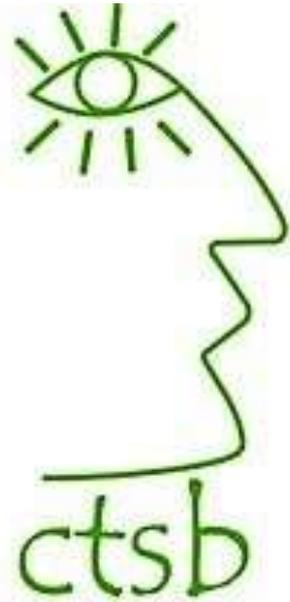




CTSB 2020



CAPE TOWN SOCIETY
FOR THE BLIND

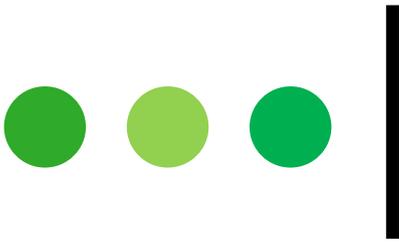
Cape Town Society for the Blind

Annual report 2019/2020



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Board of Directors:

- Dr. Louw Pieterse—Chairman
- Kenny Van Aardt—Vice Chairman
- Corinne Hudson—Treasurer
- Frederik Greeff—Trust Chairman
- Jenepher Ibbotson—Human Resources & Risk Management
- Keneilwe Munyai—Product Design
- Lizelle De Wet—Chief Executive Officer

Management team:

- Lizelle De Wet—CEO
- Judith Coetzee—Deputy CEO
- Vanessa Fredericks—Finance Manager
- Elize Marais—Operations
- Tony Matthee—Production & Sales
- Sandra Dreyer—Training & Development



A note from our Chair,

The coronavirus pandemic clearly demonstrates the vulnerability of our people. While the containment and isolation measures taken by governments across the globe had painful consequences for the economy and everyday life of each of us, they were sensible and necessary. The virus is not only claiming human lives; it's causing emotional, financial and political havoc on so many of us. Companies and organisations are forced to close and unemployment has skyrocketed. Prudence and resilience will help us steer through this crisis, and in the years to come.

The economic effect of the country and the pandemic has presented most organisations with new and increasing challenges and these have most certainly not bypassed CTSB. I am very pleased, however, to say that despite the increasing financial pressures that we faced, our team has made a success of the year under review. In fact, I can say with confidence that it is due to these economic challenges that we have been compelled to increase our efforts toward becoming more efficient and effective in our operations while keeping a very close watch for any unnecessary wastefulness.

We are very fortunate to have a highly effective Board, pro-active in contributing to the success of the organisation. I'd like to extend a special thank you, on behalf of the Board to our CEO, Lizelle De Wet, who is unremitting in her passionate pursuit of the goals and vision of the organisation.

Without the dedication and hard work of our entire staff, however, none of the successes that we've achieved would be possible. We have reached an important objective, in which the entire organisation works as a highly efficient system. Considering everything that CTSB has been through and continues to go through, I would like to commend the team for successfully achieving the goals of the organisation during trying times.

To our committed Funders, we know that this year has been tough for you financially too, and the years ahead may be bleak. We are particularly grateful to you for continuing to hear our needs and concerns while providing your constant support.

The period ahead will be challenging but we will continue to stay focused on using the resources that we have, in the most beneficial manner possible. When it comes to the Blind and Visually Impaired people that we support, we focus on their abilities, rather than their limitations. This is an approach that we will be taking throughout the organisation and in doing so, we look forward to another successful year, no matter the challenges we face.

As for everything in life, there is a season. I shall be handing over the chairman reigns to Jenny Ibbotson, and wishing her, the board, the CEO, Deputy CEO and staff all the best for the future. It was an honour to serve alongside such a phenomenal team.

Dr. CL Pieterse



Looking back...

a message from our CEO

Never in my wildest dreams could I have ever imagined that I would be writing my eighth annual CEO address during a time called “lockdown”. Without question, Covid-19 has posed new and previously unimaginable challenges for the entire world, together with enormous pressures on government, the food supply and health care industry, businesses big and small, with unthinkable repercussions on non-profit organisations, including ours. Together with our board, I am honoured to serve as the leader of the organisation during these tough times. We are faced with huge challenges but also opportunities to reboot, readjust and realign with the “new normal”.

Just before the pandemic struck, as part of responsible stewardship, we finalised our five-year strategic plan to ensure sustainability, growth and a succession plan. I am proud to report, that the whole team stood together and demonstrated their ability to embrace change and the challenges we were faced with to create an alternative and safe campus space. They stayed focused, persevered, and got on with what they had to do. Our very effective Covid-19 task team worked tirelessly to ensure that CTSB stayed compliant daily.

I also want to express my heartfelt condolences to those families who have lost loved ones during this period. It must have been extremely tough to deal with additional intense emotions under these already unusual circumstances. People have fears which are real and ask valid questions— how can we recover from this drama, what if we get to the edge of the precipice, how will we come to terms with the changes ahead?

In spite of all the sadness and stress, we are grateful for our successes achieved. We ended the year on a financial healthy and sustainable note. We achieved the majority of our goals and will attend to the ones that need our attention as matters of urgency.

During the height of Covid-19, it was interesting to watch the response from philanthropists worldwide. It was quick and they made huge commitments towards food and health security. Our experience was that the focus of donors changed to PPE and health care almost overnight, which was necessary for obvious reasons, but simultaneously, it had a massive impact on organisations not specifically serving in these areas.

So, how are we going to embrace the changes in the fundraising realm, in order to maximise the possibilities of success? From our side, we decided on a strategy where we consult on a deeper level with our donors, finding ways of increasing non-financial support and call for more flexible funding.

We also realised that some of our training platforms have to change to more user-friendly online and digital teaching methods. We must use the time for advocacy and research to broaden our scope of impact, and reinvent ourselves to be “future fit”. We cannot be stuck in our old ways. In order to become a game changer, we have to explore all avenues, harness technology and be innovative thinkers. We also have to think conservatively when it comes to expenditure, tighten our belts and save cost in every conceivable way, without compromising on the quality of our services.



As part of our succession plan and ensuring smooth continuation, it was decided to appoint the first deputy CEO at CTSB. Judith Coetzee joined us a year ago and we are convinced that with her added experience and expertise, more will be achieved at a faster pace during the years to come. By extending our brand, continuing to add value to the lives of others and embracing the mind-boggling innovative ideas of our youth we have the potential to become one of the best service providers in our field.

It is always a difficult and sensitive task to name certain donors. However, I am sure that you will agree with me, in this case, it is justified to make a few exceptions. Our rehabilitation team identified a gap in our current services on offer and it was decided to explore the establishment of a Low Vision facility on campus where especially our students will receive first hand access to low vision assessments and assistance. Donors who made this possible, were The Jannie Mouton Foundation, Deichmann Trust, Nussbaum Foundation, the Margot Pickard Trust and the Cohen Family Trust. We also want to thank the John & Esther Ellerman Memorial Trust for their annual donation towards the much-needed services of having a full time Orientation and Mobility Instructor on board. Another donor who is a main contributor towards our training costs, is the Federated Employers Mutual Assurance Company. We do not want to differentiate between 'big and small' donors; each and every one is equally important to us.

Thank you to all our donors, the Department of Social Development, the Department of Employment and Labour, all our stakeholders, the board and management team, our staff members, students, volunteers, interns, small business unit owners, our family members and our service providers for your immense support and contributions. A special word of thanks to our outgoing chairman, Dr Louw Pieterse, who tirelessly worked alongside our team, sharing his knowledge and expertise to broaden our skills and insight on good governance and business principles. It was a pleasure partnering with him over the last couple of years serving his term. Last but not least, I express our sincere gratitude towards the Almighty God, who gave us the strength, wisdom and the means to steer our ship, stay on course, concur the storms and explore new journeys. We look forward to the future!

Lizelle De Wet
Chief Executive Officer



Curro Durbanville visit to CTSB, October 2019, to learn more about Orientation & Mobility and drop off a donation.



Bruce Walsch, double amputee and motivational speaker, addressing students at the 2019 graduation



A few thoughts from our Deputy CEO

With more than twenty years of experience in various sectors I think what prepared me most for this position is the time I spent in the NGO sector and at Wesgro. I worked in fundraising and marketing for The Sunflower Fund, Wola Nani, Catholic Welfare & Development and The Parent Centre, to name a few. During this time I learnt to work with funders and beneficiaries, forging relationships with people and not just a name printed on paper. I was fortunate to spend ten years at Wesgro where I came to grips with government and corporate culture, expanding my knowledge base and for understanding what it meant to be a funder.

I've been at CTSB for a year now and I'm proud to be working with such a vibrant group of dedicated, caring individuals. My role is to assist the CEO with fundraising and organisational management and development, a role that inspires me because we get to change the lives of blind and visually impaired people daily. CTSB is an innovative organisation with strong leadership and teams who continue to stretch their limits so that we thrive, as a team. I am constantly learning from Lizelle, who has become a wonderful mentor, and from the staff, who never cease to amaze. Getting to know our donors is an enriching experience and I look forward to building on our current network of friends.

My vision for CTSB is to continue to grow the organisation from strength to strength. The years ahead are full of possibilities, change and progress as we forge partnerships to enhance the lives of the blind and visually impaired people from the Western Cape, and beyond.

Judith Coetzee Deputy CEO & Funding Development



Lee-Anne Ruiters receives the Vodacom Tech Smart Award, with Karen Smit and Lizelle De Wet



Golden Dzapasi demonstrates Orientation & Mobility



Lets talk finances

CTSB faced many challenges during the past financial year and to overcome these challenges, certain changes and improvements were necessary.

Because of the drop in donor funding worldwide, we tightened our budget by cutting back on expenses. Every line item was vigorously scrutinised and pared back to the minimum necessary for operational efficiency.

Similarly, we pre-planned our client visits & deliveries carefully, with stock items only bought when absolutely necessary - a stressful situation, but necessary to keep the organisational cash flow healthy throughout the current financial year, despite the economic impact of Covid-19.

Our staff development budget was put on hold, but we continued with in house staff development, e.g. computer training / personal skills development.

The 2019/2020 audited financials reflect an organisation that has their hand on the tiller, is aware of prevailing conditions and commanded the storm commendably.

Our auditors, Low & Schreiber are of the opinion that the Annual Financial Statements present fairly, in all material respects, the financial position of CTSB as at 31 March 2020, and its financial performance and its cash flows for the year then ended in accordance with the accounting policies as set out in the manner required by the NPO Act.

Essentially CTSB received a clean audit, posting good results. The Income Statement as at March 2020 particularly reflected the exceptional performance of the organisation in the year under review, showing a significant improvement in operating surplus and a R564 000 increase in accumulated surplus at the end of the year.

The organisation managed to obtain new donors despite an unusually tough economic climate, and together with government departments and our supportive donors, we managed to keep our cash flow healthy.

An online shop was added as an additional income generator, which has proven to be successful and continues growing daily. This further impacted on our SBU (Small Business Unit) model, whose income increased because of the additional sales.

Covid-19 resulted in an unprecedented slump for our SBUs, who were unable to work during the lockdown period, only restarting at Lockdown Level 1. As an organisation, we were able to assist them with food parcels and financial contributions sourced from generous donors. Since March 2020, we spent more than R100 000 on assistance for our visually impaired beneficiaries, and this is planned to continue into October.

Staff were also assisted with food vouchers.

We are very proud of our organisation and our achievements. Our CTSB team strives together, daily, to add quality and improve the lives of all visually impaired persons.

We would like to sincerely thank the CTSB leadership team and all our colleagues for their patience and endurance during a very tough financial year and the positivity with which we are moving forward.

Corinne Hudson – Treasurer, Board

Vanessa Fredericks – Finance Manager



the

OPERATIONS

Being responsible for human resources matters, general administration, upkeep of our IT infrastructure, transport, health and safety, cleaning, friendly reception and the maintenance of our campus within a strict budget, is a daunting task.

In terms of Health and Safety, it is crucial that we keep all fire equipment / first aid boxes updated and in line with relevant regulations. We must ensure that all staff on the H&S committee have updated certification, but this proved a challenge in the last financial year because of budget constraints.

Our famous iCore (Dinner-in-the-Dark) events picked up tremendously after a group from 'Friends of Design' joined us for an iCore lunch in January. One of the guests wrote a beautiful media release about her experience, which was posted on social media and this created huge interest in our organisation and the event itself, leading to numerous bookings.

This was very encouraging because not only did it create interest in and awareness about CTSB, but it also generated some much needed revenue.

Elize Marais

Operations Manager

THE PITTER PATTER of pink feet

Congratulations to one of our top facilitators, Adrian Davids, and wife, Sharon-Rose, who was also an intern at CTSB, on becoming first-time parents when their tiny princess, Anna Zoë, was born on the 3rd of March. Adrian and Sharon met five years ago at a conference held for blind people and never looked back. May Anna bring them joy and happiness for as long as they live!



A FOND FAREWELL....

In the last year Sulayman Samodien (Sammy) and Sedick Jordan retired from CTSB after each serving the Blind and Visually Impaired Community for more than 40 years each. Both gentlemen (and their collective wealth of knowledge) are greatly appreciated!

IN MEMORIAM

The sad passing of two of our outstanding artisan weavers, Mary-Ann Delcarme (April 2019) and Paulina Batt (November 2019), was a huge loss to our weaving teams. Both were stalwarts serving as SBUs at CTSB for many years. Both their husbands are also part of our workshop team. May they rest in peace.



Paulina Batt



Mary-Ann Delcarme



PRODUCTION AND SALES

The Production team consists of several staff members that provide logistical support to the Small Business Units (SBUs) in the various departments of the organisation. The skills within this department include spray-painting, welding, carpentry and fabric & cane weaving. We pride ourselves on good quality, affordable cane products produced by our entrepreneurs with regular quality control checks conducted.

Throughout the year we proudly maintained execution of orders and timeous delivery to clients. We were privileged to work with world-renowned designer Porky Hefer, producing bespoke items, a few of which can be viewed at the Cape Town Company's Gardens.

With continued budget constraints and limited funds, it's been a challenge to upskill staff through additional training which will allow the team to broaden their knowledge base and provide more services to our clients. During the year under review we secured the services of a sales representative to increase our sales book and generate more revenue. Although the year started off slow old relationships were rekindled and new ones were forged which will reap rewards for years to come.

We managed to secure major orders from Sybaris Kitchen, Checkers, Green Design, to name a few, and managed to reconnect with Woolworths. We are also collaborating with South African furniture designer, Justin Van Breda, now based in the UK, manufacturing a range of products for his international client-base. The team continues to manage sales from walk-ins to the showroom, regular quarterly visits to expos and trading on the last Saturday of each month. The economy of the country has not been kind as we came short on our annual target, which we hope to exceed in the new financial year.

I would like to thank the Production and Sales teams for always going the extra mile! We've managed to build a team well equipped to raise the bar for the next financial year.

Tony Mathee

Production & Sales Manager





TRAINING, EDUCATION AND DEVELOPMENT

As an organisation with a strong focus on development, our training team embraced the following mantra:

Rehabilitation + Training + Employment = Economically active, content and independent citizens

We are proud to report on the successes achieved by our students during the year under review:

- 74 students graduated receiving 265 certificates in total
- 18 candidates were placed into the open labour market:
 1. 6 formal placements (Bosch, Santam, Intelli Cell, WC Premier’s office, Tees & Gees, Goldwagon)
 2. 12 informal placements (7 at CTSB, 2 at Cafe45, 1 each at Light & Healing, Hein Academy and SANCB Western Cape offices)
- 1 candidate was placed in a learnership
- CTSB created 10 internships in various departments – the coffee shop, PR office, administration office and massage therapy clinic
- 2 graduates ended their year with tertiary diplomas
- 1 aromatherapy intern used her experience to create a small business from home.

A Big Shout Out to our top achievers of the year:

- Jannie Mouton Award: Denver Roberts – Top Student of the Year
- FEM Award: Sandiswa Kubukeli – Most Improved Student
- Vodacom Award: Lee-Anne Ruiters – Tech Smart Student
- CTSB Congeniality Award: Rolin Syster – Best Attitude

We wish them well in their endeavours to live their dreams and with their future plans.

Through the office of the (previous) Minister of Social Development, funding was secured for an Expanded Public Works Programme (EPWP) for 10 Interns that have been placed for the period of one year. The interns were placed in various areas of reception duties, journalism, public relations, aromatherapy, the hospitality industry, general administration and facilitation.

This opportunity allowed them to gain experience in the real world of work, having to take responsibility for duties related to the roles that they have been assigned to and team work. Unfortunately their contracts ended as the Covid-19 Pandemic began, thus it has affected any job opportunities that may have occurred after their internship. However we are happy to report that one intern has been employed since.

Our rehabilitation team consists of our orientation and mobility instructor, social worker and career development practitioner. A support group was established for professionals of all ages, who lost their eyesight or people in the process of losing the use of their eyes. Within a short period of time, this group has grown to 20 members who meet at CTSB every second month with the purpose of sharing ideas on new technology, giving moral support to each other, learn more about various aspects of visual impairment and low vision, and also just to meet socially.

The need for a Low Vision facility where our students and people from outside can come for assessments and assistance, was identified. With funding received from donors, the official training commenced to develop our own skills and knowledge in this new field. We look forward to the future when this facility will be up and running, rendering a much-needed service to our beneficiaries.

Activities	Target	Achieved	Variance
Awareness	1300	1348	+48
Assessments	100	102	+2
Therapeutic Services	100	107	+7
Placement services	60	69	+9
Total	1560	1626	+66

Sandra Dreyer
TED Manager



TIME TO SHINE!

Mthethuvumile Dlabane became a student at CTSB in 2012 and graduated in 2013. He continued his journey with CTSB by doing various volunteer work; at Café 45 and in the Sales department while continuing his studies through learnerships.

In 2018 he began a learnership with Sanlam on End User Computing NQF Level 3. During this time, Mthethu went for a lens transplant and his sight improved significantly. After completing his learnership with Sanlam, it led to an Internship Programme at Santam in February 2019.

While doing his internship, he applied for a position in June 2019. Santam recognised his potential and in August 2019 Mthethu was offered a position as a Switchboard operator. His manager later informed him that when he interviewed Mthethu, he knew he found the person he was looking for.

Mthethu thoroughly enjoys his work and is eager to learn more. Working with clients is his passion and with his manager, they found a course that he enrolled for at Santam, to learn more about their products and Product Management. He was about to start his course, but it was put on hold due to the Covid-19 pandemic. Currently Santam is looking after Mthethu by setting him up with a laptop and a network to work from home so that he does not have to risk his health while using public transport.

Mthethu is very happy and proud of his achievements and has even been asked to present to current learners at Sanlam, as he was the first visually impaired learner that was permanently employed within six months of his internship. In his presentation he speaks about CTSB and how he gained from his time as a student. He mentioned that before CTSB, he did not know where to go in life. He is grateful for completing the keyboard orientation course at CTSB as this enabled him to assist his clients at a quick pace and not having to rely on looking at the keyboard while typing. He radiates while saying, "CTSB gave me back my life!".

Marisa Teles

Career Development Practitioner



Denver Isaacs, 2019 Jannie Mouton Top Student recipient, with CTSB CEO, Lizelle De Wet



A WORD OF THANKS to all our supporters

On behalf of all of us at CTSB, we would like to thank you, our amazing donors, funders, sponsors and supporters for your overwhelmingly kindness, friendship and generosity which allow us to continue the work that we do. We cannot do this without you! Also to those who give anonymously – know that we appreciate your contributions sincerely.

Corporates, Trust and Foundations:

A & Y Lund Charitable Trust
Ann Kreitzer Will trust
Chaim & Jessie Chantor Charitable Education Trust
Clifford Harris Trust
Community Chest - Lynette Croudace Fund
CPI Engineering
Digital Outsource Services
Douglas Jooste Trust
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Gray Trust – Low & Co
Isidore, Theresa & Ronald Cohen Charitable Trust
J Anderson Charity
Jannie Mouton Foundation
Jet Lee Charitable Trust
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Mary Agnes Stephen Trust
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Merchant Factors
Penso - Low & Co
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Rawbone Trust – Low & Co
RE Harvey Trust
Rolf Stephan Nussbaum Foundation
Sekunjalo Development Foundation
SFG Engineering Services



Students enjoying games that were donated to CTSB



White Cane Safety walk, October 2019



Thank you to all our supporters (...cont)

The Little Tew Charitable Trust
The Mapula Trust
The Yates Charitable Trust
Theresa & Lane Gittins Trust
V F Clive Smith Charitable Trust
Wenhold Family Trust
WW Richardson Residuary Trust

Individuals:

A Mihal – Kelvin Grove School
Any & Marinus Powell
Lyley Smith- Kelvin Grove School
Mr EAK Royker
Mrs A Benadie
Mrs S Marlie
Mrs VJA Duncan
Ms Ayesha Ismail
Ms Jedeikin
Ms Cathleen van Zyl
The Powell Sisters

Other:

Anchusa Retirement Home
Carel Du Toit Centre
DEC Investment Holdings
Golden Grove Primary School
Imagineer Home School Group
Oasis Retirement Home
Proto Trading
Rotary Club of Blouberg
State Street

Government:

City of Cape Town
Department of Employment & Labour
Department of Social Services



Interaction with class at Carel Du Toit Centre for the Deaf



2019 Event Management class



Lizelle De Wet, Reginald Kayilati (2019 FEM ICDL Recipient) and Alison Fabe from ICDL





CTSB 2020

LOW VISION

We are pleased to announce the launch of our Low Vision Clinic in October 2020, with the assistance of generous supporters. The clinic will allow us to provide eye tests and low vision assessments to our students, SBUs and staff.

Low vision is defined as a condition caused by eye disease, in which visual acuity is 20/70 or poorer in the better-seeing eye and cannot be corrected or improved with regular eye-glasses. Most eye care professionals prefer to use the term 'low vision' to describe permanently reduced vision that cannot be corrected with regular spectacles, contact lenses, medication or surgery.

Individuals with low vision need to be assessed and have proper rehabilitation, which cannot be done by a regular optometrist. Due to the dire shortage of Low Vision Assessment services, patients often need to wait for about a year before they receive treatment resulting in deterioration of their eyesight. This is especially detrimental to younger people who miss out on critical learning opportunities due to their limited vision.



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FOR THE BLIND**

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