

CAPE TOWN
SOCIETY FOR
THE BLIND

ANNUAL REPORT

2021/2022





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Board members & Management Team

BOARD MEMBERS

Jenepher Ibbotson - Chairperson

Corinne Hudson - Treasurer

Frederik Greeff - CTSB Trust Chairman

Kenneth Van Aardt

Manny Moodley

Malibuye Tom

Dr Kim Lewis

Lizelle de Wet - CEO

Judith Coetzee - Deputy CEO, Fund Developer & Sales

MANAGEMENT TEAM

Lizelle de Wet - CEO

Judith Coetzee - Deputy CEO, Fund Developer & Sales

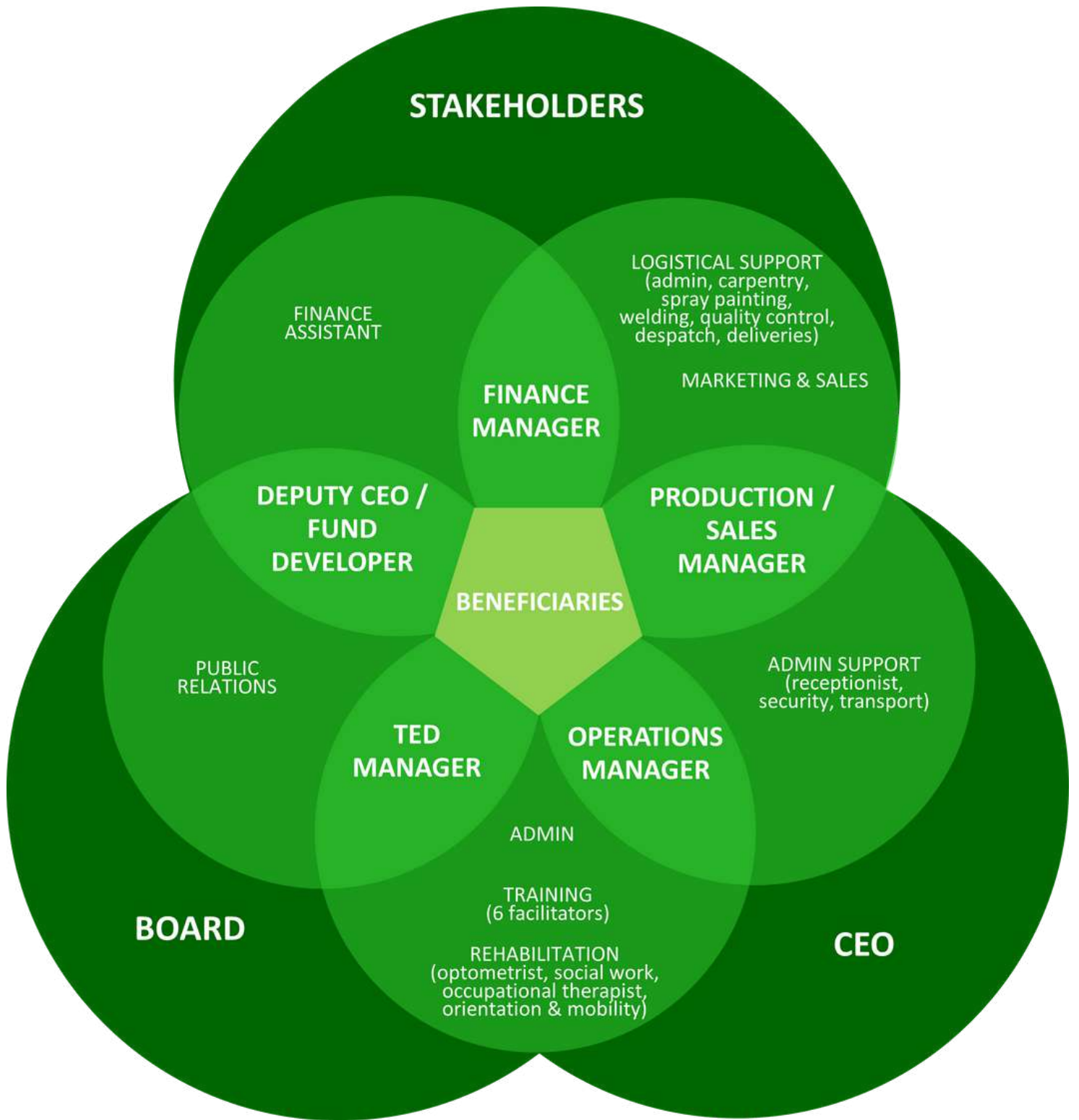
Vanessa Fredericks - Financial Manager

Elize Marais - Operations Manager

Tony Matthee - Production Manager

Sandra Dreyer - Training, Education & Development Manager





A MESSAGE FROM OUR *chairperson*

The last year was an extraordinary year for growth and development for CTSB holistically. Our report shares information and stories from all our teams as we give you some insight into CTSB. The financial year under review showed its first signs of economic recovery as we reopened our campus to full capacity and managed to fulfil standard and custom orders which came in through our sales department. This left us and the small business units (SBUs) with a sense of financial security.

The report to follow will show how the organisation has recovered from the Covid-19 pandemic and is making great progress in all departments. The Training and Development team, which includes the rehabilitation team is busier than ever. You will see from the statistics they provide that, among other things, there is a great deal of training taking place, Orientation and Mobility courses are being provided across the peninsula, and there is an increase in job placements. The success stories in the report are an indication of the impact they have on the lives of our clients and students.

The sales team worked towards streamlining sales activities to enhance the customer experience both in our online and physical stores. We saw an increase in orders and thus an upswing in production towards the end of the calendar year due to orders for corporate gifting and other products. We increased public relations activities and networking with local and national government departments and corporates as well as media houses. Our upgraded website has a fresh new look, with updated content, and images of our beneficiaries and products. We had a few professional photographers visiting our campus for various projects, and a film production team used our campus to create a short film which included 3 of our beneficiaries.

This year saw a big change in that our CEO Lizelle de Wet retired after a successful ten-year stint with the organisation. She helped CTSB to focus on change and growth and thereby to increase the reach and impact of the organisation's services. Very importantly she steered the 'ship' through the storms of covid – not an easy task. We give her our great thanks and wish her well in her retirement which will undoubtedly be full of adventure.

We welcomed Judith Coetzee who moved from the role of deputy CEO to CEO with her usual aplomb. She immediately had an impact on the organisation by reviewing many of our processes, products and systems and this is paying off for CTSB. We look forward to many years of working together. I would like to thank all the members of staff, the SBUs, and our suppliers without whom we could not be successful.

Finally, it is difficult to express just how much we appreciate our donors and sponsors. Thank you so much. You change the world for the better. Your contribution helps us at CTSB to uplift and support our beneficiaries on their way. It's been a pleasure working with such a great, and well-managed team. May CTSB go from strength to strength.

With good wishes to all.

Jenepher Jbbotson
-Chairperson

FROM THE DESK OF OUR OUTGOING
chief executive officer

At the end of the last financial year our CEO, Lizelle de Wet, retired and we would like to share some of her parting words with you; as well as a few of the farewell messages that were shared by a few donors.

We are grateful to say, by the grace of God, that we are alive and well! The whole world is experiencing painful and unsettling times, facing a global health crisis, and a challenging economic outlook. It is quite daunting to stay positive in an environment where “lockdown, curfews, vaccination sites and next waves” became part of our daily vocabulary.

As we emerged from a difficult two years, we are committed to working with all stakeholders to help South Africa’s recovery in the shorter and longer term. As responsible citizens, we must support the plans and activities put in place by government, labour, and business to address the issues that impede our economy.

Of course, it also affected CTSB. Our students lost 50% of active class time, which impacted their studies, having had to extend our academic year by 6 months, giving additional time for our students to catch up. Without a doubt, the younger generation will feel the impact of the Covid-19 pandemic for many years to come.

Team CTSB and I have weathered many storms in the past, but somehow, this year was one of the toughest. As a team, we’ve tackled our challenges in unity, we stood together and completed the financial year successfully. Despite the challenges, we’ve made encouraging progress. We managed to gain considerable traction and we are largely on track to achieve what we set out to do, to grow and develop our organisation constantly.

We continued to render essential services to our beneficiaries and clients, and I commend our team on their resilience. The various teams came up with great ideas for assisting our clients online and continued to go above and beyond the call of duty, to offer care in the most trying of circumstances. Without a doubt, Covid affected our Sales, which in turn, impacted severely on our Production department. It took a huge knock by businesses closing. Hotels, guest houses, and the Winelands make up for the bulk of our clientele, using our beautiful, high-quality handwoven products, and none of these were functioning.

We are delighted to report that our Jannie Mouton Low Vision Clinic is growing by leaps and bounds. Since opening to the public, more than 150 clients were successfully assisted with the necessary eye assessments and assistive devices. Bearing in mind that the clinic was only open once a week, this is a huge achievement.

True to our ambitious spirit, we used the Covid pandemic repercussions to nudge us to think innovatively about how we could do things differently so that it would serve to improve or increase the functional capacity of an individual with a disability by having access to digital learning and assistive technologies. Many blind students across the world make use of assistive technologies, including equipment, software, or products, to access their learning materials. The first step was to do the necessary research to create an online learning management system that is fully accessible to blind and visually impaired students, as well as people with other types of disabilities. We are delighted to announce that much progress was made; we know what we need and how to reach this goal, and we are positive that we will be able to implement this new venture within the next year.

In closing, I believe that one's life is divided into various segments. One starts with your educational journey, and this then prepares you for your life ahead. Almost ten years ago I joined CTSB, and this journey has been an amazing one with many twists and turns. The development of CTSB has always been at the forefront of my vision in the blind sector that through CTSB the lives of many people could be and have been changed forever. However, if one looks at history, the success or failure of empires, governments, and businesses, and especially NPOs, have depended upon knowing the right time to say goodbye. History is littered with those who could not let go and felt that they were irreplaceable. By doing so they prevented growth, new vision, and modern methods, by holding onto what they felt was the holy grail of their leadership.

Team CTSB, the Board, and I have taken the organisation into a new future, but it is time for me to hand over that vision and thereby ensure that CTSB continues to grow, develop, and prosper. Judith Coetzee will take over the reins of leadership from 1 April 2022. Judith has shown that she has the capabilities and passion to take CTSB into a new future.

I want to thank our donors, 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. You all played a significant role to make our mammoth task so much lighter and utter joy.

Take care,

Lizelle de Wet
- Outgoing CEO



A student reading Braille



Jacques du Preez, CEO of the FW de Klerk Foundation, on a visit



Olugbenga a food parcel donor, (middle) with SBUs

HAPPY RETIREMENT TO *Lizelle*

Please wish Lizelle all the very best
from us.
With kind regards,
Stella & Mandy, Nussbaum Foundation



Please give her my regards and wish he
well for me.
Yours sincerely,
H Jim Duggan

That is a big development! I'd like to wish
Lizelle all the best for the next season that
lies ahead.

Pieter, Jannie Mouton Foundation



Wishing Lizelle much happiness in
her retirement.

Barry Poggrund

Kindly convey my best wishes and wish
her every success in her future
endeavours.
Kind Regards,
Ernest Malherbe



A MESSAGE FROM OUR INCOMING
chief executive officer

I am proud to be working with such a vibrant group of dedicated, caring individuals. The team's tenacity and grit during a year of turmoil and uncertainty brought their passion to the fore and, once again, highlighted their commitment to our organisation and the communities we serve.

As an innovative organisation with strong leadership and teams who continue to stretch their limits, CTSB can look forward to embracing new projects. Our learning management system (LMS) is in an exciting design phase which sees our team looking at animation and new concepts to bring the learning material to life.

In terms of our low vision clinic, we are looking at moving to a new space, which will allow us to see more clients, showcase the assistive devices we offer and meet clients in a user-friendly environment.

I am constantly learning from the team, many of whom are always prepared to go the extra mile. They have taught me that patience is not just a word but a way of life for many at our organisation. Covid-19 has made organisations extremely vulnerable because funders are looking to maintain their future, especially with the current economic downturn we are experiencing. This is not the time for complacency, and we all need to pull up our sleeves and work together if we want to continue growing, developing, and progressing.

Thank you to all our donors, the Department of Social Development, the Department of Employment and Labour, the John and Esther Ellerman Memorial Trust, all our stakeholders, the board and management team, our staff, students, small business units, and our service providers for your immense support and contributions. A special word of thanks to our outgoing CEO, Lizelle de Wet, who dedicated ten years of her life to growing CTSB.

Thank you Lizelle, for your dedication and commitment to CTSB and the disability sector overall. On a more personal note, I'd like to thank you for all your guidance and support over the last few years. Getting to know the organisation was so much simpler with you guiding me through it. You are a tough act to follow, and you will be missed, but never forgotten.

In your own famous last words... we release you with love. May this next chapter be the best one yet and may your retirement be filled with many laughs, much love and loads of happy memories, it won't be the same here without you!

Judith Coetzee

- Incoming CEO

LET'S TALK *Finances*

Another year has gone by and while all businesses, organisations & clubs are struggling to get back on their feet after the Covid-19 pandemic, we journey on.

Financially, the year under review has not been an easy one for CTSB.

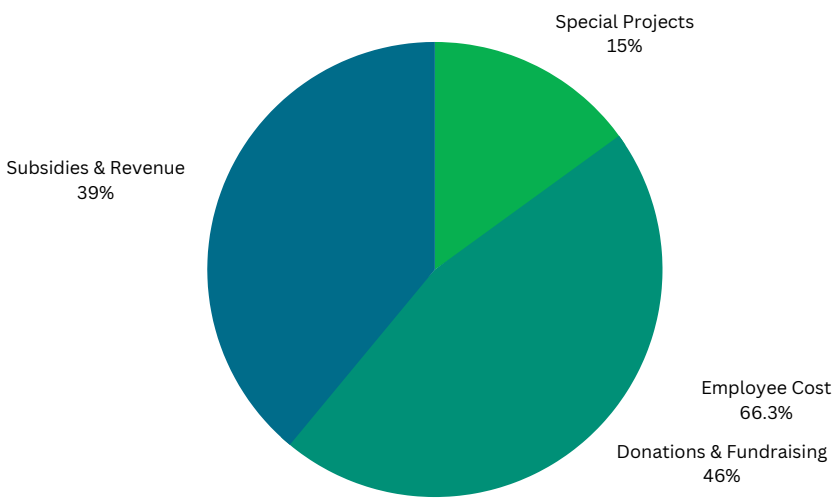
Through the difficult times, our donors assisted us to launch our much-needed low vision clinic which has grown in numbers since opening and we must now relocate it to a bigger area. Our expenses were carefully cut back to only allow for the bare minimum expenses. Sadly, we still ended the financial year with a deficit.

Overall, sales were very low, however, we managed to secure enough work to keep our Small Business Units (SBUs) busy throughout the year albeit on a rotational basis.

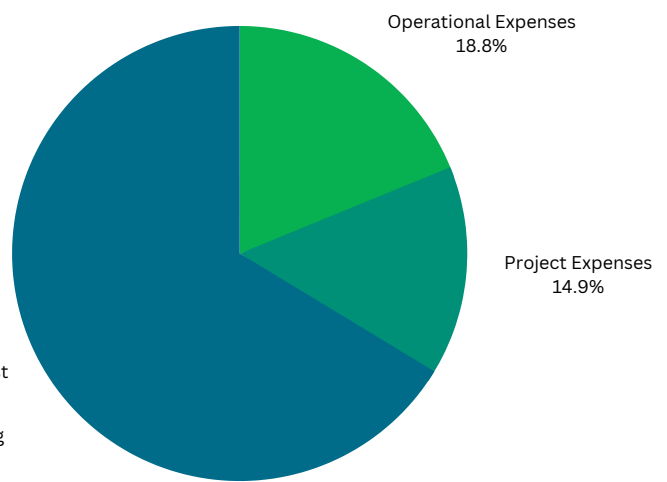
We also faced many challenges securing raw materials. As cane is an imported product, we do not have control over the quantities, quality and cost. During this financial period, the cane was scarce and the prices increased significantly. This in turn affected the cost to the client as well as to our SBUs.

We also have to compete with so many inferior products that are much cheaper but do not have a long lifespan.

Our donors remain loyal, and we wish to thank each one of them for their ongoing support.



Income generated for 2021-2022



Expenditure for 2021-2022

Corinne Hudson / Malibuye Tom
-CTSB Joint Treasurer

Vanessa Fredericks
- Finance Manager

LET'S TALK Operations & HR

Operations encompasses administration, health & safety, security, housekeeping, IT infrastructure, transport, building maintenance, and HR-related matters. It is also important to stay within budget and keep all overheads and costs low.

Highlights/Lowlights:

Kept costs strictly below the allocated budget for the 2021/2022 financial year due to Covid-19 and other cost-saving requirements.

Interesting Facts:

- Health & Safety (H&S): Ensured that all fire equipment was serviced and first aid boxes replenished, within H&S regulations.
- The H&S committee attended all the relevant training to keep their certificates updated.
- H&S audit of the CTSB premises took place in April 2021 by Risk Training Solutions and, as part of their CSI, they assisted with all the necessary compliance documentation at no cost.



11 of our staff members successfully completed their First Aid level 2 training

COVID-19:

- All health and safety measures and procedures were put in place, e.g. safe access to premises, temperature checks, sanitization etc.
- We kept abreast and adhered to the new rules and regulations regarding COVID-19 as these were implemented.



Our newly renovated Admin block



Our newly renovated staff kitchenette

Human Resources

CTSB employed several new staff members during the period under review:



Charlene van Niekerk
Production Assistant



Anel Stofberg
Public Relations Officer



Liesl Carolus
TED Administrator



Sergil January
Awareness Officer



Adrian Kleinsmith
Showroom Assistant

Sadly, we also said goodbye to two employees who retired at the end of March 2022:



Lizelle de Wet
Chief Executive Officer



Barend Coetzee
Awareness Officer

Elize Marais

- Operations Manager & HR

LET'S TALK *Production*

The production department provides logistical support to the small business units (SBUs) within the various departments of the organisation. The biggest challenge faced this year was the ever-increasing price of the cane.

Cane prices escalated by more than 20% and CTSB had no alternative but to increase our prices. This increase also affected the income generated by our SBUs as CTSB could not increase prices every time cane purchases were made. Prices were negotiated with the SBUs so that it was a win-win situation for all.

With the Covid-19 levels decreasing, there was an increase in sales, which created an income opportunity for our SBUs. Work was available throughout the year, which created economic stability for the SBUs.

From the 2nd quarter of the year there was a major increase in the demand for picnic baskets. Our SBUs worked around the clock to secure the delivery of the orders but were challenged with various new designs and weaving patterns. These were successfully completed through their determination to overcome challenges.

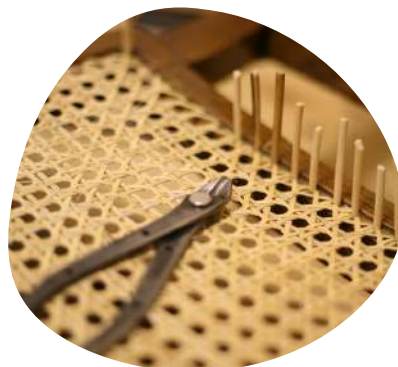
The commitment to delivery dates and the top-quality workmanship of the SBUs is greatly appreciated. All orders were delivered timeously, and clients were very happy with the quality of the products.

Staff also played a major role in the production and support of SBUs, sacrificing weekends to ensure that the work is readily available on time. I would like to thank the production staff for their loyalty, dedication, and commitment to the economic sustainability of our Small Business Entrepreneurs.

Tony Matthee
- Production Manager



An SBU fitting the stakes to start weaving



A chair being repaired



SBU weaving on a loom

LET'S TALK *Sales*

The year under review still saw us battling with the realities of the pandemic which meant that we had to find new creative ways of reaching our clients. The Sales team embraced technology; having Zoom meetings, using WhatsApp and attending online courses. The Board reduced the sales income budget because of the decline in sales due to a lack of walk-in clients and lower corporate sales numbers. However, we did notice an increase in our online sales which prompted the upgrading of our website and online store in a bid to enhance the customer journey.



A pop-up market at the Night Market hosted by the CoCT



Custom Doll House



Our best selling Doll Pram

We secured a few major orders from Checkers, and Green Design, to name a few as well as some interesting orders from OPS and Concrete Studios.

There was also an increase in repairs as well as custom-made lampshades which contributed to the financial stability of our SBUs.

Going forward into the new financial year, our Board agreed that, as with the rest of the country, we are still in recovery mode. We've made a few changes to the team in the hope that they will grow in their respective areas of expertise.

I would like to thank the Sales teams for their commitment to the organisation and our SBUs.



Hot Air Balloon basket commissioned for a film.



A custom lampshade



A cane mannequin head

Judith Coetzee
- Interim Sales Manager

LET'S TALK Training and Development

The 2021 – 2022 year started with a positive movement in managing the Covid-19 pandemic. At the start of the 2022 training calendar all students registered were vaccinated resulting in a safer environment for all.

We started with 50% capacity in 2021 and we have returned to 100% capacity at the start of training in 2022.

Awareness	729
Assessments	105
Therapeutic Services	112
Capacity Training Building	71
Orientation & Mobility	51
Placement Services	85
Low Vision Clinic	103
TOTAL	1256

CAREER PLACEMENTS

TYPE OF PLACEMENT	NUMBER OF PERSONS PLACED
Formal Industry	7
Informal Industry	3
Learnerships	2
Small Business Units (SBUs)	2
TOTAL	14

LOW VISION CLINIC

- Assessed and tested 103 clients
- The low vision clinic is now open two days a week due to the rising demand for the service

ORIENTATION & MOBILITY

Orientation & Mobility	
Individuals	Interventions
51	137

List of different areas where O&M services were provided:

1. Athlone
2. Atlantis
3. Belhar
4. Bellville
5. Blackheath
6. Bothasig
7. Camelot
8. Constantia
9. CTSB
10. Elsie's River
11. Fisherhaven / Hermanus
12. Goodwood
13. Kensington
14. Kirstenhof
15. Kraaifontein
16. Kuils River
17. Milnerton
18. Parow
19. Vredehoek
20. Westlake
21. Woodstock



Donna-Lee Roberts receiving O&M training at CTSB for a new film



Client receiving an extensive eye exam



Client using the PadPerch™ with contrast colors

CAPACITY TRAINING BUILDING	
Assessments	
Individuals	Interventions
111	111
Therapeutic	
Individuals	Interventions
145	382
Training	
Individuals	Interventions
58	97

The online training pilot project via the Zoom platform was completed, with a total of nine students participating. Courses covered in the online training included NVDA and Smart Digi on Android and IOS.

We had our first hybrid graduation ceremony on 30 November 2021 with a live stream on Facebook for our students' families and friends to join.

Top Achievers:

- Janie Mouton Top Achiever Award: Watse Eefing
- FEMA Most Improved Student Award: Cole Claassen
- Vodacom/Smart Digi Award: Anita Ntondini
- CTSB Congeniality Award: Akhona Njolo



Head of Training Department Sandra Dreyer together with incoming CEO Judith Coetzee and the four top achievers

HIGHLIGHTS:

CPUT Clothing and Textile Department manufactured graduation gowns for our annual graduation.

We participated in an international online cooking show 'Cooking Without Looking' which is available on YouTube at the following link <https://youtu.be/kX3aNa4naCs>

Robot TV productions filmed three of our blind SBUs, showcasing the life of a blind person. The film will be entered into international film festivals in post-production.

We launched our online training pilot project in June 2021. Due to its success we ran a second training cycle and made it available to candidates across South Africa.



The official handover of the graduation gowns from the CPUT Clothing and Textile Department with our TED team



Varsity College Wellness Day



Akhona Njolo prepping her dish for Cooking without Looking

Success Story of

Marco Hartse

Marco Hartse is 33 years old and was born with a visual impairment. He joined CTSB in 2017 where he became a small business unit (SBU) owner. He is well known for his big personality and passion for the arts. Marco has overcome many challenges but one.

Since childhood, Marco was aware of his short-sightedness and required very high prescription glasses to see clearly. When having a very high prescription the weight of the lenses becomes a problem, Marco's glasses would often fall from his face, which caused damage to the lenses and the frame. Due to the high prices of lenses and frames, he became a master in DIY repairs using tape and glue to repair his glasses but of course, this was not enough.

He visited the low vision clinic and it was determined that he required a new pair of glasses urgently. After numerous phone calls from the team, a good quality frame was donated by Zane Kessler – the supplier of Miraflex Frames and lenses from Silver Labs. The frames are almost indestructible and very lightweight, which is a perfect combination for him. Marco received his glasses a week later and has never needed a tube of glue again!

Marco Hartse went on to win a competition called the #KeReady2Flex Challenge, campaigning toward the importance of being vaccinated amongst the youth of South Africa in 2022. He submitted his narrative art, which described his vulnerability during the Covid-19 pandemic. Currently, Marco is focusing on his work and continuing to create pieces that tell stories that are important to him.



Marco Hartse wearing his new spectacles



Marco Hartse and Suna Karsten at the handover of his new spectacles

Success Story of

Nandipha Gcora

Nandipha Gcora was seen at the low vision clinic in August 2021. She is a charismatic 26-year-old and former CTSB student. She was diagnosed with Glaucoma at the age of 3 and her vision has deteriorated gradually. Currently, she has a minimal vision in her right eye (about 2%) and no vision in her left. She can slowly decipher letters in font size 28.

At the time of her visit, Nandipha was a Public Management graduate, completing her internship at Khayelitsha Magistrate's Court where she was placed by False Bay College. She disclosed that she was having great difficulty at her placement, and she was afraid that she might not make it to the end of her course as she was not being accommodated. According to her studies, it is a requirement to complete finance and business-related tasks that correlate with her diploma. However, she was placed in a switchboard position where no tasks were relevant.

Nandipha spoke to her managers and supervisors on numerous occasions, but her efforts were in vain. She decided to take it a step further and called the disability unit at False Bay College for assistance, who then brought the CTSB rehabilitation team on board to assist.

Nandipha visited the low vision clinic and identified an electronic magnifier that will greatly assist her with everyday tasks at home and at work. Having this magnifier meant that she could read smaller fonts and analyse financial tasks which excite her most but it also gave her the motivation and confidence to continue advocating for herself.

In collaboration with False Bay College's inclusive education/disability unit, Nandipha was granted the magnifier through her college funding, although, this was not the end of her concerns. The CTSB rehabilitation team joined by False Bay College visited the Khayelitsha Magistrate's Court manager to discuss reasonable accommodation and provide sound information on how to create an integrated, inclusive and accessible environment.

A few weeks later, we received the amazing news that Nandipha was accommodated in the workplace and placed in the correct department where she will gain enough exposure and experience to complete her internship. With patience, hard work, and information sharing, Nandipha created an inclusive environment where she will be able to thrive and pave the way for those to come.



Nandipha receives her Rubi from Shaakirah (Occupational Therapist) & Suma (Optometrist)



Nandipha reading with her Rubi

Sandra Dreyer
- TED Manager

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- SFG Engineering Services
- Sheila Daikin Charitable Trust
- The Little Tew Charitable Trust
- The Mapula Trust
- The Yates Charitable Trust
- WW Richardson Residuary Trust

Individuals

- Claudia Kalil
- Kathy Ackerman-Robins
- L Cunning
- Micaela Baartman
- Mr EAK Royker
- Mr Hacker
- Mr Rossou
- Mrs A Benadie
- Mrs S Marlie
- Olugbenga Durojaiye
- Paul Duncan
- R Johns

Government

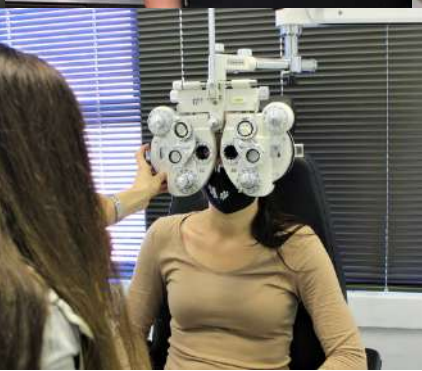
- City of Cape Town
- Department of Employment & Labour
- Department of Social Services



One of our SBUs with a food parcel donated from Feed the Nation Foundation



Barry Coetzee handing out Weetbix received from Meals on Wheels Durbanville



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BANK DETAILS:
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Snap here to pay



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- Name & Surname
- Contact Number / Email
- Proof of Payment
- Date of Donation

