

Chairperson's Report



It has been a wonderful privilege to be chairperson of such a long-standing and reputable organization such as the Volunteer Centre. I must firstly thank all my colleagues on the Board who have made such a valuable contribution to the Centre this past year by going the extra mile and giving of their time and expertise, beyond what was expected. You were truly remarkable and it was a great honour to serve alongside you all.

This past year can be categorized as a year of consolidation for the Volunteer Centre, taking a good critical look at ourselves and then building our strategy, foundation and policies to ensure that we are in a position to continue delivering a valuable service and meet new challenges in the future. As board members, we are aware of the tremendous potential behind the Volunteer Centre.

It is this realization that makes us excited and motivates us to give of our time to realizing this potential and ensuring that the Volunteer Centre plays an even greater role in assisting our communities in the future.

We realize that we still have a long journey ahead of us. We want the Volunteer Centre to become the hub of volunteerism. We want to offer a service to our volunteers, our communities and member organizations that is recognized as being truly exceptional and meaningful.

Greater focus will be placed in ensuring that the service we provide meets current needs and is effective, that we measure our progress and impact vigorously, and that we hold our staff and ourselves accountable.

We have entered a new journey, and as with any long-standing organization, it's often difficult to steer the organization on a new course. It sometimes means requesting our staff to change the way things have been done for many years,

and taking on new responsibilities, which is never easy. We would like to thank each and every one of you for your perseverance and commitment during this time of change.

To our sponsors, partners and member organisations who are an integral part of our Centre, thank you for your support and your faith in us.

A special thank you must go to our volunteers who care enough about others to reach out and give of their most valuable resource, their time. You are the “shining lights” in our society and the hope of many.

Sandy Fouche
Chairperson
Volunteer Centre
November 2010

IN MEMORIUM



Mike Kronenberg - took up the position of book keeper at the Volunteer Centre

in 2005 and immediately made his presence felt, by implementing clear policies and procedures. Up until his appointment, the organisation's financial administration was managed off-site on a part time basis.

At the time of joining our staff, Mike was in remission from a debilitating cancer which had robbed him of clear speech and other attributes which we take for granted. Despite his sometimes poor health Mike very quickly became the father figure of our office - providing personal

and professional support - as well as being very vocal on all our countries sporting codes !!!

Mike's commitment to maintaining high standards earned our respect - with his favourite word being - “compliance”.

Mike's health began failing in mid-2009, he however continued working from home and his concern about the management of our finances and the execution of his tasks remained very dear to him until his passing on 4th November 2009.

The lessons which he taught us - that of perserverance, overcoming challenges, honesty and maintaining integrity - despite the costs - will stay with us forever.

Director's Report



The compiling of an Annual Report is a time of intense reflection. In retrospect the challenges are often intensified and the success stories are distant memories. Volunteer Centre has, during the past year, embarked on a process of critically measuring its impact and quality of service. The journey is often arduous, methodology and systems used are still requiring adjustment, but it is hoped that before long a true and accurate picture will emerge of the impact of the Volunteer Centre's contribution within the sectoral and geographic communities that we serve.

Despite another year of non-response from Lotto and numerous other donors, the organization has survived an extremely difficult period. Special mention must be made of those staff who shouldered additional tasks, above and beyond the call of duty, to assist us through difficult times.

I remain concerned about the low level of involvement of our

Community Consultative Committees at all four of our Satellite Offices, despite the repeated efforts of staff to encourage community involvement in the governance of their offices.

However, I believe that the challenges of the past year has made us stronger. It has forced us to restructure our staffing, our financial management and financial reporting systems, our use of skilled volunteer support and our sustainability plan.

When I think of the Volunteer Centre in the future - I see an established 30 + plus year-old organization that has stood the test of time. My vision for the Volunteer Centre is a melting pot of active citizens - multi cultural and multi generational - spanning geographic and social boundaries and joining hands with others in partnership.

I see the Volunteer Centre, not as a poor relation in the non profit sector, but rather as a dynamic, unique organization which operates across sectors and at all levels of society, local, national and international.

When I picture the staff team of the Volunteer Centre I see a group of passionate people who

are able to motivate and enable others to feel that they can make a mark on the fabric of their communities and thereby enrich the quality of their own lives.

I see the staff of the Volunteer Centre as being focused in their role as community shapers - as being in the forefront, setting the pace - and leading the way.

I believe that the Management Board of this organization is a proactive group who are the custodians of the Vision and who provide and support the framework in which the organization will continue to grow and flourish.

The Board, united and committed to the principles of good governance will preserve the sustainability and credibility of the Volunteer Centre.

The Volunteer Centre is on the brink of a new season in its life, a season of consolidation of its products and services. I believe that in order to grow stronger and for the roots to be nourished, we have been trimmed in terms of staff numbers - we may be still prune and refine some areas of work,

but I certainly look forward to the emergence of a stronger, more integrated and focused organization.

I continue to be humbled by the unfailing support of our staff team and office volunteers and I am ever thankful of the time and effort which Mancom commits to Volunteer Centre, despite their busy schedules.

I look forward to another year of strengthening our partnerships with member organizations - and continuing to cultivate the spirit of service at all our offices. We anticipate another year of mutually beneficial programmes with local, national and international partners, with the common objective of helping build a nation that cares !

Thank you for your support of the Volunteer Centre and the volunteering community of South Africa.

Deline van Boom
Director - Volunteer Centre
November 2010

VOLUNTEER CENTRE CELEBRATES 30TH ANNIVERSARY IN FINE STYLE



Volunteer Centre in partnership with Table Mountain National Park had a great opportunity to host an exciting volunteer program for youth during Volunteers Week 1 - 7 June 2009. Youth from Athlone, Mitchell's Plain, Khayelitsha, Hanover Park & Woodstock actively participated in volunteering activities during Volunteers Week from the 1 - 7 June. The young people volunteered at De Heide Centre for Children, Claremont where the volunteers spent the day interacting with the children by learning to massage their muscles, chatting to them, playing games with them and assisted staff in feeding them.

Volunteer Centre staff member, Natasha Simons who joined in at De Heide said "I genuinely enjoyed spending time with the children and I would certainly want to do it again."

Volunteers Week provided volunteer opportunities at various organisations including Cape Town Society for the Blind, St Anne's

Home, Table Mountain National Park and Wynberg Haven Night Shelter. The staff and volunteers of Volunteer Centre also joined with other from the community and private sector for a community build day in Wallacedean, Kraaifontein.

Youth Month 30 Day Volunteering Challenge

During Youth Month, three volunteers, Carla Gonsalves, Xolisa Mapundu and Ncumisa Mlotywa stepped up to the exciting challenge of volunteering and living in at Durbanville Children's Home from 1 - 30 June. This was a brand new challenge for them as they have not been away from home for this length of time. Their volunteering tasks included, helping the children with homework, helping them get ready for school, assisting in the Home's library and being on night duty. "Since I volunteered here, I realized how much volunteers are needed. I hope everyone can volunteer to the enrichment of children's lives." Carla Gonsalves. This initiative was undertaken in partnership with Durbanville Children's Home.

A Morning Tea at Mitchells Plain was a multi-celebration of the 30th Anniversary of the Volunteer Centre, an acknowledgement of the Volunteer Managers in that community and the awarding of Certificates to volunteers who had completed their Office Volunteer Training Course



Reflection by Peter Thomson – past Chairman of Volunteer Centre

(Peter's late wife Mary was a founder member of The Volunteer Centre - then called Voluntary Aid Bureau. Peter has since relocated to England and has very recently reconnected with us)



I first met Mary Robinson (later to become my wife) when she was at school and I was at UCT. She trained as a Primary School teacher and taught at a primary school in Pinelands after qualifying. We married in April 1959. I was then stationed at Hopetown and our sons were both born in the Northern Cape.

For some years Mary devoted her attention to our growing boys but eventually she studied through UNISA for a Social Science degree. She also started on her career as a volunteer eventually running handwork groups for the then Cripple Care (now APD) and served on the Cripple Care Management Committee. Her degree studies led her to major research into the needs of Carers for the handicapped on the Cape Flats. Among other concerns this study highlighted the magnitude of the “enforced” volunteerism of the families of the handicapped and the frail. This instilled in her the realisation of the need for support for and training of volunteers as well as a deep appreciation of what

volunteers contribute to society.

From this background there emerged Mary’s drive to encourage and support volunteerism that found part of its expression in the Voluntary Aid Bureau (*VAB - later to be renamed Volunteer Centre*).

The essential aims of the VAB were to bring potential volunteers into contact with organisations requiring help to carry out their support programmes.

Mary extended VAB contacts to places such as Knysna, Port Elizabeth and Johannesburg. She also had contact with similar organisations in the UK and visited at least one such during one of our trips to England.

My early contact with the VAB was through support of Mary who had been instrumental in founding the bureau and later served for some five or six years as its second Director.

I know that even after she resigned Mary maintained a loose contact with the third Director, Patricia Sterling, who was also the Director when I picked up contact with the organisation again in 1996 after Mary’s death. In my time as Chairman

Marianne Schumacher was appointed (the fourth) Director and then replaced by Joan Daries. Deline van Boom was appointed Director near the end of my term.

However, this runs ahead of the unfolding of the history of my contact with the Centre.

Mary was deeply involved in developing Training Courses for VAB (*now known as Effective Volunteer Management*) volunteers - or more specifically in developing material for the Trainers to use in planning and presenting such courses.

I only became fully aware of the extent of her interest and involvement in this aspect of training volunteers when Mary was compiling the Trainers' Manual between 1994 and 1996 ---- her last gift to volunteerism. In her last year of life she put a great deal of concerted effort into that Manual and continued working on it while she was in terminal care at St Luke's Hospice. I became directly involved in the editing and assembling of the material for the Manual as Mary's physical frailty increased. I also obtained sponsorship for typing and publishing the document

through my old firm Ninham Shand Inc and had the joy of being able to hand Mary a prepublication copy of the Manual a few days before her death in St Luke's on 12th March 1996.

It was through contact with Mary and eventually her material for the Manual that I learned something of the detail of the discipline and commitment that is the hallmark of the dedicated and effective volunteer.

After Mary died I was formally invited to join the Management Committee in 1996. After about a year I was nominated for the post of Chairman and duly elected at the AGM.

During my term as Chairman I served on various other working groups which included financial systems and redrafting of the Constitution. I also interacted with the Director and hopefully brought my experience of business, staff development and financial control to the discussions. It was also a pleasure to lead a committed Management Committee, chair Annual General Meetings and deliver the Chairman's report on the year's activities.

Accompanied by my wife Ruth, I attended several Mayoral Volunteer Awards functions, where I proudly spoke about the Volunteer Centre and its aims, ambitions and achievements. After serving the maximum term as Chairman, my efforts were recognised by the presentation of a shield endorsed "For outstanding service". My parting gift of a small African artwork hangs on the wall of the study of

my home as a fond reminder of past days.

(Peter & Ruth Thomson now live in Lancing, UK and we are pleased that Peter continues to be an active volunteer with an organisation in his community)

Pen Profiles – Staff who have moved on...

Chantel Daniels - joined the organization in 2006 as the facilitator for our partnership with European international volunteer organizations. Chantel's bouncy energy and her professional execution of tasks ensured that her projects were of a high standard and all volunteers

and work placements were well serviced. She also generously shared her administrative skills with all staff who needed her assistance. The relationships which Chantel initiated with international partners were well developed and have ensured continuity.

Head Quarters – Claremont



During the past year there has been a substantial growth in

outreach to the Metropole and Southern Suburbs from the Claremont office. This office,

known as HQ, plays the dual role of conducting programmes, as well as co-ordinating activities at the other offices of the Volunteer Centre.

In line with the new strategic plan and an effort to provide additional programmatic support, three staff members - Marion Le Fleur, Shahida Dudley and Natasha Simons, became part of a management team and to provide support to the Director in Communications, Programmes and Administration, respectively. The shrinking of the staff team, coupled with high programme and management demands, has since caused a review of this system.

HQ welcomed the arrival of Reneal Davids as a full-time Accounts Officer from Feb 2009, as well as Nazrina Teladia to the International Desk.



Natasha Simons has also taken up the challenge of driving the recruitment desk and has spearheaded a number of new initiatives in recent months.

Highlights for HQ included:

- The **2009 AGM** brought together past directors that

had a major influence in setting the course of the VC 's growth into the future, it was a great opportunity for them to reminisce about their role at the organisation and the impact which they made.

- Volunteer Centre staff also **“walked the talk”** putting actions to the word and got involved in removing alien vegetation at Zandvlei, to getting their hands dirty with a cleaning up campaign, and participating in a community build.
- In keeping with the new strategic plan there was a marked shift in developing partnerships with member organizations and HQ has developed an impressive list of member organizations.

HQ Statistics:

Volunteers Recruited	216	Volunteers Placed	186
Member organisations	87	Media/Marketing/Events	12
Volunteer Info Session	22	Organisational info sessions	12
Consultation/Visits to orgs	58		

Staff Profile : Admin Assistant Letta Dzena

Letta first joined our organization as a volunteer, after completing an Office Volunteer Training Course. She became a staff member in 2007 and has a flair for accounts administration.



My highlight was I was taught how to do the Cash Book and then of course also learning about the processing of receipts and cheque payments. I also enjoyed very much working with Mike Kronenberg, he taught me so much.

My challenge has been the processing of Invoices and the monitoring of payments. Our organization does not have a debtors system, so everything needs to be done manually and it is really time consuming to keep

all the names and addresses up to date.

A success story was when Reneal joined Volunteer Centre. She started to train me in so many aspects of accounts that I didn't fully understand. The Cash Book, Reconciliations, Account Codes and of course electronic banking.

My training opportunities were participating in the Office Volunteer Training Course that took place at Look Out Hill, Khayelitsha and also assisting the volunteers with information which they did not understand.

Staff Profile : Admin Assistant Thabisile Mbande

Thabisile joined the staff in 2007 and became a key contact with regard to administrative communication with the Satellite Offices. He has recently been transferred from Admin and is currently a Youth



My highlights was having to step in and process accounts payments; Also providing support to the auditors during 2009 where I understood what support documents are required; the positive results of the audit, where we received approval for using generally accepted accounting practices.

A success story has been the hosting of the intercultural youth exchange programmes. I have been involved for the last two years and this life changing experience which this programme gives to youth makes it worthwhile and rewarding. I'm blessed to be a part of it.

I wish that we had more resources in order to become much for visible in the community, We need to be able to make ourselves much more accessible to the people that we serve.

Training which I attended - Project Management workshop at

Community Chest. It was a great to learn what needs to happen in the community before you have a project running - the importance of needs assessments. I also attended a Cash Management course at Nacosa and there I learnt the importance of financial policies, controls and how to manage petty cash.

I enjoyed assisting in the facilitation of the Office Volunteer Training at Khayelitsha, I enjoyed meeting and motivating the young volunteers.

My biggest challenge and sadness was losing Mike Kronenberg, not only for work, but because he was a great input on my life. He was a mentor to me, he expected the best out of me and because of that I could expect the same and more from myself as well. In honour of Mike I will make something of my life that will make him say: "Well done my son".

Training Department



Training and Capacity Building is a core element of the services we offer at the Volunteer Centre.

The numerous Training Workshops conducted during the year are summarized in the table below. During the period under review, we have recognized the trend for our

member organizations to prefer in-housed, customized training workshops.

We once again conducted a 3-day Volunteer Management Training Course as part of the Community Chest Capacity Building Training. We also facilitated in-house 3-day Courses for BADISA, Dept Social Development - Provincial Office and Help2 Read.

Office Volunteer Training - 4 day Training Course - continues to provide Capacity Building opportunities for young volunteers based at our member

organizations. Modules include aspects of personal development, basic office skills, organizational systems and basic concepts of volunteering.

Effective Volunteer Management Training - 3 day Course - provides insights into all aspects of the Volunteer Management Cycle.

Volunteer Programme Development Management - 5 day Course - expands on the integration of volunteers into the strategies, policies and systems of organizations.

OFFICE VOLUNTEER TRAINING - PARTICIPANTS:

Khayelitsha	36	Mitchells Plain	-
Vredendal	16	Beaufort West	30
HQ - Claremont	15		

EFFECTIVE VOLUNTEER MANAGEMENT - PARTICIPANTS

Beaufort West	10
Metropole	20 (including Khayelitsha & Mitchells Plain)

VOLUNTEER PROGRAMME DEVELOPMENT MANAGEMENT - Participants

Metropole	26 (including Khayelitsha & Mitchells Plain)
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Staff Profile: Training Co-ordinator Julianne Rodgers

Julie served the Volunteer Centre in various capacities from 2006 to 2010. Her contribution included - Provincial Volunteer Conference; Office Move



My highlights - working with such a diverse team in terms of culture, skills, talents and expertise was phenomenal. The workload increased, due to staff shortages, but the team spirit, respect of each other, understanding and sharing the workload always made delivery possible.

My challenges working with community based organisations in developing and implementing their volunteer programme. Despite minimal resources, their volunteers offer skills and time without expecting monetary reimbursement, but as always, financial resources are required..

A success stories - developing and implementing VC's in-house volunteer programme. The model could be used within the training of the Effective Volunteer Management course.

Restructuring the Training services and implementing the standardised processes improved professionalism. The pre-course needs assessment, as well as the post evaluation and support of member organisations enabled VC to determine additional services required by its member organisations.

My training and opportunities were attending the Capacity Building training for NPO offered by Services Seta. The aspects of the training were roles and responsibilities of governance, NPO compliances and financial systems.

My closest network or best partner were the Beaufort West and Vredendal communities. In Beaufort West establishing a partnership between the Volunteer Centre and Central Karoo National Park, in order to share resources and develop a youth programme throughout the Central Karoo.

Khayelitsha Satellite Office



Nombini Stemela (pictured) writes that 2009 was a good year for the Khayelitsha Satellite

Office.- which also celebrated its 2nd birthday.

Membership Development/ Training

We engaged vigorously with organizations and the community. Khayelitsha is a very dynamic community and most organisations utilize volunteers. Many however, have difficulty managing and maintaining their volunteers. Our office introduced the Effective Volunteer Management Training as well as the Office Volunteer Management Training to many of the organizations of which 3 were conducted in Khayelitsha - this included a training to the International Youth Exchange volunteers from Mocambique and South Africa.

Sector Project

Khayelitsha was proud to be selected as a Sector Project community which will involve youth aged 14 to 29 years. The needs assessment - by visiting local schools as well as organizations to research the needs in the community was well received.

Networking Morning

Coordinators and volunteers afternoons were organized to serve as Certificate presentation events and to talk about the highlights of the programme and celebrating Volunteer Centre 30th Anniversary

Khayelitsha also recruited 23 volunteers to facilitate the Grade 6 & 8 learners for 4 days at the **Cape Town Festival**.

I was also invited as **guest speaker** to Ilitha Labantu Summit, to motivate youth to get involved in volunteering

International Exchange programme

- keeps our office busy, with recruitment of Host Families and /Work Placements. Parent meetings - as always this programme is very well received in our community and the response is very enthusiastic.

Challenges include:

- The disappointing drop out of the Community Consultative Committee Members.
- Recruitment of local volunteers, but insufficient local placement opportunities.
- Organisations who used our services but they slow to pay the membership fee
- Organisations who constantly change contact persons.
- Organizations who want to attend EVM Training, but are reluctant to pay for the training.

Local stakeholders include:

Ilitha Labantu; Australian Football League; Site B Library; Umthombo Woluntu; Rape Crisis; Abigail Women's Movement; Siyakhathala; KYD; Sakhisizwe Advice Centre MSF; Khumbulani, Ikamva Labantwana; DKTSA; Zanolokhanyo; Dept Social Development; Olive Leaf Foundation; Nonceba Family Counselling; Noluthando Educare; False Bay College; Noluthando Training Industries; Youth Clinic;

CWD; African Leadership; Ikamva Youth; FAMSA; Epilweni; Partners in Sexual Health; Great Commission; Chris Hani Youth; Nokuthembeka HBC; Siyazama Youth Service Programme; Qabuka; Sikhula Sonke ECD;

Abaphumeleli; Home from Home; Community Bible Society; Way of Life; Youth for Change; Nacosa; SAMILA; Shawco;



Staff Profile : Community Liaison Officer Nombini Caroline Stemela

Nombini has been based at the Khayelitsha Satellite Office since before its inception in 2006. Nombini was instrumental in conducting the needs assessment for establishing a Volunteer Centre in Khayelitsha. Her association with our organization started in 2002, as a volunteer, as a staff

member she also previously been the VC receptionist and recruitment officer.



My highlight was when the Khayelitsha Officer received its first funding grant from the

Dept of Social Development. This year, my Training highlights has be excellent response to the Office Volunteer Training in Khayelitsha - when 40 participants attended. My personal highlight was being invited by Ilitha Labantu to be a motivational speaker at their youth event.

The training which I benefitted from this year was an M & E Workshop (conducted by Nacosa) and a Services Seta Capacity Building course.

My frustration is when I do not have enough volunteer placement opportunities for volunteers in Khayelitsha who are very keen to be involved.

My challenge is maintaining contact with member organizations who are unreliable - not attending meetings as scheduled and changing dates at the last minute.

My closest network and best partner organizations in Khayelitsha currently is Khumbulani Day Care and Abaphumeleli.

My success story is when local volunteers who are committed are given the opportunity of being part of the Youth exchange programme or receive employment contracts at organizations where they have volunteered.

I wish I could have more confidence when conducting volunteer management training courses. I also wish I had my own transport so that I could visit more organizations and attend meetings after working hours.

Mitchell's Plain Satellite Office



The period under view was a difficult one for the Mitchell's Plain Satellite Office this was largely due to

staff turnover and low commitment levels from volunteers.

Shahida Dudley (pictured above)

relocated to the Claremont office in the role of Programme Co-ordinator. She, however, maintained a weekly contact with the Mitchells Plain Office.

Networking was a priority for this office - and presentations were made to the following: Mitchells Plain Youth Forum; Principal's Forum; MSAT and the Mitchells Plain Women's Forum

Volunteer Story

Nikiwe and Godwin, Office volunteers at the Mitchell's Plain office were selected to be a part of the International Youth Exchange Programmes to Canada. Godwin is now employed by one of our member organisations, ISANGO and Nikiwe is now employed at a retail clothing store.

Both of these young volunteers also attended the Office Volunteer training - which also played a major role in their accessing employment.

Statistical Report

Volunteer Info Sessions = 20
Member Organisations = 45

Despite the difficult year, the following Community based Organisations benefitted from Volunteer placements and services provided by the Mitchells Plain Satellite Office:

Sikho Sonke; Community Correction and Care; Mitchells

Volunteers registered	= 371
Media/Marketing/Exhibitions	- 3
Volunteer referrals	= 413
Office Volunteer Courses	= 2
Networking meetings	= 46
Schools volunteering	= 13

Challenges

- The disbanding of the Community Consultative Committee, despite the very positive "Bosberaad" which took place earlier in the year.
- The high turn over of staff and volunteers at this office.
- Local organisations who do not honour their commitment to the Volunteer Centre by settling their annual membership fees.
- Member organizations who are unable to pay the participant fee for Effective Volunteer Management Workshops, which results in their not accessing vital information to upgrade their local volunteer programmes.

Plain TB Care; Sultan Bahu Rehab Project; Mitchell's Plain Educare; YMCA; Baitul Ansaar Orphanage; Beaconvale Community Infant Care; Women's Care Centre Tafelsig; Alliance Francaise; TAYA; Mitchell's Plain; TUAP; NICRO; Heaven Shelter; Big Brother Big Sister;

Heart Foundation; Colleen's Place; CWD Tafelsig; SANZAF;

Oaks of Righteousness; Help2Read; Lentegour Hospital Admin Block & Occupational Therapy Dept; Crisis Line; FAMSA; Women's Network Opposing Women Abuse; TB Care Dots Programme; YeYo; Health Community Centre,

Eastridge; Urban Renewal Programme; ISANGO; SANCA; Mosaic; Mitchell's Plain Advise Office; Medical Research Council; Beaconvale Frail Care Centre; St. Lukes Hospice; Cape Mental Health; Epilepsy SA; Metropole South Education Department; Dept Social Development; MP Youth Sector Forum; Aloe Senior Sec School; Lentegour Senior Sec School; Mitchell's Plain Welfare Forum



Intergenerational Programme - Mitchell's Plain -



A target of 27 Senior's Social Clubs were set for first recruiting

phase. This was achieved during the first half of the financial year. For this first phase a target of 100

youth volunteers were identified - of which 60 were successfully recruited and 45 remained active for the first six month period.

Participating Senior's Clubs included:

Tafelsig Golden Oldies; Golden Seniors; Beaconvale Service Centre; Over Fifties Social Club; Westridge Sunshine ; Eastridge; Club 60; Greater Mitchell's Plain; Shekinah Super Saints; Creative Ladies; Leadwood Seniors; AGS; Weltevreden; Strandfontein; Arisen Women; Masibambani; Silver Threads; Salwari; Lentegeur Survivors; FAC Golden Years; New Hope Upliftment Programme; Omega; St Francis; St Stephens; Derby & Joan; The Farm; Beacon Vale Day Care Centre

Youth Participation

Most local youth organisations and schools approached to participate shown great enthusiasm for the

Intergenerational concept but took their time in committing to involvement in the project.

Mitchell's Plain School of Skills needs to be commended for the real commitment and the number of volunteers who became involved, despite their transport challenges.

Other Youth involvement included:

Oval North High School ; Sikho Sonke; Ethel's Place; Dept Social

Development Youth Focal Unit; Oaks of Righteousness; His People Youth Ministeries.

Capacity Building Programmes:

We are indebted to the following for facilitating training to youth volunteers who in turn spent time with Senior Clubs

Red Door, Mitchells Plain - Basic Business Skills

Oval North - Beading

Mrs. Rae Abels - Line Dancing

New Hope Upliftment Programme

- Basket Making

Challenges:

The project experienced a difficult period after the resignation of Mrs Karen Fortuin and although the Senior Clubs and youth groups remained interested, the uncertainties surrounding funding took their toll on staff, volunteers and ultimately the beneficiaries.

Stake holder meetings were well attended, although irregular attendance by some Club Co-ordinators sometimes resulted in communication difficulties.

Volunteers who were recruited at Mitchells Plain Satellite Information Sessions lacked ongoing commitment as most of them were also involved in other community programmes.

The new staff member who was appointed on a part time basis during November, unfortunately could not commit himself to long term involvement and resigned at end March.

Way Forward:

We are however pleased to report that, despite the project not receiving funding from Dept Social Development for the period 2010-2011, these unique services and activities continued, under the committed guidance of our volunteer - Shahida Sharmar-Adams and her team of volunteers. We are therefore proud to confirm that to date the following additional

Seniors Clubs have been included in the activities of the Mitchells Plain Intergenerational Programme:
Lentegeur Seniors; Eastridge Community Centre Seniors Club; Rocklands Seniors; Weltevreden Creative Ladies; Mitchells Plain United Seniors ; Golden Threads; Silver Treads; NAC Seniors Strandfontein; Golden Oldies; Outreach Seniors; Western Cape Super Seniors; Lions Club Seniors; St Phillips



Central Karoo Satellite Office

2010 began with a new beginning for our Central Karoo office. The has previously had its base in the central business district of town for

the last 4 years located at no. 84 cnr Donkin & Kerkstraat.

Our new premises are now at No. 1 Teske Street, Newtown, Beaufort

West. The Telephone Number remains as 023 414 3167

We are looking forward to maintaining a wonderful working relationship with all organisations, volunteers and stakeholders in the Beaufort West and the Central Karoo district. We are at the same time extending ourselves to meet new organisations and networks as we together with the district help build a Nation that cares!

Statistical Report

Volunteer Info Sessions	= 26
Member Organisations	= 25
Volunteers registered	= 384
Media/Marketing/Exhibitions	= 9
Volunteer referrals	= 450
Networking meetings/events	= 40

From Volunteer To Staff Member:

After several months of committed volunteering - we were pleased to appoint Naomi Draaier as the Community Liaison Officer for the Central Karoo area.

Naomi's energy and networking skills has reaped benefits for VC in recent months and her commitment to the community which she serves is evident by the roll out of a number of interesting programmes which she has initiated.

Local stakeholders include:

APD ; Aids Activator; Agape Church; Annex CDW; Badisa; BAAG; Christ Church HBC; Cornerstone Sonstraaltjie; Central Karoo Gender; FAMSA; Flagship; Karoo Resource Centre; Kindersorg Sandvlei; Karoo National Park; Komanani; MAAG; Mandlekosi Sport Ontwikkeling; Nelspoort Aids Action; Nelspoort

Youth are empowered by Community Chest course



We are very proud of Thandokazi and Thandeka who were participants on our South-South Exchange Programme. an intercultural exchange between South Africa and Mozambique and these two youth participated on the program July - December. The community they lived in was Inhambane in Mozambique and Mitchell's Plain in South Africa.

The two youth participated on a Capacity Building course presented by Community Chest and they completed it successfully. They received their certificates at the Community Chest Certificate Presentation that was held at the Baxter Theatre in Cape Town.

Advice Office; New Dawn; New Life; Thusong Service Centre; Beaufort West Secondary;

The Central Karoo Satellite Office is also appreciative of the support it receives from the Dept Social Development (Central Karoo Office) and Central Karoo District Municipality



Naomi

Pen Profiles – Staff who have moved on...

Basil Roman - joined us briefly from November 2009 to March 2010 as the Intergeneration Programme Co-ordinator, based at the Mitchells Plain office.

We appreciated his quiet wisdom and his honesty in recognizing the challenges attached to working in the community.

Vredendal Satellite Office



We are pleased to report that a faithful group of 20 volunteers formed

the core team at this office during the past year.

Head Office staff has maintained regular contact

with the office by way of training and guiding the office volunteers. Regular visits and daily telephone calls, which were supported by submission of monthly and weekly reports, ensured that services were maintained.

Objectives of ongoing mentoring of the Vredendal office - establishment of VC image in the area; follow up on contacts, volunteers and organizations which the Office Volunteers had established.

Special mention must be made of the loyal Office volunteers who maintained the Vredendal office since June 2009:

Sylvia Hlongwane; Magrieta Richards ; Mayore Van de Heever

Their achievements included: establishing contacts with organisations and stakeholders; they referred volunteers to organisations on request; promoted the Effective Volunteer Management Training to organisations. They also establish contacts with

- Confirm the continued need for Volunteer Centre in the area
- Requests that the profile of the organization be raised in the area.

other institutions to conduct motivational talks and promoting volunteering. Office Volunteer Training was facilitated with 16 front-line volunteers from 8 organisations

Meetings with the local Community Consultative Committee took place to assess community support for the office and to eliminate as far as possible any challenges that were arising.

Activities and events

The office was involved in recruiting volunteers to assist organisations during the following calendar days:

VCT (Voluntary Counselling & Testing) Drive; World Aids Day; Various Holiday Programmes; International Volunteer Day.

During this period meetings with various staff of the Dept of Social Development - ensured that open communication was maintained. It also served to

- Clarify the vision and needs of volunteer support required in the area
- Recommendation on the profile of a new staff appointment
- Input on ways in which Volunteer

Centre could ensure

local buy in.

Volunteers Recruited & Placed	163
Marketing & Media	4 volunteer campaigns
Networking Partners	27
Training / Office volunteer Training	1 with 16 participants

The following stakeholders were consulted and visited:
Advies Kantoor; Love Life HIV/AIDS Initiative; MADA; Ouetehuis;
Idman Kapel; Love life Born Free; Matsikama Ontwikkeling;
Dept Health; Slagoffer Bemagtigings Skuiling; Dorkas; Fairy tale
Play Group; Qhayisa ; Feetjie Land ; BWASI ; Orbeef ; De Nova ;
Project Hope; Jakkerland ; Vergenoeg Primary Lutzville ;
Plaasforum ; MYDO ; Drug Action ; Heavenly Promise



Intercultural Youth Exchange Programme

**VOLUNTEER CENTRE - CANADA WORLD YOUTH -
AJUDE, MOCAMBIQUE**

Youth Exchange : Programme Objectives 2009-2010

1. The development of skills such as adaptability, self knowledge, time - stress and conflict management, organization, team work and language learning, in order to improve employability.
2. Explore the roles and responsibilities of citizens within civil society through community organizing, planning, volunteering and the roles and functioning of non profit organizations. To develop among volunteers the skills and values necessary for them to participate actively as citizens and volunteers in the building of their home community and country.
3. Develop positive attitudes through understanding notions of interdependence, gender roles and relations in society, social responsibilities and respect for cultural differences..
4. Develop a greater understanding of development issues including globalization and engendering in the volunteers the conviction that one can contribute to development by drawing upon ones own resources and traditions.
5. Enable youth to develop tools for intercultural understanding and communication, respecting differences, including collaboration and co-operation among people of different faiths and religions, customs and culture.
6. Where possible to enable youth to develop skills and tools related to information technology, access to information and participation in an IT global community.
7. To create means for young South Africans, Mocambiquans and Canadians to co-operate, contribute and learn together on participatory community development and environmental sustainability initiatives, understanding the issues and realities of their respective home countries.



MILLENNIUM DEVELOPMENT GOALS

Exchange game kept youngsters busy

MATTHEWS R. MBEUBU

THE sixteen young men and women from Canada and South Africa that were involved in the Volunteers Centre's and Canada's World Youth's South Africa/Canada exchange programme, are preparing to head back to their respective homes.

For the past four months or so, these youths from various backgrounds were packed together and learning about various aspects of each other's lives.

Following a massive contribution of over 3000 hours of volunteer work and other community work, the group has returned to Khayelitsha where they will plan a "bye-bye trip".

Mercy Githoni (24) from Kenya was in the South African group and she said of her experience: "For me it was a great experience because I got to experience two countries at the same time. South Africans and Canadians are similar people because they all share the same warmth of the heart," said the visibly excited Githoni.

Most of those who saw from warmer climate highlighted the cold weather in Canada.

Another of the travelling youths was Nqoliso Masiba of Mitchell's Plain. She said apart from the joy of travelling abroad, she enjoyed simplicity and simplicity that was served in a hostel where she was hosted in Khayelitsha. She said that in Canada, people do things differently. "Like dinner, everyone knows that at 4pm it's time to eat, whereas here in South Africa we eat at night," she said, laughing.

Project Supervisor and place



New friends: The South Africa/Canada Youth Exchange has seen these youths experiencing life on the other side. Photo: Matthews R Mbeubu

ment officer for both groups, Nqoliso Masiba said she works closely with her colleagues who is now in Mozambique. She said they find NGOs in which these youngsters can work and serve the community.

"We seek to eliminate arrogance in the youth and show them other forms of livelihood from their places. All in all, the programme opens their minds so that they can be aware of what surrounds them.

They must not be part of the social problems but they must seek to become part of the solution," said Masiba.

Sain Palewether (19) from Canada said a lot was different from what

he is used to. "It's amazing how people still keep to their cultures and traditions here."

"The people are all so friendly and it is warmer out here compared to Canada," he said.

The duration of Youth Exchange programmes is six months. The programme objectives are achieved in a non-formal learning environment whilst the volunteers and living in local Host Families, participating in local community initiatives and

Organizations. The learning objectives are monitored and achieved through energetic, and fun means by the teams of creative Project Supervisors who are committed to the programme and their youth volunteers 24/7 for the duration of each programme.

Staff Profile : Project Supervisor Nozuko Masiba

Nozuko joined the youth exchange team in April 2009. In her role as Project Supervisor she became well known in her South African host community of Khayelitsha, especially amongst volunteer work placements and host families.



My work highlight

was being appointed as a Project Supervisor for the

Mocambique programme in 2009.

My personal highlight was that the Volunteer Centre trusted me to take on the role of Project Supervisor for the Canada project (when there was a late PS cancellation). Nine full months of youth exchange programme - what an experience !!

My challenges were - needing to find my feet, very quickly, within Volunteer Centre and youth exchange programmes; adapting to different systems in South Africa and Canada; not being able to fully utilize local resources during the exchange phase in Khayelitsha; working with a budget and expense reports !!

Success stories - completing both programmes without any major problems which I was unable to handle; the wonderful Sports Day in Khayelitsha; the birth of the Khayelitsha Youth club concept (i.e. sector project); the huge impact which our group had on the community in Khayelitsha; understanding my own vision for the future.

I wish we could have the time and resources to find more ways to keep our spirit and what Volunteer Centre stands

for - “we have, we can and we will”.

My training and opportunities were - attending a course by “Power of Hope” in conjunction with Royal Rhodes University in Victoria, Canada; learning from others who were so much more experienced - Liz,

Tabish, other Project Supervisors at Mid Project Review.

Whilst in Canada I enjoyed spending time with Shameema (co-project supervisor) and meeting so many interesting people.....Travelling to Montreal, Toronto, Vancouver, Victoria - and of course visiting Niagra Falls.

My closest network was the host families, volunteer work placements, our communities and the many stakeholders who worked alongside us.

My best partner - was both the great Project Supervisors that I worked with - Betto Luis on the South-South programme in Khayelitsha and then Kelly Hazlett (North-South) who

taught me so much and gave full insight into the programme.

South-South Exchange Programme between Khayelitsha South Africa and Inhambane Mocambique (9 South African and 9 Mocambiquan participants) Project Supervisors - Betto Luis, Nozuko Masiba and Thandeka Mmusi

North-South Exchange Programme between Sunshine Coast, British Columbia Canada and Khayelitsha South Africa (9 Canadian and 9 South African participants) Project Supervisors - Kelly Hazlett and Nozuko Masiba

Pen Profiles – Staff who have moved on...

Marion Le Fleur - was appointed in 2003 as the public relations officer, but soon made her presence felt as the first project officer for the then new Canada World Youth programmes - a position which occupied much of the first years of her employment. Marion's quiet authority and

organizational skills prepared her for her role as the organisation's first communications officer laid the foundation for standardizing our image and marketing tools at all our offices and her attention to detail ensured that all our stakeholders were kept well informed.

Youth Leaders In Action: Sector Project : Year 1

The Needs Assessment Process

The process of needs assessment in Khayelitsha and Athlone was done to assess the possible ways of increasing the involvement of the local youth in volunteering and community service. To

improve sustainability of the sector project, there was need to involve local youth in the process from the start. The need assessment process took 3 phases to complete. These are

planning and organising phase, data capturing and analysis phase and finally the testing and project formulation phase.

Planning and organising phase

We first needed to identify the target areas within each community as both communities are vast and we could not reach every person in the community. Once the areas were identified, we requested access to the young people through schools as well as youth leaders of various youth groups . We used a community survey questionnaire to collect data because of its ability to be used for a wide distribution, good for data analysis and it provides a strong sample of the population surveyed. These questionnaires were distributed to the young people through schools, religious institutions as well as local NGOs. In Khayelitsha, we recruited a local youth leader (Khayaletu Zathu) who does voluntary work in schools to help us in the process of data gathering. He was also involved in translating the questions to isiXhosa for participants who had difficulty in understanding the questions in English.

Data collection and analysis phase

The data collected was captured in an excel spreadsheet and the results computed to get a cross-

tabulation of the percentage of the responses from questionnaires. It was clear from the statistics from the research that crime is a dominant issue that affects every sphere of the people in both communities. This high level of crime has affected the social, economical, psychological as well as emotional well being of most people thus affecting their health. Among the health issues identified were; high rate of HIV/AIDS infections, domestic violence and substance abuse. The issues that contributed to the high spread of HIV/AIDS were highlighted as lack of proper information, alcoholism, overcrowding and bad services at the local clinics and poverty. Crime such as rape and violence against women are major contributors to the spread of HIV/AIDS. Drugs and alcohol abuse was the dominant issue in Athlone community. This is fuelled by gangsterism, absent parents as well as peer pressure in the community. Substance abuse has led to teenage pregnancies, crime and poor health among many young people in the community.

Results testing and project formulation phase

Once the results were analysed, we conducted focus group discussions with various NGOs as well as groups of young people

to 'test' the findings in both communities. They both confirmed the findings and also agreed that something need to be done about the situation. The climax of the needs assessment process was the camp that was conducted by 23 youth from both Khayelitsha and Athlone. During this camp, the youth were guided through the process

of designing projects that will respond to these needs in their communities. This makes sector projects in both communities special as they were created by local youth who understand and live in the community. They were also involved in creating activities that would reach more peers who had their kind of understanding.

SUMMARY OF RESULTS - KHAYELITSHA

Demographic information

Gender

- Males =260
- Females = 298
- Not indicated =14
- Still in school=465

Age categories

- 15-18 years =466
- 19-22 years = 57
- 23-16 years = 19
- 27-27 years =14
- Blank =

Understanding of the community

Major community problems identified by participants are

- Contact crime (robbery and domestic violence)= 84%
- Drug abuse = 50%
- Rape = 46%
- Teenage pregnancy = 42%
- Alcoholism = 40%

Things that people can do to improve their health status

- working in community projects = 57%
- forming/get involved in youth clubs = 47%
- raising awareness = 43%
- working in school projects = 22%

Volunteering

41% of the participants indicated that one or more family members are involved in volunteering while 59% were not involved. 64% of the

volunteers are female and 36% are males. For those who are involved in volunteering, majority spend less than 6 hours a week in volunteering work.

PARTICIPATING ORGANISATIONS IN ATHLONE:

Salvation Army, Silvertown Baptist Church, Bridgetown Presbyterian Church, Bridgetown Community Centre, Peakview Secondary, City Mission School, Bridgetown High School, Athlone High School,

PARTICIPATING ORGANIZATIONS IN KHAYELITSHA:

Workshop Unlimited, SAMILA, Khayelitsha Netball Association, Sakhulutsha Youth Club, Ithembaletu Youth Group, Intlanganiso High School, PSH Chris Hani High School & Facilitators, Olive Leaf Foundation & Facilitators , Emphilweni youth group, Kwamfundo High, PSH Lulhaza High



Summary of the research from survey in Athlone

- 1) Total number of questionnaires= 602
- 2) Number of focus group discussion =2
- 3) Gender
 - a) Male-256
 - b) Females =332
 - c) Blank =13
- 4) Major community problems
 - a) Drug/alcohol abuse 531
 - b) Gangers =477
 - c) Crime =410
 - d) Teenage pregnancies =419
 - e) Unemployment =346
- 5) Major health problems
 - a) Alcoholism =500
 - b) Dirty environment = 335
 - c) TB = 318
 - d) HIV/AIDS = 300
 - e) Pollution= 300
- 6) Desired change in the community

- a) Reduced crime rate =497
- b) Clean environment =454
- c) More positive role models for the youth =441
- d) Access to health care services 348
- e) Safe space to play organised sports =340
- 7) Things that the community can do
 - a) Stop substance abuse =405
 - b) Education on safe sex=277
 - c) Forming community groups=262
- 8) Individual effort to improve health
 - a) Joining youth groups =434
 - b) Involvement in school projects = 407
 - c) Awareness raising in the community = 403
- 9) Mentor to the young people
 - a) Parents =443
 - b) Grandparents =91
 - c) Brother/sister = 77
- 10) Trusted adults in young peoples' lives
 - a) Parents = 337
 - b) Sisters/ brother = 94
 - c) School teacher =88
- 11) Safe space when threatened
 - a) Police station =536
 - b) Parents/relatives =411
 - c) Friends = 263
- 12) Involvement in health improving activities = 240
- 13) Activities
 - a) Peer education =84
 - b) Sports coaching = 76
 - c) Raising awareness in school = 76
- 14) Done Community volunteering = 228
 - a) Males = 112
 - b) Females = 195
- 15) Issues by gender

Staff Profile : Sector Project Officer Susan Wamatu

Susan was appointed to drive the new initiative of our partnership with Canada World Youth - Youth Leaders in Action, Sector Project. Year 1 (2009 - 2010) focussed on the Research and Needs Assessment of the designated communities of Athlone and Khayelitsha



My highlights - For me there is nothing as exciting as being involved in creating something new that will positively affect the lives of the people involved. I have been working with the new and exciting chapter of our partnership with CWY - called the sector projects. The planning and implementation of this project has been a major beacon in my life. I had the opportunity of meeting young people and sharing with them how we can work together so that they can achieve their goals in life. The climax of all this was the camp that we held at Zeekoevlei. Seeing the enthusiasm on the young people to design project that will help their community, as well as their willingness to be part of the change they want to see in their community was a great encouragement for me. This gave me the zeal to be more involved and work together with these young people.

My challenges - Like in any other research work I encountered some challenges in the field. One of them being the cancelled/and postponed meetings. This greatly affected the research and time constraint which led to a prolonged time in the field. I also have a minor challenge with

transport as well as language barriers, but thanks to the volunteers and VC staff who assisted.

A success story for me is seeing the completion of phase one and two of the sector projects. The completion of the research and planning of the sector project was a rewarding part of my job-seeing this process from the start to this far gives me great joy. The research was such a success in both communities and the camp concluded the process.

I wish that we could have had more time to pre-plan for the research but I am satisfied with the level of the research produced.

My training and opportunities - VC has been a place for growth and various opportunities for me. One of which is being able to transform theory into practice. With my academic training and theoretical knowledge of community development and project planning, working in this project has given me an opportunity not only to practice what I have learnt in my studies but also gave me a chance to grow. Personally, I have grown

professionally while planning this research.

I have learnt to implement and adopt new strategies in accessing the organisations. Initially, I was frustrated by the cancelled and

delayed appointments, but I have learnt to be flexible and accommodative - and persistent - although this placed a constraint on the time available. I have learnt to relate to people on a more professional manner, since most of my time in the field included talking to the

organisation's leaders. I have also learnt to trust myself more, knowing that I can take other challenges.

My closest network or best partner - It is not easy to choose one from the others. However, as new staff member at VC, I felt the sense of family where colleagues show concern about how you are doing and offered to help where necessary. I had a good network and support of the Director, the Project Supervisors and the Khayelitsha Satellite Office Co-ordinator to name but a few.

International Volunteers Desk

Nazrina Teladia was welcomed to the International Desk after Chantel Daniels moved on. We are fortunate that her vast experience of the NGO sector and of working with international volunteers has added an interesting dimension to our current international programmes.

I was introduced to 10 German volunteers in March, three of whom had recently arrived in Cape Town.



The remaining 7 had been in South Africa for 7 months. They had recently completed a mid project Evaluation Workshop with Chantel Daniels and Thandeka Mmusi and had had the opportunity of meeting with

volunteers from projects elsewhere in South Africa, reflecting on experiences and expectations.

Sending Organisation and Programme analysis as follows:

- EVS (European Volunteer Services) - Afsai, Italy (3 months)
- Weltwaerts, German Programme - ICJA, Germany (12 months)
- Civil Service Programme, Germany - ICJA, Germany (12 months)

Names:

Kurt Hinkefuss; Joschka Baumert; Julian Friesinger; Richard Lamm; Ulrich Genth; Adrian Trondle; Pasquale Seliger; Bernard Cruse; Franciska Grossman; Anselm Vogelsang

Their placements were as follows:

6 volunteers were at Durbanville Children's Home; 2 at Table Mountain National Park;

1 at Lawrence House - a project of Scalabrini (and was living within a host family); 1 at Lion's Fischer Centre (now renamed Grassy Park

Fischer Centre) and also living within a host family.

Host families are carefully screened and contracted and

were well suited to the personalities of the volunteers. Regular site visits and assessment of work placements took place, with telephonic contact in - between. Not surprisingly, most of their stipulated breaks from their projects were in the World Cup period, but with prior arrangements made with their placement officers and myself.

Challenges were few and managed professionally with input from the placement officers, myself and the host families, if necessary. The final evaluation took place a week before the 7 volunteers left their projects, combined with a mid - program evaluation for 2 volunteers. The sessions included a reflection of the letters they wrote on arrival, a team collage depicting South African life, discussions around their experiences at the projects, presentations of the work done at their projects and completion of evaluation forms.

Their experiences were very good and their expectations fulfilled. The lessons they learnt were positive and the perceptions they had of South Africa and its people were placed in its correct context regarding crime, diversity, gender, economic differences etc. It was wonderful to see the

growth of these young people within the 4 months I spent with them.

Comments from the German Volunteers included:

“You need to think of creative solutions for different problems, Awesome!”

“If you not sure about anything ask, and everyone then helps!” ...

“Be curious and try to explore as much of South African life to get the true way of SA life and not what we hear in our country”...

“Be open - minded and always show respect to get respect”...

Managing the International Desk April has been an interesting learning curve. It has been

encouraging to learn that an increasing number of volunteers from countries other than Germany have the confidence in the projects managed by the Volunteer Centre and seek placement with us.

The Volunteer Centre’s integrated training programmes of On Arrival Training, Mid Project Reviews, End of Programme Debrief Workshops -

have been recognized by our partners as an inter-cultural best practice model in South Africa,

VOLUNTEER CENTRE was welcomed as an Associate Member to the ICYE (Intercultural Youth Exchange) Federation at the General Assembly which took place in Tauranga, New Zealand in November 2009. We have become a part of a Best Practice not for profit movement which is based in more than 50 countries where the Minimum Requirements for International Volunteer Programmes includes - intercultural exchange in a non formal learning environment in order to foster mutual respect, community development and voluntary service.



Ubuntu International Youth Voluntary Service Awards 2009

Based on the African concept that human beings are linked to each other and depend on each

other, Ubuntu International Youth Voluntary Service Awards 2009 was organized by a group

of 10 organisations from Africa and Europe and it was supported by the European Commission - under the Youth in Action Programme. The consortium was led by AVSO in Brussels (Association of Voluntary Service Organisations) and VOSESA in Johannesburg (Volunteer and Service Enquiries Southern Africa).

Volunteer Centre, one of the partner organizations, facilitated distribution of information and application forms throughout a wide network of volunteer utilizing organizations.

The heart of the Ubuntu Project was recognizing the performance of young volunteers and the quality of transnational youth, voluntary service projects and best practice organizations who displayed co-operation and reciprocity, and an understanding of the need for strong and equal co-operation

between people and organizations from Africa and Europe to tackle development issues.

The International Jury concentrated on the following elements of the applications: Co-operation; Joint Decision making; coherence; sustainability; impact; youth empowerment; innovation and originality.

Volunteer Centre was delighted when one of its member organizations - Durbanville Childrens Home - was awarded the Gold Award (first prize) at the award ceremony which took place at the Apartheid Museum in Johannesburg during September 2009.

Other winners included AIM from Ghana; Sports & Youth, Togo and Taita Foundation in Hungary for their sustainability projects with the St Joseph's Home in Kenya.

Congratulations to Yvonne Mathieson and the Director and staff of DCH for maintaining high standards and developing a volunteer programme that has received international recognition.



Pen Profiles – Staff who have moved on...

Julie Rodgers - Julie served the Volunteer Centre in various capacities from 2006 to 2010. Her contribution included - Provincial Volunteer Conference; Office Move logistics; Rural Satellite Office mentor and programme support; Membership and Recruitment services as well as

Training Programme Co-ordinator. Julie greatly enriched the work of VC through utilising her extensive NGO and community experience to enhance our services.

Treasurer's Report

1. Operating Surplus (Deficit)

The Financial Statements for this year show a deficit of R35, 835.00 for the year, after taking into account all the income and expenses including depreciation on assets. This compares with a previous year's deficit of R505, 717. 00.

In summary, this improved position results from an underlying increase in income as well as a tight management of expenditure against cash flow.

2. Revenue

Overall income for the year was R2, 251,062. 00 an increase of R616, 952.00 over 2008/2009.

Pie chart below shows the relative contribution of each grant revenue source.

3. Expenses

Costs for utilities (Electricity & Water) are significantly reduced compared to the previous year.

Repairs and Maintenance cost shows a reduction of R18, 625. 00. In overall all cost was very well managed.

4. Cash Reserves

At 31st March 2010 the current account stood at R103, 517. 69. In addition there was a further total amount of R831, 467. 00 held in our investment accounts as well as R1 000.00 in cash.

5. Treasurer's Comment

The main sources of income appears to be stable and no one source represents more than 39% of the total, whilst costs remain under control. Once again it must be stressed that our income levels are, of course , made possible only by the continued support of our partners and donors; by the efforts of the volunteers in the community and all the different Beneficiaries, both within and outside the Management Committee, in particular those who support Volunteer Centre.

I wish to thank the Director and the financial department for their diligence in the execution of their duties.

CRAIG ADAMS

Honorary Treasurer

Volunteer Centre

(Registration number 003-383 NPO)

Annual Financial Statements for the year ended 31 March 2010

Management Committee's Responsibilities and Approval

The management committee are required by the Fundraising Act of South Africa as amended, to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the organisation as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with the International Financial Reporting Standard for Small and Medium - sized Entities, and in the manner required by the Fundraising Act of South Africa as amended. The external auditors are engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with the International Financial Reporting Standard for Small and Medium - sized Entities, and in the manner required by the Fundraising Act of South Africa as amended, and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates.

The management committee acknowledge that they are ultimately responsible for the system of internal financial control established by the organisation and place considerable importance on maintaining a strong control environment. To enable the management committee to meet these responsibilities, the management committee sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the organisation and all employees are required to maintain the highest ethical standards in ensuring the organisation's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the organisation is on identifying, assessing, managing and monitoring all known forms of risk across the organisation. While operating risk cannot be fully eliminated, the organisation endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

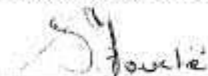
The management committee are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The management committee have reviewed the organisation's cash flow forecast for the year to 31 March 2011 and, in the light of this review and the current financial position, they are satisfied that the organisation has or has access to adequate resources to continue in operational existence for the foreseeable future.

The management committee are responsible for the financial affairs of the entity.

The external auditors are responsible for independently reviewing and reporting on the organisation's annual financial statements. The annual financial statements have been examined by the organisation's external auditor's and their report is presented on page 3 and 4.

The annual financial statements set out on pages 6 to 17, which have been prepared on the going concern basis, were approved by the board on 03 November 2010 and were signed on its behalf by:



Mrs S Fouche (Chairperson)



Mrs D van Boom (Director)

Cape Town

03 November 2010

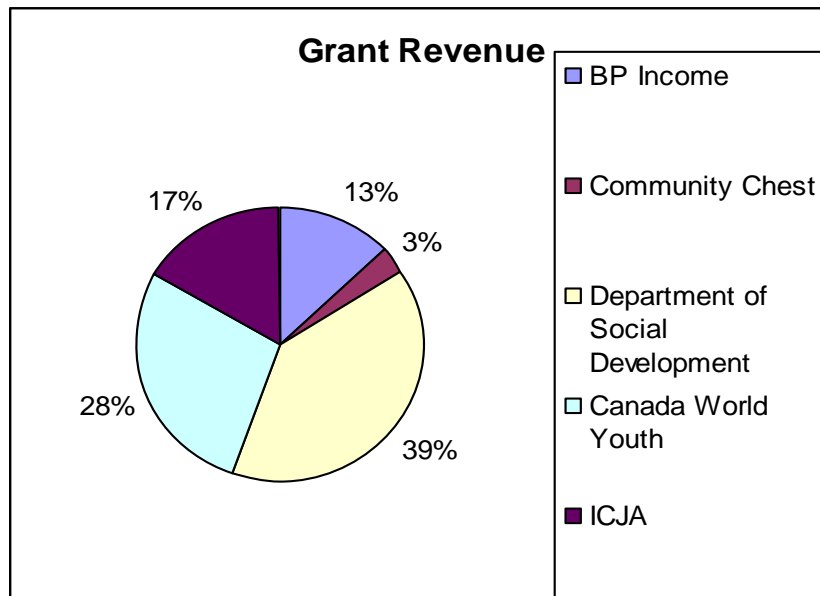
Volunteer Centre

(Registration number 003-383 NPO)

Annual Financial Statements for the year ended 31 March 2010

Detailed Income Statement

Figures in Rand	Note(s)	2010	2009
Other income			
AWID Income		-	27,011
Administration and management fees received		-	86,528
Canada World Youth		563,459	414,305
Community chest grant		59,170	58,800
Donations		40,015	13,200
BP income		261,750	-
Volunteer Exchange Worldwide (Germany) Project Income		332,310	73,675
Intercultural Youth Exchange Income		-	99,053
Interest received	9	61,608	124,955
Membership fees		23,533	7,631
Training income		28,027	(1,333)
Department of Social Development (PAWC) subsidies		787,016	720,252
Travel reimbursements		94,174	-
Volunteer Services Overseas (VSO) Income		-	10,033
		2,251,062	1,634,110
Expenses (Refer to page 17)			
		(2,286,896)	(2,139,827)
Operating surplus (deficit)			
Finance costs	10	(35,834)	(505,717)
		(26,651)	(14,471)
Surplus (deficit) for the year			
		(62,485)	(520,188)



Volunteer Centre

(Registration number 003-383 NPO)

Annual Financial Statements for the year ended 31 March 2010

Detailed Income Statement

Figures in Rand	Note(s)	2010	2009
Operating expenses			
AWID expenses		-	(30,625)
Advertising and promotions		(17,223)	(3,756)
Auditors remuneration	11	(16,067)	(15,229)
BP expenses		-	(75,465)
Bad debts		(1,715)	-
Bank charges		(26,443)	(17,598)
Canada World Youth		(658,093)	(414,305)
Cleaning		(1,625)	(254)
Computer expenses		(37,764)	(43,952)
Conferences		(3,713)	(250)
Consulting and professional fees		(39,274)	(37,685)
Depreciation, amortisation and impairments		(39,136)	(54,315)
Domestic expenses		(2,274)	(9,714)
Employee costs		(867,735)	(749,638)
Employee development and training		-	(1,301)
Fundraising expenses		-	(48)
Gifts		(1,471)	-
Insurance		(25,311)	(21,158)
Lease rentals on operating lease		(26,885)	(34,259)
Levies and administration		(692)	(508)
Management fees		-	(66,478)
Motor vehicle expenses		(2,555)	-
Postage		(1,442)	(3,035)
Printing and stationery		(23,896)	(55,345)
Refreshments		(14,834)	(33,459)
Repairs and maintenance		(18,980)	(11,729)
Security		(5,499)	-
Telephone and fax		(150,687)	(135,080)
Training		(29,049)	(4,013)
Transport		(40,750)	(81,460)
Utilities		(26,733)	-
Volunteer Exchange Worldwide (Germany) project expenses		(201,839)	(229,642)
Volunteer Services Overseas (VSO) expenses		-	(9,526)
Volunteer reimbursement		(5,211)	-
		(2,286,896)	(2,139,827)