



UNIVERSITY OF CAPE TOWN

SHAWCO

THE STUDENTS' HEALTH AND WELFARE CENTRES ORGANISATION



ANNUAL REPORT 2010

The SHAWCO vision is to improve the quality of life of individuals in developing communities within the Cape metropolitan area.

SHAWCO Mission

As an innovative student community service organisation our mission is:

To promote the involvement of students and other members of the UCT community in:

- Voluntary community service,
- Experiential and community service learning,
- Research that has a direct benefit to our partner communities, in order to educate students for life.

To focus and build on community and individual strengths through the management of vibrant community centres and programmes in order to:

- Educate young people for life,
- Use strategic partnerships to assist people in developing communities to manage their own development.
- Provide access to opportunities previously out of reach,
- Effect a transfer of skill, knowledge and capacity,
- Increase access to basic health care

We do this to address inequality and promote responsible citizenship amongst our volunteers and partner communities in our African context.

Board Members 2010

Name	Portfolio	Name	Portfolio
Dr Johann Graaff	Chairperson	Garreth Bloor	Student representative
Varkey George	SHAWCO Director	Samkelwa Majola	Student representative - Health
Peter Grant	Honourary Treasurer	Nawaaz Karimbocus	Student Representative - Health
Prof Joe Beall	Deputy Vice Chancellor	Maya Jaffer	Student Representative - Education
Yumna Moosa	Student President - Education	Sibusiso Xaba	Student Representative - Education
Allison Powell	Student President - Health	Wandile Mamba	Student Representative - SRC
Gordon Inggs	Student Vice President - Education	Joachim Sadan	Acting SHAWCO Staff Association Chairperson
Simon Mendlesohn	Student Vice President - Health	Lara Hoffenberg	Community Representative - IAPO
Aliyah Allie	RAG Chairperson	Mercia Isaacs	Community Representative
Frank Molteno	Auxiliary Member	Mr Mfikile	Community Representative
Janice McMillan	Auxiliary Member	Dr Reno Morar	Community Representative
Lesley Connolly	Student representative	Elena Dirks	Staff Association Chairperson

Chairman's Report

In reviewing the progress of SHAWCO over the last number of years, and during the time that I have been a member of this organisation, there has been a remarkable turnaround in its competence and general health. In 2004, SHAWCO was in bad shape. It was in financial crisis, its staff morale was at an all time low, Board meetings were poorly attended, Board discussions and decisions were rambling and repetitive, and there was deep animosity between staff and students. The Director was not welcome to attend the student Steering Committee meetings. One staff member was busy instituting court proceedings against the organisation on a salary dispute.

Seven years later, this organisation is in remarkably good shape. It is growing, renewing, bursting with new ideas and energy. This includes a spirit of social entrepreneurship, which is spelled out in the Director's report below. The Health sector is going through a major review and re-assessment of its activities. But crucially, the organisation has learned to learn, how to solve problems. SHAWCO is flexible, light on its feet, capable of adjusting to new circumstances.

The first place to look in understanding this, is the nature at all the levels of leadership. Quite exceptionally, in this organisation, leadership refuses, as a matter of principle, to take sides in internal disputes and debates. This allows for a spirit of openness and trust which is unusual among NGO's. Part of this trust is its capacity for delegation. Staff and students are trusted to take on a job and see it through to completion without micro-managing interference. For all their surface dedication to generosity, service and prosocial activity, NGO reality is often far from this warm-hearted ideal. They are frequently driven by conflict and suspicion. SHAWCO is quite unusual in this regard.

With a student volunteer membership of close on 1200, students are at the core of SHAWCO. Alongside community welfare, SHAWCO's other main function is to provide an enriching experience for students. It forms a protective space within which they can get a taste of organisational management, creativity and professional practice. Here, too, there has been a sharp change since 2004. Student leadership has shown a dramatic rise in its grasp of management detail, self-analysis and professionalism.

The organisation's financial status is healthy, and its financial management is detailed and thorough. It has recently constituted a financial oversight committee in line with the King III report. We have been fortunate enough to attract the favourable intentions of some big funders, but, more importantly, we have moved more and more to a position of self-generated income.

As the organ of accountability, transparency and representation, the Board is composed of a majority of students drawn from SHAWCO itself and from other organisations on campus. But it also comprises a range of expertise from different sectors of society, like finance, business, health, international relations and service learning. The Board has struggled in the past with a key component of its activities, namely, the taking of competent and accurate minutes. It has solved this problem by employing a professional minute-taker.

All in all, the last seven years has seen a continuing upward curve. Clearly, no organisation can be perfect. There are evident areas still to be worked on. But we should know what an unusual time it is that we are going through right now.

Johann Graaff | Chairman



SHAWCO Head Office

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Observatory
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Cape Town, South Africa

Director's Report

Chris Young visited SHAWCO after being away from SHAWCO and UCT for seven years. He said, " Sitting in the lecture rooms of Oxford is so boring compared to the excitement that is happening in SHAWCO". He was a part of the SHAWCO Steering Committee in 2004, the year I arrived at SHAWCO. I remember sitting around in a circle with the students and mulling over what we could do to pull the organisation out of the despair that was prevalent in those difficult times. Chris was requested to explain what he felt, and he said that he felt SHAWCO was like a swimmer caught in deep, turbulent waters and was swimming hard against the current to get to shore. He was pleasantly surprised to see the fruits of his endeavour... where we are today is what he dreamt of. This report is dedicated to all the alumni of SHAWCO: students, beneficiaries, board members and staff.

2010 was a year of great celebration and of frustration for some. We celebrated the 2010 World Cup by blowing our Vuvuzelas and were proud of our stadiums and the ability to pull off such a big event in grand style. However, the disruption to the academic year and the increase in airfares affected the contact time students had with learners and patients, and also decreased the number of international students that participated. We did our best though.

The Medical students still serviced 5600 patients and the Education and Saturday School still carried out their mandate of providing quality tuition to the young participants (see Presidents' reports for detailed information).

Our trust with social entrepreneurship continued. Striving to wean the organisation away from dependence on donor funding, we celebrated breaking the barrier by becoming 53% self-sustainable in 2009, through our entrepreneurial activities. I soon realised that it is very difficult for a non-profit to arrive at full self-sustainability because the social entrepreneur will try to reach more people and/or try to solve more social issues with any extra income generated. In one way, that is the whole point, one retains the excitement of always being on the brink of break-even, but never really staying there. SHAWCO Transport Company, Rags to Riches, Accommodation, International, the Raffle and the Saturday School all made slow and steady progress to increase income. What next? One never knows what a dedicated group of students and staff may come up with... watch this space. We are trailblazing in the social sector; setting an example to other managers in the field.

All this is possible only when the ying and the yang of management: the rational and the emotional are both given space for expression. We are a team, a team that binds together with the intention of making this world a better place.

There is not a more noble cause to dedicate ones life to.

Varkey George | Director

Staff Members 2010

Eunice Alexander	Nyanga Centre Manager	Debra Lodder	Finance/HR
Sharon Alexander	Kensington Project Manager	Zanele Lupondo	K2 Centre Manager
Caryn Bishop	International Programme Coordinator	Masada Matemba	SHAWCO House Caretaker
Moegmat Cloete	Driver	Zukiswa Mathebula	Education Administration Assistant
Osman Cloete	Driver	Ernest Mazwi	K2 Caretaker
Cecil Constant	Driver	Sipho Mpepho	Driver
Sharon Cookson	Kensington Centre Manager	Charity Nangoma	SHAWCO House Cleaner
Eliena Dirks	Fundraising/PR	Alicia Nel	Transport Coordinator
Thomas Fester	Kensington Caretaker	Frank Parenzee	Driver
Varkey George	Director	Cyril Pelston	Manenberg Project Manager
Nomphumelelo Gwatyu	Administration Assistant Saturday School	Joachim Sadan	Driver
Elizabeth Gundwana	K1 Centre Manager	Lana Sassman	International Programme Coordinator
Carl Herman	Programme Coordinator Saturday School	Leonard Sauls	Driver
Jonathan Hoffenberg	Education Sector Coordinator	Adelaide Silika	Rags to Riches
Thara Kallungal	Academic Coordinator Saturday School	Edith Van Der Rheede	Administration Assistant
Wendy Lewin	Health Coordinator		

Bank details

Bank: **Standard Bank** | Branch: **Sanlam Centre Cape** | Account Number: **072 713 305** | PBO number: **930012605**
Account Name: **SHAWCO** | Branch Code: **031110** | Swift Code: **SBZAJJ**

SHAWCO Education Report

This year SHAWCO education sector successfully ran 11 volunteer-driven projects, covering areas from academic tutoring, to legal awareness, to arts and sports. This was achieved with the 1500+ community participants and 800+ student volunteers supported by 100+ student leadership and 20 members of the Senior Leadership. Education projects ran nearly 2300 hours (95 non-stop days) of sessions this year. These mostly afternoon sessions, by in large, ran extremely well. SHAWCO ran programmes in Khayelitsha, Kensington, Manenberg, Nyanga and two children's homes. Our legal awareness project ran in schools in Lavender Hills, Khayelitsha and Mitchells Plain.

The incoming leadership identified the following strategic objectives for 2010:

1. **Project essentials** of frontline leadership, volunteer and participant recruitment and retention, curriculum, administration and general operational efficiency:

Frontline leadership together with committee members were present at every project session. Recruitment and retention statistics suggest that we grew in participants and volunteers numbers during the year. Developments in curriculum this year were substantial, but disparate. The LAWCO project expanded their schools curriculum significantly. LAWCO Health curriculum was also developed and piloted this year. The Arts project tailored their first semester curriculum to be directed towards a World Cup themed final production, and incorporated themes of environmentalism into the second semester, with a strong thread of creativity and literacy throughout the year. The STEP project, through comprehensive consultation with teachers and other education experts, identified and implemented a graded reading programme. 2010 revealed pockets of curriculum excellence as well as much stagnation and, for this reason, the opportunity to centralise curriculum was identified.

2. Providing a framework of **people support** for our student volunteers and leadership, which includes expert curriculum support and training, weekly centre meetings and increased interaction with staff:

This covered activities such as volunteer training, weekly project leader meetings, and increased student-staff interaction. There was significant time and energy dedicated to closure for outgoing leadership, in order to achieve effective handover.

3. Developing an **organisational culture** that facilitates best practice and leadership development.

A conscious emphasis was placed on leadership transparency. Linked to accountability, consultation and collaboration was recognised as vital. Emphasis was placed on evaluation and reflective practice.

4. Improved management of **finance and fundraising**, for the purpose of responsibility and sustainability:

An accurate SHAWCO Education operational budget was developed, as a tool for better planning and improved Education-specific fundraising.

This year, SHAWCO Education leadership has continued the excellent work of those who have come before us and has attempted to replicate their successes. At the same time we have attempted to refine and deepen organisational practice, to take calculated risks, and above all to show those who are still to come what is possible.

Saturday School

Education also has a staff run Saturday School Programme. 210 grade 12 learners from over 34 Cape Town schools participated in this programme. They were selected for the first year using the AARP test. The Learner attendance rate was an exceptional 93%. Overall a 94% pass rate in 2010 was achieved with 65% gaining entrance into some form of tertiary institution. This programme has just gone from strength to strength.

SHAWCO Education Steering Committee 2010

Name	Portfolio
Yumna Moosa	President
Gordon Inggs	Vice President and Administration
Jonathan Bertscher	Evaluation
Holly McGurk	Marketing
Nomfundo Magudulela	Events
James Mbewu	Curriculum Development
Sally Webster	Recruitment & Retention

SHAWCO Education Projects 2010

Project Leader	Project
Rachel Mazower	STEP
Katharina Brock	Stepping Out
Maya Jaffer	SMART
Lisa Wallace	Ken STEP
Leila Arnold	SO Live & Learn
Andrea Bassingthwaighte	Ken SMART
Josephine Smith	Arts
Lynn-Leigh Brandt	Sports
Sibusiso Xaba	Masizikhulise
Nivrata Bachu	Masizame
Tove De Chazal	Lawco

SHAWCO Health Report

SHAWCO Health exceeded all expectations in 2010; through generous funding from GrandWest CSI and the dedication of our volunteer students, SHAWCO Health ran 248 clinics throughout the Cape Peninsula, as well as in Worcester and the Eastern Cape, treating over 5600 patients. More than 800 individual medical and health & rehabilitation students were active on the clinics, with over 2500 student sessions logged. In addition, over 60 doctors volunteered on the clinics. Clinics that were offered include SHAWCO's general clinics in Khayelitsha (x2), New Rest (Gugulethu), Brown's Farm (Nyanga), Masiphumelele (in Noordhoek) and Joe Slovo (near Milnerton), the Paediatric Clinics in Imizamo Yethu (Hout Bay) and in Du Noon, Rural Health clinics in Coffee Bay in the Eastern Cape and a new Paediatric Screening Programme in the Old Crossroads area.

There have been many exciting projects and achievements this year:

• Rural Health Project

SHAWCO Health returned to Zithulele hospital in the Eastern Cape in July this year for a week-long rural health project. The team comprised of 38 students: 22 medical students, a final year audiology student and 15 engineering students from Engineers Without Borders UCT. The core focus was on Health Promotion and screening activities, specifically HIV testing, Pap smears and Paediatric Screening, and the engineering students installing rainwater tanks.

In 2010, the SHAWCO Health team expanded our rural projects by including a long-weekend in Worcester, running screening clinics in the community.

• International Projects

Two groups of international medical students (from Australia and Norway) visited South Africa and ran the SHAWCO clinics while the UCT students were on holiday. These specific international projects aim to create continuity in communities by ensuring health care even when local students are on holiday.

• Health Promotion as a focus in 2010

The year also saw the introduction of several health promotion initiatives - an oral rehydration campaign during diarrhoea season (with the distribution of 2000 rehydration bottles), HIV counseling testing and LAWCO (constitutional law and human rights literacy). We also continued to work closely with Waiting Room Education by Medical Students, which provides health promotional and educational activities to patients in the waiting rooms of our clinics.

• Pharmacy

2010 saw SHAWCO registered as a health service, with a legal pharmacy (and dispensing nurses) for the first time since its inception.

• Relationships

SHAWCO Health has been working with other institutions, societies and departments to create a holistic approach to healthcare. It is felt that the more people with similar goals work together, the greater the outcome. Over the past year SHAWCO Health has formed valuable relationships with the following groups:

Médecins Sans Frontières (MSF) - AKA Doctors Without Borders

SHAWCO Health has officially become the first "Friends of MSF" society in South Africa. We believe that working with MSF, a world renowned, Nobel Prize winning organisation, will greatly benefit both our students and our community. Our students will have an avenue to continue into once leaving UCT to ensure that the mentality of volunteerism they have formed in SHAWCO is used to continue to benefit the greater South African and international community.

UCT Health Science Faculty

Aspects of SHAWCO Health have been integrated into the medicine curriculum: Currently the 6th year medical students are required to attend 2 SHAWCO clinics as part of their Family medicine training and the new Screening Paediatric Clinic has now been incorporated into the 5th year medicine paediatrics curriculum.

• Health and Rehabilitation Services

The Health and Rehabilitation (H&R) sector of SHAWCO Health has taken huge strides this year, with occupational therapy services now a fully established component of three of our clinics. In addition, students from the UCT dietetics department have taken on our Saturday Imizamo Yethu clinic, and screen every child for nutritional disorders. This means that we are able to offer our paediatric patients holistic, multidisciplinary care.

• GrandWest Grand Ward Rounds

SHAWCO hosted 2 Grand Ward Rounds this year. These events continue to educate students on topics relevant to SHAWCO clinics, with this year showcasing much more discussion from students in presenting cases and raising challenging questions. Both events also included medical student and occupational therapy student presentations. Topics included common respiratory illness and social dilemmas faced on SHAWCO clinics.

• SHAWCO Health excels at the UCT Student Leadership Awards

In mid-October last year, SHAWCO Health excelled at the UCT Student Leadership Awards, held in the Kramer building. The Health sector was amongst only five student societies or teams shortlisted for the UCT “team of the year” award, which was deservedly awarded to Ubunye. However, we did walk away with the Deputy Vice-Chancellor Student Affairs/Student Leader Award, which went to Allison Powell (SHAWCO Health President 2010). In addition, Simon Mendelsohn (SHAWCO Vice-president 2010) received the award for the “most outstanding student leader in community service at UCT”.

Finally, a MASSIVE thank you to GrandWest CSI, without whom, none of this would be possible. I would also like to thank all our staff, nurses, drivers, community health workers, board members, steering committees, clinics committees, and most importantly all our volunteers, for all your tremendous hard work. Here’s to a fun-filled and productive 2011!

Year	Clinics	Student Volunteers	Volunteer Sessions	Patients
2010	248	824	2515	5604
2009	167	675	1970	4267
2008	160	477	2093	4208
2007	134	-	-	3596

SHAWCO Health Steering Committee 2010 | **SHAWCO Health Clinics 2010**

Name	Portfolio
Allison Powell	President
Simon Mendelsohn	Vice President
Jonathan King	Head of Clinics
Giselle Warton	Health & Rehabilitation
Lyndal Alexander	Health & Rehabilitation
Rufaro Nyamuda	Extra Projects
Roberta Edwin	Health Promotion
Mahomed Haffeejee	Pharmacy
Mohamed Patel	Evaluation
Boitumelo Kubeka	Student, Marketing & Events Portfolio

Project Leader	Project
Lauren Knight, Karin Wiese	Newrest Clinic
Rudo Pswarayi, Melissa Liu	Simthandile Clinic
Samkelwe Majola	Browns Farm Clinic
Larry Chapman, Simon Mendelsohn, Kevin Stoffberg	Noordhoek Clinic
Mark Davidowitz, Nontembiso Mhlana	Joe Slovo Clinic
Theresa Watson, Nawaaz Karimbocus, Jonathan King, Kamlin Ekmbaram	Zibonele Clinic
Shikant Peters	Imizamo Yethu Clinic
Franz Bernhardt	Du Noon Clinic
Rolien Slotema	Audiology
Karen Amman	Dietetics
Lyndal Alexander, Giselle Warton	Occupational Therapy
Jamie de Grass, Lavanya Naidoo	Speech Therapy

SHAWCO International Report

2010 kicked off with a group of ten medical students from University of new South Wales, Australia, in January. These students were able to continue to deliver basic health care services to the communities at a time when our services would not usually be running due to local volunteers being on their varsity vacation. With the supervision of local volunteer doctors and a few dedicated local volunteers (who remained on campus during their vacation), this group was able to successfully run 26 clinics in the various communities that SHAWCO serves.

We were thrilled to host a group of seventeen French students for a programme in Bottom of the Pyramid economics, during February and March. The students spent six weeks working in various businesses in and around Nyanga. Much of this work involved the daily tasks of the businesses; such as making sausages to washing tables and selling lotto tickets, to teaching the business owners basic accounting, marketing, costing and so forth. They also attended lectures in the mornings, as well as sight-seeing on the weekends.

In March 2010, a group of Norwegian students from Oslo College visited SHAWCO with their key focus on Occupational Therapy, Physio Therapy as well as Sports and Outdoor Activity. The four students focusing on occupational therapy were based at the SHAWCO Nyanga Centre along with the four Physiotherapy students. These two groups were supervised by a local Occupational Therapist, Hanske Flierring as well as the Centre manager, Eunice Alexander. Cyril Pelston, Centre Manager of the SHAWCO Manenberg Centre supervised the Sports and Outdoor Activity focused group. These groups, from their various centres, worked with local schools, organisations and clinics, gathering valuable information on the various ways these activities are carried out, the benefits they present for the members of the communities, as well as how the existing systems in these community organisations could be improved upon. At the end of a successful five week program, the students presented their findings to the community members, leaders in the community and schools. The information shared with these constituencies had been well received and taken into consideration for future workshops and programs.

World Cup fever certainly set the tone for an exciting Internship for our Norwegian students. We hosted a group of eighteen from Oslo University for our Social Entrepreneurship Programme from June to August. The students worked extremely hard with wonderful results for all of the organisations that they partnered with. A highlight of this programme for SHAWCO, was the development of, and opening of Manenberg Online. The Norwegian students worked on the business model and the preparation of the facilities and infrastructure. Our group of French Social Entrepreneurs from IESEG, went about launching the internet cafe and getting it up and running during September and October. This is a wonderful example of the students, community and SHAWCO working together to improve our services and generate an income.

SHAWCO ran its annual Holiday projects during the June and July 2010 school vacation period. Although the SHAWCO team very much missed the presence of Vanderbilt University, we gladly welcomed back the College of William and Mary who had not been able to participate in this Holiday Project

the previous year. After fulfilling their academic requirements in the mornings, the twenty students from the College of William and Mary would then venture off into the Khayelitsha community to put some smiles on the faces of the kids in the afternoons through fun and educational activities. Once again, our dedicated local volunteers gave up their time to make this program a success.

Arcadia University visited us during this same period; attending a course convened by Dr Johann Graaff, as well as running adult IT training in Khayelitsha and a holiday project for children from the same community. This was a fun filled and challenging experience for all of the visiting students.

Two students from Richmond University were hard at work during June and July on a five week internship in the Kensington community. They worked in a local Holiday Care program with senior members providing care, educational activities and meaningful workshops for kids of their community. They were also lucky enough to share in the local excitement for South Africa hosting the 2010 World Cup and experience a nation truly coming together :)

SHAWCO continues to showcase locally and at various international conferences throughout the year and continues to strive to enrich the lives of people in the Cape Metropolitan areas.

SHAWCO Major Donors for 2010

SHAWCO would like to thank UCT RAG for its generous support, as well as other donors including the following:

Name	R	Name	R
Bombardier	3 109 000	John William Day Trust	18 090
C and F Harding Trust	27 154	Nassbaum Foundation	50 000
DJ Murray Trust	300 000	Pinelands Development Trust	10 000
Ford Foundation	360 372	Suiderland	10 000
Grandwest Corporate Social Investment	1 000 000	Lexis Nexis	41 000
JB Findlay Trust	21 452		

Students' Health & Welfare Centres Organisation: Balance Sheet at 31 December 2010

	Notes	2010	2009
ASSETS			
NON CURRENT ASSETS		8 719 573	7 333 663
Property, Plant and Equipment	2	7	7
Investments	3	5 574 094	5 333 656
Investment Property	4	2 609 472	2 000 000
Loan Receivable	5	536 000	-
CURRENT ASSETS		5 000 552	5 421 588
Short Term Portion of Loan Receivable	5	1 542 804	90 977
Accounts and Other Receivables	6	1 130 466	1 282 790
Inventory	7	124 086	95 907
South African Revenue Service - VAT		39 336	300 807
Cash and Cash Equivalents		2 163 860	3 651 107
		<u>R 13 720 125</u>	<u>R 12 755 251</u>
RESERVES AND LIABILITIES			
RESERVES AND FUNDS		10 833 879	9 064 061
DISTRIBUTABLE RESERVES		7 244 569	5 715 189
Accumulated Funds		466 313	(5 496)
Project Funds		6 778 256	5 720 685
NON DISTRIBUTABLE RESERVES		3 589 310	3 348 872
Revaluation Reserve			
NON CURRENT LIABILITIES			
Long Term Borrowings	8	98 335	106 751
CURRENT LIABILITIES		2 787 911	3 584 439
Accounts and Other Payables		2 700 684	3 481 472
Accruals	9	87 227	102 967
		<u>R 13 720 125</u>	<u>R 12 755 251</u>

Students' Health & Welfare Centres Organisation: Income Statement for the year ended 31 December 2010

Revenue		12 326 880	9 601 155
Expenditure		(11 107 184)	(8 918 402)
Operating Surplus	10	1 219 696	682 753
Investment Income		310 683	754 410
Interest Paid		(999)	(1 083)
SURPLUS FOR THE YEAR		<u>R 1 529 380</u>	<u>R 1 436 080</u>