



THE ASSOCIATION FOR THE AGED  
Inspiring active ageing



# ANNUAL REPORT

2022-2023



### **Our Purpose**

To make dignity, growth and meaningful life a realistic prospect for all elders

### **Our Vision**

Leaders in innovative solutions for elders, inspiring a life worth living

### **Our Mission**

To alleviate distress of the elderly and other vulnerable groups

### **Our Values**

Trust; Accountability; Transparency;  
Care; Respect; Integrity; Purpose; Service;  
Compassion; Environment



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Mr Wicus Jacobs  
Tafta Council Chairperson

# Message from The Chairperson

Dear council members, members of the executive committee, sub-committees, donors, stakeholders, supporters, and friends of TAFTA. It is a pleasure and with profound gratitude that I present to you my Annual Report of The Association for the Aged, summarising the journey, achievements, challenges, and the invaluable impact made in the lives of the elderly we served.

**A**s Chairperson, I am extremely proud of the dedication and hard work demonstrated by the Tafta team, led by its Chief Executive Officer, Mrs Femada Shamam, whose unwavering commitment to the organisation's purpose has been instrumental in seeing us navigate the road to recovery.

The non-profit sector continues to face challenging socio-economic environments and we have noted the reduction and in some cases the closure of organisations supporting the most vulnerable in our society. Tafta is one of the few organisations which continues to support people who have lower incomes while also having appropriate services and facilities for elders with slightly higher incomes. This drive to ensure that the organisation is responsive to the needs of elders comes at a cost, not just financially but also in terms of human resources.

Ensuring good governance is one of the main roles of the Tafta Council and it is with gratitude that I acknowledge the people who serve voluntarily on the Tafta Council and give off their time and expertise to ensure that the work we do is meaningful. The various sub-committees have been crucial in ensuring that the organisation continues to operate within the highest ethical and professional standards while keeping a watchful eye on the resources to ensure sustainability into the future.

The Committee for lobbying, advocacy and social services, considered the work of management within the context of the Strategy 2025. Strong research ethos was nurtured through the oversight of this sub-committee driving evidence-based practise. The Risk and Compliance Committee interrogate all risks and ensure compliance with the legal frameworks. There have been substantial changes in the laws governing the organisation and this committee has oversight over the initiatives to ensure compliance and mitigate risks on all levels.

My gratitude extends to Mr Colin Linnett, the chair of the Investment Sub-Committee, which has the huge task of ensuring that Tafta continues to manage its resources with prudence in what has been a volatile investment climate. The expertise of this sub-committee is crucial in ensuring that the organisation has the resources now and into the future to meet the ever-increasing needs of the elders in the community and within our facilities. The Life Rights Sub-Committee engages with Council members and management on the operations of the Life Right complexes. It's always a balancing act between reasonable levy increases and the need for appropriate operational budgets which continues to support the residents to live in comfort and dignity in their homes.

I am always grateful for the wise leadership of Tafta's Executive committee. This sub-committee meets monthly with the CEO and CFO with a close and watchful eye ensuring that Tafta is operating within the parameters of the determined strategy and within the set budgets.

During the year under review, Tafta's transformation policy was finalised and the management team will be developing and implementing the action plans aligned to the policy. We also congratulate the team on the launch of the National Elder Abuse Helpline in November 2022. This line provides the opportunity for Tafta to have impact nationally by creating a support service for older people experiencing abuse. It is certainly a much-needed service and a step in the right direction for the organisation.

The world is ageing at an amazing rate with the ageing population set to be at 16% by 2050. South Africa is already at 9.2% (amounting to 5.4 million older people). These changing demographics demands us to think differently about ageing and also to ensure that the organisation is robust and flexible to ensure that what we do continues to be relevant. We are guided by the vision of our founding



members 65 years ago, mindful of the current changes and excited about the possibilities of the impact we could make.

Through the 65 years, Tafta has cemented its reputation as a credible organisation rooted in its purpose and driven by a set of values which guides every decision and action of the staff and volunteers alike. There has been much that has been achieved in the last year, as you will read in the reports which follow. There is still much to be done and we appeal to the wider community to make Tafta your expression of humanity. This organisation was founded on the amazing work of volunteers who just wanted to do what they could to support those in need. The humble acts of kindness evolved into an organisation which impacts on thousands. We want to continue with that legacy.

None of our accomplishments would have been possible without the generous support of our valued donors and partners.

I would like to express my deepest gratitude to each and every donor, who has believed in our purpose. Your donations have propelled us forward, and seen us reach momentous milestones and of significance commemorating 65 years since its establishment!

In conclusion, I again extend my gratitude to the Tafta staff and members; and to the volunteer council members, executive committee and sub-committees for their continued support through the governance, advice and counsel offered.

Warm regards,  
**Mr. Wicus Jacobs**

# TAFTA Council

## Honorary Chairperson

Mr J.J. Jacobs  
– appointed: March 2018

## Honorary Vice-Chairperson

Mrs C. Shandu  
– appointed: 2019

## Second Vice-Chairperson

Mr D. Warmback

## Honorary Treasurer

Mr C. Barford

## Secretary to the Council

Mrs A. Rampersad  
– appointed 1 April 2019

## Members

Mrs N.M. Sithole  
Mrs Z. Z. Ngcamu  
Dr M.A. Jarvis  
Mr A. Trikamjee  
Mr M. Wosiyana  
Mrs B. Bannister  
Mr S. Sarugaser

## Chief Executive Officer

Mrs Femada Shamam

## Chief Financial Officer

Mrs Nita Sewpersad

## Divisional Managers

**Human Resources**  
Mrs Marshnee Naidoo

## Operations

Mrs Yoshina Kistensamy

**Income Development and Public Relations**

Mrs Susanne Ramsunder

## Support Services

Mr Bernard Courtois  
– retired as at 31 March 2023

## Finance/Admin

Vacant

## Residences

Tafta on Ridge  
John Conradie House

Kings Hall  
Tafta Lodge  
Langelier Towers

## Wellness Care Units and Assisted Living Units

Tafta on Ridge Frail Care and Assisted Living  
John Conradie House  
John Dunn House  
Tafta Park Care Cottage  
Golden Years Sheltered Housing

## Retirement Complexes

Kings Hall  
Lucas Gardens  
St. Catherine's Close  
Ocean View  
Cambridge Gardens  
Tafta Barns Cottage

## Retirement Villages

Tafta Park  
St. Martin's Village

## Wellness Centres

Anna Conradie Wellness Centre  
Mary Asher Wellness Centre  
Primrose Wellness Centre  
Oldfield Wellness Centre

## Clubs

Bluff Social Club  
Clairwood Senior Citizen Club  
Jolly Hearts Club  
Happy Hearts Club  
Muslim Club  
Seaside Seniors  
Sunshine Club  
Go Getters

## Community-Based Services

Professional Social Work Counselling  
Home-Based Care  
Tafta's Meal Delivery Service  
Community Outreach  
Lobbying & Advocacy

# CHIEF EXECUTIVE OFFICER'S Report



Mrs Femada Shamam  
Chief Executive Officer

We commence our reporting with a deep sense of gratitude for the vision of our founding members, 65 years ago, that a better life for all elders is possible. The year under review has been, in many ways, an emergence from the darkness of the pandemic and a renewal of our commitment and dedication to the purpose of Tafta.

“ It rained,  
It rained again.  
We sat with world leaders,  
We conversed with our elders.  
We celebrated women,  
We celebrated our journey.  
We pushed the boundary,  
And rejoiced in each other’s  
company.  
Fixing, mending, and trying again,  
Not just bricks and mortar, a focus  
on people is where we begin.  
Our vision of national impact is  
within reach,  
With our toll-free Helpline, *Elder  
Abuse is a Crime*, we preach.  
High five, we’re 65; we Rejoice,  
Staying true to our purpose is our  
choice.  
Earth is our sustainer we know,  
And the legacy we leave helps  
others to grow.  
Strategy 2025, our change agenda  
takes shape,  
Armed with hope, pride and  
dedication; success  
and achievement will  
not escape.”

Covid-19 gifted society with an opportunity to reflect on what was really important, and at Tafta the message was clear; in all that we do, it’s people who come first. Our elders are our reason for our being, and our staff, volunteers and donors are the heart of this organisation.

We started the year managing the flood crisis. There were many lessons we have drawn from the experiences of our care partners and our elders. The need for a robust disaster management and communication plan became even more evident.

In pivoting between the challenges, the organisation remained mindful of the strategy which was driving our agenda. The vision of being leaders in innovative solutions for elders, inspiring a life worth living, was actively pursued by every department through the delivery of the strategic objectives of strategy 2025. Our “Halfway There” strategic reporting session with the Tafta staff provided the platform to celebrate the successes, identify the gaps and reinforce the plan to move forward. The team equally celebrated the opportunity to be in the company of their colleagues without the severe social distancing restrictions of the recent past.

On an international lobbying front Tafta was represented at the Commonwealth Heads of Government meeting in Rwanda through the Commonwealth Association for the Ageing as policy makers and government officials were encouraged to see the value of the ageing agenda. On an academic level, the challenges faced by older people in low to middle income countries was presented at the International Association for Geriatrics and Gerontology Africa conference.

While the high-level discussions happened with policy makers and leaders, the Tafta team continued to provide the space for dialogues with the elders on issues impacting and affecting them. More details can be found in the report by the Operations division.





Our drive towards excellence, permeated throughout the organisation and the report by Human Resources division clearly demonstrates Tafta’s investment in our human capital. Of significance is the integration of digital solutions and the need for healthy and safe work environments.

We proudly launched the National Elder Abuse toll free helpline on the 23rd November 2022 and have been encouraged by the utilization of the service. It’s a step in the right direction in ensuring that we create a safe and enabling environment for and with older people.

Mindful of the tough fundraising environment, the report by the Income Development and Public Relations Department details the trends noted in the year under review. The new management team has led some creative initiatives in the marketing, public relations, and fundraising arenas. Our social media presence increased substantially, and we are now on Tik Tok!

During the year, we invested in research and development through the funding of a post to specifically take forward our agenda for research, expansion, and growth. This proved to be successful, as the finalization of Tafta’s transformation policy was realised. The foundation was also laid for homegrown research to inform practise to be used in future lobbying and advocacy activities.

In recognising that Tafta is one of the largest non-profit organisations in the country, a streamlined and effective financial management division is essential for accountability, and ultimately, sustainability. The report on Finance and Administration details the successes and some of the plans for the future.

We drew the financial year to a close, appreciative of the blessings of the people who have journeyed with us. Our loyal volunteers, especially our Council members who are always on standby, to guide, support, encourage and hold us accountable in all that we do. The future for Tafta remains exciting as the possibilities unfold. The responsibility and pace of change lies in our hands.

We are the ones we have been waiting for!

Yours in service,  
**Femada Shamam**



# OPERATIONS Report

The Operations department provides needs-based services to elders within Tafta and the surrounding communities. Our services support elders to achieve dignity, meaning and joy in their lives.

The year 2022-2023 marked the third year of our Strategy with the focus on transformation, expansion and measuring the impact of the services we provide to elders. The Operations team has had a busy and rewarding year, as we grew and evolved to be change makers in the lives of elders. There were opportunities for new partnerships, creating platforms for dialogues with elders and improving our service delivery to ensure that we live out our vision.

## Transformation

*To deliver comprehensive and innovative solutions to elders*

### Palliative Care

The Operations team embraced the core practices of palliative care by displaying care, compassion, and empathy to elders and families. Palliative care services were provided to an average of **13** elders per month in the last fiscal year. Services rendered included the monitoring of elders to assess for medical and therapeutic needs and providing help to families and loved ones to deal with their grief and bereavement. Practical assistance, such as helping with wills and funeral policies, formed part of the holistic support. Ongoing skills development of staff was conducted to ensure that the best practice models for palliative care were followed.

### Community Support Services

Home based care was provided to **142** elders in the Wentworth and Clairwood community by **14** trained caregivers. Monitoring visits were conducted by the social workers and nursing services managers. **202** elders were supported within the Tafta homes with **28 080** visits by

caregivers. These visits enable elders to continue living within their homes, with services such as personal care, home chores and professional monitoring being provided.

**11 602** ready-to-eat meals were delivered to **67** elders in their homes. This needs-based service ensured that elders received a nutritious meal, had social interaction with the volunteers who delivered meals and were monitored for other services.

## Elder Skills

The meaningful contribution of elders in various activities within Tafta and the community is valued.

After the KZN floods in April 2022, elders engaged in packing hampers as part of a relief programme coordinated by Charities Aid Foundation of Southern Africa (CAFSA). During Mandela Month, in July 2022, elders contributed by giving back to the community with meal packs, knitted items for babies and food hampers for a children's home. Elders participated in lobbying and advocacy programmes namely: Gender based violence, HIV/Aids, Elder Abuse and Youth Empowerment initiatives. Inter-generational reading and skills sharing programmes were facilitated by elders at various Primary Schools. At the Tafta buildings, elder volunteers continue to oversee recycling projects, gardening initiatives and provide support to the staff on site.

## Therapeutic Services

The core strategic pillar for Strategy 2020 to 2025 is Care and Support. This was the focus of the social work team in rendering therapeutic services to elders during the year under review.

A national state of disaster was declared during the year

2019

**21 Staff Attended**

A 5-day training on Palliative Care for Professionals by HPCA



The training held in 2019 was instrumental in the organisation providing specialised palliative care to

**151 Older Persons** in the year under review.

2020



**Branded Lunch Bags**

were introduced for transporting meals



Change of service provider for meals to

**Capitol Caterers**







Tafta's Meal Delivery Service



Elder Skills - Knitted Items



Elder Skills - Meal Handout



Intergenerational Activities

under review, due to the heavy rain across KwaZulu-Natal in April 2022 which led to flooding resulting in distress, anxiety and untimely deaths. Nevertheless, our purpose and priorities prevailed; our strategies and implementation techniques developed creatively to ensure service delivery was uninterrupted.

The Social Workers rendered social intervention and developmental services to **9 407** elders. This included **2 179** decentralized intake cases and an additional intake of **7 228** cases at the central intake office. Of these, **1296** required long-term services and became field cases.

Elders and their families received **17 657** counselling sessions which included individual, and family counselling sessions both at Tafta buildings and within the community. **1785** email queries were responded to by the Intake Social Workers. Telephonic contact was provided to **3 487** persons.

During the year under review, dialogue sessions on topics such as ageism, resilience towards disasters, gender-based violence and elder abuse were held with elders and care partners.

There was a focus on addressing the concept of ageism and combatting this phenomenon, as we learnt through our dialogues that social participation, community engagement and activity, have a positive impact on the physical and mental health, and the quality of life of older

adults. **3 847** young people from various schools were included in awareness programmes on ageism.

To ensure that our customer perspective included representation from elders across a diverse spectrum, dialogues were held with elders from Ntuzuma, Lamontville and Kwa Mashu, as this was in keeping with the strategic output for expansion.

Awareness campaign packages were translated into isiZulu to ensure our engagement with the target groups were effective.

**237** Community awareness initiatives were held for the year with **9 489** people benefitting from face-to-face awareness initiatives in the community.

**53** groups met with **741** group work sessions for the year. A total of **1748** elders benefitted from these groups.

Meal Delivery Service - New Bags





The Go Getters Club



Dementia



Intake



The Jolly Hearts Club

In the period under review, **187** Dependency Questionnaire Assessments (DQ98) were completed to assess the need for long-term care.

**1 366** Social work reports were compiled. A total of **50** elders were placed into frail care between the months of April 2022 to March 2023.

As at the end of March 2023, the social workers handled **40** cases of elder abuse. Our care and support extended to investigations, formal reporting and interventions with the victims and the perpetrators.

## Social Clubs

The social clubs have been active in the last financial year with club members meeting for various activities with the social workers' involvement. The clubs provide an antidote to loneliness, helplessness and boredom for members who meet weekly or fortnightly.

A new social club called 'Go Getters' was formed with members from Wentworth, Bluff and Merebank. As part of the active ageing programme, they trained for the Golden Games which is hosted by the Department of Sports and Recreation. In November 2022, some of the club members participated in the Provincial Golden Games.

| No | Club Name                         | Address  | Member as at 31 March 2023 |
|----|-----------------------------------|--|----------------------------|
| 1  | Bluff Club                        | Methodist Church: Wesley Road, Bluff                       | 50                         |
| 2  | Happy Hearts                      | Primrose Wellness Centre: 224 Austerville Drive, Wentworth | 45                         |
| 3  | Clairwood Senior Citizens Club    | Tamil Institute: Sir Khurma Reddi Road, Clairwood          | 40                         |
| 4  | Sunshine Club                     | St John's Hall: Rippon Road, Sydenham                      | 40                         |
| 5  | Jolly Hearts Senior Citizens Club | Newlands East Community Hall: Tandipa Rd, Newlands East    | 17                         |
| 6  | Muslim Club                       | Mosque: Garupa Avenue, Newlands East                       | 20                         |
| 7  | Seaside Seniors                   | John Conradie House: 15 Prince Street, Durban              | 60                         |
| 8  | Go Getters                        | Primrose Wellness Centre, 224 Austerville Drive, Wentworth | 40                         |

### 2020

Age Well Research Initiative on the

**Effects of Covid-19 Lockdown on Older Persons in South Africa**



### STRIDE—Strengthening Responses to Dementia in Developing Countries

A study investigating the Impact of Covid-19 on Long-term Dementia Care Facilities

### 2021

Introduction of

### Managed Integrity Evaluation (MIE) System



to improve efficiency for credit checks

### 2022

An internal longitudinal study on abuse cases managed by the Organisation during the period 2020 to 2022 where

**77 cases were analysed for data to indicate prevalence and incidence of abuse on older persons**





Community Awareness Campaigns



Intergenerational Activities

## Research

Learning and growth is a strategic pillar which keeps us relevant as a service provider with local, national, and global trends. Participating in research keeps us at the forefront of such changes.

During the period April 2022 to March 2023, Tafta participated in 4 formal research projects with tertiary institutions and accredited associations. The participants from Tafta included both staff and elders. The research studies which have been completed are as follows:

- i. Relational dynamics with intergenerational relationships in a care facility-undertaken by a PhD candidate from North West University. 10 elders and 10 care givers from Tafta on Ridge were identified as participants.
- ii. Researchers from the South African Medical Research Council conducted a study with the Institute of Global Health in Switzerland on non-communicable disease (NCD) care, such as diabetes, hypertension, asthma, cancer, etc. during the Covid-19 pandemic. The study comprised of telephonic interviews with three Nursing Services Managers.
- iii. Research on the Role of Social Workers in elder care. 10 social workers participated in the study by the University of Stellenbosch Social Behavioural Education Research Division.
- iv. Researcher, Dr Sonam Balwanth, a private practice dentist in eThekweni and Doctoral student (PhD: Health Sciences) at the University of KwaZulu-Natal, undertook research on *“Examining the role of the caregiver in oral health care provision at long-term care facilities: in the eThekweni district, KwaZulu-Natal.”* Caregivers from the 3 care units at Tafta participated in interviews and training.

Research requests were reviewed to establish their suitability in relation to improving our services and to contribute to the body of knowledge of geriatrics and gerontology.

## Partnerships and Collaborations

By partnering and collaborating with care partners in the last financial year, the Operations team ensured that elders had access to holistic services. Engagements were held with the Department of Health, Department of Justice, and Department of Social Development in creating awareness on ageing and the rights of older persons.

- The Global Institute for Experienced Entrepreneurships (GIEE): Empowering a Silver Economy; Tafta launched the Pilot Experience Incubator® (EI) Programme on the 16th September 2022. This is an innovative programme supporting older people with entrepreneurial skills. The curriculum modules are structured to support the development of ideas, expansion of existing businesses, branding, successful pitching, and finances. The impact of the programme on attendees has proved positive. One elder has increased the sales of her existing business, and since joining has employed a network of representatives (incentivising them depending on sales). This inspired another elder, who is an author, to publish his book online, while another elder has employed his wood working skills to make portable cupboards for other elders and is now seeking recognition as a preferred supplier.
- University of KwaZulu-Natal (UKZN): Occupational Therapist and Chiropractic students provided services to elders and facilitated referrals to State facilities.

### 2019-2020



#### Eden Registration of Care Units

07 June 2019 – Tafta on Ridge  
27 February 2020 – John Conradie House  
28 February 2020 – John Dunn House

### 2022

#### Experience Incubator Launch

16 September 2022



## Statistics

| Name of Building   | Address                               | Type of Accommodation and No. of Units | Number of People | Total       |
|--|---------------------------------------|--|------------------|-------------|
| John Conradie House  | 15 Prince Street, South Beach, Durban | Residential (172)                      | 191              | <b>272</b>  |
|  |                                       | Assisted Living (30)                   | 37               |             |
|  |                                       | Assisted Living Plus                   | 10               |             |
|  |                                       | Frail Care (33)                        | 34               |             |
| Langelier Towers   |                                       | Floors 1-5 (160 Sub-economic)          | 198              | <b>416</b>  |
|  |                                       | Floors 6-11 (245 Economic)             | 218              |             |
| John Dunn House  | 224 Austerville Drive, Wentworth      | Residential (13)                       | 16               | <b>108</b>  |
|  |                                       | Assisted living (16)                   | 18               |             |
|  |                                       | Frail Care (55)                        | 74               |             |
| Tafta on Ridge   | 51 East St, Essenwood, Berea          | Residential (114)                      | 124              | <b>184</b>  |
|  |                                       | Assisted living (34)                   | 39               |             |
|  |                                       | Frail Care (12)                        | 10               |             |
| Tafta Park Care Cottage                                      | 28 Greenwich Avenue, Bellair          | Assisted living (9)                    | 5                | <b>8</b>    |
| Kings Hall   | 80 Samora Machel Street, Durban       | Residential (125)                      | 135              | <b>212</b>  |
|  |                                       | Life Rights (54)                       | 63               |             |
| Tafta Lodge  | 42 South Beach Avenue, Durban         | Residential (205)                      | 220              | <b>247</b>  |
|  |                                       | Life Rights (0)                        | 0                |             |
| Oceanview  | 345 Musgrave Road, Durban             | Residential (30)                       | 30               | <b>30</b>   |
|  |                                       | Life Rights (1)                        | 0                |             |
| St Martin's Village  | 51 St Theresa Road, Sydenham          | Residential (9)                        | 14               | <b>25</b>   |
|  |                                       | Life Rights (9)                        | 11               |             |
| Tafta Park   | 29 Perseverance Road, Bellair         | Residential (143)                      | 177              | <b>200</b>  |
|  |                                       | Life Rights (2)                        | 2                |             |
| Cambridge Gardens  | 130 North Ridge Road, Morningside     | Life Rights (77)                       | 83               | <b>87</b>   |
| Barns Cottages   | 41 Haden Road, Morningside            | Life Rights (12)                       | 14               | <b>14</b>   |
| St Catherine's Close   | East Street, Overport                 | Life Rights (2)                        | 2                | <b>2</b>    |
| Lucas Gardens  | 541 Peter Mokaba (Ridge) Road, Durban | Life Rights (39)                       | 45               | <b>45</b>   |
| <b>TOTAL NUMBER OF OLDER PEOPLE ACCOMMODATED IN THE YEAR</b> |                                       |  |                  | <b>1850</b> |

| Department                          |                                     | Current Year<br>2022/2023 | Previous Year<br>2021/2022 |
|-------------------------------------|-------------------------------------|---------------------------|----------------------------|
| Social Workers                      | Investigations                      | 313                       | 411                        |
| Case Work                           | Caseload*                           | 1 247                     | 1 153                      |
|                                     | Closed                              | 203                       | 234                        |
|                                     | Interviews: Home, Office, Telephone | 17 657                    | 17 404                     |
|                                     | Decentralised Intake                | 2 179                     | 2 181                      |
|                                     | Intake                              | 7 228                     | 7 416                      |
| Group Work                          | Total No. of Groups *               | 32                        | 44                         |
|                                     | Total No. of Social Workers *       | 10                        | 8                          |
|                                     | No of Group members attended *      | 501                       | 424                        |
| Community Work                      | Total No. of Community Projects *   | 36                        | 29                         |
|                                     | Community Work attendance           | 3 826                     | 3 659                      |
|                                     | Total No. of Social Workers *       | 8                         | 8                          |
| Volunteers (Social Work Department) | Total No. of Volunteers             | 13                        | 16                         |

**Note:** \* Indicates a monthly average

| Department                   |                                   | Current Year<br>2022/2023 | Previous Year<br>2021/2022 |
|------------------------------|-----------------------------------|---------------------------|----------------------------|
| Frail Care Placements        | No. of Frail care placements      | 50                        | 51                         |
| Abused cases                 | No. of New Abused Cases           | 40                        | 30                         |
| Clubs                        | Total number of club members      | 235                       | 242                        |
|                              | Attendance                        | 3 049                     | 884                        |
| Home-Based Care: Central     | New Cases                         | 15                        | 66                         |
|                              | Caseload *                        | 150                       | 137                        |
|                              | No of Visits by Carers            | 19 133                    | 20 665                     |
|                              | Cases Contacted by Organiser      | 106                       | 69                         |
|                              | No of Assistive devices on loan * | 8                         | 6                          |
|                              | Advisory Clinics                  | 1 233                     | 918                        |
|                              | Medication Admin*                 | 62                        | 44                         |
|                              | Staff Wellness Contacts           | 6                         | 0                          |
|                              | Closed Cases                      | 16                        | 32                         |
| Home Based Care Tafta Park   | Caseload *                        | 36                        | 31                         |
|                              | No of Visits by Carers            | 2 147                     | 1 745                      |
|                              | Advisory Clinics                  | 350                       | 232                        |
|                              | Medication Admin*                 | 11                        | 12                         |
| Home Based Care Golden Years | Caseload *                        | 16                        | 16                         |
|                              | No of Visits by Carers            | 6 800                     | 5 841                      |
|                              | Advisory Clinics                  | 4                         | 72                         |
|                              | Medication Admin*                 | 16                        | 16                         |
| Meals on Wheels              | Caseload *                        | 67                        | 60                         |
|                              | Meals                             | 11 602                    | 14 474                     |
|                              | New                               | 21                        | 39                         |
|                              | Cancelled                         | 24                        | 22                         |
| Anna Conradie Centre         | Meals                             | 5 757                     | 6 957                      |
|                              | Attendance                        | 29 424                    | 27 652                     |
| Mary Asher Centre            | Meals                             | 3 195                     | 5 476                      |
|                              | Attendance                        | 12 624                    | 11 265                     |
| Oldfield Centre              | Meals                             | 10 661                    | 12 623                     |
|                              | Attendance                        | 21 676                    | 16 702                     |
|                              | No of Home-Based Care Elders New  | 21                        | 8                          |
|                              | Closed                            | 19                        | 6                          |
|                              | Caseload*                         | 37                        | 31                         |
| Primrose Centre              | Meals                             | 10 601                    | 9 419                      |
|                              | Attendance                        | 26 013                    | 26 165                     |
|                              | No of Home-Based Care Elders New  | 37                        | 42                         |
|                              | Closed                            | 31                        | 31                         |
|                              | Caseload*                         | 105                       | 82                         |
| General Enquiries            |                                   | 3 311                     | 3 282                      |
| Models of Care               | Ageing in Place *                 | 14                        | 17                         |
|                              | Palliative Care*                  | 13                        | 20                         |
|                              | InterRAI                          | 11                        | 16                         |
|                              | Eden Recipients*                  | 55                        | 51                         |

**Note:** \* Indicates a monthly average

# 2022-2023

## Residential Care Services



**277**  
Volunteers



**1850**  
Elders cared for in our residential facilities.



**50**  
Frail older persons placed into care.

**9 407** older persons received social intervention and development services for the annum. **2 179**

decentralized intake cases and **7 228** central intake

cases. Of these, **1 296** became a long-term case load of field cases.



Tafta runs **24** service locations consisting of homes, clubs and wellness centres.



A total of **9 907** new intake clients attended to by our intake and decentralized intake social workers.



**304** donations in kind of household goods, crockery, furniture and clothing were received.



**1 399**  
Supporters



**20** Beneficiaries and their families received palliative care services



**351**  
Dedicated staff care for Tafta elders



# A YEAR IN REVIEW

## Community Care Services

**53** therapeutic groups and **741** group work sessions conducted. A total of **1748** elders benefitted from these groups.



**237** community awareness initiatives held for the year reached **9 489** people.

**313** new Social Work Investigations



**17 657** Home, Office, Telephonic support provided

Tafta handled **40** cases of abuse



**142** elders received Home-Based Care services and **28 080** visits were conducted by carers

**11 602** ready-to-eat meals were delivered to **67** elders



**17 657** counselling sessions were held with elders and their families, including both individual and family counselling sessions at our facilities and in communities.



**0800 10 11 10**

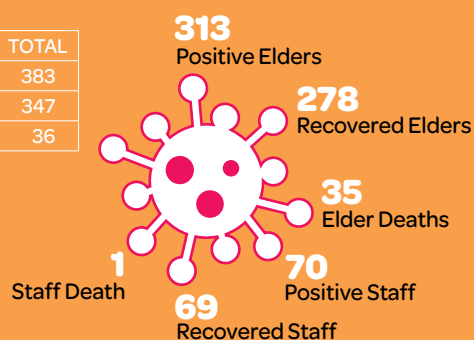
**1 243** calls received, **114** referrals through the National Toll-free Elder Abuse Helpline

## Covid-19 Report

During the period under review the National State of Disaster drew to a close (on the 15th April 2022).

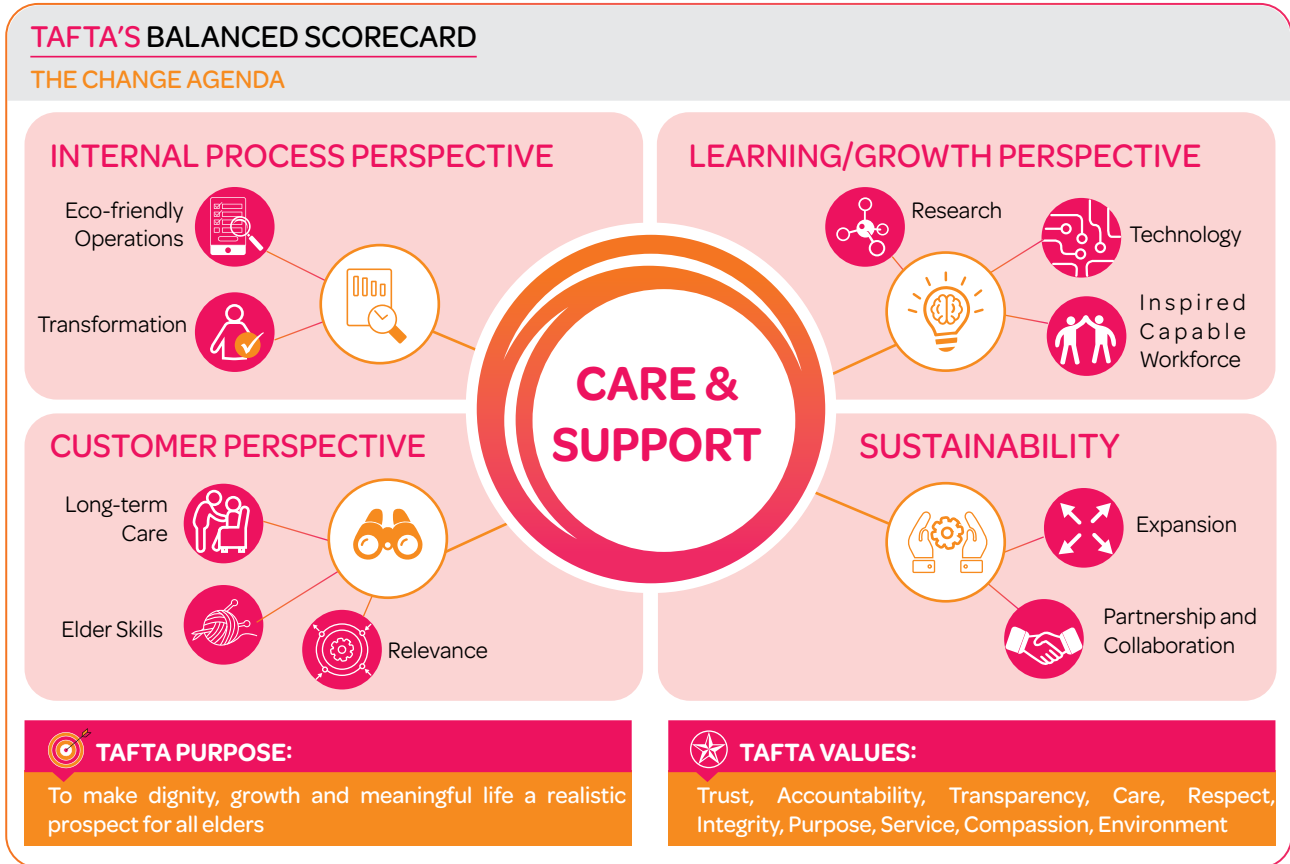
## Total impact of the pandemic as at 31<sup>st</sup> March 2023

|           | TOTAL |
|-----------|-------|
| Positive  | 383   |
| Recovered | 347   |
| Deaths    | 36    |



# TAFTA'S FIVE-YEAR

## Balanced Scorecard - Strategy in Summary



Each of these strategic pillars will guide the formulation of strategic objectives over the next five years in each division, with plans of action set out to meet them.

These are the statements of intent for each perspective and strategic objective contained in the Balanced Scorecard for all Tafta divisions:

- Customer Perspective: What do our customers expect from us?**  
*Statements of intent:*
  - Elder skills:** We encourage the establishment of a community in which elder skills are valued and contribute towards creating a meaningful life for all who live at Tafta.
  - Long-term Care:** We are committed to providing quality, comprehensive and compassionate elder care.
  - Relevance:** We will meet and exceed client expectations through a bouquet of service offerings that deliver holistically on customer needs, now and into the future.
- Learning Perspective: To be successful, how must our organisation learn and improve?**  
*Statements of intent:*
  - Technology:** We will leverage relevant technologies to optimise organisational efficiency and performance.

- Research:** Invest in research and development to benchmark against relevant national and global industry best practice models for improved organisational performance.
- Inspired and Capable Workforce:** Recruit and retain a highly-skilled workforce, striving for excellence in all we do.
- Sustainability: If we succeed, how will we look to our stakeholders?**  
*Statements of intent:*
  - Partnerships and Collaborations:** We will maintain and grow our reputation as a respected brand to entrench long-term mutually-beneficial partnerships and collaborations.
  - Expansion:** Growing our reach is an essential step to our longevity.
- Internal Process Perspective: To satisfy our customers, at what processes must we excel?**  
*Statements of intent:*
  - Eco-friendly Operations:** We are committed to reducing our carbon footprint at all Tafta facilities through the creation and implementation of a conservation roadmap for the next five years.
  - Transformation:** We will implement transformation initiatives relevant to the context of our work and aligned to the care and support needs of elders.





# STRATEGY: 2020-2025

## Year 3 in Review

According to Clear Point Strategy, '90% of organisations fail to execute on their strategy because strategy is not firmly embedded in the fabric of the organisation, and very often their strategic plans are lying in a cupboard gathering dust.'

*This is not the case at Tafta!*

The implementation of a robust Monitoring and Evaluation (M&E) system during the period under review cemented the organisation's commitment to regular reviews of strategy, which has ensured that leadership and staff are well acquainted with their department's targets in terms of the 10 pillars of Strategy 2025. This was clearly illustrated during the Consultative Workshops on Transformation where staff generated a rich array of ideas to move Tafta's Change Agenda forward.

During M&E meetings, the Divisional and Senior managers were able to track the achievement of strategic objectives and evaluate alignment of operations with strategy. Both these goals were effectively achieved during Year 3 of Strategy 2025.

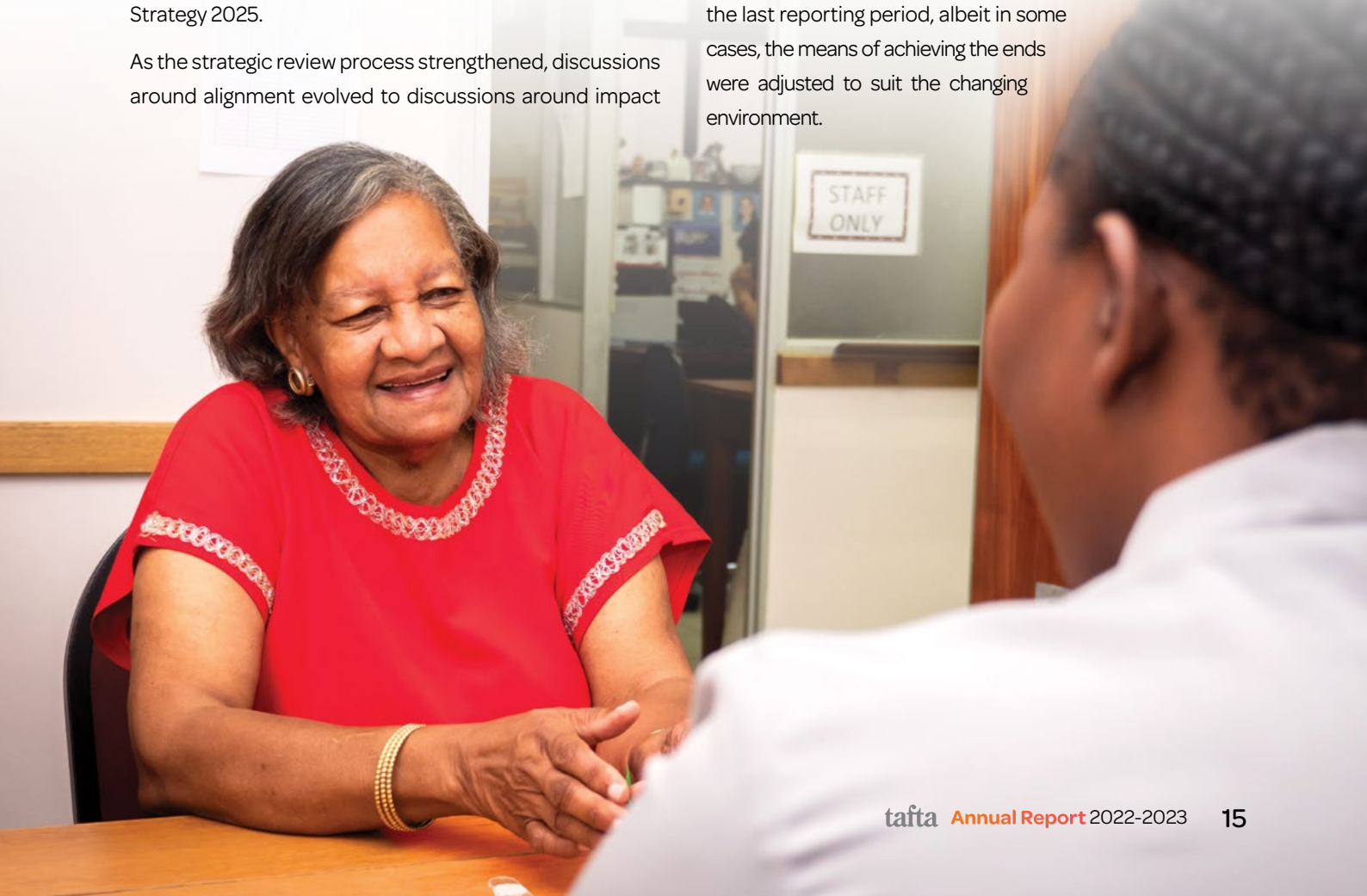
As the strategic review process strengthened, discussions around alignment evolved to discussions around impact

and the extent to which our operations were making a difference in the lives of our beneficiaries.

In the interest of transparency, over the last 6 years, Tafta has undertaken to communicate the strategic results of each department to the entire staff body during the Strategy Update Functions, at the end of each reporting period. The strategy update session during this time was held on the 15th and 22nd July 2023.

Tafta endured a staggered start to the implementation of Strategy 2025, due largely to the Covid-19 pandemic usurping attention and energy from "normal activities" to a focus on saving lives and reducing infection rates.

Despite this, the organisation made great strides with strategy implementation in the last reporting period, albeit in some cases, the means of achieving the ends were adjusted to suit the changing environment.



# HUMAN RESOURCES Report

'It's *never* too late to be what you might have been.'

– George Eliot

**A**s we prepare to commemorate Tafta's 65th year, we noted a whopping 240 years total combined years of service for 20 employee care partners who received long service awards during the period. Irrespective of a single year of service or over 30 years of service, the contribution of every single of the 150 employee care partners for this period is acknowledged with gratitude.

## Internal Process Perspective

In a continuous bid to streamline operations, reduce paper usage and promote eco-friendly operations, the Employee Self Service (ESS), a digital and mobile application was introduced and implemented with the Tafta Team. While it took some a little longer than others to adjust to this process and minor challenges that needed to be ironed out, the system is now fully implemented, reducing time and paperwork with direct submissions into payroll.

The introduction of the Elder Abuse Helpline allowed us to expand our workforce into telephone counselling and referral services.

## Employees Obligations for Occupational Health and Safety (H&S)

- 1 Take reasonable care for the H&S of himself and other persons who may be affected by his acts or omissions
- 2 Cooperate with employer to enable fulfilment of H&S duties and requirements
- 3 Carry out lawful orders received, and obey H&S rules and procedures
- 4 Report unsafe or unhealthy situations
- 5 Report incidents on or before the end of the shift

2022

15th April 2022

**End of State of National Disaster after 750 days!**



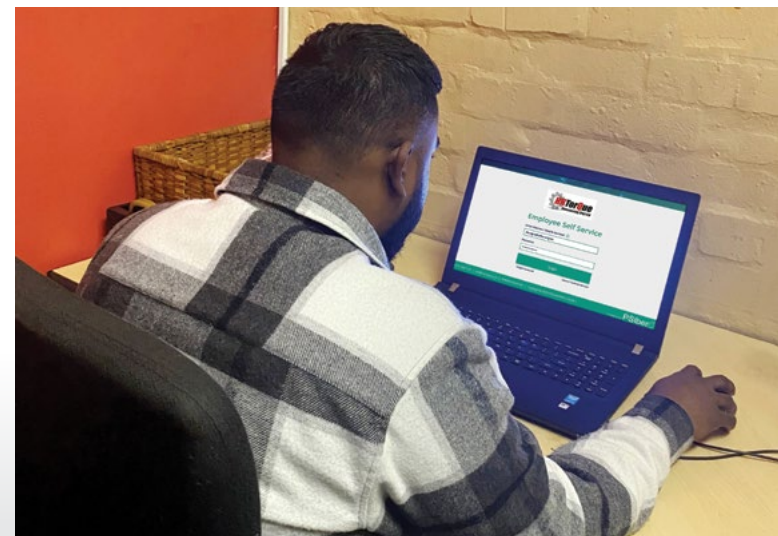
## Learning Perspective/Growth Perspective

The end of the National State of Disaster on the 15th April 2022 allowed for adjustment of the strict restrictions imposed during the pandemic and created opportunity for more in-person engagements and learning opportunities. Training opportunities increased to 81 sessions from last year's 65 and more than half of these (43) were online learning.

The significant focus was on adapting and flexing our services as we emerged from the pandemic (Internal process perspective) and improving direct services to elders (Customer perspective). Once again, **our employee care partners, as leaders in innovative solutions for elder care, took the initiative to facilitate training**, both internally and externally.

## Total Attendance at Training 2022-2023

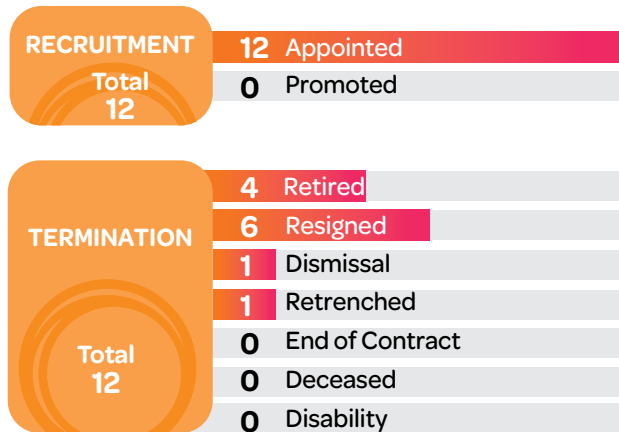
### STRATEGIC AIMS





## Customer Perspective

### Movement



During the period, our rate of attrition was equaled by our rate of recruitment. The opportunity to retain employee care partners was implemented by transferring employees into vacant positions outside of their departments and upskilling through a comprehensive training and development plan.

We continue to improve services and support to our employee care partners with provision of numerous opportunities for wellness and assistance. The Employee Wellness Day was held on 24 June 2022 with our provident administrators, Mindoro group; our provident fund Momentum FundsAtWork and Icas Employee Assistance services coming on board to provide staff with information,



awareness, and support opportunities. Our Income Development and Public Relations team came aboard to make the event fun and light-hearted.

During this period, we researched and motivated for the inclusion of a disability benefit that not only covers the employee for permanent and total disability cover but also for illness and disability that prevents them from working for a period. This ensures income is received for the period of disability and a better level of job security than the previous benefits. The new benefit also supports our compliance with health and safety legislation. This will be implemented from the 1st April 2023.



## Sustainability

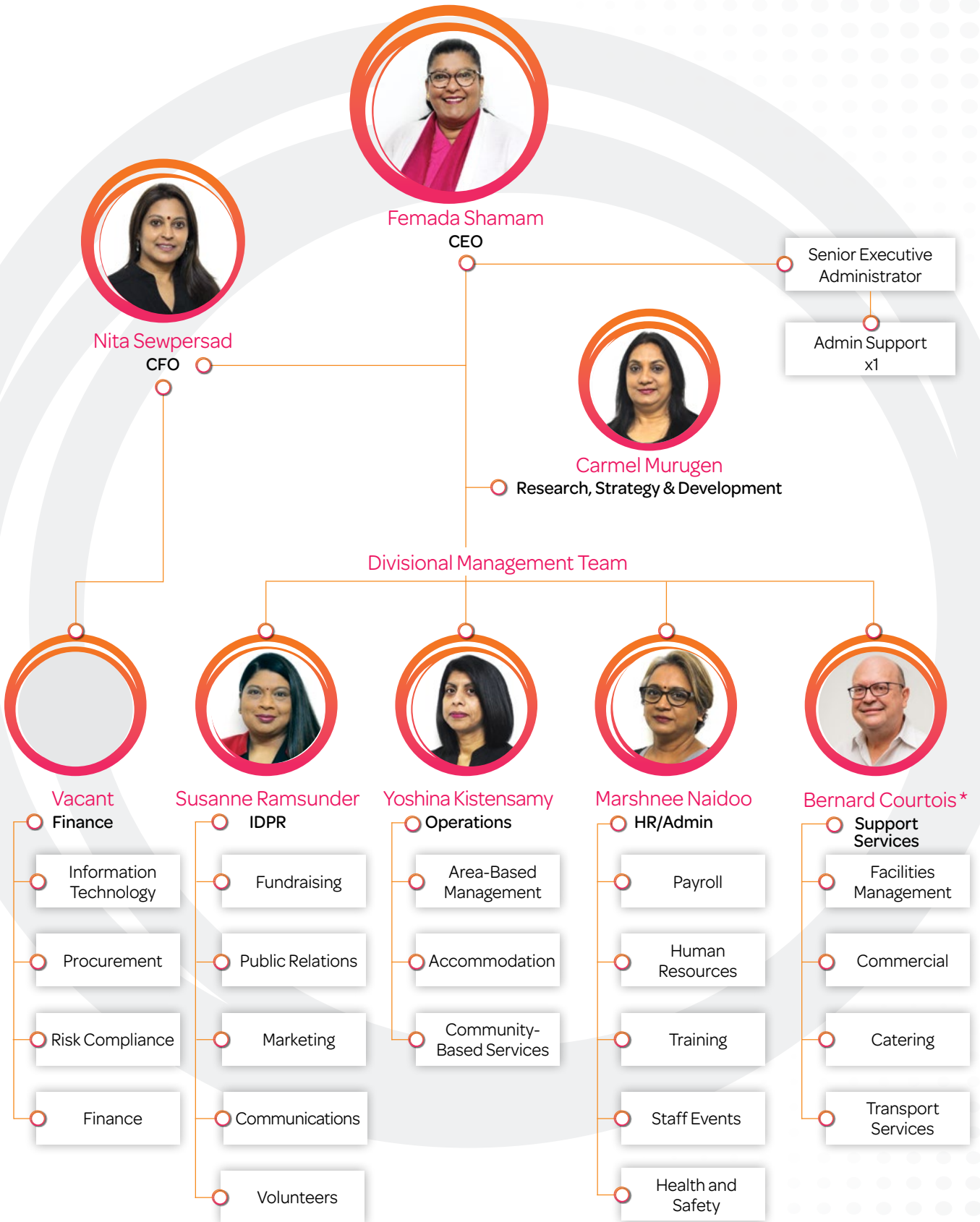
The sustainability of the organisation partially rests on our ability to identify and manage risks associated with health and safety. In compliance with the Occupational Health and Safety Act, we have built capacity in our Health and Safety Representative Committee and other legal appointments by providing training, support and guidance from our Health and Safety Consultants. Health and Safety meetings are held regularly, and we have achieved 100% monthly SHE inspections on every site. The tracking and response of the Facilities Management Team with regards to issues relating to health and safety are acknowledged with gratitude.

As much as our Covid-19 protocols were adjusted at the close of the State of National Disaster, the effort put into managing this pandemic in our buildings set the basis for having a comprehensive infection-control plan on every site. As a result, the response to the isolated cases identified has been well-controlled and managed.

Having also completed the Fire Risk Assessments on all the sites, we will be updating our evacuation plans, implementing drills, and training all our staff and residents on how to respond in emergencies.



# ORGANOGRAM



\* Bernard Courtois retired as at 31 March 2023



# Celebrating

**1958**



The Association For The Aged (Tafta) is officially started at the home of John and Anna Conradie initially to deliver food to pensioners in dire straits.

**1960**



Tafta employs it's first social worker, in response to the growing number of older people in need of help.

**1965**



Tafta agrees to manage Cambridge House, a home for 23 elderly ladies and the first building in Tafta's property portfolio.

**1966**



Laundry Scheme and Home Help Services launched. The Home Help Service was the first home care programme for incapacitated elderly in South Africa.

**1967**



A vital service, Meals On Wheels begins. (And it's still going strong today - thanks to your support)

**1970**



The Department Of Social Welfare introduced a subsidy specifically for frail aged homes.

**1974**



Mayor of Durban, Councillor Ron Williams, officially opens Robert Storm House.

**1977**



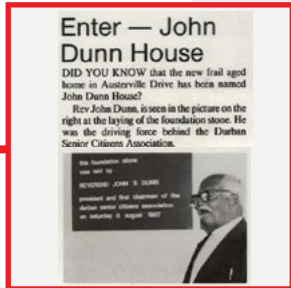
31 Acutt Street is purchased to provide accommodation for 104 older persons. Renamed Ray Hulett House.

**1980**



A 17 storey block of flats and shops, Kings Hall in Aliwal St, is purchased.

**1988**



The first residents are admitted to the John Dunn Home for Frail Elderly in Wentworth.

**1989**



Squirrels Workshop is established with a donation from the Argus Community Project.

**1990**



Tafta Lodge opens & provides sheltered rooms for 254 elderly residents with limited income.

**1992**



Tafta established a feeding scheme for +1500 pensioners in Inanda.

**1994**



Tafta's first Life Rights complex, St Martin's Village in Sydenham, officially opens.

**1997**



Cook 'n Care a commercial meal prep. unit, opens in New Germany and expands operations.

**2000**



Tafta's Board approves the creation of the Farrer House Residential Wing.

# 65 Years



2002



Margie Smith is appointed CEO of Tafta, a position she will hold for 15 years.

2003



Official opening of the village for vulnerable people in Amaoti, Inanda. This was a collaborative project between Tafta and Illungelo Labadala Associations.

2007



Work begins on a psycho geriatric unit adjoining Farrer House, and the complex was renamed Tafta on Ridge.

2010



"Ageing in Place" is launched with a substantial donation from the Durban Benevolent Society.

2012



Tafta acquires The Outspan Retirement Complex in Umbilo from Trans50.

2014



The first Tafta Care Practitioners training course was run for people wanting to work in the field of care for the elderly.

2017



Margie Smith retires after 34 Years and Femada Shamam is appointed CEO of Tafta.

2017



Langer Towers opens and offers it's residents brand new units overlooking the Durban Beach Front

2018



The Amaoti Village in Inanda was handed over to the Illungelo Labadala Association

2019



Tafta on Ridge is the first home in KZN – and the third in South Africa to become a member of Eden Alternative.

2020



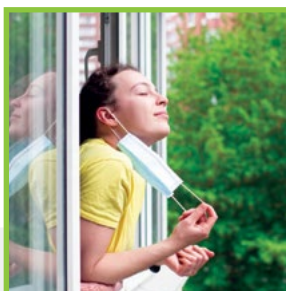
John Conradie House & John Dunn House received their Eden Registration on 27th & 28th February.

2020



Together with the rest of the world the organisation was hit by the Covid-19 Pandemic.

2022



End of national state of disaster on 15th April, after 750 days.

2022



On the 16th September The Pilot Experience Incubator@ (EI) was launched.

2022



The National Toll Free Elder Abuse Helpline was launched on 23rd November.

2023



Tafta commemorates 65th Anniversary with tree planting ceremonies at all Homes.

# INCOME DEVELOPMENT AND PUBLIC RELATIONS Report

In the last year we reported on our 'Road to Recovery' and there was no better way to get there than celebrating a milestone of 65 years since the establishment of the organisation!

With changes to the management of the department in the last year, it has been an exciting time to grow and work as a team, as we ramped up our efforts and started to incorporate events into our calendar for the year.

Our fundraising efforts were successful in exceeding the previous year's income. However, we have noted a decline in individual donor support and online contributions. We were excited to launch on the TikTok platform in order to showcase Tafta's programmes, events and activities in a new space. We also launched the Golden Ticket Competition and Inaugural Cash Ring Rush.

We report on these efforts below and we remain grateful to every donor who supported us with in-kind, time and cash donations.

## Income

An amount of R20.9 million was raised through Trusts, Foundations, Corporate donations together with cash bequests, our direct mailing programme and digital fundraising efforts. This represents a 8% increase in the funds raised as compared to the previous year with a further R2 million raised for projects.

There was a decline in donors through the direct mailing programme (postal) over the years; and the challenges experienced with the South African Post Office resulting in delays with delivery of the post has also negatively impacted the direct mailing programme.

With more donors giving online and more platforms for donations becoming available, the organisation is exploring alternative methods of reaching current and prospective donors.

## Donations

We continue to receive in-kind support from generous donors, as we recorded 253 donations including toiletries; linen, food hampers, gifts and treats for the elderly in homes and wellness centres. In addition, in-kind donations of groceries are made available to older persons in need through the Needy Pensioner's Cupboard.

In the last year we received **51** donations of household goods, furniture, and clothing, and through flash sales, were able to raise **R 42 126.40** (9% increase in income from the previous year).

## Online and Social Media

We have noted an increase in the engagement with our Facebook platform and were excited to launch on the TikTok platform with **4 601** video views by the end of March 2023. There has been an increase in the interest in our blogs which inform and raise awareness of issues affecting older people and how we can best plan for the next season of our lives.

Our online platforms also shared the activities in our homes and wellness centres which speaks to Tafta 'inspiring active ageing' and our purpose 'to make dignity, growth and meaningful life a realistic prospect for all elders.'

Clifton School supports Purple Hearts Campaign - raised R12 500





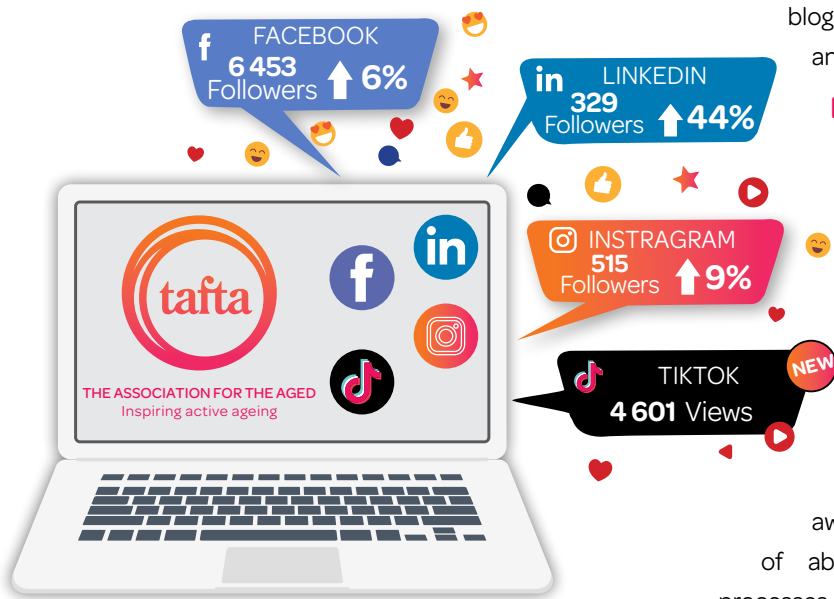


In-kind Donations



Mall Awareness

## Social Media Stats: April 2022 – March 2023



Our Google Grant increased to **R962 566** in the past year which is a **156%** increase from the previous year, ensuring we reach a wider audience.

Tafta leveraged media coverage worth **R5 317 318.22** with an estimated reach of **15 170566!** We remain grateful for the support from local and national media outlets for sharing Tafta’s work and promoting our events and campaigns.

## Events and Campaigns

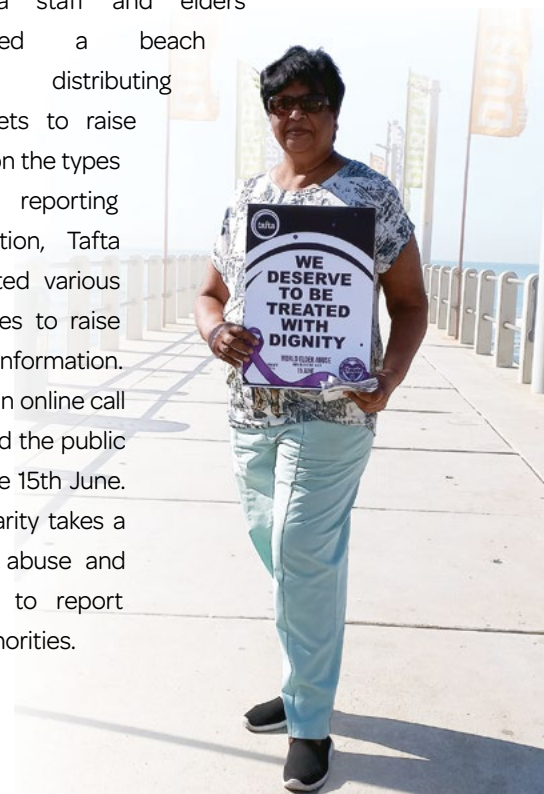
Our online campaigns ramped up in the last year and the blogs proved to be a major source of information and interest to our supporters.

### Mall Awareness

The Team visited Windermere Centre and La Lucia Mall to create awareness of our programmes, activities, and events.

### World Elder Abuse Awareness Day

Tafta staff and elders hosted a beach walk distributing pamphlets to raise awareness on the types of abuse and reporting processes. In addition, Tafta Social Workers hosted various talks at public spaces to raise awareness and share information. Tafta also launched an online call for support and urged the public to wear purple on the 15th June. This display of solidarity takes a stand against elder abuse and encourages victims to report cases to relevant authorities.



2022

**Website**  
Redevelopment and Launch

2023

JANUARY  
**HIGH FIVE, WE'RE 65**

FEBRUARY  
**Tree Planting Ceremony**

FEBRUARY  
**Inaugural Cash Ring Rush**





In-kind Donations from Nedbank



Women's Month



International Day of Older Persons



Golden Ticket Competition



### Mandela Day

Embracing the theme, 'Do what you can, with what you have, where you are'. Tafta elders and staff participated in a host of activities to give back to the community. Activities included distributing sandwiches at hospitals, honouring SAPS staff with treats for their justice and protection services, providing meals to the homeless and spending time with orphans at a local babies' home.

### Women's Month

Tafta hosted an online campaign sharing tips, motivational information and stories of female staff and residents to uplift women and promote gender equality.

### Alzheimer's Awareness Day

Tafta Social Workers hosted talks and information sessions at various public locations to increase awareness on Alzheimer's Disease and how to recognise the signs and symptoms.

### Golden Ticket Competition

The competition was launched in support of Tafta's community-based services that is: Home Based Care and Meal Delivery Service. Tafta hosted an online raffle where ticket purchasers were entered into a lucky draw to earn a share of a cash prize.

### International Day of Older Persons

Tafta partnered with the Issy Geshen Home for the Aged and hosted a walk supporting the protection of older peoples' rights.



Healthy Living



Active Ageing



Elder Abuse Helpline Launch Guests



Cash Ring Rush



Golden Games



Sports Day

### Golden Games

29 elders belonging to Tafta social clubs and wellness centres participated in the Golden Games at regional level. Elders competed in different events such as a brisk walk, relay, running events and team sports.

### Launch of the Toll-free Elder Abuse Helpline

Tafta launched and established a toll-free helpline to address elder abuse nation-wide on the 23rd November 2023. Speakers and attendees at the event included heads of national and provincial departments and delegates within the older persons and social welfare sectors.

### Tree Planting Ceremony

Tafta celebrated their 65th year of establishment by giving back and leaving a legacy. Tree planting ceremonies were held at all homes for residents and staff to participate.

### Cash Ring Rush

A telethon was hosted, asking influential participants to call and request donations towards Tafta community-based services. Over R32 000 was raised from this initiative.



Tree Planting Ceremony

# SUPPORT SERVICES Report

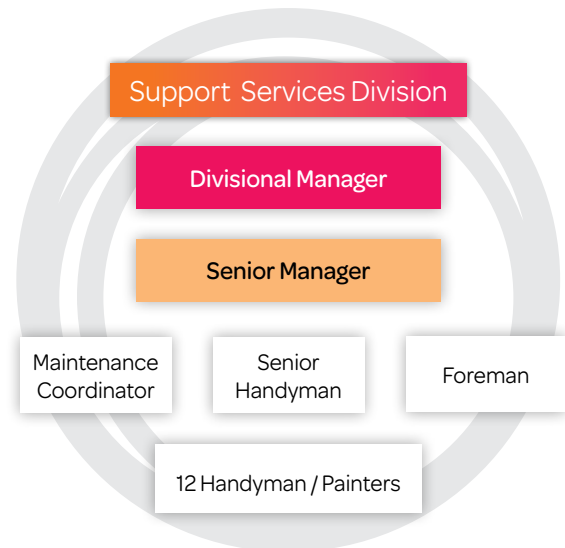
In celebrating the achievement of the 65th anniversary of Tafta, the imagery of growth and systems working together to achieve the purpose of making dignity, growth and meaningful life a realistic prospect for all elders comes to mind.

Our business is about caring and supporting our elders to live their best lives. The support services division is integral to ensuring that the core operations of Tafta function effectively. This division is responsible for management of the facilities, the transport department, and the oversight of the commercial rental opportunities.

Upon reflection of the year under review, there are some events which stand out including: the floods in April and May 2022, staffing changes and the pursuit of compliance.

No sooner had the country been released from the National State of Disaster (2020-2022) due to the Coronavirus pandemic, the floods in KwaZulu-Natal in April 2022 launched the province into another State of Disaster. The devastation of the floods impacted on Tafta's 13 buildings, and more than 100 units were directly impacted through flooding, water seepage and the like. While the operations team members responded to the elders' anxieties, fears and frustration, the facilities management team was confronted with multiple infrastructure challenges.

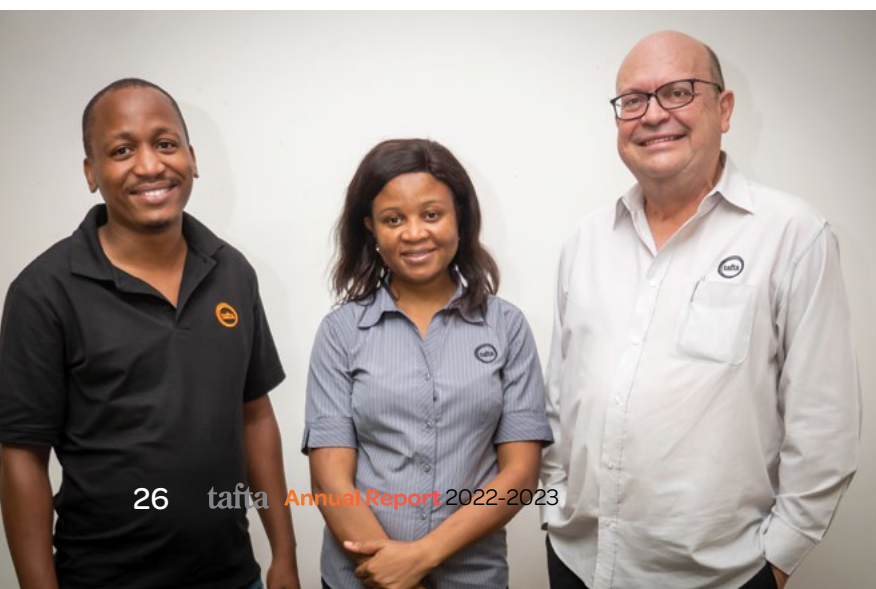
During the year under review, staffing changes in the department included the ending of contract of the Maintenance Coordinator, retirement of the Divisional Manager and, as at the end of the fiscal year, the senior



manager was working through his notice period following his resignation.

Within the context of the multiple challenges, the 2023 fiscal year ended with the following:

- **1371** purchase orders issued for work to be undertaken by outside contractors and service providers.
- **7 292** entries made into the onsite maintenance books at the 13 facilities (addressed to the handymen onsite).
- **73** geysers replaced.
- **45** capital projects commenced at the different buildings.





John Conradie House: Clean up after the floods in April.



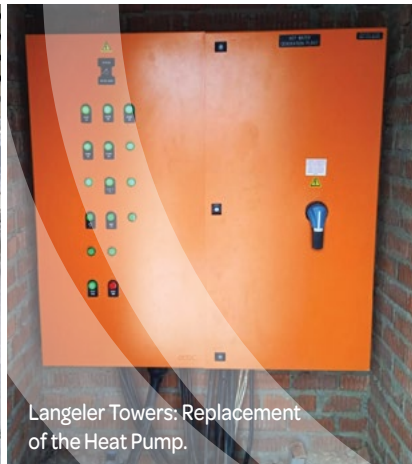
Tafta Park: Construction of 2 retaining walls.



Commencement of Lift replacement at Kings Hall (lifts are over 80 years old).



Kings Hall: Waterproofing.



Langeler Towers: Replacement of the Heat Pump.



Tafta on Ridge: Repair to paving.



St Martin's Village: Structural work completed after underpinning.

- John Conradie House (water proofing, heat pump replacement).
- Langeler Towers (fire doors and fire equipment replaced, replacement of the heat pump panel, waterproofing).
- Tafta on Ridge (fire compliance, repair to outdoor pathway, equipment for the satellite kitchen).
- Tafta Park (construction of 2 retaining walls, security upgrades, laundry equipment, reconnecting garden taps in the park).
- Tafta Lodge (derusting of lift doors, water pump replacement, water tanks – derusting).
- Kings Hall (waterproofing, painting of the garages, 10 bath conversions, water pump replacement, replacement of the riser pipes, commencement of the lift replacement).
- Ocean View (pathway repair, replacement of heat pump).
- Cambridge Gardens (repair of roof trusses, fire compliance, screen wall replacement).
- St Martin's Village (underpinning).

## Transport

The transport department is responsible for the maintenance of the Tafta fleet which is made up of 12 vehicles (4 bakkies, 5 cars, 1 Avanza and 2 Quantums). With the changing delivery of services and the decentralization of the fleet vehicles to the buildings in the different areas, the staff complement was reduced. Two drivers were successfully transferred to the facilities department and assumed the responsibilities of the handymen.

## Commercial Renters

Tafta has 9 commercial renting opportunities. During the 2023 fiscal year, the team managed 6 commercial renters at Kings Hall, Langeler Towers and John Dunn House. The year ended with 3 vacancies at Langeler Towers and Kings Hall. In managing the tenants, the team is mindful of the income requirement to support Tafta's broader operations and the reduction of debt has been a major focus for the year as many of the commercial enterprises did not function at full capacity during the State of National Disaster from 2020.



# RESEARCH, STRATEGY AND DEVELOPMENT Report

## Transformation

As a key role-player in elder care, Tafta has a responsibility to lead the way in proactively preparing for the rapid rate at which the older population in South Africa is growing and for the changing needs of older persons. To equip the organisation to respond effectively to these changes, the Tafta Council mandated the development of a Transformation Plan and Policy for Tafta.

The process involved undertaking an Internal Study on Perceptions of Transformation with staff, elders, leadership, Council members and external partners between March and May 2022. The findings from this study were analysed and 4 dominant themes emerged in terms of what stakeholders considered to be important to Transformation at Tafta. The themes formed the bedrock of the Transformation Policy and were identified as:

- Elder Needs
- Elder Skills
- Expansion
- Business Re-engineering

**Tafta's Transformation Policy was signed off by the Tafta Council in October 2022.** Following Council's endorsement of the Policy, a series of consultative workshops were facilitated by the Research, Strategy & Development Strategist with staff from each department, in February and March 2023.

During these workshops, staff unpacked the Policy and brainstormed their achievements, gaps, and action plans for each internal driver of Transformation. The key ideas from each department's action plans were collated and integrated into a Transformation Plan for Tafta.

## Research

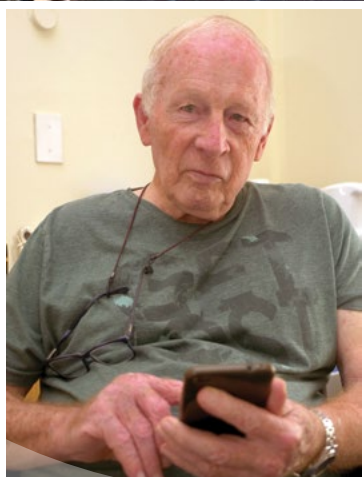
As an organisation invested in building the knowledge base and promoting evidence-based practice in geriatrics and gerontology, Tafta is committed to undertaking research on pertinent issues that impact on the older person's quality of life. During the period under review, Tafta commenced with 2 research studies which are currently underway.

### 1. Elder Abuse Study

***In collaboration with the University of Johannesburg and a Cape Town based NPO, Ikamva Labantu, Tafta is engaged in a research study on elder abuse, entitled Investigation of the gaps and strengths in service provision to mitigate elder abuse in South Africa.***

A stakeholder engagement meeting was held on 10 November 2022 where Tafta staff and service providers discussed key issues around elder abuse. This input was used to inform the development of the research instruments which included our focus group guideline and semi structured interview schedule. The completed research proposal and research instruments were





reviewed by an advisory panel including Dr Leon Geffen, Director of SIFAR and Pat Lindgren, former Director of the Halt Elder Abuse Line (HEAL).

Ethical clearance was approved by the Research Ethics Committee of the University of Johannesburg on the 22 February 2023.

Data collection commenced in March 2023. Social workers were consulted and assisted in identifying participants for the focus groups. These were older persons who attended service clubs in the identified communities of KwaMashu, Newlands, Clairwood, Ntuzuma and Wentworth. Two research fieldworkers were appointed in March 2023 to conduct the focus groups. External research fieldworkers were used to ensure objectivity and minimize bias. The next phase of data collection involves conducting interviews with 15 key informants from the South African Police Services, Tafta, other NPOs such as Lifeline, the Wentworth Trauma Centre, and the Departments of Health and Social Development.

## 2. Falls Study

***We are partnering with Prof. Jennifer Chipps and Prof. Talitha Crowley from the University of Western Cape, in this study. They are undertaking a systematic review of literature relating to risk factors for falls in older persons.***

Falls in Older Persons are a common occurrence and cannot be completely prevented. However, due to a fall having the capacity to alter the trajectory of that elder's life, it's critical to understand how we can reduce the likelihood of falls and optimise our management of falls to minimise the negative impact of a fall on an older person's life.

The study aims to compile a science based, comprehensive and user-friendly screening tool to assess risk for falls which will enable Tafta to reduce the number of falls experienced by elders as well as the impact of falls when they do occur by ensuring a swift and appropriate response.





## Growth & Expansion

### 1. National Elder Abuse Helpline

The World Health Organisation estimates that only 4% of elder abuse cases are reported. Elder abuse is considered a hidden pandemic due to under-reporting. Tafta's National Toll-free Elder Abuse Helpline was established to address this very concern.

***The National Helpline was launched on 23 November 2022 with a host of older persons, staff, care partners and Government officials in attendance. The official launch was undertaken by the Minister of Social Development, Honourable Minister Lindiwe Zulu.***

The service provides a powerful space for older people who feel unsafe, afraid, disrespected, and traumatised to express their concerns and reach out for help. Many older persons have lived in silence with abuse, as they lacked knowledge on how to report the abuse or did not have

the means to travel to service points in the community, especially in rural areas. Moreover, older persons are reluctant to report when the perpetrator is a loved one or someone they depend on. The Helpline has changed this as it gives a voice to victims of elder abuse by connecting the older person to a network of relevant resources.

The toll-free Helpline number is **0800 10 11 10** and is available to callers anywhere in South Africa. The hours of operation are 7am to 5pm, 7 days a week.

Since the Helpline was established and up to the end of the reporting period, we have received **1243** calls.

**114** written referrals were undertaken by the senior social worker and intake team to Department of Social Development offices around the country.

The service has been used by older persons, concerned family or community members within urban residential suburbs, townships, and deep rural areas of South Africa – from





Katlehong in Gauteng to Polokwane in Limpopo, from Frances Baard in the Northern Cape to Nqutu in KwaZulu-Natal.

The provincial breakdown is as follows:

**Table 1: Provincial Breakdown - Nov 2022 to March 2023**

| Province            | % of Callers |
|---------------------|--------------|
| KwaZulu-Natal       | 67           |
| Gauteng             | 22           |
| Mpumalanga          | 3            |
| Limpopo             | 2            |
| Eastern Cape        | 2            |
| Western Cape        | 1            |
| Northern Cape       | 2            |
| North West Province | 1            |
| Free State          | 0            |

The types of abuse reported are reflected as:

**Table 2: Types of Abuse Reported - Nov 2022 to March 2023**

| Type of Abuse             | % of Callers |
|---------------------------|--------------|
| Financial                 | 29           |
| Emotional                 | 28           |
| More than 1 type of abuse | 19           |
| Physical                  | 10           |
| Systemic                  | 7            |
| Neglect                   | 6            |
| Sexual                    | 1            |

The Helpline has utilised the Truelog system to record all calls made to the Helpline since January 2023. The system will be utilised in our quality assurance process and is compliant with POPIA.

## 2. Fulbright Specialist Programme

Following from an invitation from the Vice Chairperson of the Commonwealth Association for the Aged (CommonAge), Tafta applied to participate in the Fulbright Specialist Programme. The programme funds a visit from a Fulbright specialist from the USA to share his or her expertise in a particular area with the host organisation.

After deliberating with key partners, it was decided to undertake a Train the Trainer programme with staff from Tafta and care partners in elder care on understanding and managing the care of elders with age related cognitive deficits such as Dementia, Alzheimer's, and other psycho geriatric conditions. A proposal was compiled and submitted to the US Embassy to host a specialist in gerontology.

### ***Our proposal for the USA's Fulbright Specialist Programme was approved by the South African office.***

We await the outcome from the US Office of Fulbright later this year.

## 3. Family Caregiving

The Family Caregiving Programme of Southern Africa, based at the University of Cape Town, is involved in a research study with South Africa, Botswana, Namibia and Malawi and a public engagement programme with communities, NPOs and government which is aimed at improving the support given to family caregivers of older persons in communities.

Tafta, in partnership with the Family Care Programme, facilitated an older persons' forum for the Wentworth and Lamontville communities at Tafta's home, John Dunn House. The discussion focused on the challenges experienced by family caregivers, the support they currently use, and the support and resources needed to assist them in caring for older persons in the community.

The event was attended by 64 persons including elders receiving care, family caregivers, NPOs and officials from the Department of Social Development.

## Monitoring and Evaluation

***To optimise strategy execution and ownership by staff, a Monitoring and Evaluation system was introduced in April 2022.*** Monthly strategy review meetings were held to track outputs utilizing a strategic matrix which mapped outputs against objectives and action plans within the 10 pillars of Tafta's Strategy 2025. On evaluating the system, we found that it had effectively tracked achievement of strategic objectives and alignment of operations with objectives. Taking those gains into consideration it was decided that in year 4, we would turn our focus more towards measuring the impact of our activities. In essence, we would be examining whether we are achieving the desired results and, if needed, how our processes could be improved.



# FINANCE AND ADMINISTRATION

## Report

### Administration Department

The Organisation's record keeping, and management of administrative duties, are the core functions of this Department.

The Senior Executive Administrator continued to successfully support this department, assisting the CEO and the Executive Team, as well as managing the role of Secretary to the Council and sub-committees.

Tafta's head office switchboard operator role extends to the recording of IT issues logged within the organisation.

### Procurement

The Procurement Department collaborates with all departments within Tafta to aid the smooth running of operations and service delivery to our clients.

The department continues to procure products and services required by the Organisation.

Best prices, quality and timeous and reliable supply and delivery are key and fundamental principles practiced within the Procurement Department. The department has delivered on approximately **1700** requisitions for the year, equating to an average of **140** requisitions per month. The department has been preparing towards bulk purchasing which will be implemented in the upcoming financial year. The aim of bulk purchasing is to standardise the products utilised by Tafta, and to allow for known prices upon requisitioning.

The services received from current service providers are evaluated continually, and should there be a need for a change, the Procurement Department has the responsibility of sourcing alternative providers and obtaining quotes on the needs required.

The Organisation continues to receive support for the renewal of service level agreements, including, successful negotiation of acceptable annual escalations, facilitation of contracts and troubleshooting during the duration of service.

To ensure that Tafta engages with legitimate, compliant suppliers, the Procurement Department undertakes the

supplier vetting process, through the receipt and scrutiny of supporting compliance documentation received. The supplier database includes approximately 80 suppliers. For the upcoming financial year, the department will embark on a process of re-vetting of all existing suppliers to ensure that all are still compliant. Preparation for the re-vetting process included the department evaluating and further expanding on the supplier registration requirements. The re-vetting process to be completed in the upcoming financial year will also be extended to the facilities management contractors. Additional contractors are to be sourced to add to Tafta's supplier contractor database.

The Procurement Department, on an annual basis, facilitates the uniform process with staff.

The department also continued to oversee the following recycling initiatives; the recycling of old printer cartridges, the safe and effective disposal of florescent lights and bulk shredding.

Research and keeping abreast of legislature applicable to this department is vital in ensuring a compliant procurement department. Research is performed specifically for the handling and storage of all products we procure, and this is completed on a continuous basis as new items are introduced into stock. Research is also conducted into new products launched from existing suppliers, with the aim of securing more effective and efficient products at better pricing.

The department continues to collaborate with internal departments and continues to partner with external service providers to achieve the best prices and service delivery for Tafta and its clients.

### Risk and Compliance

Quarterly Risk and Compliance meetings were held with Tafta's external Risk Committee, where all risks and compliance matters affecting the Organisation were noted and discussed.

Risk items/areas identified through our building insurer's inspections' audits on Tafta's buildings are addressed





within the current and upcoming annual Capital / Maintenance plan.

The monitoring and implementation of the SHEQ plan formulated following a baseline risk assessment at all Tafta’s buildings continues to be implemented.

### Information and Technology

Tafta continued to maintain a secure IT environment, that is optimally functioning and well capable of supporting the organisation in line with existing requirements and any planned increased uses of technology.

The Organisation’s IT consultant continued to provide support and IT solutions in the following areas:

- Monitoring of existing servers and other IT infrastructure to ensure good working order for business continuity.
- Further upgrades and improvements considered and completed on existing IT infrastructures dependent on the organisation’s growing IT requirements.
- Regular backups completed.
- Power surge protection to the IT server room and all IT equipment completed.
- Departmental IT requirements continue to render support services to 84 users.
- IT equipment for all staff managed to ensure optimal function.

Tafta’s IT insurers have advised on the minimum-security requirements that are to be in place. The IT insurers have also completed a free vulnerability scan on Tafta’s IT environment, with the purpose of identifying any further risks. The risk items identified were not material, however, to ensure we mitigate against any risks, additional IT controls such as next generation firewalls, a new mail server and additional password controls are to be implemented in the upcoming financial year.

### Finance

The Finance Department continued with the monthly preparation and reporting of the financial results, ensuring compliance with reporting requirements to Tafta’s committees, Council and external governing bodies.

Tafta’s operations run through approximately 40 cost centres. All documentation is scrutinised before processing, with the aim of ensuring correct financial processing and recording. Financial results are prepared in accordance with International Financial Reporting Standards (IFRS) for SMEs.

The department facilitated the successful completion of the 2022 year-end annual statutory audit which resulted in Tafta achieving an unqualified audit report. This means that Tafta’s financial results were free of any material misstatements or misappropriation.

The Department oversees the annual budgetary process. A key area of focus for the year has been the management of the debt from our residents and commercial tenants. Various initiatives have been undertaken during the year to ensure that the outstanding debts are being recovered. The outcome of these initiatives has resulted in a recognised reduction in our Residential and Commercial tenants’ debts by 5% and 35% respectively.

Cash investments continue to be optimally managed to maximise the interest income earned, whilst also ensuring that the operating and capital expenditure cash flow requirements are met.

The Finance Department continues to collaborate with other departments to ensure financial information is filtered into finance accurately. Assistance to any staff member or client on financial queries are ongoing and noted. The department prides itself on producing valid, accurate and complete financial information.

# TREASURER'S Report



Mr Charles Barford  
*Honorary Treasurer*

A brief overview of the financial results of Tafta for the year ended 31st March 2023.

**T**he financial results for Tafta for the financial year ending 31 March 2023 has yielded a deficit of **R4 million.**

Revenue generated from Tafta's ordinary activities amounted to R77.7 million, which reflects an increase of 7% (R5.2m) on the prior year. This revenue generated comprises of income received through operational activities and donation income received.

Operating income, which includes income from accommodation, services provided and subsidy income,

amounted to R55.9 million, which reflected an increase from the prior year of 7.5% (R4.1m). This was attained through a concerted effort by management to reduce the vacancy rates at our buildings.

Government subsidies, amounting to R6 million, represented an increase of R700 thousand on the prior year, was received from the Department of Social Development. The continued support from the Department is appreciated with gratitude.

Gross donation income amounted to R20.9 million. Net donations income equates to R19.6m, representing an 8% (R1.5m) increase from the prior year. We continue to remain thankful to our donors for their continued support during difficult economic conditions.

Other income amounted to R3.9 million. Other income comprised of dividends received and profit or loss on the sale of financial instruments and disposal of Property, Plant and Equipment. Dividends received amounted to R3.6 million, an increase of R896 thousand (32%) on the prior year. Other income also reflects a decrease of R13m (77%), being the sale of a property (R5.8m) and financial assets (R8,6m) in the prior year.

Total expenditure for the year amounted to R97.4 million, which represents an increase of R14m (17%).

Operating expenditure equated to R85 million, which represents an increase of 5% (R4m) as compared to the prior year. Expenditure has been maintained due to Tafta's management continuously monitoring and streamlining all aspects, so as to aim to achieve the most cost-effective manner of operations for the Organisation.

Through the Umthunzi Charitable Trust, Tafta has invested in the development of two retirement complexes. Funding for these investments continue to be sourced from existing capital resources.

Due to various factors, the investments have not yielded the expected levels of returns.

100th Birthday Celebration.





With regards to the first investment, Phase One of the retirement development has been completed. Although the majority of the units have been sold, feasibility studies suggest that it is not financially viable to continue with the project. Exit and close out strategies are being explored, resulting in this loan investment being impaired/written down by R8.5 million, to correctly reflect its recoverable amount of R19.5 million.

The second investment continues to incur a loss, which amounted to R4 million (2022: R2.1m) for the current financial year.

Collectively, these impairments amounted to R12.5 million for the year (2022: R2.1m).

Finance income amounted to R11.6 million reflecting an increase of R1.7m (17%) on the prior year. This was attributed to the increase in interest rates over the past year.

The overall deficit for the year amounted to R4 million for the year (2022: R16.5m Surplus).

The investment in equities is at R99.5 million which reflects a decrease of R8.2m (8%). The South African and foreign

equities market has been volatile over the past few years. Careful considerations of the choices of investment mix enables Tafta to receive a steady flow of dividend and interest income from this investment. The income targets from this portfolio have been achieved for this financial year.

Although the current economic conditions remain difficult, the challenge is to remain cost efficient, innovative and creative in our approach, thereby ensuring the sustainability of Tafta.

Management and Council members are continuously evaluating and exploring alternatives with the vision of securing further income flows to enable us to continue to service the elderly.

We are, as always, most grateful to all our donors who share our vision of providing optimal care for the elderly, and to our staff and service providers for their ongoing commitment to deliver quality care, support and service.

**Charles Barford**  
**Honorary Treasurer**



# Summarised FINANCIAL STATEMENTS

## Statement of Financial Position

as at 31 March 2023

|                                     | 2023<br>R          | 2022<br>R   |
|-------------------------------------|--------------------|-------------|
| <b>ASSETS</b>                       |                    |             |
| <b>Non-current assets</b>           |                    |             |
| Property, plant and equipment       | 334 089 879        | 328 157 201 |
| Investments                         | 99 526 950         | 107 798 377 |
| Loan to associated Trust            | 26 502 375         | 37 147 544  |
|                                     | <b>460 119 204</b> | 473 103 122 |
| <b>Current assets</b>               |                    |             |
| Inventories                         | 256 584            | 270 314     |
| Receivables and prepayments         | 1 683 714          | 2 056 710   |
| Cash and cash equivalents           | 155 025 873        | 136 634 475 |
| Investments                         | -                  | 4 029 227   |
|                                     | <b>156 966 171</b> | 142 990 726 |
| <b>Total assets</b>                 | <b>617 085 375</b> | 616 093 848 |
| <b>EQUITY</b>                       |                    |             |
| <b>Funds employed</b>               |                    |             |
| General Reserve Fund                | 25 071 623         | 25 503 910  |
| Funds for Specific Purposes         | 12 633 542         | 11 951 234  |
| Accumulated Fund                    | 367 069 613        | 371 122 778 |
| Investment revaluation reserve      | 27 257 267         | 29 041 752  |
| <b>Total equity</b>                 | <b>432 032 045</b> | 437 619 674 |
| <b>LIABILITIES</b>                  |                    |             |
| <b>Current liabilities</b>          |                    |             |
| Trade and other payables            | 12 422 760         | 10 053 604  |
| Life rights                         | 172 630 570        | 168 420 570 |
| <b>Total liabilities</b>            | <b>185 053 330</b> | 178 474 174 |
| <b>Total equity and liabilities</b> | <b>617 085 375</b> | 616 093 848 |

## Statement of Comprehensive Income

for the year ended 31 March 2023

|   | 2023<br>R           | 2022<br>R    |
|---|---------------------|--------------|
| <b>REVENUE</b>  |                     |              |
| Operating income                                      | 55 928 567          | 52 037 711   |
| Donations received - Other                            | 20 589 382          | 19 857 020   |
| Donations received - Capital                          | 316 969             | -            |
| Sundry income   | 937 275             | 645 633      |
|   | <b>77 772 193</b>   | 72 540 364   |
| <b>OTHER INCOME</b>                                   | <b>3 988 720</b>    | 17 202 000   |
| Depreciation  | (915 579)           | (1 027 085)  |
| Donation expenses                                     | (944 494)           | (1 416 343)  |
| Food and groceries                                    | (11 161 717)        | (9 436 126)  |
| Care and cleaning                                     | (14 896 255)        | (15 321 893) |
| Municipal services                                    | (14 952 576)        | (12 828 473) |
| Other operating expenses                              | (11 683 628)        | (12 671 130) |
| Professional fees                                     | (1 281 523)         | (2 005 976)  |
| Repairs and maintenance                               | (4 797 887)         | (4 160 224)  |
| Staff costs   | (24 299 335)        | (22 132 815) |
| Impairment of loan                                    | (12 506 669)        | (2 180 155)  |
|   | <b>(97 439 663)</b> | (83 180 220) |
| <b>OPERATING (DEFICIT)/SURPLUS</b>                    | (15 678 750)        | 6 562 144    |
| Finance income  | 11 625 585          | 9 946 812    |
| <b>(Deficit)/Surplus for the year</b>                 | <b>(4 053 165)</b>  | 16 508 956   |
| <b>OTHER COMPREHENSIVE INCOME</b>                     |                     |              |
| Revaluation of available-for-sale financial assets    | (451 089)           | 7 368 117    |
| Disposal of available-for-sale financial assets       | (1 333 396)         | (247 531)    |
| <b>Other comprehensive (loss)/income for the year</b> | <b>(1 784 485)</b>  | 7 120 586    |
| <b>Total comprehensive (loss)/income for the year</b> | <b>(5 837 650)</b>  | 23 629 528   |

# Our Deepest **GRATITUDE**

Tafta is extremely grateful to all the individuals, corporates, trust and foundations that have continued to support us.

## OUR MAJOR DONORS

Alexander Forbes Financial Services (Pty) Ltd  
Des Group (Pty) Ltd  
Marcel Ewan Will Trust  
Standard Bank of Southern Africa Limited  
The Barnett Trust  
The Cecil Renaud Charitable Trust  
The Concord Trust  
The F Vrede Will Trust  
The GMA Foundation  
The Judith Maxwell Family Trust  
The Victor Daitz Foundation

## WE ALSO THANK

- The Department of Social Development
- The media for their ongoing coverage of our appeals, events and campaigns
- The medical professionals who sacrifice their time to visit our homes to care for our elders
- The individual donors who continue to give in a climate of financial instability
- The teachers, principals and students
- Local and international advocacy partners who help us lobby for elder rights across various platforms

## BEQUEST AND IN MEMORY OF/ IN LIEU OF

We honour the memory of all the individuals who have bequeathed a part of their heritage to Tafta in the past year:

### Bequest Income: R 119 932.39

| Est Late Name | Bequest Amount |
|---------------|----------------|
| NC Cloete     | R15 000.00     |
| Private       | R59 333.56     |
| MW Courier    | R 39 098.83    |
| CM Rouillard  | R 20 000.00    |

### In Memory of Income: R 11 500.00

| IMO/In Lieu Of - From | In Memory Of Or In Lieu Of | IMO Amount |
|-----------------------|----------------------------|------------|
| Mrs Gounder           | Mr Gounder                 | R 500      |
| Mrs J Narian          | Mr S Narian                | R 1 000    |
| Mr V Naidoo           | Mrs Naidoo                 | R 10 000   |

## OUR VALUED DONOR COMMUNITY

*Thank you*

*We thank you for*

- Listening when the older person's sector did not fit into your giving strategy
- Patiently receiving our proposals and follow-up calls during your busy day
- Taking a stand on elder rights when your committee or the Board disagreed with you
- Making the effort to visit our homes and treating our elders as family

***Your support over the 2022/2023 year is acknowledged and highly valued in honouring our elders.***






**THE ASSOCIATION FOR THE AGED**  
Inspiring active ageing

**TAFTA HEAD OFFICE**

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