

**DIKELETSONG
CITIZENS' ADVICE BUREAU
Pretoria**

**ANNUAL REPORT
April 2021 - March 2022**

Dikeletsong Citizens' Advice Bureau

Reg No 001-556 NPO, 18/11/13/838 PBO

357 Visagie St, Pretoria, 0002

Tel: 012 322 6630/1 Cel: 0729315343

Email: info@cab.org.za

www.cab.org.za

REPORT FOR PERIOD 1 APRIL 2021 - 31 MARCH 2022

EXECUTIVE COMMITTEE

Chair	Louisa Thomo
Secretary	Lynn Jurriaanse
Treasurer	Brian Collett
Members	Willy Rensen Jean Richter
Honorary Auditor	Charl Crouse

OFFICE ADMINISTRATOR	Kgothatso Motsogi	Jan 2020 –
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VOLUNTARY WORKERS

Chair	Willy Rensen	March 1997 – August 2021
	Louisa Thomo	
Secretary	Gill Collett	
Voluntary Workers	Lynn Jurriaanse Willy Rensen Jean Richter	March 1997 – August 2021
Student Volunteers	Kgothatso Motsogi	09/04/2019
	Phenyo Mochusi	09/04/2019
	Mandisi Magula	04/06/2019
	Nthabiseng Mgwenya	20/01/2020
	Itumeleng Mokoena	19/02/2021
	Kholofelo Molele	19/02/2021 – 28/06/2021
	Puleng Diale	19/02/2021
	Trevor Moledi	13/04/2021 – 27/05/2022
Statistics	Lynn Jurriaanse	
Checking	Willy Rensen	Xx/xx/xxx – August 2021

ANALYSIS OF ENQUIRIES APRIL 2021 - MARCH 2022

EMPLOYMENT	1810	New	Repeat	APPEALS	0	New	Repeat
Situations		2	21	Destitute			
Wages		103	458	Transport			
UIF		34	60	Nursing/Baby sit			
Pensions		45	870	Befriending			
Compensation		10	65	MISCELLANEOUS	34		
Unfair Dismissals		6	136	Information		19	15
HOUSING	27			LEISURE			
Accommodation		0	1	Hobbies/Sport			
Eviction		1	11	Social			
Rent/Lease		1	7	Travel/holidays			
Purchase/Sale/Transfer		0	3	MEDICAL	18		
Neighbours		0	0	Services		3	7
Administration		0	3	Disability Pensions		1	7
FAMILY	50			Mental Health			
Marriage/Divorce		0	22	Sex			
Welfare		1	10	Medical Aid/Accounts			
Maintenance		3	10	Physical Abuse			
Children		1	2	MUNICIPAL	10		
Addictions		0	1	Rates/Accounts		2	6
Missing Persons		0	0	Pollution/Noise		1	1
FINANCIAL	180			Services/Problems			
Loans/Banks		3	49	Traffic Dept			
Debt		6	76	Regulations			
Fraud		2	3	CONSUMER	33		
Insurance/Tax		1	9	Advice/Information		4	10
Death/Wills/Estates		1	20	Complaints		1	15
Accident Claims		1	9	Legislation			
REGISTRATION	19			Repairs			2
Birth/Death/Marriage		0	2	Business			1
ID/Passport		2	5	OFFERS OF HELP	0		
Trade Licence		0	10	Volunteers			
Residence/Asylum		0	0	Disposal of Goods			
AGED	1			Services			
Accommodation							
Pensions			1				
Employment							
Concessions/Assistance							
LEGAL	74						
Action/Advice		7	33				
Court Cases		1	4				
Lawyer Complaints		0	6				
Police		1	18	NEW CASES		263	
Prison		0	1	REPEAT CASES		1993	
Constitution		0	3	TOTAL CASE COUNT		2256	
EDUCATION	0						
Vocational Guidance				Daily Case Average		10	
Education/Training				Money recovered for clients		R1 029 580	
Funding							
Adult Education							
Educational Enterprises							

DCAB CHAIR REPORT

We are once again pleased to present our 2021/22 Annual Report for the year ended 31 March 2022. The ongoing challenges of COVID-19 mean that I am again unable to address our AGM in person. Although all COVID-19 regulations have been cancelled, the past two years have without doubt been the most challenging that the country has had to face in many years.

We are now in the middle of extremely uncertain times, characterised by our economy and the unrest in several parts of our country, which affects us all. We need to manage the disruptions, with our top priority during this time being to ensure appropriate health and safety measures to protect our student volunteers, and the smooth operation of our organization to ensure uninterrupted assistance to the local community and society at large. It has been four years since I was given the opportunity to lead this wonderful organization of ours. It has been a privilege and I am thankful to you all, the volunteers and the executives for your generous support.

Before I continue, it would be appropriate to take a moment to recognise, remember and honour our beloved colleague, Willy Rensen. Willy passed away in 2021. She served at DCAB for 25 years. She was a chairperson of the voluntary workers and an executive member. At her age, she still found time to come to the office every Thursday and help our student volunteers with clients. Willy oversaw the work the voluntary workers performed at DCAB. She interviewed new voluntary workers, oversaw their training and supervised them in the office. Willy was hospitalised in 2021, although we all realized that she was seriously ill, the news of her death found us unprepared. The work relationship and personal relationship we had with her, has been a source of enrichment and enjoyment to all of us. We still miss her greatly.

DCAB continues to deliver strong professional services to our community. Our student volunteers work tirelessly and efficiently. DCAB has eight student volunteers and an administrator Kgothatso, who started as a volunteer in 2019. In this current financial year, DCAB continued to deal with different problems including those related to employment, housing, municipal and many other cases. Most cases dealt with problems related to provident funds, unfair dismissal and UIF claims.

The following two cases show some of the diversity of our cases:

First case: A client sought assistance from DCAB concerning an 'injury on duty' matter. The client was a driver for a retail supermarket. He was involved in a car accident while on duty and was hospitalised for three months. He submitted a claim form to the Company's Insurance. His claim was declined because of the late submission. DCAB issued the Insurance Company with the Notice of Objection, citing that the reason for our client's late submission of the claim was due to the delay in receiving the doctor's report, this was a report requested by the company for re-examination of our client's injuries by their own doctor. Two weeks later DCAB received a letter from the Company's Insurance Company approving our client's claim. The client confirmed he had received payment from the Insurance Company.

Second case: A claim about unfair dismissal and service pay. Client worked as a general worker for a medical doctor at his surgery. After the death of our client's boss, he was dismissed. Client approached DCAB seeking assistance because he thought he had been unfairly dismissed. When he approached DCAB, he wanted assistance with service pay. DCAB contacted the surgery where the client had worked. DCAB then contacted an attorney who was dealing with the deceased estate. DCAB was advised that the client is one of the beneficiaries listed in the Will of the deceased and requested DCAB to assist the client to complete the Principal Benefit Form. In June 2022, the client phoned DCAB, and informed us that he has received his share of benefit.

These are two of the more unique cases that our student volunteers deal with. They have shown an unconditional commitment in everything they do. Their fortitude and flexibility combined with professionalism enable DCAB to continue delivering a strong professional service to our community.

We are pleased to announce that between April 2021 – March 2022 DCAB has managed to recover R1 029 580 on behalf of our clients.

Our administrator Kgothatso, who has been with the Organization for almost four years, has shown leadership skills. Since the passing of Willy, Kgothatso has been a good support system to our new student volunteers. He assists with their training and allows them to express themselves freely and openly, making sure that DCAB core values are maintained. DCAB has eight student volunteers. It is a pleasure to write good work references for our volunteers who are seeking employment.

The sterling work being done by DCAB Board is also noted and appreciated. Members of the Board sacrifice their time to see to the sustainability of DCAB. I thank you for your oversight, support and immense encouragement and appreciate the collective efforts made by the entire team at DCAB. I would like to express my sincere thanks and heartfelt appreciation to our treasurer, Mr. Brian Collett. You demonstrated dedication, commitment and used your knowledge, experience, passion, and drive to see that DCAB is financially stable. Brian is always concerned about DCAB finances. We depend on donors and funding to sustain DCAB services, and our student volunteers, as much as they help the community with their problems, the work experience they receive at DCAB, helps them in finding jobs. There are no words that can express the debt of gratitude that DCAB owes you for your sacrifices. I wish you many blessings.

To our financial auditor, Charl Crouse of Strachan and Crouse, we express our sincere appreciation. Charl has conducted our financial audit on a pro bono basis for many years. This saves us considerable expense and provides the assurance that our finances are sound and above board. I cannot express how grateful and thankful I am to you, Charl, for providing DCAB with your services. Thank you very much. On behalf of the Executive members, I thank our donors and sponsors for your faith in DCAB and for your generous support. We are indebted to you for your monthly selfless support and pledges. We hope you all feel the same pride that the executive feels and sincere thanks to every single individual who selflessly made contributions in a small or big way. We are very humbled by your generosity and support. DCAB is very blessed to have you. It is our great pleasure on behalf of DCAB Board to thank Rhodes Scholars for funding our office.

Justice Edwin Cameron, we thank you for putting in a good word for DCAB, the donations came at a perfect time, when DCAB was experiencing financial difficulties. This meant that DCAB has been able to keep its doors open for clients. Because of your generosity and support, DCAB can further its mission in helping the vulnerable members of our community. We are extremely blessed to have your support for our organisation.

In closing, I would like to thank our volunteers and the executives' members for the time you give to serve DCAB. All your volunteer work is appreciated. Your commitment and dedication empower DCAB to assist our vulnerable community every day.

Louisa Thomo *Chair - Dikeletsong Citizens' Advice Bureau*

MEMBERS

Honorary Members

Rose McGillivray
Don Narraway
Judy Rubin
Amalia Snyman

Life Members

Lorna Chalmers
Ronald Ingle
Klaus Nürnberger
Jean Richter
Marlise Richter
Margaret Rodseth

Donors & Annual Members

Edwin Cameron
Brian Collett
Gill Collett
Spencer Fleischer
Tania Henkel
R F Ingle
Lynn Jurriaanse
Peter Lor
Wilhelmina Rensen
Jean Richter
Louisa Thomo