



# MOSAIC

SUPPORT • HEAL • TRAIN

## Annual Report 2013 | 2014



# Board of Directors

## 2013

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(*Chairperson*)  
Quinton Damons (*Treasurer*)  
Nazette Bost  
Janine Myburgh  
Nomalibongwe Mtshotshisa  
Michael Bagraim

## 2014

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Rushaan Toefy (*Treasurer*)  
Nazette Bost  
Linda Diedericks

Michael Bagraim (*advisory*)  
Jaco Barkhuizen (*advisory*)

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Chantel Marais

### Fund Developer

Funds 4 Africa

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### Partnership & Visibility Manager

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Dawn Fish

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Alison Du Preez

### Operations Manager

Zarina Majiet/Kerryn Rehse

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Melissa Groenewald (*MenCare+*)  
Nozwelo Ncube (*SRHR and Sexual Violence*)  
Caroline Ntombikayise Tsetsana/  
Mia van Heerden (*Court Support*)  
Liesel King (*Social Services*)

### MenCare+

Veronica Libbie (*Assistant Manager*)  
Primrose Tetyana  
Charmaine Morrison  
Charlotte Sihopo  
Zoleka Mali

### Social Services

Terry Dafeti  
Nomalinge Madikane  
Ntombobala Mquqwana  
Xoliswa Mfanta  
Lungiswa Gxowa  
Bongani Goniwe  
Arleen Stemmers  
Maria October  
Maria Van Wyngaardt

### VCT and

### Sexual Violence Counsellors

Zizile Fundzo  
Michael Ludaka  
Busiswa Mxinwa  
Carol George  
Vumisa Langa  
Ntombentsha Mtshotshisa  
Nonkumbulo Mpande  
Nozuko Samka  
Ruth Silika

### Head of Corporate Services

Riaan Goosen

### Accountant

Marion van Schalkwyk

### HR Assistant

Spokazi Vazidlule

### Receptionist

Hilary September  
Alida Davids  
Ntomboxolo Mve

### Maintenance/Driver

Moegamat Hendricks

### House Keepers

Noxolo Kula  
Faiza Daniels  
Gloria Feni

### Interns and Volunteers

Kate Andrus  
Bridgette Morris  
Calla Rose Wilson Traisman  
Caroline Hernandez  
Simlindile Mafuna  
Zikhona Goyi  
Chumani Madini

### Court Support Workers

Tandokazi Beja  
Nombulelo Winifred James  
Elizabeth Januarie  
Francis Rozette Jones  
Geraldine Jonkers  
Nomakula Maria Lamani  
Ntombikayise Lignoria Magwaxaza  
Nomzi Gloria Mtsewu  
Yoliswa Ncindi  
Nontombi Signoria Ndzoyiya  
Patricia Lumka Sokoyi-Mongezi  
Charlene Alberts  
Christina Angeline Claassen  
Anna Hendrina Francke-Williams  
Vanessa Joseph  
Anita Jefthas  
Robyn Sharidene Roseline  
Zaida Samuels  
Nurie Slaamdien  
Emily Fortuin  
Gwyneth Gordon  
Zoliswa Mshuqwana  
Judith Ann Du Preez  
Martha Maite Mamabolo  
Zandiswa Alethia Siphika  
Caroline Ngubeni-Mhlaba  
Martha Nkwe



## Annual Report 2013 | 2014

MOSAIC was established in 1993 and is an organisation with an in-depth understanding of and expertise in violence against women, domestic violence, sexual violence and sexual reproductive health. It is a community based, non-governmental organisation (NGO) with a specific focus on preventing and reducing abuse and domestic violence, particularly for women and youth living in disadvantaged communities. MOSAIC's main objectives include increased availability and accessibility to high quality, integrated services for survivors of abuse and domestic violence.



## MOSAIC Children

I came to MOSAIC a month after my divorce – which came after 13 years of abuse. At 27 years old and with three children, I was broken and directionless. I had no education, I had never worked and I had literally lost my voice.

I spent my first years here studying to be a community worker, then served at the Mitchells Plain court for seven years.

Through all this time Rolene, our founding director, was like a mother to me and to all my sisters at MOSAIC. She taught us how to set and enforce boundaries. Thanks to the tough love I learned here, I was able to succeed as a single mom. My children were exposed to 13 years of abuse but they have grown up self-sufficient, respectable and independent. We call them 'MOSAIC children' – and they are not the only ones.

I can't imagine life without the hugs and the respect for each other I feel in MOSAIC. It's like a secret we hold together. Each of us is teacher and supporter to the others. Everywhere else we have to show our strength to the world; here we can show our vulnerability.

Surely it was God's greater plan and purpose that I found MOSAIC. At first it was just a job, but it became a place of healing. I found my voice, my strength and my courage here. I have become an agent of change, a fighter for women's rights, an encourager and a healer.



*For us to grow we have to open our minds and walk a hard path; only then can we help others. At MOSAIC we hold each other accountable with love and respect.*

# Introduction to MOSAIC

**MOSAIC** started with its training in July 1995 for “grassroots’ women from targeted areas. A year later, a second group of women were trained as the need for services increased. Today, the organisation delivers a range of social support services and projects to clients (mainly women and girls) caught up in gender violence. All support services are determined by clients’ needs and by community leaders and forums, and are easily accessible. We now also offer a male counselling and preventative programme which includes services to men and supports men as partners in the healing process.

**MOSAIC’s** core services focus on: educational/public awareness activities, campaigns and presentations on all aspects of violence against women, domestic and sexual violence, abuse awareness, human rights, legal rights, and HIV/Aids, medical assistance/advice (reproductive health and HIV/Aids), HIV Voluntary Counselling and Testing (VCT), skills training and development (dependent), support groups, access to legal services (court support and other), and comprehensive counselling services backed by networking and referral services. Advocacy and lobbying for policy changes are key elements in our work. Training programmes in all the above are provided to stakeholders, organisations and the corporate sector.

**MOSAIC is governed by a Board of Directors**

**MOSAIC’s vision is a society free of abuse and domestic violence**

**MOSAIC** is unique in that it was the first organisation in the Western Cape to start working with domestic violence complainants directly at the Courts in 1999. MOSAIC Court Workers were trained and work in 16 Domestic Violence Courts in the Cape Metropole and surrounding rural towns, in the Johannesburg and Pretoria Domestic Violence Courts and our Court support model is implemented in partnerships in the Eastern Cape, Northern Cape and Kwa-Zulu Natal.

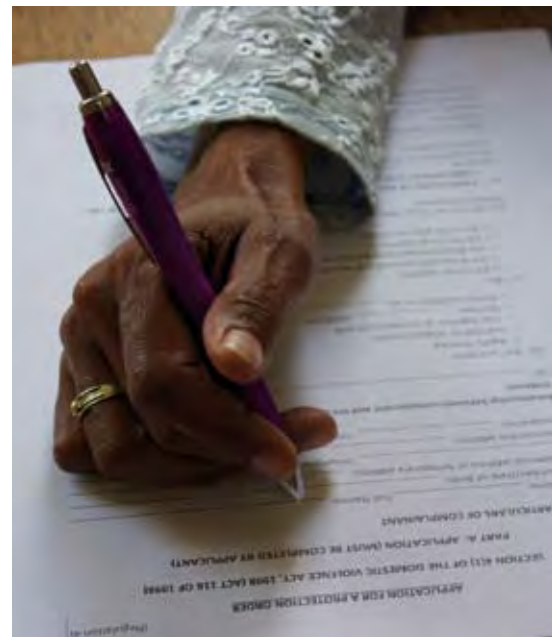
**MOSAIC** has numerous outreach centres across the Western Cape. These include Mitchells Plain, Khayelitsha, Site B, Harare, Nyanga, Philippi, Mfuleni and Delft. MOSAIC reaches more than 125 000 people each year through these offices. MOSAIC also delivers services and support in Gauteng, the Northern and Eastern Cape, and Kwa-Zulu Natal through partnership agreements.

## **MOSAIC’s Values are:**

*Respect • Confidentiality and Commitment • Social integration • Gender equality • People centered • Accountability, Integrity and Honesty • Caring and supporting the dignity of all • Positive outlook and enjoy life and work, and balance it • Diversity, non-judgemental and non-discrimination • Servicing the needs of abused people • Building of the strength of the Family*

## **MOSAIC’s Service Standards are:**

- *Good governance*
- *Outcomes-based approach*
- *Consultative and Partnership-based with a Team work approach*
- *A systems and process methodology for implementation*
- *Development and delivery of an integrated programme*
- *Focus on cost-effectiveness and sustainability*
- *Transparency and accountability*
- *Compliance with relevant legislation*
- *Protection of employer/employee relationships*
- *Continual review, assessment and reporting*
- *Research*
- *Documenting and sharing of models of best practice*
- *Formal partnerships*





## My mother said I was a different person

My mother suffered domestic abuse, but my dad died when I was three. I never really knew him or his family.

When I was at university I got involved with a man who seemed so supportive and so spiritual. I changed my church for him. But he became more and more controlling: He told me what to wear and who to see. He stopped me going to classes and I started failing at university.

Then I got pregnant and had to stop my studies. I felt so bad that I had disappointed my mother; I am her only child.

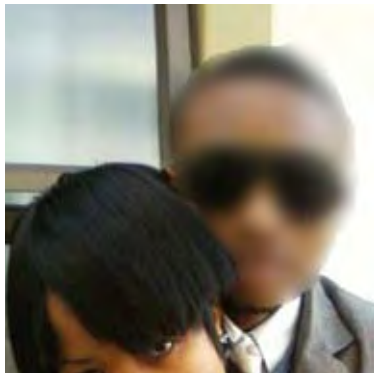
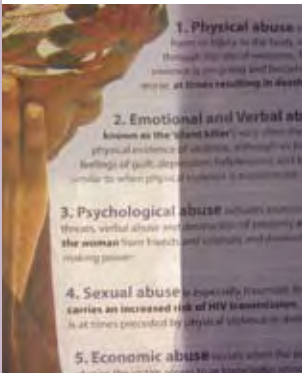
He became more and abusive. After the baby was born he hit and kicked and slapped me. Every time my mom was out he came to the house and threatened to take my son away to his country. I was so scared and stressed that it was hard for me to focus on my newborn.

I had dreams until I met him, but he brought darkness to my life. It was hard for me to love or value myself.

Eventually I couldn't take it anymore. I went to court to get a protection order and spoke to someone from MOSAIC. I told my mom everything and she has supported me. We are very close now.

He still tries to manipulate and control me. He went to the Family Court to try and get custody of my son, but it made things worse for him. When they saw the protection order they set days and times when he could see the baby, and the visits must always be supervised.

Things are much better since I came to MOSAIC. It helps so much to hear other's stories.



## Rolene remembers our humble beginnings in our 21st year



When planning what I was going to say, I became quite emotional and rather overwhelmed. Hundreds of memories crowded in on me and I know that many of you also have your own memories of our time together. I fondly remember the things that we did, the things we said, the fun, the singing, the laughter, the visitors, the tears and the learning. I remembered how I worked with all you wonderful people and how we started at the very beginning. It was an amazing journey – an exciting, vibrant, challenging, scary, rewarding and powerfully life-changing experience.

In 1993, MOSAIC was created with the specific purpose of helping abused women and stopping the ongoing scourge of violence against women. I am grateful that MOSAIC is still here today to recognise and meet the urgent and critical need to stop the violence. It is now 21 years later and I am grateful that MOSAIC still continues to expand its services and make a difference in the community. I want to thank all who have kept the flame alive over the years and for holding fast to MOSAIC's mission and vision.

At this moment I want to pause and pay the greatest tribute to some very precious women who shared and contributed to the MOSAIC journey with us but who are so sadly no longer here. I want to recognise and honour with love and gratitude Judy Silwana, Shiella Buso, Caroline Tsetsana, Nomvuzo Masoka and Ulanda Jacobs. Their loving hearts, their passion and deep caring, their skill and dedication enabled miracles of healing to take place. We will always love them and thank them for their invaluable contribution to MOSAIC's success. I know that they are always in our hearts.

As I prepared this message I started to think about the unique aspects of MOSAIC. Apart from the clear focus on staff welfare and staff self-growth, I asked myself what services and practices made MOSAIC different from other NGO's? It was an interesting exercise and I came up with the following:

1. MOSAIC was the only organisation that I know of that trained all its staff members in specifically designed one-year training programmes and then only allowed those who reached the required standard of excellence to be part of the organisation and work with clients.
2. At MOSAIC, we do not sit behind closed doors and wait for clients to come to us. We went to our clients where they were gathered waiting for attention in the community. This was also important as our staff built up wonderful working relationships with service providers in many different venues and communities.





3. From the start, MOSAIC kept records of its clients and services. I remember how impressed the then Deputy Minister of Justice, Cheryl Gillwald was, when she came to visit MOSAIC and I showed her our captured data from our inception. We could track clients' information and conduct informal research with the data right from the beginning of our operation.

4. MOSAIC was the first NGO to train Court Workers to help English, Afrikaans and particularly Xhosa speaking applicants to access Protection Orders, having gained permission from the Department of Justice to work in courts. We not only assisted applicants but also helped clerks and magistrates when necessary; MOSAIC therefore also provided a support service to the courts.

5. Closely connected to this was our Protection Order Booklet called 'Its an Order – A Simple Guide to Your Rights'. Hundreds of thousands of these booklets have been disseminated in South Africa since 2003 and it still continues in its 6th edition to assist people who want to apply for Protection Orders.

6. MOSAIC started the Permaculture Project helping clients to grow their own vegetables. We also started a vegetable garden at a school and educated scholars in Permaculture.

7. MOSAIC started the Women's Wellness Clinic on its premises and helped women who were raped, who had STIs and those who wanted to terminate pregnancy. We worked tirelessly with Dr Marijke Alblas and Richard Burzleman from the Department of Health who gave pro-bono services and we were so grateful to them for helping us to get the project operational. Closely aligned to this important programme was a counselling service for our clients.



Therefore, it is my opinion that MOSAIC is unique because of its relevant and innovative services and projects for abused women as well as its adherence to a strong work ethic and code of conduct and its team of highly skilled and caring, passionate staff.

We all know that funding is the life-blood of all organisations. Our deepest gratitude always goes out to those funders who believe in us and the important work that we are doing. MOSAIC is only here today because of these funders and the other community organisations that believed in us. Thank you for helping us to lay the foundation stones and for helping keep MOSAIC alive.

On a 21st Birthday a person is usually presented with a key. The key that I would like to present to MOSAIC today is the Key of Love. Love is always the key. If you all love, you respect, you trust, you give of yourself and you are loved in return. May you all continue to do God's work and may you always keep the Key to Love. Love who you are, Love what you do, and Love who you do it for.

Thank you.

Rolene Miller

FOUNDER

EXECUTIVE DIRECTOR 1993 – 2002



## Message from the Chairperson(s)

Dear Readers,

It is our privilege and honour as Chairperson(s) of the MOSAIC Board to share with you the 21st MOSAIC Annual Report – how far we have come!

We are both exceedingly proud of the organisation and her people. MOSAIC is not an organisation that sees walls and holes in the road. On the contrary, throughout the past 21 years, MOSAIC saw answers and solutions to challenges where others see despair – it is not an organisation that sits back and waits for the answers to come; no, MOSAIC takes life by the proverbial horns and finds results where others see hopelessness!

We would be greatly amiss if we don't use this opportunity to thank our fellow board members (present and past), as well as each MOSAIC staff member who consistently give 150% to realise MOSAIC's vision – a society free of abuse and domestic violence.

Thanks to this attitude, MOSAIC is both a pioneer and trendsetter in delivering a wide range of social support services to those seeking assistance as result of gender-based and domestic violence.

MOSAIC was conceptualised and founded on a solid vision and mission, both of which remain relevant. We know now that the multiplicity of approaches to gender-based violence (i.e. human rights, health, development) all need to be integrated to respond effectively to the challenge. MOSAIC has recognised and continues to emphasise the links between gender-based violence (including sexual violence) and sexual and reproductive health (including HIV/Aids), focusing on women's rights to make choices about this vital component of their lives.

We have watched MOSAIC evolve and respond to current and pressing needs with efficiency and have no doubt that she will rise to the next 21 years or until we have a society free of abuse.

With very best wishes for the future to all at MOSAIC!

Mpumi Kubheka  
2013 CHAIRPERSON

Johannes John-Langba  
2014 CHAIRPERSON



# Director's Message

Dear Colleagues, Friends and Partners,

At the end of 21 extraordinary years, we are honouring MOSAIC and her partners who jointly excelled in providing support and fostering healing processes in the lives of women and families across South Africa – hopeless situations were transformed into new beginnings.

MOSAIC welcomes our newly appointed Board members with the grace, respect and trust they deserve. Thank you for your vision, leadership and support to facilitate delivery of services and to ensure good governance.

We continue to strive towards achieving the objectives and goals set jointly with funding partners and affiliates, and we remain committed to enhance, initiate, expand and improve our service delivery to honour our commitments.

Thanks to the efforts of the people of MOSAIC, women and girls are not alone. On an average month, MOSAIC counsels more than 300 women and their partners, we assist at least 100 rape survivors at Thuthuzela Care Centres, we help at least 2 000 women seeking access to justice, and reach out to countless people through community-based outreach and awareness raising. Over the past 21 years, MOSAIC was able to consolidate our activities and enlarge our footprint. We forged lasting alliances, worked closely with sister NGOs and other community members and leaders to expand our outreach to the greater community.



I want to take this opportunity to thank:

- each of the three past directors for their commitment and determination;
- all MOSAIC board members, past and present, for their guidance and vision;
- donors and partners for their continued and unwavering steadfastness; and validation of our work throughout this period;
- interns and volunteers for their valued effort and dedication to do an often thankless job with a smile;
- all administrative support staff for making us who we are – a family that believes in our values and makes MOSAIC a formidable force to reckon with in the fight against all forms of abuse.

Lastly, every day, I stand in awe when I see the impact of what we do. From women healed and taking hold of their own future, to families reminded of who they are and what they stand for, to the smile of a toddler. All this is only possible through the absolute dedication of the people that I have the opportunity to work with; MOSAIC's courtworkers, MOSAIC's social auxiliary workers, and MOSAIC's Thuthuzela counsellors. Your creative minds and your unyielding inspiration assures me that MOSAIC's vision of a world free of abuse and domestic violence will indeed be realised and I salute each and every one of you.

Thank you for this opportunity. It is an honour to work with each of you.

Chantel Marais  
EXECUTIVE DIRECTOR



# Celebrating MOSAIC's 21 Years of Selfless Struggle for Rights and Protection of the Vulnerable



*(Shortened) speech prepared by*

**Adv Hishaam Mohamed**

*Regional Head (Western Cape)*

*Department of Justice and  
Constitutional Development.*

*Delivered by Seehaam Samaai at  
MOSAIC's 21st Birthday celebration.*

As we celebrate and elate in the freedom that so many people had struggled for during the years of apartheid, many of our women and children will be oppressed in their

own homes. Domestic violence is a serious social problem that must be addressed as a matter of urgency. This form of violence is often exercised behind closed doors and destroys its victims physically and emotionally and is becoming more frequently a lethal problem as highlighted by the increase in reports of family murders and intimate femicide occurring in South Africa, the most internationally recognised criminal matter in this regard being the Oscar Pistorius trial.

It is important that we discuss sexual and gender-based violence in the broader context of unequal power relations. This unequal power relation between men and women in society and at home lie at the heart of this violence. These power relations are the result of social attitudes, certain cultural practices, unequal access to opportunities – like education and employment – and the close relationship between gender oppression and oppression on the basis of class. The role of power relations explains also why children are also frequently victims of sexual and other violence, being relatively powerless and vulnerable. It is necessary therefore to challenge social attitudes which make the rights and needs of women and children subject to the will of men. The right of women to equality, to freedom and security of person, and to the other freedoms contained in the Bill of Rights, needs to be asserted and defended.

We know that the eradication of sexual and gender-based violence will require fundamental social change and fundamental changes to patriarchal attitudes that characterise our society. Without such

fundamental social change the interventions by our criminal justice system will have limited effect. However, it is essential that we recognise sexual and gender-based violence as crime and, therefore, as part of government's number one priority of fighting crime and the causes of crime.

In keeping with the vision of those who fought against the apartheid government and ensuring equality for all, our Justice, Crime Prevention and Security (JCPS) Cluster has resolved to deal decisively with gender based violence, albeit with limited resources. In the 20 years of our democracy, several measures were implemented to protect and promote rights of women and children. Progressive legislative frameworks such as the Domestic Violence Act 116 of 1998; the Criminal Law (Sexual Offences and Related Matters) Amendment Act, 2007; Equality Act are some of the protective layers that have been set up to deal with all forms of abuse, violence and discrimination. Just recently, the President signed into law, the Protection against Harassment Act and the Prevention and Combating of Trafficking in Persons Act, adding yet another milestone in the fight against human rights abuse, which affects mainly the vulnerable of our society.

Domestic violence (the most common of gender-based violence prevalent in our society today) touches the lives of all ages, leaving a devastating impact on women, men, and children of every background and circumstance. A family's home becomes a place of fear, hopelessness, and desperation when a woman is battered by her partner, a child witnesses the abuse of a loved one, or a senior is victimized by family members. Domestic Violence, therefore, does not only affect the quality of life of the family but that of the whole society. Therefore, the appropriate implementation of the Domestic Violence Act to reduce and prevent domestic violence is critical. The Domestic Violence Act was promulgated to empower people, especially our women and children, to exercise their right to a safe environment free of abuse of any nature.

We salute MOSAIC for delivering a range of social support services and projects to court clients (mainly women and female youth) caught up in gender violence, and in more recent years because of the strong

correlation between rape/sexual violence and the chances of becoming HIV positive, to those infected and/or affected by HIV/Aids.

Over and above rendering services at our courts, MOSAIC has also impacted positively on the Department's strategic objectives by providing and participating in a number of joint stakeholder training sessions held over the years. These regular training sessions have proven necessary in order to ensure that the South African Police Services, National Prosecuting Authority and court staff are sensitised to the plight of the victims of domestic violence and that there is uniformity in implementing the Domestic Violence Act. These training sessions were also utilised in order to all stakeholders to share best practices and learn from each other but we can do more by strengthening and extending our partnership.

MOSAIC has also concluded various research programmes into the implementation of the Domestic Violence Act in the justice system. The most recent and prolific research papers were the 'Attrition of Domestic Violence in Eight Magisterial Districts'.

The Domestic Violence Act (DVA) (No 116 of 1998) was promulgated in 1999 with the aim of creating a remedy that is accessible, affordable and ensures that 'victims of domestic violence received the maximum protection from domestic abuse that the law could provide'. Under the DVA, victims of domestic violence may apply for a Protection Order (PO), which aims at preventing future acts of violence. It involves a two-step process. The victim of domestic violence applies for an interim protection order (IPO) which is granted if the court is satisfied that there is prima facie evidence that the respondent (the alleged abuser) has committed an act of domestic violence and that the applicant (the victim) would suffer undue hardship if a protection order was not issued immediately. Where urgency can be shown, an Interim PO (IPO) is issued. The second part of the process involves finalising the order. Once the IPO is served on the respondent, the applicant and the respondent are required to return to court on a certain date – referred to as the 'return date' – for a hearing during which the respondent is afforded the opportunity to present to the court reasons why the protection order should not be finalised. If the court is satisfied, on a balance of probabilities, that the respondent has committed or is committing an act of domestic violence, the PO can be finalised (or varied in some way). It is in the period between the application for an IPO and the finalization of the protection order that cases fall out of the system.





During the period 2008 to 2009 the department consented to allow MOSAIC and UCT Gender Health & Justice Research Unit to conduct attrition research in respect of domestic violence matters in our courts, which was published and officially launched during 2013. Attrition research shows us the different points in the criminal justice system where cases fall out, and the reasons for cases failing out. The research indicated the reasons for the decrease in the number of cases from the time they are reported to the police, to when they go to court. We can use attrition research to establish whether the reasons for cases dropping out relate to the complainant (personal reasons) or relate to the performance or decisions of the criminal justice system (systemic reasons).

Sometimes, the very act of seeking a protection order results in a 'boomerang effect', whereby seeking help amplified threatening behaviours and escalated violence by the respondent (perpetrator).

Victims of domestic violence often suffer a range of abuses, compounding in severity or frequency over time and as the relationship begins to disintegrate. The research found that, on average, DVA applicants have known their partners for nine years, experiencing abuse for at least half that time (4.3 years) before approaching the police or courts for assistance. From the intake forms, physical abuse, as opposed to sexual abuse, was cited as the most common form of physical victimisation reported by DVA applicants. Of the female applicants wanting protection from their intimate partners, 83% reported being physically abused. In about two-thirds of cases applicants cited physical abuse among the reasons they sought a PO.

Of all the applicants, sexual abuse or rape was reported in 16.5% of cases, with all of these cases reported by females applying for POs against an intimate partner. This means that of the female intimate

partner applications almost one in five women had experienced sexual abuse or rape by their intimate partner. The findings showed that of those who reported being sexually abused, the majority, 82%, reported being forced to have sex or being raped. The majority of these women (90%) had been raped by their current partners, while the remaining 10% has been raped by an ex-partner. In addition to threats of further physical abuse, threats of rape or having the applicant raped were identified by women as reasons why they feared proceeding with the criminal justice process.

Victims of domestic violence are often threatened with death or more violence if they initiate or proceed with criminal justice interventions. The interviews revealed that 44% of all DVA applicants stated that their abusers had threatened to kill them. Threats to kill were present in 46% of cases among women in the intimate partner category. There were also instances when the abuser threatens to send a third party to kill or harm the applicant. The following excerpt provides a glimpse into the contexts in which such threats are made and why returning to continue with the criminal justice process is, in some instances, more dangerous than protective:

*... My ex-boyfriend [name] came to my house and demanded that I must go with him. As I refuse to do so he started banging on the door and then proceeded in punching me with his fist. I had to hone my mother to come... as we got near to the police office we notice that [he] was waiting opposite the police office with a sharp stone in his hand – he then walked next us and started swearing at me [and] saying [you are sleeping with the policeman], you are a whore ... he then threatened to get somebody to kill me if he don't get bail and if he gets a bail he will come and kill me himself ...*

The interviews with DVA applicants revealed that fear of the perpetrator and coercion to withdraw – through explicit or implied threats – were significant factors affecting DVA applicants' decisions to return to court. When combined with the fact that in 28% of all cases in this study DVA applicants reported that their abuser used a weapon during an incident of abuse, it is clear that there are high risks associated with continuing the process. The desire to protect and care for children is a formative factor with respect to how women 'manage' domestic violence and the decisions they make, particularly whether continuing to finalise a protection order is worth the risk.

A critical finding from the research is that there are a number of systemic reasons why applicants do not finalise their POs. The difficulties

faced in navigating the application process becomes particularly glaring when considering the cases where applicants returned to court to finalise the orders, but due to a systemic reason were unable to finalise their orders.

In 23% of the cases, the interim protection order was never served. In an additional 13% of cases, the respondent did not sign for the service or fled from the police. Seventeen per cent simply lost confidence in the system. Nine per cent of applicants reported that they had not returned to finalise their orders because the court had not provided them with a copy of the PO. These applicants were therefore unlikely to know their return dates. In eight per cent of cases, DVA applicants explicitly stated that the court had failed to provide them with information about their return dates and in an additional five per cent of cases the applicants were not aware that they had to come back to court to finalise their orders. And yet another group (five per cent) reported that they had returned to court to finalise the order, but upon arrival learned that their cases had been struck from the court roll.

These findings show that many DVA applicants do not return to court as a result of systemic problems, such as courts not issuing protection orders in time or at all – even after multiple attempts by applicants to secure them from the courts – or cases being struck off the roll when applicants are late or at the wrong venue. Understandably, numerous attempts to get a copy of the protection order and continued difficulties with serving protection orders are resulting in attrition of cases from the system.

The findings from this research have, in some instances, mirrored findings revealed in previous studies on domestic violence. Most notably they have highlighted again that victims of domestic violence suffer a wide range of abuses that the intensity and brutality of the abuse is likely to increase over time, and, most importantly, that seeking help can increase risk – whether actual or perceived. In reflecting on the types and severity of abuse suffered by domestic violence victims who apply for POs but who fail to finalise them, it is hard not to question why these victims would remain in their abusive situations, and why, with a legal remedy available to them under the DVA, they would not follow through and finalise the order. This research suggests that fear is a significant and common denominator in many cases of domestic violence. These ‘fears’ range from aggravating already violent situations and fear of reprisal from their abusers, to the fear of navigating what is perceived as a less than reliable criminal justice system.

From the findings presented it is clear that the issue of attrition in domestic violence cases is a complex one, with a number of often interconnected factors impacting on an applicant’s decision-making with regard to finalizing the PO. These factors – both personal and systemic – may work together in a way that makes continuing the process simply difficult but I believe that the clerks of the courts and the police in the Community Service Centres can make a difference.

It was after the release of the Attrition Study that the Department partnered with MOSAIC in holding a joint stakeholder training session to sensitise all front-line officials (including SAPS and court clerks) dealing with domestic violence matters. Government needs partners such as MOSAIC to continuously assist in improving the services being rendered by our officials by providing training on the Domestic Violence Act and sensitisation workshops.

Bearing in mind all the good work done by MOSAIC in our courts thus far and the past achievements, it is apt that MOSAIC, which is an organisation that fights to uphold the constitutional principle that ‘all are equal before the law and has the right to equal protection and benefit of the law’ (Section 9 of the Constitution), is celebrating its 21st year since its inception during Human Rights Month.

We look forward to working with MOSAIC for another 21 years and more in ensuring improved services are rendered to victims of gender-based crimes.



## MOSAIC'S SERVICES

*MOSAIC consists of several specialist service divisions, each providing a valuable part of our holistic response to gender-based violence.*



MOSAIC reached more than 125 000 people during this reporting period!



## MOSAIC Social Services

MOSAIC offers a range of Social Services that are easily accessible.

### Services include:

- Public awareness/education about abuse and domestic violence
- Individual, couple and family counselling for survivors and those at risk of domestic violence
- Counselling for both victims and perpetrators
- Workshops about gender-based violence and related topics
- Networking, lobbying and advocacy for human rights
- Youth and men programmes
- Legal and human rights education

The social services programme has experienced many successes over the reporting period. With support from the Western Cape Provincial Department of Social Development (DSD), the Global Fund to fight Aids, Tuberculosis & Malaria through NACOSA, the Anglo American Chairman's Fund, and Violence Prevention through Urban Upgrade (VPUU); MOSAIC is able to offer services in areas such as Langa, Philippi, Lavender Hill, Khayelitsha, Mitchells Plain, Wynberg, etc.

### 2013/14 Social Services Snapshot

Programme	Service	Total	Female	Male
<b>Social Service</b>	Individual Counselling	1 475	1 128	347
	Couple Counselling (Social Service)	208	103	105
	Youth SRHR Educational Support Group	171	171	0
	Public Presentations (Community)	24 356	18 006	6 350
	Day Workshops	119	104	15
	AA Workshops	231	191	40
		26 560	19 703	6 857

With funding assistance received from the Anglo American Chairman's Fund, an external evaluation of individual counselling service delivery was conducted in early 2014. The purpose being to determine the quality and relevance of the counselling, establish if clients make use of referrals, determine how lives or circumstances changed since attending the counselling at MOSAIC, and to determine how the service can be improved for future clients.

### Precious' story

Precious\*, originally from a predominantly-black informal settlement in the Eastern Cape, moved to Cape Town with her husband in search of work in 2007. They now live in Khayelitsha with their two children who are aged twelve and six. Precious is lucky enough to have a job as a security guard a few days a week as many of the people living in her community are unemployed and living in extreme poverty.

Precious says she 'had a happy family and a good marriage – that was before I was diagnosed HIV positive'. Since her diagnosis, things in her home changed. 'My husband doesn't accept that I am HIV positive'. She says 'he can't really support me'. Precious felt like she was trying to deal with being HIV positive all on her own and felt 'so lost and completely alone'. Her husband would always pick a fight with her for no reason and push her around. 'He was screaming and shouting at me all the time ... I watched my marriage start to fall apart'. She was so ashamed and blamed herself. 'I thought it was the end of my life and my marriage now that I had HIV'.

Precious had heard that a little girl who lived near her had been for counselling at a place called Simelela after an attempted rape by her stepfather. 'They [Simelela] helped that little girl'. 'She was so much better after coming to Simelela'. So, Precious decided that she too would go and see if they could help her. 'That is where I found MOSAIC and someone to talk to'. 'It was like a weight had lifted off me'.

Precious said the counsellor always made her feel 'comfortable because she was so friendly'. She recalls that 'it felt so good to just talk and tell someone how I am feeling without blame or judgment'. 'The counselling helped with my anger and made me realise there is still hope'. The counsellor referred Precious to another service provider for proper HIV counselling and support so she could better understand the impact of HIV on her life. Precious said the MOSAIC counsellor has been so supportive. 'She even called me on the phone a few times to check and see how I am doing'.

Precious has seen significant improvements in her marriage since attending the counselling. 'My husband is now supporting me and communication has really improved. We work at understanding HIV together'. They are no longer fighting and when there is a problem, they are 'talking it through' and 'working together'. Precious firmly believes that the MOSAIC Counselling can help other people – 'I encourage other people to come to MOSAIC for help. It makes you feel better. I was so lost before. Now we are learning to live with my HIV and my marriage is better again'.

During the evaluation, clients were asked whether or not the counselling services were helpful to which 93.2% of clients believed that the counsellor helped them to identify their most important problems and concerns and then assist them to work through these.

93.2% of clients believed that the counsellor helped them to identify their most important problems and concerns and then assist them to work through these.

### Some Evaluation Responses

*'I now know I do not deserve the violence. I always thought it was my own fault.'*

*'She made me understand that what he [her husband] was doing to me was not right. He was abusing me emotionally.'*

*'It [the counselling] really did wonders. My lookout on life is better.'*

*'I got the right information and the right guidance. I would go back in a heartbeat.'*

*'I now feel better about myself and feel more positive.'*

*'After the counselling I felt like I had options.'*

*'I now feel happy and know that I can do something for myself.'*

*'The counsellor went the extra mile to give me the resources to equip me for the court process.'*

*'I learned I don't have to stay in my relationship with my boyfriend if I am not happy.'*

*'I now have a protection order because [the MOSAIC Counsellor] told me to go to the court and helped me prepare.'*

*'I didn't expect to get so much information. I felt too wonderful to feel so supported.'*



## Eve

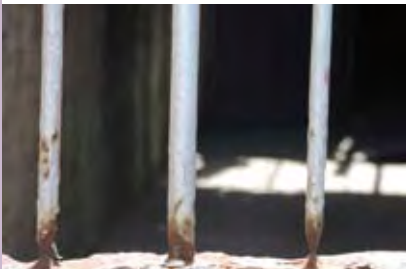
Last week a client came to see me at the Magistrate's Court. I'll call her Eve. 'I hope you can do something for me,' she said. She is 22 years old. Two months ago her mother died of a brain aneurism after her husband bashed her head against a wall.

Eve was safe – she had married and left home at 19 to escape the violence. But her siblings were just 7 and 16, and now they were alone with their father. It wasn't just the beatings; her father had sexually abused Eve, and **his** father had abused her 16-year-old sister. Would her little brother become an abuser in his turn?

I went to get her mother's folder. She had applied for a protection order against her husband just a few months before she died. When I read her affidavit about the abuse she had suffered, I went straight to the senior magistrate because I knew this one cared. 'Give me all the files,' she said, and issued an interim protection order.

Eve broke my heart, because I can see myself in her. I chose to end the abuse I suffered at the hands of my husband – but I chose far too late. I feel I have ruined one of my children's lives.

But at only 22, Eve is so tiny and so strong. She is making the choices before it is too late. And unlike me, she has help. It is possible to get a protection order, there are magistrates who care, and I was there to support her. MOSAIC made a difference that day.



# MOSAIC Court Support Services

## A message from Mia van Heerden

Another year had gone by. We experienced the passing of dear Caroline Tsetsana with whom I worked for 16 years.

This was also a tough year with work volumes constantly increasing. However, I am fortunate to work with a team who are experts in their field of work. The court team is passionate about their work and the people they serve. Finding coping strategies for those who are emotionally vulnerable and disempowered is not an easy task. Culture, tradition and sexist attitudes are still part of a system that keeps women down.

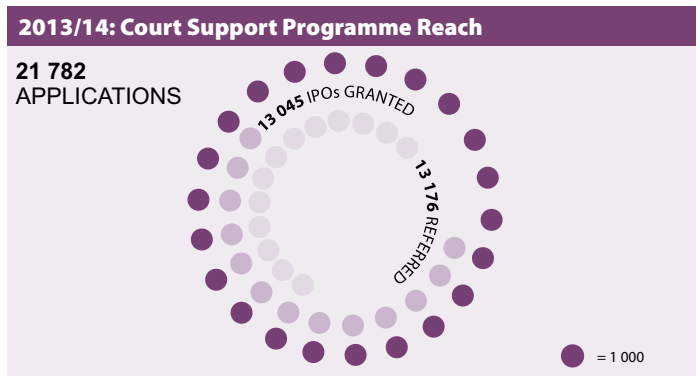
We are striving towards service excellence and meeting targets for funders whilst maintaining a quality service.

Our goal is to strengthen our relationship with the Department of Justice and other stakeholders with whom we network.

There is a sense of achievement amongst the team since we worked towards a uniformed way to complete forms ... of which there are many!

Lastly I believe that 'Differences are what makes a good team pull together effectively'

MOSAIC's Court Support Services are offered in partnership with the Department of Justice & Constitutional Development. The programme facilitates access to justice for victims of domestic violence who approach the magistrate's courts seeking assistance. MOSAIC is currently represented in 18 Courts in two provinces (Western Cape and Gauteng), and supporting similar initiatives in three other provinces.



## Services offered include:

- Crisis counselling
- Information on domestic violence and abuse
- Information on HIV and Aids
- Assistance in completing the protection order application form
- Information about the court process in relation to protection orders
- Referrals [In the Western Cape, court support workers refer clients to the other MOSAIC services after assisting them in their access to justice. In Pretoria, MOSAIC's court support workers work closely with the Potter's House (a shelter for married women or men), Sunnyside ONE STOP Centre, and Famsa in Brooklyn. In Johannesburg, MOSAIC works closely with POWA, the Gender Justice Forum Braamfontein, the Legal Aid Board and the Law Clinic at WITS University. MOSAIC always works closely with local clinics for HIV Testing and the South African Police Services.]

## Let the numbers talk

2013/14: Number of Clients assisted & reached at the Courts	
<b>Total number of Clients Assisted</b>	<b>21 782</b>
Males	5 014
Females	16 768
IPO Granted	13 045
Youth	2 154
Disabled	245
Awareness presentations	484
People reached at presentations	29 108
Number of clients referred to other resources	13 176

The proportion of women to men assisted at MOSAIC is almost **3:1** as shown on this pie chart. **10%** of clients assisted at the courts were youths and **1.6%** were disabled clients. **60%** of client processes culminate in the granting of an Interim Protection Order (IPO).



# MOSAIC Sexual and Reproductive Health Services

Victims of gender based violence are most often unable to negotiate safe sex, thereby increasing the risk of unwanted pregnancy and being infected with HIV and/or STIs. The MOSAIC Sexual and Reproductive Health clinic, based in Wynberg, allows clients to access SRH services in a private, safe, and confidential space.

## The services offered include:

- Contraception and information on Family Planning methods
- Screening for sexually transmitted infections (STI)
- Pap smears that includes screening for cervical cancer
- Pregnancy tests
- Provider initiated HIV counselling and testing (HCT)
- Termination of pregnancy (TOP)
- Gender-based violence screening and referrals
- Referrals
- Youth support groups
- Youth clinic services

For the period under consideration our clinic assisted an average of 50 clients each month of which more than half related to termination of pregnancy (1st trimester).

*... 'He told me to remove my clothes and lay on the bed. I was so scared he would kill me, so I did what he asked. He took off his pants and raped me... when he finished he took my money, my cell phone, locked me in the house and left. I do not know what to do, he could have infected me with HIV, I could be pregnant with a stranger's child, ooh I feel dirty and used...'*

## Thuthuzela Care Centres

Survivors of rape are engulfed in trauma, uncertainty, helplessness and hopelessness. In Khayelitsha, MOSAIC offers containment counselling which assists in fostering mental health and facilitate access to post-rape care services for survivors who present at the Thuthuzela Care Centre (TCC) after rape. They are offered a wide range of options and services which include HIV pre, post counselling and testing and referral for medical care. Medical care includes forensic examination, administration of HIV, pregnancy and STIs prevention medication and referrals for further care and support for those who test HIV positive. Referrals are also made to the Family Violence, Child Protection and Sexual Offences Unit to start the prosecution process, the Department of Social Development for cases that involve children and other NGOs for long term counselling. MOSAIC's active involvement in post-rape care services has informed the expansion of counselling services to Worcester Thuthuzela Care Centre and Mitchells Plain Forensic Unit as of March and April 2014 respectively. Our aim to support and heal continues to be upheld through our dedication to provide quality service for all the clients who pass through our doors.

2100  
rape survivors  
were assisted at  
the Khayelitsha  
Thuthuzela Care  
Centre

Close to **2 100** rape survivors were assisted at the Khayelitsha Thuthuzela Care Centre during the period 2013/2014. This centre is operated 24 hours a day, seven days a week and 52 weeks a year.



# MenCare+

2013 saw the introduction of the MenCare+ Campaign launched in South Africa, Brazil, Indonesia and Rwanda. MenCare+ is an international fatherhood programme that promotes men's involvement as equitable and non-violent fathers and caregivers. The goal of the programme is to improve sexual, reproductive and maternal health and rights, as well as family well-being, gender equality and quality of life in communities. The MenCare+ Initiative employs a multi-level approach in an attempt to reach gender equitable relationships for all through changes in policy and legislation, community-based prevention and behaviour change and group education and counselling.

The South African launch of the campaign took place on 21 November 2013 in Khayelitsha and was attended by 30 key stakeholders, programme participants and community members.

In South Africa, MOSAIC and Sonke Gender Justice have teamed up as the country implementation partners, and have, after a slow start, been able to reach in excess of 467 in direct service delivery and more than 20 423 in community outreach and media activities.

Other key stakeholder with whom partnerships have been established for the expansion of the programme include: Department of Justice & Constitutional Development; National Prosecuting Authority (at court level); Department of Health; Non Profit Organisations, Community Based Organisations and Media partners.

As part of the MenCare+ delegation, MOSAIC participated at the International Conference on Family Planning, Addis Ababa in November 2013. The conference was used as an opportunity to raise awareness about the campaign and to engage conference participants around the notion of engaging men in matters of respectful and supportive relationships, engaged fatherhood and access to SRH services. This was done through an information booth, a side event and a lunch table discussion.

2013/14: MOSAIC MenCare+ Programme Achievements		
Individual Male Counselling	283	Men Counsellor
Engaging Men on GBV & SRH	5	Workshops reaching 90 men
Young male SRHR support groups	7	reaching 94 male youth
Community campaigns	20 423	reached through door-to-door and awareness raising presentations

Prior to joining MOSAIC and MenCare+, Gresham and Heidi had been married for 10 years when Heidi decided to take out a Protection Order against Gresham. When she went to the court, the Court Support Worker from MOSAIC told her about MenCare+ and Heidi decided share the concept and information with her husband. Although she wanted him to join and was supportive of the process, it was ultimately his choice.

The couple emphasised how significant this was, and felt that had it not been Gresham's choice to join they may not have experienced the level of success they did.

Gresham and Heidi have been a part of MenCare+ since

2013, and are still part of the programme nearly a

year later. Heidi was eventually incorporated into the sessions to help her better understand her husband's learning process, and to equip her with the skills to help improve their communication.

Though Gresham has completed the 12 week counselling program, he still goes for extra help and regularly attends a support group for men. In Gresham's own words, 'I'm still going, because the thing is, you learn the tools at

MOSAIC but you need to put it into practice. It's easy to

learn, but the key part is to put it into practice for everyday life. For ten years of my married life, I was doing things a certain way, but when I joined to the programme, I was taught that there's a different way of doing things. So I had to either accept that or reject that. The difficult part was to put it into practice.'

Gresham stressed that MenCare+ and Veronica, the couple's counsellor, have equipped him the tools to improve his relationship – but that the key part of changing is proactively utilising the tools. He also emphasised how important it is to keep an open mind, because one can only be helped if they want to help themselves.

The couple also acknowledged that sometimes friends and family can see the act of going for counselling as a weakness, but to them it signified strength: both as individuals and as a couple. Heidi said she had witnessed an immense transformation in her husband, and although she was initially hesitant

to trust and believe it, she really feels that MenCare+ has improved her marriage and profoundly impacted their lives. She also noted how Gresham has improved as a father since joining MenCare+.

The couple mentioned that Veronica was always available to help them, and that they both found a greater sense of support after finding MOSAIC.

## Direct Services

Individual & Couple counselling

*Young men and SRHR educational support group (Programme H)*

Fatherhood/Couple groups (Programme P)

*Engaging men on GBV and SRH (Workshops)*

## Community Outreach & Media

Public awareness raising presentations

*Networking*

Door-to-Door campaigns

*Community newspapers and*

*radio stations*

Social media

# DOVA – Human Rights Assessment Instrument on Domestic Violence

With funding assistance from the DG Murray Trust, MOSAIC launched a study focussing on the implementation of the Domestic Violence Act (116 of 1998) by South African Police Services in the Western Cape Province.

The Human Rights Assessment Instrument on Domestic Violence, referred to as DOVA, is a tool designed primarily to be used organisations such as NGOs, CSOs and grass roots organisations working towards eradicating domestic violence in their communities.

The MOSAIC-DOVA process began in 2012, where MOSAIC brought together a group of like-minded civil society organisations to decide on the focus and scope of the research. The group decided that the focus of the research would be: 'Lack of consistency in the implementation of the Domestic Violence Act (116 of 1998) and its regulations by the SAPS'.

The research was conducted using qualitative and quantitative methodologies. And the sample was made up of SAPS officials, DV complainants and community members.

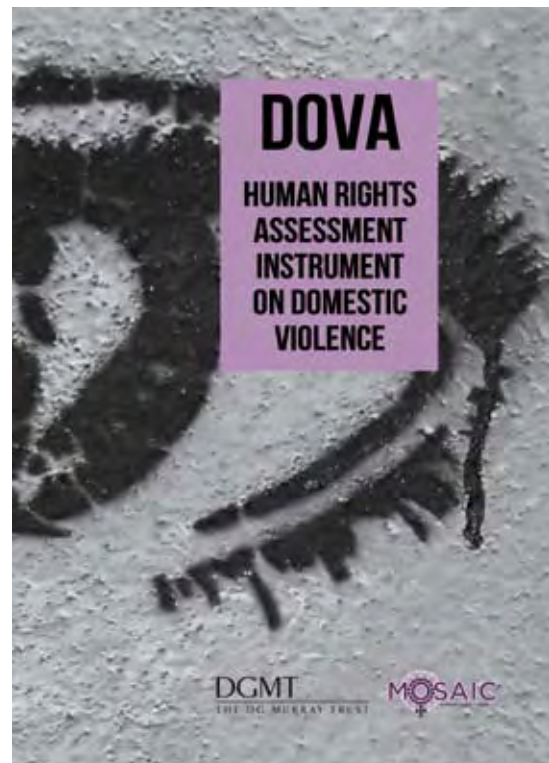
Ten SAPS stations were monitored:

- Atlantis
- Bishop Lavis
- Cape Town
- Hout Bay
- Khayelitsha
- Lansdowne
- Mitchells Plain
- Paarl
- Stellenbosch
- Wynberg

The research sought to establish the level of consistency in the implementation of the DVA, whilst also providing SAPS officials an opportunity to express what they perceive to be the challenges to consistent implementation.

## The report made 12 key recommendations for implementation:

1. Improvements within SAPS infrastructure
2. Improved capacity of SAPS officials to address DV matters
3. Improved access to DV legislation, policies and protocols
4. Improved services for victims with disabilities
5. Improved referral networks
6. Formal Record of all DV matters
7. SAPS Annual Crime report to reflect DV statistics
8. Increased community awareness raising on DV
9. Determination of withdrawal
10. Increased arrests of DV perpetrators
11. Sharing of best practice and case discussions
12. Establishment of a DV Hotline



## Staff Wellness and Debriefing

MOSAIC is serious about the continued emotional wellbeing of our family. Daily, our court support workers, social auxiliary workers and counsellors see the worst that life has to offer and MOSAIC's staff takes all this on because they believe in what they are doing.

But, at least once a month, all MOSAIC operational staff are provided with a safe space within which to rid themselves of the poison that they take on in the course of their duties. Every session takes on a life of its own, and is dependent on the needs and experiences of the individuals present.

The operational staff have taken ownership and furthermore come to support each other in and outside of sessions. The information and guidance gained are eagerly implemented in their personal lives as well as in the workplace.



## Organisational Capacity Assessment

In October 2013, Rutgers WPF commissioned an organisational capacity assessment (OCA) which was conducted by isiBindi Facilitation & Training. The purpose of the OCA was to identify the strengths and weaknesses of MOSAIC and to enable the detection and measurement of change and development over time.

Based on this assessment, it was found that MOSAIC is well able to identify and prioritise its own learning objectives and to develop, implement and execute its own capacity building plans.

**IsiBindi's final report concluded that MOSAIC can be seen as a 'mature' organisation for the following broad reasons:**

1. Its strategy and operational plans are clear and it is responsive to its end users. The management team functions well and staff are committed to the strategy and plans.
2. Its relationships with target groups are good and their input is taken into account when interventions are planned.
3. Its project management and evaluation systems are clear and lessons learned are used to refine and improve the quality of its services.
4. The effectiveness of its programmes and interventions are effectively monitored and evaluated, lessons learned are disseminated to staff in order to improve service delivery.
5. Its financial resources, sourced through funding proposals, are well-managed and cost-effectiveness is a priority. Financial reporting is in accordance with financial 'best practice' and satisfies the needs of funders.
6. Its human resource management policies are in place and staff turnover is low. Staff is generally well-trained and competent in performing their specific functions.
7. Its logistical, technical and methodological capacity and expertise is good.
8. Its partnerships and links with other CBOs, NGOs, Government and the private sector make MOSAIC a reputable development agent in its field.

# Monitoring and Evaluation

Within the current five year strategic plan, MOSAIC envisages a 15% reduction in domestic violence in the areas we currently provide services. In the past year, the Monitoring and Evaluation (M&E) section strengthened M&E systems and continued to provide coordination and support to other programmes in order to increase organisational efficiency and effectiveness. The section monitors the effectiveness of all programmes by measuring programme performance and activities against both our objectives and targets. The emphasis is on the quality and management of data collected from the sites in order to report effectively to all funders on the targets set.

This has helped us to assess the impact of our programmes and activities and to improve and learn how we can implement our activities better so as to reach our targets and also meet all stakeholder satisfaction.

## Cell-life

In 2013, we sub-contracted Cell-Life to develop a client referral tracking system for MOSAIC's operational programmes. The system improved our client services by enabling programmes to see if clients reach the services they are referred to. In addition to tracking client referrals, the system also captures basic client information e.g. demographic information and services provided, in order to track the range of services provided. This enables the M&E department to establish the extent to which clients are provided with a comprehensive set of services.

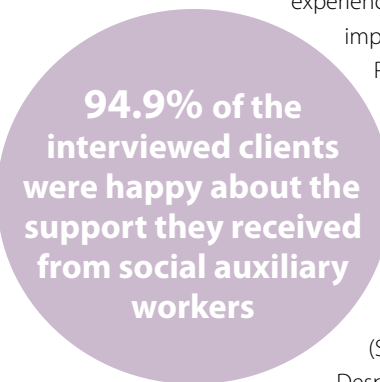
The system requires staff in the field to capture client information on the cell-phone. At the end of the month reports are generated to track and see if clients have reached their referral points. Reports generated so far reveal that the majority of the clients are not reaching referral points. The M&E section is guiding programmes to a follow up with clients and identify the reasons for not accessing extra MOSAIC services they are referred to. This data generated will be used to improve programme quality.

## Social Services Programme Evaluation

Another highlight of 2013/2014 was the external evaluation of our Social Services Programme which was made possible by the Anglo American Chairman's Fund. The main focus of the evaluation was to assess the quality of the counselling sessions provided as part of the individual counselling services. The evaluation also assessed if the sessions met the needs of the clients, and how the lives or circumstances of the clients changed after accessing MOSAIC's counselling services.

The findings of the evaluation revealed that 94.9% of the interviewed clients were happy about the support they received from social auxiliary workers. The needs of 93.2% of the beneficiaries were met most of the times and they received the guidance and information from the social auxiliary workers (SAWs) on how to move forward with life after

experiencing domestic violence. Another impact of the Social Services Programme was revealed by the four most significant changing stories of women who gave testimonials and feedback on the assistance they received through the programme.



**94.9% of the interviewed clients were happy about the support they received from social auxiliary workers**

The social auxiliary workers (SAWs) were also interviewed. Despite the challenges they experienced in implementing the individual counselling sessions, they believed that the work they are doing is extremely beneficial and it is making a difference to clients seeking their assistance. The SAWs were impressed with their work when the outcomes of the evaluation were presented to them. They were motivated to continue with the good work they are doing in the community.

Based on the findings of the evaluation, recommendations were made on how the services could be improved for future clients. The following changes could be implemented to improve the individual counselling component of the social services programme:

- Support groups for survivors of domestic violence
- Comprehensive list of referral partners
- Revise individual counselling standard operating procedure
- Safe and comfortable counselling space
- Sensitivity training for counsellors so that they are able to deal with all clients in a respectful and concerned manner
- Telephonic client follow-ups and additional airtime to SAW so that they can call clients
- Dedicated counsellors for domestic violence counselling
- After hours or weekend services
- Awareness campaigns
- Strengthen partnerships with service providers who offer support and counselling for children
- Children's activity packs at counselling sites

In order to improve the quality and impact of services we provide, the M&E section supports the organisation to implement and monitor activities in support of the recommendations.

Global Fund for HIV/Aids, tuberculosis and malaria through NACOSA and MOSAIC's Sub-Recipient Partners – MOSAIC is a sub-recipient of Global Fund Phase 11 grant programme.

MOSAIC is responsible for the following sub-sub recipients (SSRs):

- Masimanyane Women's Support Centre
- Ethembeni Community and Trauma Centre
- Grace-Devine in Kimberley and
- KwaZulu-Natal Network for Violence against Women.

MOSAIC and the SSRs implemented the following activities and achieved the results given below in 2013/2014:

<b>2013/14: Number of People Reached</b>	
Number of domestic violence victims who received HIV prevention education and services through an integrated court support programme	21 508
Number of victims of rape and sexual violence receiving assistance	2 077
Number of people who received a HIV test and know their results	9 833
Number of out of school girls reached through workshops (15-24 years)	2 138
Number of people reached through campaigns	2 810
Number of campaigns/events held	14

The results above show the impact the programmes have in the lives of people and we hope to reach-out to more people in the year 2014/2015.

The Global Fund grant enabled MOSAIC to have regular on-site data verification visits (OSDV) in the past year. The OSDV visits have provided us with an opportunity to understand the challenges experienced by the SSRs and helped us to improve on the concerns raised so that they are able to achieve their targets and report correctly on targets achieved. NACOSA has continuously supported and guided us in the implementation and management of the Global Fund activities and this has ensured significant progress in delivering the targets set.

## Social Enterprise and Training

Acknowledging the shift in the donor climate, MOSAIC is growing confident in her ability formalise her services as products to be absorbed by corporate clients. Training done is toward ensuring employment for the participants, counselling, testing and awareness raising initiatives are toward decreasing the instance of domestic violence, our value added is that we are able to assist companies in improving their bottom line by rendering services relating to domestic violence, thereby increasing their productivity and cultivating a healthier workforce.



## TelePerformance

As a pilot project, MOSAIC embarked on providing her services to a corporate client. Whilst NPOs are finding various ways of reaping the benefits of corporates needing B-BBEE compliance, we were invited by a call centre to offer counselling, training, VCT and orientation talks as part of their employee wellness programme. As a pilot, this was successful as we were able to reach women in society who we are usually not able to interact with due to their working hours. MOSAIC's social worker assisted a number of clients while being stationed at their offices one day per month and the taking the VCT station to them for World Aids Day 2013 was a service their team appreciated and made use of. A positive spin-off is that these clients are now making use of MOSAIC services at our various service sites. The learning however for MOSAIC was that in order to reach different targets will require additional staff.

## Major Partnerships and Donors Recognition and Thanks

MOSAIC has continued to influence policy and legislation on sexual violence as an active participant of the Shukumisa Campaign (national working group on sexual offences). The platform has further provided a space for increased experience in policy development and advocacy and to actively contribute to the effective implementation of the Sexual Violence Act of South Africa.

MOSAIC would like to thank all funding and donor partners for their valuable contribution to the fight against Domestic and Sexual Violence in the past year. It is only with your continued support that MOSAIC's sustained service delivery to those affected by acts of violence can be guaranteed.

Working within a broad national legislative framework, policies and priorities, MOSAIC relies on a network of engaged organisations and individuals, who believe in gender equality and MOSAIC's mission and vision, to join MOSAIC in delivering services.

On national level, MOSAIC works with the National Working Group on Sexual Offences, the Reproductive Rights Alliance, the SANAC Women's Sector Reference Group and The Victim's Charter. On provincial level, MOSAIC works within the various Networks on Violence against Women, the Provincial Gender Machinery Working Group, the Anti-Rape Forum, the Western Cape Reproductive Rights Alliance Working Group and the Metropole Reproductive Health Coordinators Committee. On District level, MOSAIC has a presence on the Development Forums and Community Safety forums.

Prominent national and international partners include the Western Cape Department of Social Development, the Department of Justice and Constitutional Development, the Department of Community Safety, City of Cape Town, NACOSA, and the University of Cape Town.

In addition to public and anonymous donations received over the years, MOSAIC's success has been recognised by the receipt of support and funding from major foundations including the Global Fund, the MAC Aids Fund, the National Lottery Foundation, the Claude Leon Foundation, the Mary Slack and Daughters Foundation, the DG Murray Trust, the Anglo American Chairpersons Fund, and Sustainable Urban Neighbourhood Development's Violence Prevention through Urban Upgrading.

## Sponsorship and Donations

Social Development

VPUU

Global Fund

Rutgers World Population Foundation

Kurt & Joey Strauss Foundation

Claude Leon Foundation

Elton John AIDS Foundation

Anglo American Chairman's Trust

EG Woods Trust

L & S Chiappini Charitable Trust

Mary Slack & Daughters Foundation

Joan St Leger Trust

Mac Aids

Give as you earn (Edgars)

Investec

Estate Late Maskew Miller Trust

## Financial Manager's Report

MOSAIC is a leader in the field of Gender Based Violence. We have successfully increased our reach in all the programs we are currently implementing. It is not only the quantity but also the quality of our work that stands out above the rest. The positive feedback we receive from our clients reassures us of the quality of the services our staff delivers.

As can be seen in the Audited Financial Statements MOSAIC's Income was again on par with the previous financial year. The total amount of just under R 12.5 Million was raised as income for the 2013/14 financial year. Although the income did not increase, this is still an achievement when we recognize the difficulties that exists in the NPO sector. MOSAIC has just over 70 staff members that works towards a common goal and therefore as can be expected from a service delivery organization, the biggest expense was Salaries. The second biggest expense was Global Fund SSR's – this expense is dedicated to organisations across South Africa to implement and deliver on targets set by the Global Fund. The bottom line suggest a wonderful surplus of just over R 800 000.00, these funds are dedicated for programmes in the next financial year.

I end off by again thanking the amazing staff of Mosaic for their dedication and commitment. You make me proud to be part of this team! I know this quote applies to all at Mosaic:

*'I am of the opinion that my life belongs to the community, and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die..'*

– George Bernard Shaw



Riaan Goosen  
FINANCIAL MANAGER

# Report of the Independent Auditor on the Summary Financial Statements

To the Members of  
MOSAIC Women's Training Service and  
Healing Centre NPC

The accompanying summary financial statements, which comprise the statement of financial position as at 28 February 2014, the statement of comprehensive income and statement of cash flows for the year then ended are derived from the audited financial statements of MOSAIC Women's Training Service and Healing Centre NPC for the year ended 28 February 2014. We expressed a qualified audit opinion on those financial statements in our report dated 28 May 2014.

The summary financial statements do not contain all the disclosures required by the International Financial Reporting Standard for Small and Medium-sized Entities. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of MOSAIC Women's Training Service and Healing Centre NPC.

## **Directors' Responsibility for the Summary Financial Statements**

The directors are responsible for the preparation of the summary of the audited financial statements in accordance with the criteria as required for the annual report as set out by the directors.

## **Auditor's Responsibility**

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with the International Standard on Auditing (ISA) 810, Engagements to Report on Summary Financial Statements.

## **Opinion**

In our opinion, the summary financial statements derived from the audited financial statements of MOSAIC Women's Training Service and Healing Centre NPC for the year ended 28 February 2014 are consistent, in all material respects, with those financial statements. However, the

audited financial statements of MOSAIC Women's Training Service and Healing Centre NPC for the year ended 28 February 2014 are subject to a qualification.

The basis for qualification of the audited financial statements is described in our qualified audit opinion in our report dated 28 May 2014. Our qualified audit opinion is based on the fact that in common with similar organisations, it is not feasible for the company to institute accounting controls over cash collections prior to initial entry of the collections in the accounting records. Accordingly, it was impracticable for us to extend our examination beyond the receipts actually recorded.

Our qualified audit opinion states that, except for the effects of the described matter, those financial statements present fairly, in all material respects, the financial position of MOSAIC Women's Training Service and Healing Centre NPC as at 28 February 2014, and of its financial performance and its cash flows for the year then ended in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities.

**MGI BASS GORDON GHF**

MGI BASS GORDON GHF  
REGISTERED AUDITORS  
CHARTERED ACCOUNTANTS (S.A.)

PER: DAVID DONNINGER  
REGISTERED AUDITOR  
CHARTERED ACCOUNTANT (S.A.)  
CAPE TOWN  
13 AUGUST 2014

## Statement of Financial Position

	2014 R	2013 R
<b>ASSETS</b>		
<b>Non-Current Assets</b>		
Property and equipment	2 215 423	2 088 101
Intangible asset	5	5
	<b>2 215 428</b>	<b>2 088 106</b>
<b>Current Assets</b>		
Trade and other receivables	34 541	27 952
Cash and cash equivalents	8 224 134	7 544 281
	<b>8 258 675</b>	<b>7 572 233</b>
<b>Total Assets</b>	<b>10 474 103</b>	<b>9 660 339</b>
<b>RESERVES AND LIABILITIES</b>		
<b>RESERVES</b>		
Non-distributable reserve	10 387 825	9 550 102
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	86 278	110 237
<b>Total Reserves and Liabilities</b>	<b>10 474 103</b>	<b>9 660 339</b>

## Statement of Comprehensive Income

	2014 R	2013 R
Revenue	2 030 766	12 898 001
Other income	94 853	206 068
Operating expenses	(11 559 433)	(13 572 835)
<b>Operating surplus (deficit)</b>	<b>566 186</b>	<b>(468 766)</b>
Investment revenue	271 537	250 800
<b>Surplus (deficit) for the year</b>	<b>837 723</b>	<b>(217 966)</b>

## Statement of Cash Flows

	2014 R	2013 R
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Cash generated from operations	590 873	114 877
Interest received	271 537	250 800
<b>Net cash from operating activities</b>	<b>862 410</b>	<b>365 677</b>
<b>CASH FLOWS USED IN INVESTING ACTIVITIES</b>		
Purchase of property and equipment	(182 557)	(41 097)
<b>Total cash and cash equivalents movement for the year</b>	<b>679 853</b>	<b>324 580</b>
Cash and cash equivalents at the beginning of the year	7 544 281	7 219 701
<b>Total cash and cash equivalents at the end of the year</b>	<b>8 224 134</b>	<b>7 544 281</b>

## Detailed Income Statement

	2014 R	2013 R
<b>REVENUE</b>	<b>12 030 766</b>	<b>12 898 001</b>
<b>OTHER INCOME</b>		
Interest received	271 537	250 800
Sundry income	94 853	206 068
	<b>366 390</b>	<b>456 868</b>
<b>EXPENSES</b>		
Advertising	100 563	13 579
Auditors' remuneration	72 400	50 069
Bank charges	19 087	20 014
Cleaning	27 115	12 417
Computer expenses	62 344	17 256
Consulting and professional fees	294 347	134 746
Depreciation	55 235	50 030
Donations	20 000	-
DSD Male Counselling	20 000	54 867
Employee costs	7 556 051	8 354 140
Entertainment	400	1 625
Global Fund SSR expenses	1 766 024	2 993 555
Insurance	39 766	41 392
Lease rentals on operating lease	34 724	48 514
Loss on disposal of assets	-	115 424
Materials development	-	15 000
Medical expenses	27 022	234 292
Motor vehicle expenses	64 351	18 129
Printing and stationery	145 994	215 254
Promotion material	61 402	106 406
Protective clothing	-	2 100
Refreshments (projects administration)	198 246	263 493
Registration fees	1 246	-
Repairs and maintenance	179 805	85 016
Rutgers WPF general expenses	206 517	-
Secretarial fees	6 678	-
Security	6 174	4 770
Similea program costs	-	500
Staff wellness and development	83 972	65 966
Subscriptions	10 320	2 204
Sundry expenses	59 835	48 360
Telephone and fax	174 995	237 503
Training	17 109	2 983
Transport	203 605	303 860
Utilities	44 106	59 371
	<b>(11 559 433)</b>	<b>(13 572 835)</b>
<b>Surplus (deficit) for the year</b>	<b>837 723</b>	<b>(217 966)</b>

The supplementary information presented does not form part of the annual financial statements and is unaudited

# Taking a stand and making a difference

**MOSAIC is committed to  
freeing our society from abuse  
and domestic violence**



For the past 20 years, MOSAIC has been playing a key role in the prevention of abuse and domestic violence in the Western Cape. A comprehensive set of community-based services is offered in English, Afrikaans and Xhosa. MOSAIC offers quality services that are accessible to survivors of abuse and domestic violence. These services include psychosocial support in the form of counselling for the victims and perpetrators of domestic violence, support for victims of sexual violence, court support, educational workshops and awareness-raising activities. MOSAIC continues to help people to make a positive difference in their own lives. And, with ongoing support, MOSAIC will continue to make positive strides in ending all forms of violence against women.

*To find out more about this incredible organisation  
and how you can assist, visit*

**[www.mosaic.org.za](http://www.mosaic.org.za)**





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