



CTMSC
Cape Town Multi Service Centre

ANNUAL REPORT 2024/25

Cape Town Multi Service
Centre

March 2024 -
February 2025



NPO 057 315



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ABOUT CTMSC



Cape Town Multi-Service Centre originated when the founder members under the directorship of Elsa Van Huysteen worked with street children in the various communities. Through their commitment and dedication to the cause and the willingness to make a difference in the lives of the children and families within the communities, a residential facility was opened to house the children living on the streets.

In 2009, CTMSC was registered as a Child and Youth Care Centre, and thereafter the Prevention and Early Intervention services was established in the schools within the Elsies River and Kalksteentfontein area. Amongst all the other social issues within the community, the most prevalent issue was children dropping out and seeking a living on the streets due to harsh home circumstances.

MISSION

to make services accessible to vulnerable children and families so that they may participate in their own development and become self-reliant.

VISION

To help each person to live their full potential with dignity and be fully equipped with the skills required for healthy living and work towards their successful re-integration into a family and the community

BOARD OF DIRECTORS

The following served until February 2025

- Janice King – Chairperson
- Patricia Southwood
- Samantha van Schalkwyk
- Anthony Bell
- Yomelelo Papu – stepped down in December 2024
- Aldine Deelman – Stepped down in February 2025

Currently serving with the above members:

- Nicolette Patchett joined July 2025
- Nontsikelelo Baartman – joined August 2025
- Anthony Austen – joined August 2025

CHAIRPERSON'S MESSAGE

If 'family' is defined as "the basic unit of society", then 'broken families', one of the overriding challenges in our land, reveal a society broken to its core. The Cape Town Multi Service Centre stands up to respond with passion and commitment to this massive societal crisis. Serving children emerging from the broken families of our Western Cape society, through its Residential, Prevention and Early Educational programmes, the Staff, Management and Board of the CTMSC has served (survived) another year.

The children living at the CTMSC home, eyes big with hope and interest, grow in body, mind and heart, receiving the love, nurture and fun along with their basic food, clothing and shelter needs from a warm and committed staff. As a Board, we are frequently amazed at how many wonderful activities and experiences are provided for the children from so few resources.

The organization received notice from the COCT to vacate its premises which it has occupied since 2007, as they plan to develop social housing on the site. Not for our boys unfortunately. We seek alternative accommodation for 30 vulnerable children and office space for the NPO headquarters. Any assistance in finding options are welcomed, as attempts to find this has not bourn fruit and time will eventually run out, with huge consequences to the children, staff and NPO.

More Board Members are also required – this is a good thing to do with your time and heart. Please put up your hand.

It is with great respect and consideration that we as a Board serve the Staff and Children of the CTMSC. Your job is a good one. We know you need support to keep from becoming weary and to keep your arms up to keep going. Thank you for giving us this opportunity to be part of what you are doing.

PEI

Prevention & Early Intervention

The PEI team is made up of a social worker, a community worker, and a social auxiliary worker.

Together, they deliver life skills programs tailored to each school's needs, while also providing psychosocial support, parent workshops, and public education sessions.

Referrals are received from teaching staff, and services are extended to the wider community.

The team works collaboratively with Child Protection Organizations and other key stakeholders within the community. Their services focus on addressing social challenges, strengthening family systems, and supporting learners through various difficulties.



CYCC

Child & Youth Care Centre

Cape Town Multi-Service Centre runs a Child and Youth Care Centre housing 30 boys whom were placed in our care via the Children's Court. The boys are removed for various reasons ranging from abuse, neglect and unfavorable home circumstances thus finding them in need of care and protection.

ECD/ GRADE 0

Early Childhood Development/ Pre grade R

The services is offered to low income households at no fee. the class is oversee by Natasha Haynie and assisted occasionally by volunteers from the Pinelands Church. The ECD also serves as a preventative measure to reduce the number of unsupervised children in the community.



SOCIAL WORKER REPORT- CYCC

Programme Overview

The Centre operates under a committed team led by a Director and management team, with oversight from the Department of Social Development (DSD). All services comply with the Children's Act 38 of 2005 and its amendments, ensuring children's rights and protection.

- Capacity: 30 boys were housed during the year.
- Admissions: 2 new boys admitted through DSD Central Admissions and the Children's Court.
- Discharges: 1 boy discharged.
- Compliance: Full compliance with DSD Norms and Standards for Child and Youth Care Centres.



Social Work Services

- Orientation & Development: Each child received orientation and an Individual Development Plan.
- Therapeutic Support: Ongoing individual and group therapy sessions addressed trauma, grief, substance abuse, conflict resolution, and self-image.
- Family Reunification: Social workers engaged with families to facilitate reintegration where possible.
- Collaborations: Partnerships with trauma centres, clinics, DSD, SAPS, and community organisations for specialised services.

The year demonstrated the resilience of the boys and the unwavering dedication of staff and partners. Cape Town Multi Service Centre remains committed to the empowerment and development of every child in its care.

Nosipho Adam
CYCC Social Worker

SOCIAL WORKER REPORT - PEI

Shortly after the 2023/2024 financial year, our social auxiliary worker resigned after securing a better-paying position within the government sector. Despite this loss, we were fortunate to welcome a new social auxiliary worker, who was already familiar to the organization, having previously served as our administrator/receptionist. After graduating in December 2023, she stepped into the role for the first time, and it has been a privilege to witness her growth and the genuine compassion she brings to her work with people.

Mr. Mark Rogers, based at our Kalksteentfontein office, celebrated 14 years of dedicated service with CTMSC—making him one of our longest-serving employees. Mr. Mark has contributed across several departments within the organization, and we remain deeply grateful for his unwavering commitment and leadership.

Our services and presence in the four schools we support continue to be highly praised by school principals, teaching staff, and our valued community stakeholders. Our relationship with the educators has grown into a strong, reciprocal partnership, and our stakeholder network continues to strengthen each quarter.

We were delighted to welcome two new partners to our stakeholder community: the City of Cape Town's Adriaanse Library and Adriaanse Clinic. In addition, we wish to recognize and commend our faithful community stewards—Priscilla, Shirley Fields, and the walking bus stewards based at Edward Primary—for their ongoing support and dedication to the vision and mission of the PEI programmes.

At PEI, we embrace the motto: "Alone we can do so little, but together we can do so much." This spirit of collaboration was clearly evident over the past year. While all services were delivered smoothly, we particularly noted a positive increase in attendance at our parent training sessions. Parents expressed their appreciation for the safe space these sessions provided to share and learn, and many requested additional sessions in the future—something we have taken to heart.

As the PEI team, our desire is not only to excel in the services we provide but also to continue transforming our space. One of our goals is to establish a designated therapy corner for both children and their parents or guardians, further extending our commitment to holistic support and healing.



Carley Cupido
PEI Social Worker

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ECD REPORT

A message from the Principal/Class Educator would like to extend our deepest gratitude to our dedicated sponsors and Volunteers from the Pinelands NG Church and the Congregation, the supportive parents and the resilient children of Vrolike Groepe Playschool. This year, we continue our mission to provide a safe and enriching early childhood education for children in the Clarke Estate Community.

We celebrated significant milestones, including our graduation of 18 learners who are well prepared for Grade R. While we faced some difficult challenges, our commitment to holistic, play – based learning remained unwavering. This report reflects on our achievements, acknowledges our challenges, and looks ahead to how we will continue to grow and serve our community.

Our mission at Vrolike Groepe is to provide a holistic early childhood development service to children from our community, preparing them for Grade R and beyond. We believe that every child deserves a strong foundation, and we achieve this through our play – based learning approach, which nurtures curiosity, creativity, and essential life skills

Year in Review: 2024/2025 Highlights · Academic & Programmatic Achievements: We continue to use our play – based learning approach to help our learners develop socially, emotionally, physically and cognitively. Our curriculum is designed to make learning a joyful experience, helping children build the confidence and skills they need for their future. · Special Events: Our learners had two wonderful experiences this year. We enjoyed a Horse and Carriage Ride and Picnic at Oude Molen – a magical day filled with laughter and exploration. The highlight of the year was undoubtedly our Graduation Ceremony, where we celebrated the achievements of 18 learners who successfully completed their journey with us.

Acknowledging our challenges This year, we faced significant challenges that directly impacted our learners and their families. The gang violence in our area is a major obstacle, sometimes preventing children from attending school regularly. This highlights the importance of the safe space we provide for our learners. We also continue to work on building a stronger partnership with our parents. We recognize the difficulty of encouraging parents to support their children's learning at home and are exploring new ways to empower families to be a part of their child's educational journey.

We extend our sincere thanks to every person who has been a part of the Vrolike Groepe Playschool Family this past year. Thank you to Martie Linet, Johanna and everyone at the Pinelands NG Church, your dedication, generosity, time, support and trust make our work possible.

DIRECTORS REPORT

During the reporting period, Cape Town Multi Service Centre (CTMSC) successfully fulfilled its goals in alignment with our mission and vision. We are proud to report that we met all our targets set by the Department of Social Development (DSD) for our Prevention and Early Intervention Programme (PEI), and our Child and Youth Care Centre (CYCC) operated at 90% capacity for most of the year.

CTMSC provides holistic services to the community through three core components:

- * Child and Youth Care Centre
- * Prevention and Early intervention Programme
- * Pre Grade R class

Challenges Faced

This year, we experienced 30% staff turnover due to staff seeking better opportunities or finding the demands of the job overwhelming. Working with thirty teenage boys – each with unique and often traumatic backgrounds – requires more than just experience; it requires deep empathy, patience, resilience, and a keen sense of commitment.

Our children come from diverse family situations, often marked by neglect, trauma, and a lack of parental care. It is the responsibility of our team to step into the role of caregivers, teaching them self-love, empathy, and life skills – while also becoming trusted adult figures in their lives

Additionally, in the latter part of the year, we began admitting younger children, with our youngest being only seven years old. This shift significantly impacted our service delivery model, as younger children require:

More support with school preparation and homework

Assistance with personal hygiene

Help with basic daily routines like dressing and making their beds

Achievements

Despite challenges, we remain inspired by the resilience and progress of our children. Many are actively trying to change their circumstances, improve their behaviour, and create a better future for themselves. Their small step forward gives us immense hope.

We are proud of each child who chooses to try, to grow, and to believe in the hospitality of a better tomorrow.

DIRECTORS REPORT CONTINUED

Call for Volunteers

We extend a heartfelt invitation to volunteers who can provide consistent and caring support – particularly with homework and assignments. However, we ask for true commitment. Our children have already endured too many disappointments in their lives. They need dependable, caring adults, who will show up and are effective. Even if you impact just one child, it is a success. Bring a smile. Be a mentor. Be the change.

BE THE CHANGE – Our challenges to the Community

To the Community: Support those who are less fortunate. Get involved.

To Parents: Take responsibility. Stop blaming circumstances or government policies. Aspire to be better – one day at a time.

To the Department of Education: We urge you to invest in the future of our children by reducing classroom sizes and building more schools. Quality education must be accessible to every child – not just those who can afford private schooling.

Let us all be part of the solution – invest in our children, our communities, and our future

Conclusion

Our success would not be possible without the collaboration and dedication of our staff, Governing Board, donors, and volunteers – our valued Circle of Friends. Your continued support, guidance and generosity make a profound difference in the lives of the children we serve.

As we look ahead, we are committed to improving our services, deepening our impact, and building stronger relationships within our community.

Together, we can continue to provide hope, healing, and opportunity to those who need it most.

Thank you for standing with us.

Thank you for believing in our mission.

Thank you for making a difference.

FINANCIAL STATEMENTS

CAPE TOWN MULTI SERVICE CENTRE

(Registration number: NPO 057-315)

Annual Financial Statements for the year ended February 28, 2025

STATEMENT OF FINANCIAL POSITION AS AT FEBRUARY 28, 2025

Figures in Rand	Note(s)	2025	2024
Assets			
Non-Current Assets			
Property, plant and equipment	2	543,916	733,787
Current Assets			
Trade and other receivables	3	7,800	6,000
Cash and cash equivalents	4	1,869,588	2,083,020
		1,877,388	2,089,020
Total Assets		2,421,304	2,822,807
Equity and Liabilities			
Equity			
Retained income		1,405,781	2,029,336
Liabilities			
Current Liabilities			
Trade and other payables	5	732,792	479,201
Subsidies received in advance - PAWC Social Development		186,844	198,056
Funding received in advance - donors	6	95,887	116,214
		1,015,523	793,471
Total Equity and Liabilities		2,421,304	2,822,807

CAPE TOWN MULTI SERVICE CENTRE

(Registration number: NPO 057-315)

Annual Financial Statements for the year ended February 28, 2025

STATEMENT OF COMPREHENSIVE INCOME

Figures in Rand	Note(s)	2025	2024
Revenue	8	2,757,816	2,937,654
Other income	9	6,902	66,548
Operating expenses		(3,388,576)	(3,353,534)
Operating (shortfall) /surplus	10	(623,858)	(349,332)
Investment revenue	11	303	-
(Shotfall)/Surplus for the year		(623,555)	(349,332)

FINANCIAL STATEMENTS

CAPE TOWN MULTI SERVICE CENTRE

(Registration number: NPO 057-315)

Annual Financial Statements for the year ended February 28, 2025

DETAILED INCOME STATEMENT

Figures in Rand	Note(s)	2025	2024
Revenue			
Subsidies - PAWC Social Development		2,253,338	2,399,120
DSD Special funding		39,500	-
NLC Funding		-	49,279
Auction		36,425	-
Functions		22,080	-
Donations received in goods and services			-
- Clothing		8,500	13,659
- Door locks and handles		-	260
- Groceries and cleaning material		9,738	40,040
- Stationery		4,727	-
- Upgrade shower area		630	-
Donation - StreetSmart SA		2,359	4,728
Donations - Other		380,519	430,568
	8	2,757,816	2,937,654
Other income			
Insurance claim		6,902	66,548
Expenses (Refer to page 19)		(3,388,576)	(3,353,534)
Operating (shortfall) /surplus	10	(623,858)	(349,332)
Interest received	11	303	-
(Shortfall)/Surplus for the year		(623,555)	(349,332)

FINANCIAL STATEMENTS

CAPE TOWN MULTI SERVICE CENTRE

(Registration number: NPO 057-315)

Annual Financial Statements for the year ended February 28, 2025

STATEMENT OF CASH FLOWS

Figures in Rand	Note(s)	2025	2024
Cash flows from operating activities			
Cash (used in) generated from operations	13	(188,207)	32,290
Interest income		303	-
Net cash from operating activities		(187,904)	32,290
Cash flows from investing activities			
Purchase of property, plant and equipment	2	-	(84,590)
Disposal of property, plant and equipment	2	6,011	15,311
Net cash from investing activities		6,011	(69,279)
Cash flows from financing activities			
Net movement of funding received in advance - donors		(31,539)	50,224
Net cash from financing activities		(31,539)	50,224
Total cash movement for the year		(213,432)	13,235
Cash at the beginning of the year		2,083,020	2,069,785
Total cash at end of the year	4	1,869,588	2,083,020

FINANCIAL STATEMENTS

CAPE TOWN MULTI SERVICE CENTRE

(Registration number: NPO 057-315)

Annual Financial Statements for the year ended February 28, 2025

DETAILED INCOME STATEMENT

Figures in Rand	Note(s)	2025	2024
Operating expenses			
Accounting fees		(103,950)	(103,163)
Administration and management fees		(4,880)	(3,644)
Advertising		-	(2,646)
Assets donated		(26,497)	-
Assets written off		(6,008)	-
Auditors remuneration		(26,500)	(24,500)
Bank charges		(10,854)	(11,241)
Bedding and kitchen expenses		(14,601)	(6,247)
Cleaning		(35,789)	(28,843)
Clothing		(42,410)	(27,496)
Computer expenses		(15,716)	(22,277)
Loss on motor vehicle written off		-	(15,310)
Depreciation, amortisation and impairments		(157,366)	(203,039)
Employee costs		(1,822,772)	(1,723,975)
Entertainment		(9,151)	(24,308)
Extra-mural activities		(14,990)	(11,577)
Food and toiletries		(330,482)	(318,995)
School needs		(13,790)	(1,304)
Holiday programs		(13,358)	(9,232)
Insurance		(64,244)	(59,171)
Medical expenses		(19,687)	(7,516)
Motor vehicle expenses		(123,205)	(130,973)
Municipal expenses		(247,682)	(219,096)
Play school		(3,292)	(300)
Postage		-	(825)
Printing and stationery		(42,622)	(39,033)
Rental of premises		(3,656)	-
Rental of equipment		(108,942)	(93,419)
Recreational activities and expenses		(9,881)	(7,774)
Repairs and Maintenance		(20,738)	(141,329)
Security		(13,970)	(11,828)
Subscriptions		(9,147)	(6,804)
Telephone and fax		(54,732)	(59,073)
Training		(3,690)	(14,468)
Transport		(13,974)	(24,128)
		(3,388,576)	(3,353,534)

ACKNOWLEDGEMENT

Financial/ In kind/ In Service/ Project Sponsorship

FINANCIAL SPONSORSHIP TOWARDS PROJECT NEEDS

- Atlantic Blue Sky – financial
- Bernstein Family- financial and needs
- Carl & Emily Fuch Foundation – financial
- Deutsch-Sudaafrikanischer Forderverein – (DSF) Wennemer Trust now known as Geforderde
- Mr and Mrs Lee
- Nawal du Toit and family
- Pieter Malan- financial
- Timeless Africa – financial
- Total Steers Garage – financial
- Tuarai Muzenda – financial
- Weideman Family Trust- financial
- Windvogel family
- Tafelberg Kerk – Financial donation towards toiletries
- Sheila Fagan – Financial until April 2024
- Losper Family – financial /needs
- Mercer Family – financial / needs
- Pinelands Church Patrons Financial sponsorship towards Pre Grade R Class needs

DONATIONS IN KIND – NEEDS /SERVICE

- 2U Company – donations of needs
- Sebastian and his wife- Programme involvement
- BBL Security – locks donation
- Amawandle Hake- donation of fish
- A1 Carpets – donations of various goods/ products/ services
- Church in Westridge – donations of volunteership
- Impala Stationery (Pty) Ltd
- Mercy Loving Media (Pty) Ltd- donations
- Neil Manley and Friends & Family
- Peoples Church patrons and leaders – service
- Papersmith and Sons- donation of envelopes
- StreetSmart – donation of furniture/ financial
- Tasneem/ Tracy – Computer classes service
- Western Cape Street Children's Forum (Virgin Active distribution)
- Youth Invasion members – programme involvement

CONTACT US



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