



# COMPANY PROFILE 2019

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## COMPANY PROFILE CONTINUING EDUCATION FOR AFRICA (CEFA)

### 1. INTRODUCTION

*“...People seek better, more rewarding, lives. They and the communities in which they live need to be able to move on from a mere struggle to survive...” (CEFA Brochure 2015).*

Education and capacity building can be defined as an entire process of social life by means of which individuals and social groups learn to develop consciously, for the benefit of everyone, all their personal capabilities, aptitudes, attitudes and knowledge (see UNESCO 1974). It is this development which enables us to achieve a better life for all. Poverty induced by financial meltdown, desperation induced by natural and manmade disasters, indifference by those who have for the plight of those who have not – all are barriers to a world free from want, hunger and ignorance. We must learn to truly love our neighbors: research, education and development is the key.

Established in 2004, Continuing Education For Africa (CEFA) is a proud accredited Training Provider for National Certificates in **Community Development** (NQF Level 5 ID.No.80946 (83388 )- ETDP SETA) and **Social Auxiliary Work** (NQF Level 4 ID:23993 – HWSETA). The CEFA **my-eLEARNING** platform is **the very first to be accredited** by the ETDP SETA to offer the Community Development qualification. CEFA offers access to a wide variety of registered and credit bearing **short courses** as well as **Continuing Professional Development (CPD)** courses for professionals.

We are a Not-for-Profit Company (NPC) and we meet all BBBEE requirements. This year CEFA celebrates its **14<sup>th</sup> Anniversary**. We were the very first (for a long time the only) accredited service provider for Social Auxiliary Work training. CEFA is the proud recipient of the ISOE and Best Practice awards. Our head office is in Wellington, Western Cape, and we have more than 60 delivery points across all provinces in South Africa and the rest of Africa.

CEFA has a strong **mentor system** in place to guide our learners towards achieving their fullest potential and apply theoretical knowledge in the workplace. CEFA is proud to offer on-going **aftercare services** to all our clients, learners, mentors and the communities where we train.

Coming from a strong academic background, Dr. Lubbe and her team are passionate about scientifically tested quality training and research regarding social equality, social cohesion and community wellbeing. Each and every research and training project is backed by scientific monitoring and evaluation research which is done in collaboration with leading professionals and universities after which the data are then presented to all stakeholders.

## **2. CEFA VISION, MISSION, OBJECTIVES, VALUES, CODE OF CONDUCT AND MODUS OPERANDI**

### **2.1 CEFA VISION**

To be the leading provider of continuing further education – in Africa and elsewhere – in the practical enhancement of personal wellbeing and life enrichment, leading to a better life for all.

### **2.2 CEFA MISSION**

To empower learners with the theoretical and practical knowledge, skills and attributes with which they can enrich their own lives, thereby effecting meaningful, positive changes in their communities.

### **2.3 CEFA OBJECTIVES**

CEFA has set itself the following objectives:

- Train and prepare learners with theoretical knowledge, supported by practical work-based experience, which can lead to successful life enrichment.
- Provide trainers and mentors with capacity to give learners the knowledge they need for successful learning that will improve themselves and their communities.
- Maintain a quality and management support system which will facilitate effective teaching and training of learners for successful prospective careers.
- Establish a body of scientific knowledge which will ensure maintenance of curriculum quality, standards and relevance.

### **2.4 CEFA VALUES**

CEFA service delivery is based on its commitment to believing in core values of:

- leadership in the provision of top quality empowerment education, training and practical application skills;
- education training and research as the key to human development in contributing to the quality of life of individuals and their communities;
- the capability of all people to learn and enrich their lives;

- investment in social capital through equipping learners with the necessary knowledge, skills and qualities to become highly qualified self-reliant practitioners in the fields for which they have been trained.

## **2.5 CEFA CODE OF CONDUCT AND MODUS OPERANDI**

All those with whom CEFA communicates and conducts business should know and understand our beliefs, operating principles and code of conduct. We believe in treating everyone in the way in which we would like them to treat us – honestly and fairly, with courtesy, consideration, sympathy and understanding – and with due regard to ethical business standards.

We establish trust and sustainability. This is achieved through our service delivery to communities which is not only focused on training and skills development but also on empowerment of the entire community to become the owners and beneficiaries of the provided training and developed skills.

## **3. CEFA UNIQUE SERVICE MODEL FOR GUARANTEED SUCCESS**

The uniqueness of the CEFA service model is evident in the decentralized research and training approach that is followed. The approach consists of the establishment of delivery sites in communities and partnerships with community bases workplace from where the service delivery will be conducted. This step is followed with capacity building and training of local mentors, facilitators, and/or assessors as well as research assistants based at the aforementioned offices. Notably, CEFA still fulfils the overall monitoring and accountability function on a continuous basis, in order to ensure for best quality throughout the training process.

In addition to the above decentralised service delivery approach – CEFA also offers an Academic Development Module (ADM) to the learners which serve as a bridging program to prepare learners for the training and skills transfer to be delivered in the training courses. The ADM focuses on assessment and equipment of: learner reading, writing and learning styles. Learners are then also introduced to the course requirements and training cycle.

### **3.1 THE NEED FOR TRAINING IN SOUTH AFRICA**

CEFA recognises the need for training in Southern Africa and as such focuses on full qualifications e.g. social auxiliary work (NQF4) and Community Development (NQF5).

Now – ***for the first time in South Africa*** – CEFA can also bring the Community Development classroom to the learner. With our easy-to-use '*my-eLEARNING*' online platform, learners can study the theory online.

Maintaining professional standing is a critical need. Social Service Professionals are

required to keep up with the growth in knowledge and professional practice. CEFA provides an extensive range of SACSSP and HPCSA registered CPD courses (generally ranging from 3 to 20 per subject) professionals need to maintain good professional standing with the respective Professional Council.

## 3.2 FULL QUALIFICATIONS

**The exciting new Community Development profession NQF Level 5 ID.No.80946 (83388)** qualification provides learners with the competencies needed to work collectively towards identifying, planning and mobilising resources for social change interventions in communities that care – thereby improving quality of life in a sustainable and integrated manner.

In each module of this twelve month programme, the first 40% of your time is spent in studying theory *Face-to-Face* in the classroom; the 60% balance is spent in learning how to apply that theory in practice in the workplace, guided by qualified and experienced mentors.

With the use of the *my-eLEARNING*' online platform, learners no longer has to afford time and cost to travel to the classroom they can study the theory online. With excellent support and able to track progress around the clock, learners have access to a world of additional resources – and key features to address learner needs.

The tried and tested **Social Auxiliary Work** NQF Level 4 ID: 23993 twelve month programme is designed to create qualified Social Auxiliary Workers (SAWs) who, when registered with the SACSSP, become valued partners in the Social Welfare Professional network in a rewarding career in community welfare and development.

In each module of this twelve month programme, the first 30% of your time is spent in learning theory in the classroom; the 70% balance is spent in learning how to apply theory in practice in the workplace, guided by qualified and experienced mentors. To complete your practical training, you need to work as a volunteer in or be employed by a welfare organisation.

## 3.3 CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

According to the South African Council for Social Service Professions (SACSSP) all persons registered at the Council must obtain 20 CPD points per annum. The purpose of CPD is to:

- Build knowledge and skills
- Keep practitioners abreast of developments in their field
- Promote confidence in practitioners' abilities to provide high standard services
- Maintain professional standards
- Promote excellence

CEFA, through its work in the social services sector, is highly aware of the need for accessible, affordable and sometimes tailor made CPD activities. Since the inception of the Social Auxiliary Work program in 2004 free of charge CPD points were offered to the mentors of SAW learners, in recognition for their dedicated mentoring of learners. This practice alerted other social service professionals about CEFA's ability to provide CPD activities. The company was since contracted by several Government Departments, NGO's and other practitioners in die Social Services sector. New topics for presentation of CPD activities are constantly developed to address needs in the sector and are tailor made to serve the needs of clients.

These CPD activities are offered to social workers, social auxiliary workers, child and youth care workers, probation officers and medical professionals. To ensure that CEFA offers relevant and applicable CPD activities, it regularly engage with the sector to determine needs and assess continuously the evaluations of previous CPD activities. The latter is an important component in the Research and Development Division of CEFA.

### **3.4 CEFA RESEARCH AND DEVELOPMENT DIVISION**

CEFA can guarantee an excellent research team to deliver on the review of the current supervision framework for social work profession, expand and strengthen the framework to be inclusive of all SSPs. Our established Research and Development Division is responsible for scientific research regarding training programme monitoring and evaluation studies and has an outstanding track record. This team of expertise has a history of being involved in Social Work and Community Development Practice, Social Work and Community Development curriculum development, -training and -lecturing as well as being involved in the recent SAQA task teams which development the qualifications frameworks for community development at NQF Levels 5 & 8. Members of this team are also members of the Department of Social Development's steering committee initiative of working towards the professionalisation of community development as well as some being involved in the DSD supervision framework technical task team.

## **4. CEFA REGISTRATION, ACCREDITATION, AND AWARDS**

CEFA is the service provider with the longest history of training Social Auxiliary Workers in the country. We were the first HWSETA accredited service provider in 2004 and for many years the only accredited provider in the South Africa. Recently, CEFA has also become one of the first accredited providers with the ETDP SETA for the newly developed National Certificate: Community Development (NQF level 5) qualification. Our e-learning Platform was also the first ever to be accredited by the ETDP SETA. To this day; CEFA is registered, accredited and awarded as follows:

- Continuing Education for Africa (CEFA) is a Section 21 Company Not for Profit (registration number 2007/007587/08).

- CEFA is an accredited service provider with the HWSETA: Registration Number HW592 A0900414.
- CEFA is an accredited service provider for the concerned NQF level 4 qualification of Social Auxiliary Work (SAW): SAQA ID No. 23993.
- CEFA is an accredited service provider for the NQF level 5 qualification of Community Development. SAQA ID No. 80946 (88388).
- CEFA has a level 4 B-BBEE status – Certificate No. BVA 179 Q.
- Institute of Sectoral or Occupational Excellence (ISOE) Award (2008), by the HWSETA
- Best Practice Status (2009), by the Assessment College against the following criteria:
  - Meets all accreditation requirements
  - Does something extraordinary
  - Show best practice in some areas“...They perform work in the social sector mainly ... in association with partners. They conduct their business throughout the country as well as in the rest of Africa...” (*extract from report*).

The above-mentioned points not only justify CEFA’s service provider compliance but also the exceptional commitment, devotion and loyalty of the employees at CEFA. The current staff component of CEFA is six permanent staff members and twelve contract staff specialists.

Continuing Education for Africa (CEFA) has positioned itself as a leader in continuing education in all provinces in South Africa by offering quality education, training, research (service delivery) par excellence.

## **5. CEFA STATUS AND STRUCTURE**

The employees of (CEFA) makes a difference in the lives of many South Africans by addressing some of the many social development needs prevalent amongst individuals, families, groups and communities in the country. At CEFA we believe in: a) the potential of all people, b) investment in social capital, and 3) commitment to uphold our reputation of excellent service delivery. Our excellent service delivery is also supported by a well-established and successful Quality Management System (QMS).

There are no shareholding benefits to any individuals/directors/employees of CEFA due to its Not for Profit (NPC) registration status. CEFA therefore only has subscribers/members and no shareholding. The CEO, Dr Karien Lubbe, heads a broad based team of skills oriented non-executive directors and associates, backed by a small streamlined administration group. Specialists are brought in when and where needed for their theoretical and practical knowledge of the subject matter of each individual project, which is then, tailored to the community/client needs being

addressed. CEFA is categorised as a small enterprise as its turnover is under R35 mil per annum. The Board of Directors currently consist of the following Directors that were appointed, October 2008, by the subscribers of CEFA:

- Dr. Karien Lubbe (CEO: CEFA);
- Mrs. Ivy Sikwane - Limpopo Province;
- Mrs. Nomathema Kela - Gauteng Province;
- Mss. Tami Lusu - Youth Adviser

CEFA is structured around the following divisions; each with each own purpose which collectively integrates towards the attainment of the mission and vision of CEFA:

### **Administration and Systems Division:**

The primary purpose of the Administration and Systems Division is to provide effective, thorough and accurate administrative systems to compliment the operations as well as service delivery of CEFA. Functions for which the division is responsible include, but are not limited to, the following:

1. Develop, implement and manage systems and procedures accordance with the info being collected, processed, presented, used, archived, retrieved and revised.
2. Ensure successful execution of tasks relevant to office as well as service delivery administration
3. Monitoring of office and service delivery administration systems
4. Provide and monitor costing for service delivery.
5. Provide essential secretarial duties to CEFA
6. Assuring, with the operations manager, the development and issuance of marketing material and products to all interest parties

### **Operations Division:**

The primary purpose of the Operations Division is to guide and direct all activities within CEFA. Functions for which the division is responsible include, but are not limited to, the following:

1. Assessment and management of training delivery time-frames for all the courses presented by CEFA
2. Coordination of operations with administrative and systems division manager
3. Coordination and management of services and products with all CEFA coordinators
4. Assuring, with the administrative manager and coordinator, the development and issuance of systems, policy, materials, service delivery and quality control.

### **Teaching & Learning Division:**

The primary purpose of the Teaching and Learning Division is to facilitate curriculum development and delivery of learning programmes, and the coordination of services and activities related hereto. Functions for which the division is responsible include, but are not limited to, the following:

1. Ensure for development and quality assurance of new and existing relevant programmes, offered and to be offered by CEFA
2. Provide professional assistance to tutors and mentors in the organizing and implementing of the tutoring/mentoring of the respective modules for the individual programmes
3. Assist in preparation and assessment of assignments, tests and exams
4. Ensure quality control of teaching and learning materials
5. Coordinate with other divisions the implementation of the learning material for the relevant programmes
6. Assist with monitoring and evaluation of all learning programmes

### **Research and Development Division:**

The primary purpose of the Research and Development Division is to be responsible for research and curriculum development relating to community development and well-being as well as the research relating to all other training programmes offered by CEFA. Functions for which the division is responsible include, but are not limited to, the following:

1. Ensure for the design of research concept plans, research tools and data analysis models
2. Provide professional assistance to clients with regard to conceptualisation of research requirements and targets
3. Ensure for the coordination and implementation of all research projects.
4. Design monitoring and evaluation tools for all learning programmes

CEFA has the capacity to successfully deliver projects in all provinces due to the following capacity of our employees and participating role-players: (*see also: organisational structure diagram below*)

- a) **Specialist capacity** – a service delivery model that makes provision for contracting relevant subject matter expertise if needed. Local facilitators/assessors and researchers that might be utilized, thus ensuring that indigenous knowledge is embedded in the research and training and sustainability is ensured for through local community empowerment. A model that is supported by a strong mentorship and coaching program; and
- b) **Technical capacity** – CEFA's head office is well equipped to adhere to the various service needs of the client system requirements. The service delivery model provides for the establishment of branch offices to ensure decentralised and thus localised service delivery.

- c) **Research capacity** – All CEFA projects are backed by scientific research which is done in partnership with leading specialists and universities for quality assurance and scientific rigor purposes. Furthermore, we offer community well-being situation analysis in order to provide all stakeholders with the data needed to effectively prioritise essential interventions and focus services, training and resources on the critical gaps hindering the attainment of “a better life for all” and to serve as baseline data for the national service delivery performance and community profiling M&E framework.

## **6. CEFA EXTENSIVE EXPERIENCE AND TRACK RECORD**

For the past 14 years CEFA’s best practice model, proud history of excellent service delivery and undisputable track record is due to the winning formula of the above-mentioned unique service delivery model. A contiguous high standard of service delivery is consistently maintained, irrespective of how small or how big a group or client is. We are known for successfully providing services to small groups of twenty (>20) as well as bigger than five hundred (<500). We have successfully delivered projects that not only consisted of diversity in groups size such as the aforementioned but also projects spread over many regions in a single province or across provinces that were at times remote, impoverished, and socially excluded in many ways.

## 6.1 LEARNERSHIP TRAINING

The table below illustrates a synoptic overview of the CEFA client base since inception of the company in 2004. The nature of service delivery varies from full qualifications training (Social Auxiliary Work, Community Development), Mentor training, Skills Training, CPD training, as well as e-learning. The number of individuals trained amount to more than 3500 learners, more than 3000 mentors and social workers:

Year	Client/ Intake	Training Course	Training Location	Status	Verification
2019	Department of Social Development Gauteng	Child and Youth Care Work	Johannesburg, Tshwane	Training In Progress	
	West Coast College	Community Development NQF Level 5	Vredenburg	Training In Progress	
	Individual Intake February	Social Auxiliary Work	Goodwood Vasco	Training In Progress	
	Individual Intake February	Community Development (e-LEARNING)	National	Training In Progress	
2018	Kwanobuhle Outreach Centre and DSD Eastern Cap	Forensic Report Writing	Port Elizabeth	Completed	Certificates issued
	Individual Social Workers	Forensic Report Writing	Wellington, Western Cape	Completed	Certificates issued
	Individual Intake July	Social Auxiliary Work	Goodwood Vasco Port Elizabeth	Training In Progress	
	Kheth'impilo Aids Free Living Feb	Social Auxiliary Work	Port Elizabeth	Training In Progress	
	Rape Crisis Centre February	Social Auxiliary Work	Port Elizabeth	Training In Progress	
	Individual Intake February	Social Auxiliary Work	Goodwood Vasco	Training In Progress	
	Individual Intake February	Community Development (e-LEARNING)	National	Training In Progress	
	Johann & Gaynor Rupert Foundation	Out of School Pilot Project (Increasing employability of post-matric learners)	Hawston (Western Cape)	Completed	Not Applicable

Year	Client/ Intake	Training Course	Training Location	Status	Verification
2017	Department of Social Development Limpopo Province	Community Development NQF Level 5	Makhado Limpopo	Training In Progress	
	Individual Intake July	Social Auxiliary Work	Goodwood Vasco Gauteng	Moderation In Progress	In progress
	Individual Intake August	Community Development (e-LEARNING)	National	Training In Progress	In progress
	Individual Intake January	Community Development (e-LEARNING)	National	Completed	In progress
	Individual Intake January	Social Auxiliary Work	Elsies River Goodwood Vasco	Completed	In progress
2016	Individual Intake June	Community Development (e-LEARNING)	National	Completed	In progress
	Individual Intake July	Social Auxiliary Work	Elsies River Goodwood	Completed	In progress
	Anglo American Kumba Iron Ore July	Social Auxiliary Work	Postmasburg (Northern Cape)	Completed	In progress
	Individual Intake January	Social Auxiliary Work	Elsies River Goodwood	Completed	Completed
	Individual Intake January	Social Auxiliary Work	Vredenburg (Siyabonga)	Completed	Completed
2015	Child Welfare SA March	Social Auxiliary Work	Randburg	Completed	Completed
	Individual Intake March	Social Auxiliary Work	Cape Town Randburg	Completed	Completed
	Free State Care in Action (VVA)	Social Auxiliary Work	Bloemfontein	Completed	Completed
	Department of Social Development	RPL (Recognition of Prior Learning) Pilot project	Johannesburg	Completed	Completed
	Individual Intakes July	Social Auxiliary Work	Cape Town Port Elizabeth	Completed	Completed
	Individual intake January	Social Auxiliary Work	Cape Town Upington	Completed	Completed
2014	Child Welfare SA July	Social Auxiliary Work	Stilfontein, Chatsworth, East London, Muldersdrift, Edenvale, Kimberley, Mosselbay, Kroonstad	Completed	Completed
	Individual intake July	Social Auxiliary Work	Western Cape Upington Edenvale	Completed	Completed
	Gauteng Department of Social Development	Community Development	Gauteng	Completed	Completed
	Individual Intake January	Social Auxiliary Work	Worcester, TSiBA, Upington, Edenvale	Completed	Completed

Year	Client/ Intake	Training Course	Training Location	Status	Verification
2013	Child Welfare SA January	Social Auxiliary Work	Edenvale White River, Fort Beaufort Middelburg Polokwane Giyani	Completed	Completed
	Individual Intake January	Social Auxiliary Work	Worcester TSiBA Upington	Completed	Completed
	Individual Intake March	Social Auxiliary Work	Bloemfontein	Completed	Completed
	Child Welfare SA and Individuals	Social Auxiliary Work	Umzinto Port Shepstone George Mosselbay Grabouw Mitchells Plain	Completed	Completed
	Free State Department of Health	Social Auxiliary Work	Welkom, Bethlehem	Completed	Completed
	Free State Department of Health	Social Auxiliary Work	Bloemfontein	Completed	Completed
2012	Individual Intake January	Social Auxiliary Work	National (6 venues)	Completed	Completed
	Individual Intake July	Social Auxiliary Work	National (8 venues)	Completed	Completed
	HWSETA Learners July	Social Auxiliary Work	National (2 venues)	Completed	Completed
	Gauteng Department of Social Development	Social Auxiliary Work	Gauteng	Completed	Completed
	Individual Intake	Social Auxiliary Work	Western Cape TSiBA Campus (Pinelands)	Completed	Completed
2011	Individual Intake	Social Auxiliary Work	Upington	Completed	Completed
	NCPPDSA (National Council for Persons with Physical Disabilities in South Africa)	Social Auxiliary Work (30% of the learners were persons with physical disabilities)	Eastern Cape	Completed	Completed
	Department of Social Development	Social Auxiliary Work	Northern Cape Western Cape Kwazulu-Natal Gauteng Limpopo Free State North West	Completed	Completed

Year	Client/ Intake	Training Course	Training Location	Status	Verification
Pre 2011	Mosaic Training (NGO)	Social Auxiliary Work	Western Cape	Completed	Completed
	Different NGO's	Social Auxiliary Work	Eastern Cape Limpopo	Completed	Completed
	NCPPDSA	Social Auxiliary Work	Free State	Completed	Completed
	Social Change Assistance Trust	Social Auxiliary Work	Daniëlskuil (Northern Cape)	Completed	Completed

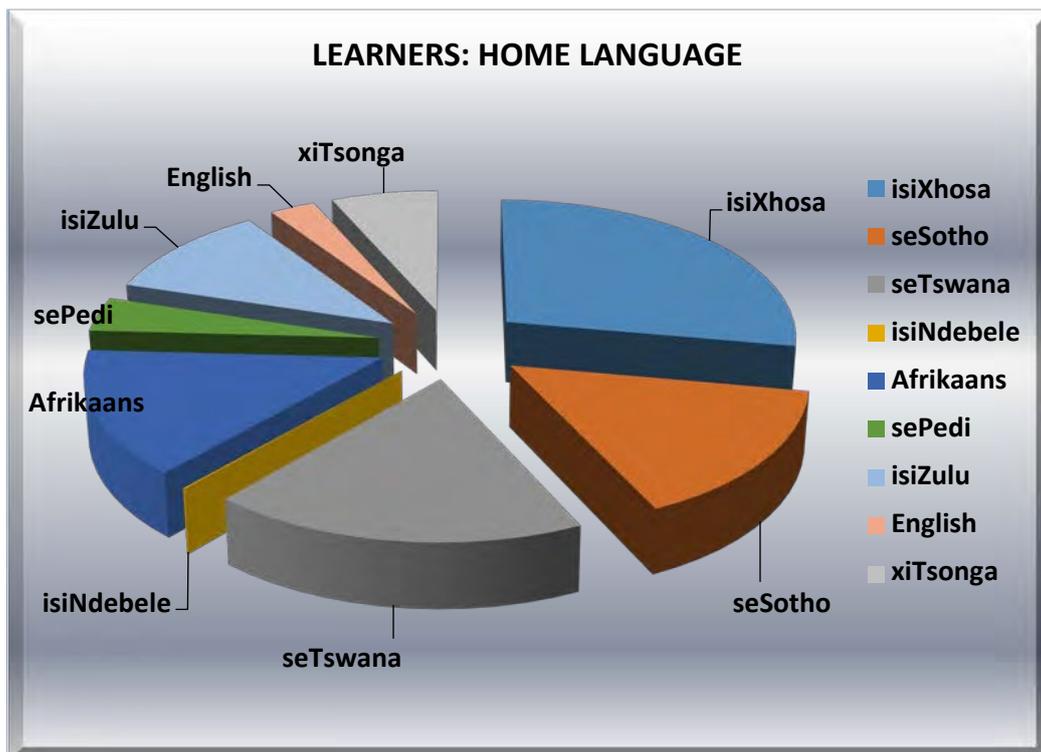
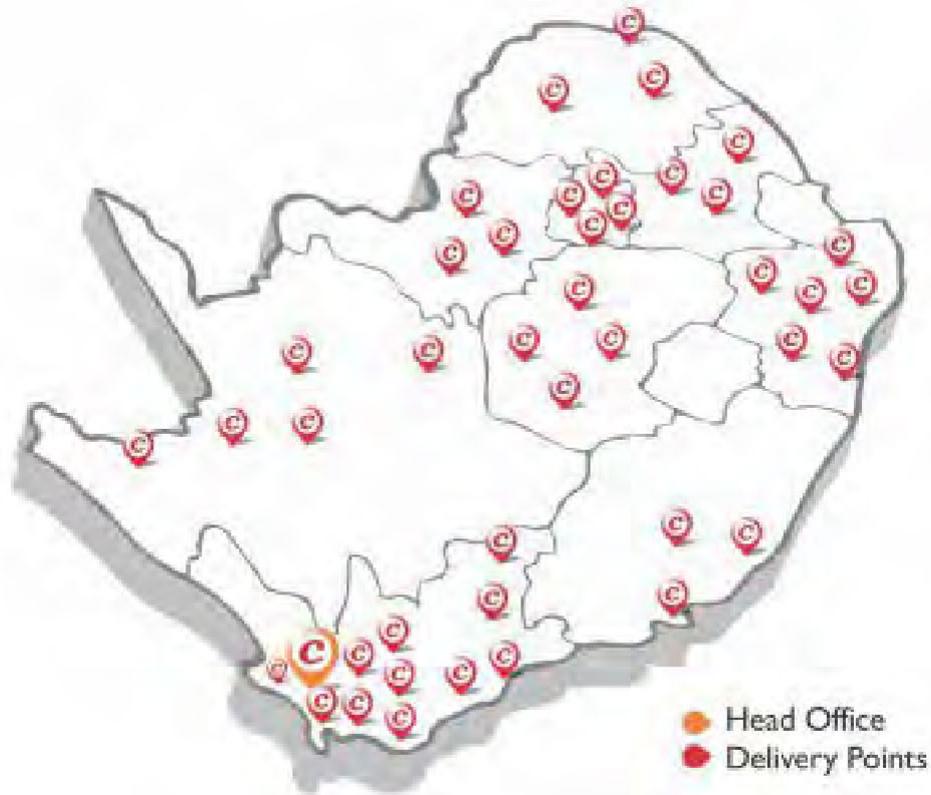
It is worth mentioning that the Limpopo Provincial Department of Social Development training for 2008/2009 was for 50 learners that were all from child headed households and these learners had a 100% success rate. Feedback from one of the facilitators, Ms Thembisa Beauty Lusu, in this project reads as follow:

*“Looking back at the beginning of the training project of the Limpopo SAW Learners, whom were selected from the deep rural and disadvantaged because of their different backgrounds, one feel very proud and fulfilled to have come this far and seeing the results of this noble intervention. Having noted with the seriousness of these learners circumstance one was deeply challenge to do more than it was expected to meet this challenge, and at this stage one feels very proud and happy to see to outcomes of all the efforts.*

*As the facilitator, with the cooperation and support from the service provider we both managed to bring out the unique characteristics and the potential of some of these learners. Today we can stand up very boldly and say most of them will really make it in the arena of the Social Work profession”.*

CEFA is also honoured to have participated in an initiative of NCPPDSA for the training of Social Auxiliary Workers where 30% of the learners were persons with physical disabilities.

## 6.2 CEFA FOOTPRINT AND LEARNER PROFILE



### 6.3 CEFA CLIENT TRAINING REFERENCES

Below is a list of client references to which CEFA provided services.

Contact Person	Contact numbers	Address
<b>Ms Rudaybah Raymond</b> Director: Human Resource Development Dept. of Social Development, Gauteng	<a href="mailto:Raymond.Rudaybah@gauteng.gov.za">Raymond.Rudaybah@gauteng.gov.za</a> (011) 355-7951 Cell: 082 460 5653	75 Commissioner Street Perm Building 7 <sup>th</sup> Floor Central <b>JOHANNESBURG</b> 2000
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<b>Ms M. Mathagu</b> HR Dev. & Training Dept. of Social Development Limpopo	<a href="mailto:MathaguM@dsd.limpopo.gov.za">MathaguM@dsd.limpopo.gov.za</a> (015) 293-6420 Cell: 079 493 4444	18 College Street <b>POLOKWANE</b> 0700
<b>Mrs Ursulla Rhodes</b> Dir: Professional Support Services	<a href="mailto:ps@childwelfare.org.za">ps@childwelfare.org.za</a> Tel: 011 452 4110 Fax: 086 694 8992 Cell: 074 080 8814	Child Welfare South Africa 1 Canary Avenue Horizon <b>ROODEPOORT</b>