



A Retirement Lifestyle Ensuring Peace of Mind

TRANS



ANNUAL BOARD REPORT

2017 - 2018

TABLE OF CONTENTS

02	Board Sub-Committees
03	Chairman's Report
05	Managing Director's Report
07	Statement of Financial Position
08	Statement of Surplus/Deficit
09	Reports from our Villages
09	Acacia Park
10	Fichardt Park
12	Jakaranda Park
14	Panorama Palms
16	Witfield Park
18	Our Values and Conduct
	Executive Directors
	Ruan de Wet <i>Managing Director</i>
	Teresa Barnard <i>Human Resources Director</i>
	Christi Louw <i>National Care Director</i>

SUB-COMMITTEES OF THE BOARD

Board Meetings

Meetings held on 29 July 2017, 14 October 2017 (AGM), 24 February 2018 and 7 April 2018.

Rae Labuschagne (Chairman)	Ray Claassens	Ntombi Sixaba	Teresa Barnard
Lyn van Rooyen	Anneke Liebenberg	Dirk van den Berg	Christi Louw
Norman Taylor	Freddie Calitz	Ruan de Wet	

Care, Ethics and Lifestyle

Meetings held on 19 September 2017, 24 January and 12 June 2018.

Lyn van Rooyen (Chairman)	Norman Taylor	Anneke Liebenberg	Ruan de Wet
Rae Labuschagne	Ray Claassens	Sylvia Birkhead	Christi Louw

Property

Meetings held on 19 September 2017, 24 January and 16 February 2018.

Norman Taylor (Chairman)	Freddie Calitz	Allen van de Weide
Rae Labuschagne	Ruan de Wet	

Human Resources

Meetings held on 27 October 2017 and 2 February 2018.

Lyn van Rooyen (Chairman)	Rae Labuschagne	Teresa Barnard
Ray Claassens	Ruan de Wet	

Technology

Meetings held on 12 September 2017, 10 October 2017, 6 November 2017, 15 January 2018, 13 April 2018, 18 May 2018; 21, 22, 23 May 2018 and 8 June 2018.

Freddie Calitz (Chairman)	Ruan de Wet	Teresa Barnard
Lyn van Rooyen	Christi Louw	

Strategic / Steering

Meetings held on 28 November 2017 and 23 May 2018.

Rae Labuschagne (Chairman)	Ray Claassens
Freddie Calitz	Ruan de Wet

Finance

Meeting held on 25 January 2018. Budget meetings held on 13, 14 March 2018.

Ray Claassens (Chairman)	Dirk van den Berg	Ruan de Wet
Ntombi Sixaba	Joey Lourens	

Audit Committee

Meetings held on 15 August 2017 and 6 June 2018.

Dirk van den Berg (Chairman)	Anneke Liebenberg
Ntombi Sixaba	Ruan de Wet

CHAIRMAN'S REPORT

It is a privilege to be associated with Trans-50 and as the year draws to a close, we look back and reflect on the achievements and successes of the past year.

The challenges of economic uncertainty and unrest have made us even more determined to realise our vision of "striving to be the leaders in the provision of quality accommodation and person-centred care to older persons within a sustainable financial framework".

Thank you to our able Directors at Head Office, under the wise leadership of our MD, Ruan de Wet, along with Teresa Barnard and Christa Louw, who have tirelessly spearheaded the developments and changes at Trans-50. Their efforts have secured the buy-in and support from our managers at our centres, which has enabled us to continue in our quest to provide quality care and peace of mind for our residents.

Several years ago, we decided on a **person-centred care approach**. From this, the necessity arose to provide a therapeutic and enabling environment for our residents. **This resulted in several major mind shifts in our philosophy of caring for our residents: the care units had to enhance independence and provide opportunities to exercise a sense of control within a supportive environment, care plans had to be designed for each person, and training was needed for all staff.**

It was thus with a great sense of satisfaction that we opened a purpose-built care unit at Witfield Park for our frail residents and for those suffering from Alzheimer's disease. Both residents and staff have already experienced the benefits.

We have renovated and redesigned our care facilities in virtually all our centres and our gratitude goes to our property managers, centre managers and their staff for their support and participation in the process, as well as to the Care and Lifestyle team, the members of

the Finance and Property Committees and Board who gave the go-ahead for the projects.

The third aspect that had to be addressed was the training of staff to not only understand the rationale of person-centred care, but to better grasp the ageing process. We are extremely pleased that our re-accreditation for Community Based Care and Institutionally Based Care has been approved by the HWSETA. We need to recognise Christa Louw for her dogged determination, not only in compiling a manual for training, but for her resolve in seeing this project through. Our first group of students, ably taught and mentored by Christa Pretorius, has already completed the training.

It is gratifying that as an organisation we are truly living our values, and we are grateful to be able to empower our workers and staff in so many ways. In this regard, I need to thank Teresa Barnard for the care and expertise in her management of staff matters, the training she does and the support and infrastructure she provides at all our centres. The training and development programmes for our employees are considered vital to the success of our operation.

Our lifestyle consultants at each of our centres have contributed to the quality of life of our residents. My thanks to them for their innovative and creative programmes tailored to cater for our independent residents as well as our frail and dependent residents. In addition, our Lifestyle Consultants have embraced our person-centred approach and have worked closely with the care managers during the year.

To improve record-keeping and care planning efficiencies, we are in the process of joining the digital age and care workers and managers alike will benefit from more streamlined processes. We will launch this system at Witfield Park and will then roll it out to the other centres. We are grateful to the Technology Committee



and would like to thank our Board members for their drive and enthusiasm.

After the drought in Cape Town, we installed water tanks and drilled boreholes where possible. Our National Property Maintenance Manager, Allen van de Weide, has been very active in our upgrading and maintenance projects, and we welcome him to our team.

I do not discuss our finances in detail as this is covered in our annual report, but I would like to take this opportunity to thank our Finance and our Audit Committees for their expertise, financial acumen and their care in ensuring that our finances and systems are in good order, while also being conscious of the fact that our residents mostly earn fixed incomes and the financial strain that residents and their families are under.

My sincere thanks to all our employees for their loyalty and dedication. We are indeed fortunate and grateful.

Finally, my most sincere thanks to our Directors: Mr Ruan de Wet, Ms Teresa Barnard and Ms Christi Louw and to our non-executive directors, Ms Ntombi Sixaba, Mr Ray Claassens, Ms Lyn van Rooyen, Mr Norman Taylor, Mr Freddie Calitz, Ms Anneke Liebenberg, and Mr Dirk van den Berg whose expertise, knowledge and wisdom have contributed to making 2017/18 a year to be proud of.

Rae Labuschagne

MANAGING DIRECTOR'S REPORT

The 2017/18 financial year was filled with new experiences for all of us. Staff and residents experienced personal sadness and loss, but fortunately there were also numerous occasions of excitement and joy.

Change is usually not easy and, more often than not, very disruptive.

I take my hat off to all the staff and residents of Trans-50. For obvious reasons, I cannot name all 1 300 of you here. Each one of you, in your own way, managed to adapt to the changes that came your way.

Some of us had to deal with new managers, some of us had to cope and manage with new job requirements, and some even had the responsibility of ensuring that the requirements of two jobs were met.

The Annual Financial Statements for the year ended 30 June 2017 shows an overall stable financial situation. Property value on the Statement of Financial Position shows growth of close on R24 million, the main contributor being the new Care Facility at Witfield, with some additions and extensive renovations at Panorama and Acacia making up the balance. Investments and cash decreased in order to fund the growth in property value.

The Statement of Surplus/Deficit shows a one percent increase in revenue, while operating expenses increased by 2.5 percent. This is a clear indication of the realities the Retirement industry faces: on the one hand we are faced with rising cost pressures driven by a weak economy and rapidly rising resource costs, while clients' income growth is diminishing due to various factors.

Operating surplus for the year, after building renovation costs, is down by 34 percent. The increase in building renovation cost of 30 percent is the main contributor to this.

The Statement of Cash Flow shows a decrease of close to R10 million at the end of the year. This was, however, expected due to the large expenditure on property development.

After much anticipation, Trans-50 obtained accreditation from the Health and Welfare Seta (HWSETA) for institutionally-based care training, allowing us to provide high quality training to our caregivers. On completion of the training, carers receive a National Certificate and their qualification is recorded with the South African Qualification Authority (SAQA). We are proud to have trained 33 students during the year.

As far as we know, Trans-50 is the only retirement group that is able to provide their employees with IBC accredited training as required by the Older Persons Act. Well done to the staff who attended the IBC training and had to study and attend classes while working full time, and to **Christa** whose office became airport lounges and training rooms. You are examples of what you can achieve with perseverance and commitment.

I would like to thank all the staff involved with the new Care Centre at Witfield – from design of the facility to providing quality, loving care in a new environment. All of you, and especially **Allen** and **Christi**, were asked to stretch their imaginations, widen their boundaries and see new horizons. They had to adapt to new ways of thinking and doing, in a new and unfamiliar environment. They coped well with all the changes and I believe we now offer even better care than before.

To every staff member, it does not matter how small the act of kindness is that you show to others, be assured that even the smallest act of caring for another person is like a drop of water that will make ripples through the entire pond. We are privileged to have such caring, passionate and loyal employees who, with their own sadness, loss, fears, health problems and often overwhelming challenges, still rise in the morning to get to work, ready to serve others.

The goal of the Human Resources Department is to help Trans-50 achieve its strategic mission, while ensuring employees are engaged and motivated to help the organisation succeed. HR's success will be measured by our ability to align and integrate processes with the strategic mission. We can do this by identifying issues and executing corrective measures effectively.

Moving forward, HR has targeted its operational initiatives to align to the Trans-50 strategic plan. As a starting point, we have identified ways to leverage and develop technology to cut costs and improve internal efficiencies. In the coming year, HR will use its resources and staff to become a more active, consulting partner for the organisation.

A new performance appraisal process and evaluation tool was designed and implemented. Human Resources met in person with all categories of employees from the various Centres. The data was then collected and analysed. The new performance appraisal process and evaluation tool will be implemented in the new fiscal year.

We embarked on a new employee induction programme during the fiscal year and 19 employees successfully completed the programme, which is centred on orientating new staff to Trans-50's history, mission, commitment to diversity and "the employee experience". New care practitioners will shadow an IBC student for the duration of their probationary period. Once the new employee's probationary period has been successfully completed, they will be enrolled in the Institutionally-based Care training.

The labour turnover decreased to 10.71 percent compared to the previous year's 11 percent. The reasons for voluntary resignations ranged from employees planning to advance their studies, transferring to other provinces and pending disciplinary enquiries, to name a few.

Absenteeism for the fiscal year increased to 1.93 percent compared to the previous year's absenteeism of 1.66 percent. Although Trans-50 is well below the South African absenteeism rate of 3 percent, we believe absenteeism can be reduced through further employee engagement.

The Human Resource function has the potential to act as the catalyst for maximising the value that employees are able and willing to contribute. One crucial way in which Human Resources is able to make a significant impact on the organisation is by transforming from a traditional, transactional role to a strategic, value-added partner.

Without question, the Human Resources team created several innovative, strategically important solutions and services in 2017/2018. These were responsive to organisational needs and consistent with Human Resource best practices as set out by the SABPP (South African Board of People Practices). Our employees have the skills, abilities, professionalism and, more importantly, the passion and vision necessary to address future challenges and explore new opportunities to further engage all Trans-50 employees.

Guided by our vision of creating an environment that promotes understanding and responds to the needs of residents, inspiring a life of purpose and dignity, and caring with compassion and respect, we have embarked on various projects to achieve this.

Our lifestyle survey identified the changing needs of our residents, which enabled us to adapt our programmes accordingly to the ultimate benefit of our residents. These changes enable us to continue providing programmes that encourage independence and

purposeful participation. These activities create meaning and purpose for those who can no longer function independently.

We are able to provide such diverse and exciting programmes thanks to our unsung heroes – our volunteers. Trans-50 is privileged to have 232 resident volunteers and 74 external volunteers, who dedicate their time, knowledge and skills to our centres. Thank you for the remarkable work you do and the impact you have on the lives of the residents you serve. Our centres have also embarked on 20 community outreach projects, allowing us to play a small part in alleviating some of the challenges community members face. Thank you to our residents, employees and our partners, Feedem, who contributed to these efforts.

There is a global shortage of professional nurses and they are now categorised as having scarce skills. It is therefore not only a challenge to find suitable, qualified professionals, but affordability has become an issue. Going forward, we will have to find innovative ways of continuing to deliver quality care services at affordable rates. To alleviate the financial burden of paying full frail rates, we offer home care services to our residents who need some support. For the year under review, usage increased from an average of 102 users per month to 117 users on average per month.

Trans-50 investigated the use of electronic health records that will enable us to capture important information at the point of care, saving valuable time that used to be spent on the completion of care documentation. We are very excited about this project, which will be piloted at Witfield Park in the new financial year.

To ensure compliance and maintain our high standards of service delivery, we had one internal audit for care and lifestyle. We subsequently also received visits from the Department of Health at Witfield Park and Panorama Palms, where we passed with flying colours.

Ruan de Wet, Teresa Barnard & Christi Louw



ANNUAL FINANCIAL STATEMENTS

The following information was extracted from the Annual Financial Statements for the Year ended 30 June 2018. The full Annual Financial Statements are available from the reception desk at each of our Villages or can be obtained by contacting admin@trans50.org.za.

TRANS-50 ASSOCIATION NPC | REGISTRATION NUMBER 1999/002024/08

ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

STATEMENT OF FINANCIAL POSITION

	2018 R	2017 R
Assets		
Non-Current Assets		
Investment property	646 498 368	622 580 385
Property, plant and equipment	7 830 945	6 552 877
Investments	16 715 473	25 166 700
	671 044 786	654 299 962
Current Assets		
Trade and other receivables	2 450 517	750 278
Cash and cash equivalents	11 146 167	21 118 597
	13 596 684	21 868 875
TOTAL ASSETS	684 641 470	676 168 837
Reserves and Liabilities		
Reserves		
Capital reserve	24 785 607	18 285 607
Life right occupation reserve	3 324 218	2 997 886
Accumulated surplus	528 336 879	527 149 341
Training reserve	1 481 515	1 500 000
	557 928 219	549 932 834
Liabilities		
Non-Current Liabilities		
Life right revenue in advance	92 583 610	93 845 559
Current Liabilities		
Life right revenue in advance	19 044 193	17 727 988
Trade and other payables	8 232 250	7 988 467
Provisions	1 364 628	1 255 602
Accommodation deposits	5 488 570	5 448 387
	34 129 641	32 390 444
TOTAL LIABILITIES	126 713 251	126 236 003
TOTAL EQUITY & LIABILITIES	684 641 470	676 168 837

STATEMENT OF SURPLUS / DEFICIT AND OTHER COMPREHENSIVE INCOME

	2018 R	2017 R
Revenue	100 666 436	99 676 672
Other income	6 649 660	6 576 079
Operating expenses	-92 329 243	-90 052 505
Operating Surplus	14 986 853	16 200 246
Investment revenue	2 265 303	2 730 096
Finance costs	-3 461	-1 268
Surplus for the year	17 248 695	18 929 074
Building renovation costs	-9 656 192	-7 398 166
Surplus (deficit) for the year	7 592 503	11 530 908
Transfer (to/from) capital reserve	-6 500 000	-9 800 000
Transfer (to/from) training reserve	0	-936 819
SURPLUS FOR THE YEAR	1 092 503	794 089
Other comprehensive income:		
Transfer to life right occupation reserve	-326 332	-158 619
Net surplus for the year net of transfer to life right occupation reserve	766 171	635 470

STATEMENT OF CASH FLOW

	2018 R	2017 R
Cash flows from operating activities		
Cash generated from operations	6 467 034	21 634 256
Investment revenue	2 265 303	2 730 096
Finance costs	-3 461	-1 268
NET CASH FROM OPERATING ACTIVITIES	8 728 876	24 363 084
Cash flows from investing activities		
Purchase of property, plant and equipment	-3 712 091	-1 199 039
Proceeds on disposal of property, plant and equipment	13 612	10 007
Purchase of investment property	-23 494 237	-9 373 689
Net cash movement in investments	8 451 227	-6 603 304
NET CASH FROM INVESTING ACTIVITIES	-18 741 489	-17 166 025
Cash flows from financing activities		
Long term liability repaid	0	-21 864
Increase in accommodation deposits	40 183	254 693
NET CASH FROM FINANCING ACTIVITIES	40 183	232 829
Total cash movement for the year	-9 972 430	7 429 888
Cash at the beginning of the year	21 118 597	13 688 710
TOTAL CASH AT THE END OF THE YEAR	11 146 167	21 118 598

REPORTS FROM OUR VILLAGES

ACACIA PARK

One of the joys of preparing an annual report is that it affords the opportunity to look back and be thankful for what has been accomplished. The past financial year was filled with wonderful opportunities, fond memories, and some challenges.

A huge highlight was the finalisation of the new Dementia wing, upgrade of the existing Dementia section, and paving of the dirt road en route to the Dementia unit. Our watertank project was also completed with the installation of 13 extra tanks, bringing our total water capacity to 170 000 litres. This will ensure that all residents are assured of two to three days' supply in an emergency.

Our Care Department can celebrate many successes. One was the case of a new resident, discharged into our care in September 2017 after a two-month stint in hospital for kidney- and heart failure. The resident was on permanent oxygen when she was admitted to our Frail Care section. Initially she was totally dependent on our care practitioners for all her basic needs. She was mobilised daily and the carers did an exceptional job of keeping her positive and motivated to recover. After five months in Frail Care, she had made such remarkable progress that she was transferred to an independent passage with home care.

Acacia Park would like to take the opportunity to thank our Board of Directors for their strategic guidance and wise counsel. To our Managing Director and his team at Head Office, we appreciate your advice and support which knows no boundaries – thank you!

Our Management Committee with Mr Henry Abdoll as Chair and Mrs Maureen Klemp as Vice-Chairperson, met five times during the financial year. They always made themselves available to attend meetings and give advice, and their devotion towards the daily management

of the Centre is immensely appreciated.

Our volunteers at Acacia Park who receive 'wages' in the form of love, perks in the form of hope, and promotions in the form of blessings also deserve a special mention for their selfless service to our Centre. The group of 54 volunteers help with fundraising, church services, donations, outreaches to the community and many of them sacrifice their time to assist in our Frail and Dementia units. Our Lifestyle Department had three scheduled meetings with our volunteers during the financial year, and also hosted a special function during which we had the honour of thanking each of our volunteers individually.

It is said that *"employees who learn the value of hard work, commitment, teamwork and sacrifice are the ones that make their teams great"*. As Manager of Acacia Park, I would like to thank each of my team members for their dedication to excellence and exceptional service towards making us a great team that strives to deliver world-class services to all our residents whom we hold so dear. I salute you!

Last but not least, the reason for our existence: our residents. They say that to care for those who once cared for us is one of the highest honours. Thank you to all our residents who have shared their resource of wisdom and experience with us, which is of inestimable worth. We recognise and treasure your contributions to making Acacia Park simply the best!

Vanessa De Villiers

FICHARDT PARK

The past year was filled with exciting new developments.

Our thanks go to our residents and their families, our volunteers, our employees and their families, our Management Committee, Managing Director, Executive and Non-executive Directors, the National Training and Property Managers, and above all, to our Creator, for guidance and assistance through challenging times.

Together with our service providers we have aimed to create an environment in which our purpose, *'enriching the lives of our residents'* could be fulfilled.



The development of our new **Coffee Shop** has afforded an opportunity for even our frailest residents to enjoy a *'shopping experience'*. Together with Feedem, we shared the excitement of being able to offer this additional service.



After our borehole dried up and we were left without municipal water for eight consecutive days in November 2017, we were privileged to receive the advice of Dr Elsabe Botes, proposing the installation of a water storage and purification system, which was approved by our Board of Directors.

60 000 
litres of water =
72hrs peace of mind
of conservative use



We also purchased a more efficient power generator, which can support the residents on oxygen concentrators through electricity outages.

Despite the challenges with resident occupancy levels, particularly in the smaller flats, the Centre maintained financial sustainability over the past year.

There is an increasing demand for accommodation and services for residents in the early to mid-stages of Dementia. We have therefore dedicated a section of rooms to these residents who, with the assistance of staff and volunteers, participate in their own tailor-made Lifestyle programme.

Our home care numbers within the assisted living units averaged

35 residents per month, with plans underway to offer a better value-for-money package. We continue to support the principle of Pet Therapy.

We welcomed **Magrita de Wet**, who was appointed as our Lifestyle Consultant. Within the first month, Ms De Wet already managed to expand the centre's networking possibilities, volunteer base, and range of activities offered to residents.

Although our staff absenteeism and turnover rates were above the average within the Organisation, the Organisation Climate Survey

conducted in October 2017 yielded improved results in most areas, indicating satisfactory staff morale. Salary negotiations went smoothly this year. Our aim is to turn 'satisfactory' into 'excellent' staff morale.

Being part of the pioneer group of accredited Institutionally Based Care training, expertly facilitated by **Christa Pretorius**, has been a privilege. We look forward to our first graduation ceremony!



Care Supervisor Judith Silikansie earned the honour of being chosen as the top Trans-50 achiever in the Care Departments for the year. We are so proud of her!

Descriptive phrases used in the motivation for her selection included: *exceptional attendance record, outstanding leader, good time management skills, consistently positive attitude, innovative, creative, proactive and helpful.* She won a well-earned trip to Cape Town.

Two very successful workshops preceded by SAAHA regional meetings were held over the past year.

We look forward to the development of the new Dementia and Frail Care units going forward.

We trust that the revision of the tariffs in the small rental units, as well as the revised home care rates will improve the retention of current residents and attract future residents.

Lorna Stuart

JAKARANDA PARK

Sir Richard Branson once said, *“Every success story is a tale of constant adaption, revision and change”*. In our industry it is often difficult to achieve this due to a lack of resources and vision.

In the past year, at Trans-50 Jakaranda Park we have once again been fortunate enough to realise different dreams and improve on all levels of our functioning – making sure that we remain a success story.

Celebrating our 40th birthday in November 2017 was a huge highlight and proof of this village’s stability and ability to remain relevant and render appropriate services.



The results of several resident questionnaires confirmed a high level of satisfaction and service excellence. An appropriate, stimulating and enjoyable lifestyle programme ensured that the now well-known ‘vibe’ that visitors so often comment on, continued.

Our residents are happy and have the opportunity to socialise and remain active, constantly verbalising how proud they are to be staying at such a beautiful and well-managed village. Several outings, training opportunities about appropriate topics, outreach programmes, exercise sessions, and a variety of special functions and fun occasions ensured that everybody’s needs were met.



The printing of a recipe book with residents’ special recipes was also a highlight.



The effective management and motivated and well-trained staff were confirmed in audits and evident in the financial results. Low absenteeism and good interpersonal relationships ensured that our greatest asset, our staff, functioned at an above average level.

By continually focusing on the importance of every person in the team and every job category, we were able to ensure that the staff did their best to serve our residents and to advance the vision and values of Trans-50.



The beautiful grounds and well-kept buildings, together with the raving testimonies of our residents, remained our best marketing tools.



We realised our dream of having a designated clinic and a lifestyle centre that doubles up as a boardroom and upgraded the main entrance. This is tangible evidence of our commitment to continuous improvement, development and investment in the future sustainability of the village, but also in the quality of care and services to our current residents.



With the abundance of experience and knowledge and the accompanying support from our colleagues at Head Office and the Board, we are looking forward to going from strength to strength in the coming term. All Glory to a faithful God!

Marna Maré

PANORAMA PALMS

'A place where one lives, especially together as a family.'

As in each home, we had great times and challenging times this past year. Our 2017/18 year was the year in which we experienced the worst drought ever.

With each dark cloud, however, there is a silver lining. It was wonderful to see how residents worked together in reducing their water usage and even helping others to carry or collect alternative water supplies. It was also great to see how families supported our residents, not only financially, but also emotionally.

We presented numerous functions, including a Spring tea, Valentine's Day event, year-end party and many more, and they were all well supported.

Outreaches create togetherness and our residents and staff interacted with organisations such as Cause We Can, Huis Martina Old Age Home, and House of Grace, a place of safety for children. We also had the privilege of hosting our extended family from Witfield Park retirement village, whose top performing staff chose to visit our village.

'A place of affection, joy and happiness.'

We look back in awe of Mr and Mrs Wagner celebrating their 70th wedding anniversary. They are role models of true love.



We were spoiled, under the leadership of our Lifestyle Department, to have activities such as music therapy, music rhythm, knitting groups, bingo nights, games evenings, chair gym, yoga, personal training sessions, baking, arts and crafts, darts and snooker, to mention a few.

Various artists, including Rina Hugo, Louis Loock, Dillon Lerm and Kevin Leo, performed at our functions.

We were delighted when our directors came to visit our village and were often greeted with hugs and kisses by the 'Vonkelvroue' in our Dementia care. Our men also had their first Men's Club braai and now braais have become very popular, with braai days becoming a "national sport" at Panorama Palms.

We are well aware that none of this would be possible without the commitment, dedication and passion of **83 resident volunteers and 79 staff members**. We would like to thank them for the affection they radiate and the joy and happiness they sow. May you be blessed the way you bless others.

‘A valued refuge and resting place.’

We supported more than 45 frail and 25 Dementia residents in our care facility and gave care support to more than 50 residents helping them stay independent, while still being offered 24-hour emergency support when needed.

In the past year, Ms Wrench celebrated 30 years with us and we welcomed our newest family members, who moved in this year. As we set ourselves high standards, we constantly try to improve this village we call home.

We upgraded and repaired 25 homes, built eight new homes, upgraded our clinic room and installed emergency lighting with power points in our Care centre.

We also invested in our staff by introducing the Institutional Based Care training programme and trained twelve care practitioners. We made a substantial investment in training to further improve the quality of our service. Our Lifestyle department was also enhanced with an extra office from where they are now able to coordinate activities, especially for our care department.

‘A habitation offering security and protection, where friendships flourish.’

We think of our residents who passed away this past year and whose memories we will cherish. Our thoughts go out to their families and friends.



We want to thank everyone who contributed to our fundraising activities. Through these funds we were able to treat our residents with an extra portable braai, a gazebo, four benches, beautiful printed pictures in our main passage and even some new plants that continue to flourish in these drought-stricken times.

We are pleased to report that we were able to remain financially sustainable in difficult times and want to thank our Management Committee for their efforts and hard work in trying to ensure peace of mind to all residents and looking after the needs of the whole Trans-50 family.

We especially want to thank Mr Rewitzky for chairing our AGM, three residents' meetings, four management meetings, and attending all Sub-Committee meetings.

Thank you to Trans-50 directors under the guidance of Rae Labuschagne as Chairperson, for their strategic guidance. Thank you for the support and guidance of all the Executive Directors under the guidance of our Managing Director, Ruan de Wet. We thank our Heavenly Father for blessing us in 2017/18.

Shaun Fabricius

We aim to make our workplace a sanctuary for our staff as well: whether this is through caring for them through our employee assistance programme, care for the caregiver in difficult times, or just spoiling them with a creative talent workshop and yoga classes in our hall.



WITFIELD PARK

The past year was marked by IBC training, a building project and the numerous meetings of a dedicated Management Committee.

Mr Dawie Coetzer, was elected to Chair the Committee, supported by Mr James Ferreira as Vice-Chairperson and Mr Nic and Ms Lily Carlson as the two resident-elected Members. Mr Vic Naudé was co-opted as Committee Member and Secretary after Ms Hester Maritz retired due to ill health. The previous Chairperson, Mr Johan Louw, serves as Community Representative and Ms Fransie Visser is the Trans-50 co-opted resident who represents the residents in frail care.



The Institutionally Based Care training programme commenced for the first six Witfield Park students and they wrote their final examinations in August 2018. This Health and Welfare SETA-approved and -accredited training will offer successful students a National Certificate as care practitioner and we are proud to be part of this programme.

After many years of dreaming, we commenced with the construction of the new Care Centre for physically and mentally frail residents and for many months the sound of building contractors and earth moving equipment filled our ears, while the dust hung thick in the air.

On 16 February 2018 we had the privilege of hosting the grand opening of the new Care Centre. Then followed the major task of moving residents from their previous and well-known environment to their new rooms, now all fitted with en-suite bathrooms, consisting of a toilet and basin. By the end of June residents were settled in as if they have always been there!

The open plan environment creates a homely feel and greatly improves visibility throughout the unit.

Numerous flats and units underwent major renovations and the installation of aluminium window frames is a huge improvement. Within the organisation we strive to keep our facilities in tip-top condition and regular renovations and ongoing maintenance assists us in achieving this goal.

The maintenance team had a major challenge during the past year with all the additional tasks related to the move of residents to the new Care Centre. True to the tradition of this team, they tackled - and conquered - every challenge.

One employee was supported and assisted to do his trade test as an electrician and he achieved this in October 2017. Two employees took early retirement and two passed on due to ill health. Three employees were dismissed and one resigned. While this impacted on the team for a while, thankfully competent staff members have since joined the team.

117 } record number of volunteers

78 residents

24 broader community

15 ministers

Volunteers render an extremely important task, adding value to every resident's life and, by doing so, also their own.

Small gestures, such as visiting or reading to another resident, or organising activities such as the knitting group, bridge club or Bible study group, means so much and helps to foster a sense of meaning and purpose in life.

We are very thankful for the dedication of our employees and consider them as valuable assets to the organisation. Without them, Witfield Park would not be able to render the services our residents deserve.

We experienced a huge resident turnover during the period under review, with the most life rights units sold in a single year. The new, younger generation have a fresh take on life and this also brought about a new, vibrant enthusiasm at the Centre.

I would like to thank every resident, friend and community member and leader of Witfield Park for their participation during the past year. Without your support we would not have been able to realise our dreams and attain our goals.

It is every staff member's goal to step in and walk the path with every resident, where children and relatives are often too far away or too occupied elsewhere to do so. Our prayer is that the good Lord will use us as instruments in His hand to achieve this goal.

To my colleagues, I want to say a big thank you for your hard work and dedication throughout the year. We are all just human and each of us also have our own lives, families and responsibilities. We believe that the proverbial show must go on - even when facing difficulties and challenges at home. When we are at work, we always put our duties and the interests of our residents first. This does not go unrecognised. I salute you all!

Marinda Lombaard

OUR VALUES & CONDUCT



OPEN COMMUNICATION

We know that we can discuss opportunities, difficulties, challenges and solutions by talking about them clearly and openly, without fear of victimisation or discrimination.



HONESTY, TRUST & RESPECT

We believe that it is by being **completely honest** and **transparent** in everything we say and do that we will earn the trust and respect of our residents and colleagues.



TEAMWORK THROUGH UNITY & DIVERSITY

We know that all our tasks and work are linked and that no job is more important than another or can stand alone. We all have the **same values and goals** and **work together** to achieve them. We believe that our strength and our success lies in the fact that we think differently about things and that we are open to **sharing and considering other viewpoints**.



TRAINING & DEVELOPMENT

Our organisation is committed to the **development of its employees** through formal consultative processes. Our employees also take responsibility for their own development, this ensures that we **achieve and maintain world-class standards**.



INNOVATION & CREATIVITY

We recognise that in order for us to grow as people and as an organisation, we need to **think differently** about the challenges we face and find **innovative and creative solutions** which add value to the life of our residents.



WORLD-CLASS WORK STANDARDS

Customer satisfaction is of prime importance to the survival of the organisation and therefore to every employee. We believe that, through **defining and implementing world-class operating standards**, we will be able to **achieve and maintain customer satisfaction** and enhance our reputation in the industry.



RESPONSIBILITY & ACCOUNTABILITY

We believe that we are **personally responsible** for our own actions. We do not 'pass the buck' to anybody else but **stand up and admit responsibility**.



FINANCIAL SUSTAINABILITY

Although we are a non-profit organisation, we understand that we need controls and structures to ensure our long-term growth and survival. All employees do everything possible to save costs in their area, i.e. switching off lights and not wasting water. By behaving in a warm and positive manner towards the residents, we enable them to speak highly of the Centre, thereby promoting the Centre.



RECOGNITION & REWARD

Our organisation understands that all **forms of recognition** and **reward are necessary** to retain the services of its best employees. The organisation continually looks for ways to **recognise the contribution each employee makes** towards achieving the vision.



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