



Ons Plek Projects

providing hope instead of street life

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Affiliated to Cape Town Child Welfare Society

We extend a warm invitation
to everyone in the area to attend our

Annual General Meeting

on Thursday 18th October 2007
at the

District Six Museum

Cnr Buitenkant & Albertus Streets – Cape Town

from 17h00 for 17h30 until 19h30

Vehicle security will be arranged



Sandvlei outing

Ons Plek girls and staff will entertain you
and the refreshments will entice you!

Please help us cater for everybody by bringing a plate of eats

RSVP: Tel 021 448-6529 or Fax 021 448-3153



Sandra Prosalendis
Chairperson

AGM Information

Do join us ...

We look forward to seeing you at our Annual General Meeting.

Our chairperson, Sandra Prosalendis, will be there to welcome you.

This year, promises to be an AGM with a difference. We intend sharing the 'happenings' of the past year by way of a fun-filled evening ... AGM attendees will be encouraged to participate, so we

would recommend that you 'study' our AGM Report before attending our AGM! Otherwise you could be the "WEAKER LINK". We even have our very own 'Fiona' to compère. And of course, we would also need an audience, not only participants, so please do come and be part of the audience!

As always, the highlight of the evening, our girls, led by staff, will eagerly present dance items that they have been enthusiastically practicing for you all.

We have had to face many challenges this past year, and so we deeply appreciate your constant support and prayers, which are a great source of encouragement for our work.

.... from Committee Members and Staff of Ons Plek Projects

NOMINATIONS for the MANAGEMENT COMMITTEE of ONS PLEK PROJECTS

Nominations for election to the Management Committee must be received at our office by

Monday 15th October 2007 at 17h00.

These nominations must be in writing and must have been seconded.

Your nomination form is included (see back page).

If you need more nomination forms, they are available from Sharon or Odette at our office. Only members of Ons Plek Projects are entitled to nominate and second persons for election (*member's list appears on page 11*).

The following current Committee Members are willing to stand for re-election:

Valerie Julies	Sandra Prosalendis
Tsiliso Tamasane	Leslie Witz
Ruth Andrews	Buyiswa Ketshabile
Christiana Nel	Fiona Ross
Martie Odendaal	Ntombezizi Baduza

Ons Plek Projects

Director:
PAM JACKSON

Unit Manager:
YUMNA VAN DER SCHYFF

Our assessment centre intake shelter ONS PLEK and our OFFICES are situated at
4 Albertus Street, Cape Town
Tel: 021 465-4829 · Fax: 021 461-0530
email: onsplek@new.co.za
website: www.onsplek.org.za

Our second-stage shelter SIVIWE is situated at
7 York Road Woodstock
Tel: 021 448-6529

Our Community Development Programme is situated at City Council Community Hall, Browns Farm, Bristol



We invite you to visit the Projects and meet the housemothers and the young girls

Ons Plek * Siviwe * Ukondla

Ons Plek Projects consist of:

- * Ons Plek intake shelter doing comprehensive assessment and development care with reunification as a priority.
- * Siviwe second phase shelter focusing on therapeutic and developmental children's home with reunification as a priority.
- * Ukondla – Philippi Community Project with prevention as a priority.

Mission Statement

**Ons Plek Projects has a simple and passionate mission:
to make a substantive improvement in the lives of female street children.**

Ons Plek is a place where girls find an opportunity to re-build their lives and their self-esteem.
A place where a sense of belonging helps them to take responsibility for themselves and for others.

The preparation for life of each child takes into account the innate potential of the individual
within the realities of her life circumstances.

These realities are mirrored in all aspects of our project which enables us to model coping mechanisms;
girls participate fully in decisions about their lives; residential staff members share the lives of the girls
and office staff members make do in cramped quarters with only the essentials for the job.

Ons Plek is not an escape — it is a real home in a rough life

~ Ons Plek's Vision ~

**That female street children will be successfully re-united with their families
and that failing that, they will be sufficiently empowered at Ons Plek Projects
to grow into healthy, independent functioning members of society.**

Key Information with regard to the Work and the Context of the Work of Ons Plek Projects

- Ons Plek is the only comprehensive programme for girls on the streets in the Unicity of Cape Town.
- Our intake shelter is situated in the CBD of Cape Town, because it is central and is where children and youth run to for relative safety if city security systems allow them.
- The sources of the children's problems are not easily solved – deepening poverty, abuse, lack of affordable safe housing, unemployment, crime, family instability, alcohol abuse, family violence, etc.
- Girls come or are brought to us from different areas. Some girls roam around their home community with inappropriate friends, often hanging around cheap local liquor and entertainment centres, before seeking help further afield.
- Girls who seek help are often teenagers, but also younger girls, sometimes girls with babies.
- Children tend to cope with an inordinate amount of trauma before leaving their home environments. These psychological scars may take a long time to heal for many of the girls.
- Those girls who find it the most difficult to reintegrate with mainstream society are often also living with learning difficulties and even severe mental health problems.
- Unaccompanied foreign minors are very vulnerable, and are ending up in the 'street children' sector.
- Ons Plek works with an average – 100 to 150 girls per year.
- The work of our three main facilities is all interlinked. The three programs integrate to form a whole.



We bid farewell to Joyce ...

Joyce Sethole has been with Ons Plek Projects since 1995. Joyce, who is one of our most senior Childcare Workers, has had the

privilege of growing in knowledge and expertise with Ons Plek over the years. She has managed to 'survive' the very early days, when the girls, who first came through our doors and windows (literally), were extremely challenging to work with; seen many, many girls (\pm 1800) re-united with their families; survived three fires; bid farewell to staff who have moved on as she will be doing shortly ... Joyce you will be missed by the staff and girls alike!

To Ons Plek,

I remember my first day at Ons Plek, I came to drop my CV then I was invited to attend the staff meeting that was in 1995. Ever since, I am a talkative person I always participated in the meeting, so Pam invited me to sleep over (night shift duty at Ons Plek), I quickly agreed to the offer because I wanted to show Pam that I am really interested to work with them. So I was officially employed in March 1996. Those years it was only five Child Care Workers, but we managed to run the place and there were no complaints from us. Not forgetting the support and the personal supervision we were getting from our Director and Deputy Director.

What I liked most about Ons Plek it looks as if we are all "directors" because Pam won't do or decide on something before consulting the staff members, that's one thing I liked about her. Not forgetting the team as a whole we were like sisters. Coming to girls, when I told them that it is time to leave them, they were starting to cry asking me questions: "Aunty Joyce, why are you leaving us?" That was a very difficult question. I also started crying.

I really felt bad but on the other side, I told myself, Joyce you have played your part at Ons Plek. Allerease who is now a counselor at Ons Plek and Buyiswa who is a Board Member are from Joyce's hands. You have been there for them in difficult times, you have changed their lives for the better, you also had some relationship groups with them, you were also listening to their problems. I was open to them to discuss anything that some staff feels sensitive about. I will really miss them.

Also very special thanks to the Board Members who were on this boat for years. Keep on doing the good work. Not forgetting the beautiful donors whom I will just pick up the phone and ask donations and

never being turned down by them. Thanks very much for your support, keep on donating even if I am not here.

I also want to give a special thanks to Renée who gave me support in happy and difficult times. I really am a strong person because of you. Keep on praying for me.

Thank you very much,

from **Joyce Nthabiseng Sethole**



On behalf of all the staff, Allerease, Yumna and Pam have written the following words to Joyce.

Joyce, it feels just like the other day you arrived for your first interview, shy and not sure what was going to be asked by the panel. Since then, 12 years has blown by and you have grown into a confident woman who has touched many young girls' lives and some of the staff. Your dedication has proved that you have given your heart and soul to your career. Your openness and outspoken personality has made you overcome many obstacles and allowed you to experience joy and inspiration over the years. Many girls and staff have come and gone and you have attached yourself to most of them. It was difficult and painful for you to let go; but you knew that the new girl who arrived was a new challenge and opportunity of personal growth for your personal growth.

Continue to stand tall and strong in your new career. We pray that all that you have learnt and given to Ons Plek will make your future a blessing and give you the fulfillments of your hearts desires.

... from **Allerease**

Your experience is your wealth, which you have always easily shared with other staff. The compassion and support which you have shown to the girls has made Ons Plek stronger. Ons Plek's loss is most certainly your new employers gain.

... from **Yumna**

Joyce, you have contributed much to Ons Plek. Your loyalty to Ons Plek, both staff and girls is unquestionable; your ability to get on with everyone even after times of conflict; your friendship with our neighbours which has contributed to them giving us valuable, moral support and practical support, your curiosity about everyone which has enabled us to contribute so much information to the work.

... from **Pam**



Our Director's Annual Report

Pam Jackson

AGMs provide a time for projects to evaluate themselves and report back to the broader community to whom they are accountable. Usually we describe our programs and our statistics, sometimes illustrating the programs implementation with stories of our children. This year we had the privilege of being assessed by a Monitoring and Evaluation Team (M & E Team) from the Department of Social Development Western Cape. **This report of our work, by an independent body, provides a useful tool for our Annual Report to the public.** The Team's objectives are to assess the functioning of the organisations whom they fund, identify areas for growth, affirm strengths and make recommendations for improvement which must be attended to by a certain date.

To do this, a team of four spent four full days, between the 4th and 7th of June 2007 at Ons Plek. Interviews were held with the Board, with almost all members of staff individually and jointly and with the girls. The team were thorough in their questions. They repeated the same questions to different role players to make sure that the information they gained was accurate. Policies and procedures of all aspects of Ons Plek's functioning had to be produced. The Petty Cash and Bookkeeping systems were examined in detail.

Some lasting impressions of their visit are: The four M & E Team members sitting in various rooms, surrounded by piles of files, Pam and Yumna running up and down the stairs fetching files, policies etc. Allerease and Mapula moving out of their office to make space and huddling in a corner to do their own work, Childcare Workers sitting with the team in between rushing to school to fetch young children or doing hospital visits and Sharon and Odette sitting with mountains of papers to re-file at the end of the visit.

I want to commend the team for their professional and skilful implementation of their task. They are very sensitive to the fact that this important task can be disrupting to the project and do what they can to assist with this. Their role is a difficult one because their purpose is to identify any weaknesses for the greater good of the clients or beneficiaries without eliciting a defensive response.

Despite the intensity of the assessment, there was not much time for discussion on the feedback of their impressions, which they gave verbally to the Board, and some misunderstanding inevitably will arise. Grasping all the nuances of a project in four days is not completely possible. The opportunity is given, therefore, to respond to their report in writing.

Their report is presented below together with the responses from Ons Plek, which will hopefully provide a window into some of Ons Plek's workings.

*

M & E Report

Governance

Strengths:

The board of management has the capacity to provide overall policy direction and oversight. In carrying out their key roles of policy formulation, fund raising, public relations, financial oversight, lobbying and periodic reviews of activities board members ensure their accountability and credibility to all stakeholders. In this regard, the board of management executes its advocacy role for the rights of beneficiaries, meets regularly, and documents all proceedings.

Stakeholders are identified and recognised as key partners. Mechanisms are in place for obtaining appropriate input from all stakeholders. Leadership is participatory with, accountable to and accessible for all stakeholders. Respective roles and responsibilities are clearly understood.

Developmental Area:

Although indicating that a 5-year strategic plan is in place it is recommended that strategies, goals and objectives be aligned more accurately with the Vision and Mission of Ons Plek.

Our Comments:

The Board of Management, at the time of the evaluation, had already commenced discussions of a need to re-look at the 5-year strategic plan of 2005. The previous plan had already been implemented, and a need for a new one was felt. Since the M & E Team's visit, a date has been set for 15th September 2007 for a new 5-year plan. A facilitator has been arranged.

The strategic plan, and in fact, all activities of Ons Plek are implemented with the Vision and Mission, which were revised in 2006, as guides. The same will apply to this strategic plan.

M & E Report

Management Practices Strengths

An organisational structure with clearly defined lines of authority and responsibilities is available and in place for all stakeholders. Systems are in place for regular congruence between stated mission and operating culture.

All management policies are in place, which ensures regular audits of organisational development. All management policies reflect the basic principles of the South African Constitution.

All planning for Ons Plek management, services and operations is conducted and implemented in a participatory manner.

Administrative procedures and manuals exist, are used and adhered to. Procedures are updated. Information systems exist with which to collect, analyse and report data and information and are also used to process, disseminate and solicit feedback.

All programme reporting is implemented according to report

formats which are flexible, varied for each purpose, and responsive to stakeholder information.

M & E Report

Human Resource Management Strengths

All human resource policies are in place and fulfil basic requirements.

Diversity is being implemented. The Board of Management, staff complement and beneficiaries reflects the community profile it serves. It is recommended that all staff receive diversity training which will assist in dealing with potential/real discriminatory actions, utterances or behaviour.

Our Comments:

Diversity at Ons Plek has always, since inception, been a key concern although Ons Plek opened its doors in 1988 at the peak of the struggle for a new South Africa. Girls who find themselves on the street come from all of South Africa's diverse cultures. It is really important for them to feel at home and to build up trust. Therefore, to be able to eat according to their culture and habits, pray according to their culture and relax according to their culture is important. Diversity in staff has helped in providing for this.

There is always a danger of conflict resulting from potential/real discriminating actions, utterances and behaviour. To date this has been dealt with by an ethos, set by Management Board, of respect for human rights and diversity, open discussion and immediate conflict resolution. Formal diversity training will now be investigated to deepen this tradition.

M & E Report

Developmental Area

A skills development plan needs to be designed and implemented for all staff in keeping with skills development legislation as it assists with capacity building.

Our Comments:

Skills Development Plan

Skills Development has always been high on the agenda of Ons Plek Projects. A skills development plan is revised and drawn up every year on an individual basis when each staff member participates in an annual evaluation based on their job description. The plan takes into account areas of strength, weaknesses, interests, skills and future plans.

Our policy is to use both training courses and on the job training. Training courses are valuable but the learning must be implemented and practised to be effective. Management believes that training is a constant and ongoing process and therefore it happens every day as the work is done. All members of staff are trained and all do some training of others. For example when petty cash mistakes occur the Bookkeeper immediately trains staff, when the Social Worker or Childcare Worker interviews clients together with a new (unqualified) Childcare Worker, (most Childcare Workers undergo formal training after they are employed) she uses the interview to demonstrate interviewing skills. When children misbehave, senior Social Workers train staff in appropriate discipline methods. At Ukondla project in Philippi, the community development worker is training an assistant in educate and community development methods.

When any staff member returns from any training course or conference, she must process the information and present it to colleagues, thus consolidating her learning. New staff members are trained by experienced staff occupying the same profession.

The following formal training courses have been attended by Ons Plek staff members in 2005/2006.

2005

Course	Trainer	Staff Attended
Fire Safety	Ottery Fire Station	All Staff (ex Assistant Community Worker)
Personal Finance	You and Your Money - Mrs Dawn Jackson	All Staff
CPR	Shahiem De Vries	All Staff (ex Assistant Community Worker)
HIV/Aids	Lucia Oosthuysen - trained by CWS	All Staff (ex Assistant Community Worker)
BCEA	Deputy Director	Childcare Worker, Admin. Assistant, Director
Sexual Offenders	RAPCAN - Carol Bower	Social Worker & Director
Counselling/Sexual Abuse	Edith Kriel	Life Story Counsellor
Court Preparation	PAWC	Life Story Counsellor

2006

Course	Trainer	Staff Attended
Fundraising Proposal Prep	Community Chest	Secretary
Governance	Community Chest	Unit Manager
Labour Law	Community Chest	Director
Child Bill	UWC	Social Worker A M Childcare Workers
Ethics Workshop	Cathy Scott	All Childcare Workers
Conferences:	SASPCAN UWC	Childcare Worker Childcare Worker
Education Workshop	Deputy Director	Educator, Director, Social Worker, Community Worker, Unit Manager
BCEA	Deputy Director	Childcare Worker, Admin. Assistant, Director
Volunteer Training	Deputy Director	Unit Manager, Admin. Assistant
Fundamentals Basic Child Care	NACCW	Childcare Worker
Foster Care Training	Community Worker, Childcare Worker	Philippi Community - Brown's Farm
Drug Training	The Farm-Homeless People Project	All Staff (ex Assistant Community Worker)
Handling Children with severe behaviour problems	Deputy Director	All Staff (ex Social Worker and Assistant Community Worker)
Helping Children who are sexually abused	RAPCAN	Social Worker

Since inception, it has been compulsory for Ons Plek Childcare Workers to attend N ACCW – National Alliance for Childcare Workers. Recently the courses have been transformed to meet new standards set by the SETA. Four Childcare Workers commenced the first Unit in 2006. At the time of the M & E Team's visit, the results were still outstanding and ongoing efforts were being made to obtain them when marking was complete. Childcare Workers wanted to receive the results before beginning the next course. Five staff have now registered to do another course in September 2007.

It is, therefore, unclear to us what the recommendation under Development Areas means as skills development plans are revised annually.

M & E Report

Developmental Area

Supervision for all staff needs to be formalised and implemented to ensure capacity development.

Our Comments:

Every staff member has formal supervision, as this is a highly esteemed practice. The M & E Team said verbally in feedback to the Board that there is not enough individual supervision and that group supervision is not a substitute. At the time Ons Plek Projects were assessed Ons Plek was closed due to a fire and both projects were housed at Siviwe where the assessment took place. Interim measures were in place and this may have given rise to the M & E Team coming to an incorrect conclusion.

Individual supervision is given by the Director to the Unit Manager, the Bookkeeper, the Childcare Worker on duty, the Social Worker, the Secretary and the Community Worker. The Community Worker supervises the Assistant Community Worker.

The Unit Manager at Siviwe supervises the Childcare Worker on duty, the Administration Assistant, the Educator and the Lifestory Counsellor individually.

Ons Plek Projects were assessed while both projects were housed at Siviwe. Instead of one Childcare Worker having supervision on a Tuesday at each shelter there were two — one from Ons Plek, now inoperational — and one from Siviwe, discussing the same children. It did not make sense to supervise each separately as different information from both on the same child would influence case discussion and decisions. As an interim measure, until Ons Plek re-opens a group supervision system including the Social Worker was adopted. The Unit Manager took responsibility for this.

Supervision has an element of accountability and an element of growth, both in skills and in personal emotional growth needed to cope with the work. In group supervision, as in individual supervision, staff report on actions previously planned which they had to undertake which fulfils the element of accountability. Staff share their interactions with girls and their families. Their counselling and interactive skills are discussed. As an integral part of the supervision, skills are commended or different approaches are discussed. Staff members sometimes share their own emotional difficulties which are evoked by the girls' problems and which can hamper their counselling ability. During the interim phase while Childcare Workers and Social Workers are in group supervision these personal growth issues can be referred to an individual session. In addition, individual supervision is held for a short period of between 15 – 45 minutes most mornings with the Childcare Worker on duty. The time varies because the Childcare Worker may have to leave for a hospital / home visit etc.

The M & E Team made the observation that "Supervision for all staff needs to be formalised and implemented to ensure capacity development."

The explanations above show the M & E's conclusion that more formal supervision needs to be implemented is incorrect. However it is not surprising that the team gained the impression that supervision needs to be formalised, and as stated verbally, individual. Their conclusion was based on their observations of the interim system and probably on our comments. Having been supervised for a year on the interim system child care staff (even long term staff) did not have it foremost on their minds that the system had been different. Only on discussion of the M and E

feedback did everyone realise that we have become very used to working in one house and have begun to forget some old procedures relevant when both houses operate.

With regard to the following explanations we feel that the M & E Team are correct in their conclusion that more formal supervision needs to be implemented.

As previously said everyone has an individual formalised time when both Ons Plek and Siviwe are open. During the current period this time was maintained for everyone except for the two Childcare Workers on duty together.

Ons Plek has very small numbers of staff who are sharing workspace all the time in small buildings (Ons Plek, Siviwe and Ukondla). Supervision very often happens at odd moments all through the day and is nevertheless detailed, thorough and sufficient. However, as the M & E Team noted this is informal. Also the fact that with every space being occupied any supervision may look informal because it is not held in an office behind closed doors. If deemed necessary confidential discussions can be held, all staff being accommodating and moving their work stations to allow privacy on these occasions.

M & E Report

Financial Management Strengths

All financial policies, procedures and reporting systems for accounting and budgeting are in place. Accounting categories exist for separate project funds. Expenses are controlled by sector. Financial transactions are clearly defined; financial delegation is appropriately segregated as is required. The budget

is controlled on an ongoing basis but internal audits could be conducted more regularly as well. External audits are carried out annually.

A stock control system is in place. However, not all procurement systems are Black Economic Equity compliant.

Our Response:

Black Economic Equity (BEE) Compliant

We need some advice as we are not sure what this means in practice. During the financial assessment an M & E Team member said we should be buying more from informal traders which would help them. While fully in agreement with this principle and having done this for years without ever being told to, we have recently stopped this practice. We are faced with the choice of implementing sound financial controls or buying from informal traders. For years staff shopped on the top of the station for school uniforms and shoes and bought vegetables on the street. Traders cannot give slips and there is no way we can be sure that staff are not doing a deal advantageous to themselves and the traders with public money. Sadly in the interests of financial accountability we moved all shopping to formal businesses that could provide verifiable detailed invoices and slips.



Our Donors

We dedicate this page to all our donors and thank you for your continued and valued support

This list includes financial and other contributions received from APRIL to SEPTEMBER 2007

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STREETSMART
THE COMMUNITY CHEST

Ons Plek and Siviwe are both in areas close to Pick 'n Pay and Checkers. We do the bulk of our food shopping there because of the detailed slips we get which is then perused to check that extra unauthorised items are not being bought.

We are BEE compliant in that for all small items ie. daily bread, catering items for functions, small amounts of groceries, we shop locally in shops owned and managed by previously disadvantaged people.

For transport we only use taxis and trains (Government owned). For medical help we use hospitals and clinics (Government owned). For home services like plumbing and electrical we employ previously disadvantaged contractors.

In summary we find ourselves caught between conflicting requirements. If we comply with BEE we may not always be accountable. If we are always financially accountable we are going against our own support for BEE principles.

M & E Report

Strengths

The income base is diversified. A fundraising strategy is in place.

Service Delivery Strengths

Quality standards for service delivery are implemented and maintained. Relevant expertise exists at Ons Plek with which to execute quality services. Care, compassion and safety of beneficiaries are exercised. Same quality standards are provided to all beneficiaries. Although beneficiaries are protected against abuse, neglect, ill treatment and exploitation, it would be more helpful for all relevant stakeholders to include the documentation of complaints procedures.

Our Response:

It is unclear what is required here. When any complaint is received from girls the information is documented but the procedure on how to do so was not documented. The procedure if there is a complaint against any staff is as follows:

Grievance Procedure by Girls

There is always a chance that girls are reacting unreasonably to discipline and have, therefore, hatched a complaint of wrong doing or abuse by a staff member. To be fair to staff and girls, a rigorous procedure must be followed.

Firstly, the girl laying the complaint is questioned to enable her to give all details fully.

*To be fair
to staff and girls,
a rigorous procedure
must be
followed ...*

If more than one girl is complaining girls are asked to sit in one room with a staff member monitoring conversation. Each girl is then questioned separately. This is to avoid the situation where girls listen to each other's version of the story and collaborate or intimidate each other. The questions are standardised but the interviewer also has the freedom to pursue the conversation as information emerges. Girls are reminded that they are free to complain to protect themselves and other children.

Daily record books, daily register and minutes are checked to see if any of the information can be backed up.

The answers to questions are written up. Sometimes a plan of the house is also filled in to show where the incident(s) happened. Each girl makes a statement which she signs and which may be used if a disciplinary hearing follows the investigation. All of this is filed in a grievance and disciplinary file.

Please clarify if this meets the requirement.

M & E Report

Strengths

Minimum standards for service delivery are met. However, the Rights Charter needs to be displayed prominently using all three languages of the Western Cape.

Our Response:

Rights Charter

The children have access to come into all rooms including the office, so all notices anywhere are accessible to them. The Rights Charter is normally displayed on the staircase, office and education rooms. However, after being up for a few months it does fall down or get pulled down and another one has to be made and stuck up (as is the case with mirrors, doors, bolts, door handles, curtains, etc.). At the time of the evaluation it was not up.

We do take one further step to ensure Rights and that is to display a notice informing the children whom to complain to. Complaints about staff are reported to the Director who chats informally to the children most days. In the case of complaints about the Director it is the Committee who is reported to. Committee Members telephone numbers are prominently displayed at every telephone (the children have access to all rooms including the office). Some committee members see the children regularly for homework.

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Are you a MEMBER of Ons Plek Projects?

Current Membership Register:

In order for our membership to be accessible to everyone, we consider any donations in cash or kind from INDIVIDUALS in the course of the year as sufficient to cover our annual membership subscription. You may also become a member by paying a specific subscription of R5 per annum. If you have donated and your name is not listed below, please contact Sharon at Ons Plek immediately in connection with your membership before the AGM. You will also have the opportunity to sign up as a member at the AGM on the 18th October 2007.

MEMBERS ON RECORD:

A	Casserley Mr S	Gravel T	Kirk B	O	St Jerry Marcus
Abdullah R	Cecsarini Ms L	Griessel M	Kirkman A	O'Neill Mr	Stanford M
Abrahams A, J, H	Chamberlain Mrs	Gurtshmann A, N	Klaas T, A	Oaker K	Stephenson W
Abrahams Mr/Mrs	Chase P, L	Guy A	Koch K	Oberauer Mr/Mrs	Stevens C
Abrahams N, S, G	Chorley Ms P (UK)	Guyen J	Kolb E	Odendaal M	Storey Rev/Mrs P
Adams B, F, L, A	Christie S	H	Krige S	Okafor K	Strong G
Adams Mrs & M	Cochrane P	Habib D	Kruger E, M, N	Okoliuwe C	Sturrock J
Adams S, T, Y	Coleman K, J	Halim S	L	Oosthuysen L	Swain D
Africa M	Collins S	Halliford O	Lambrecht R	Osman W	T
Alexander B	Connelly Mr/Mrs	Hare Mrs E	Lamkin J	P	Tayles S
Algar Mrs	Crane R	Harris N	Larney R	Parkhurst J	Thompson-Ifrek Mr/Mrs
Allen B (UK)	D	Harris R (UK)	Larsen L	Pascoe B (UK)	Tilley E
Amien S	Damons S	Hart Mrs Y	Latimer N	Patte H, L	Tonnesen G
Amila Ms	Daniels Mr/Mrs	Hau-Yoon Ms M	Latz M	Phillips H, L	Tough Mr/Ms
Andersson Mr/Mrs USA	Daids A, F, I	Hearn L, K	Lawrence J	Pienaar A	Toyer J
Antaley N	De Freitas E, N	Heldsinger J	Leclair T	Pike L, M	U
Appelt Mr/Mrs M	De Jager E	Hendricks F, J, K	Leeman Mr/Mrs	Pitout Family	Umcokoli E
Arend Q	De Jong Ms	Hendricks M, Y	Lensen P, M	Plato U	Uren E
Arendze Mr/Mrs M	De Vos C, D	Henkes S	Less J, N	Poort S	V
Armien M	Dolan C	Hennessy K	Litten S, K	Potgieter A	Van Avegen S
Aunty Jess	Dolby N	Henry H	Louw C	Potter F	Van De Venter J
Ayesha	Dowling S	Henwood Mr/Mrs	Loy R	Pritchard H	Van der Hoven D
B	Dreyer K	Hermans C	Luck T	Puttick B	Van Der Merwe A
Barfield S	Du Plessis Mrs	Herselman M	Ludwig A	R	Van Der Schyff G, L
Barr S	Du Toit M	Hey B	Luthy P (Switzerland)	Rabinowitz B	Van Der Schyff W
Barry C	Duncan	Hickman J (UK)	M	Redcliffe Q	Van Der Spuy A
Bassier S	Duthie M	Hicks M (UK)	Mahadeo S	Richards S	Van Eyssen O
Basson N, D	E	Hill P	Malan G	Richardson L	Van Jaarsveld M
Bedford Mrs	Eagle G, G	Hirschsohn C	Malherbe E A	Richfield C	Van Kesteren Mr/Mrs
Beja F	Ejike E	Hodgetts Mrs	Mallick F, J	Robertson R	Van Meurs B (Holland)
Berghouse A	Ellenbogen D	Hodgson S	Manie S	Robyn & Ivana	Villet A
Bernsdorf S (Germany)	Emdin Dr	Hoffmann M	Marais H	Rocho M	Visser C
Bezuidenhout E	Emekol E	Holditch Mr/Mrs C	Marks Mr/Mrs	Roman R	Von Holdt S
Bischoff D	Engel V	Hollemann Ms	Masswe D	Ronquest L, P	Votaw M (USA)
Biyela S	F	Holt R	Mbaya A	Roodbol A	Vroom G
Blom H	Farrell Mr/Mrs	Hudson-Bennett R	McBride R	Roos A, F	Vroom-Hoogerwerf R
Book A	Fredricks R	Hurley E	Mensah M	Roseman J	(Holland)
Booley A	Fell B	I	Merrill K, J	Rothschild P	W
Bowen C	Fells R	Ions Mrs M	Mess D (Germany)	Roux Mr/Mrs	Waldman D
Brain Mr/Mrs	Fenton Ms	J	Meyer Mrs	Rowston D	Warren H
Bretscher J, N	Filippi M	Jess Aunty	Michalow S	S	Webber I
Brett & Andrea	Fisher F	Jackson P (UK)	Miller Dr D	Sadan Z	Weiss M (Paris)
Broekmann T	Fleischer M	Jacobs S, V	Misha	Salie S	Wepener J
Bronia	Frater Mrs	Joffe D	Mokgalong M	Salon R	Wheeler F
Brown P, S	Freedman R	Johaar N	Mollmann J	Schlosz L	Williams D
Buchhorn B	Friedman G	Jones M	Monis P	Schmitt C	Williams J, L (UK)
Buchner C	G	Joshua Mrs B	Moodliar D, C	Schroter M	Williams Mr/Mrs C
Buckley J (UK)	Gardiner A	Jowell Family	Moore Z	Scultetus C	Wills C
Buxmann B	Gasant A, J	Julies V	Muller Rev B	Schultz K	Wilson M
Buys W	Gierdien F, R	K	Murray S	Schuermans-Stekhoven	Wood M
C	Gillian	Kallmann Ms K	Musuva C	Schwarzenbek L	Worthmann U
Campbell V	Goldblatt G	Keel J, S	N	Scott C	Wright Family (UK)
Carelse S	Goldsmith Mr	Keen J	Nacerodien M	Scovronick N C	Wyatt H
Carew M	Gottlieb A	Khangala S	Naicker N	Shapiro Y	Y
Carr Mr/Mrs	Graham C	Kichenbrand M	Nakamura	Silberbauer J	Young Mr/Mrs
Carstens D	Gram C (Norway)	Kieser L	Naoki, Leah, Patrick USA	Singer A	Z
Carter Family	Grassl A	King B, J	Noy C	Singh N	Zuze L

In addition, groups on Human Rights are run by outsiders as well as social service staff. Whenever rights are discussed responsibilities are also discussed to empower the children to use their rights responsibly.

M & E Report

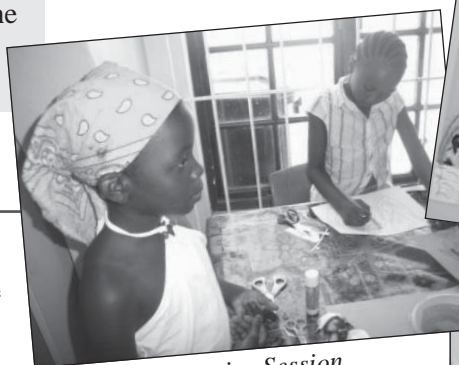
Strengths

All programmes and projects are accessible to all and potential beneficiaries. Service delivery is just, developmental and based on respect. Operations are efficient and effective. However, privacy of beneficiaries is compromised due to overcrowded conditions. The Board of Management should endeavour to comply with Minimum Standards for Child and Youth Care Act and consider this challenge as work in progress.

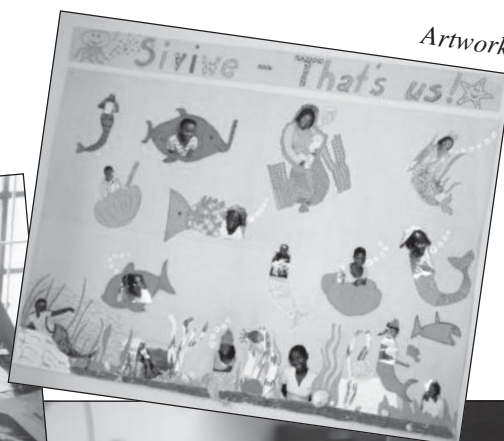
Our Response:

The observation about the privacy of beneficiaries due to overcrowding is valid to some degree. (The registration of both Ons Plek and Siviwe by the Department and with the recommendation of the Health Inspector allows a certain number of children in the rooms available.) The presence of Ons Plek and Siviwe staff in one venue obviously contributed to the lack of privacy as well.

In this regard staff and Committee have to take into account two conflicting important needs. One is to run the service at an appropriate level, consistent and in tune with the communities from which the children come and to which they will return. This means not having a bedroom for one or two children and not having a dedicated room for each function which many child and youth care centres have in terms of separate dining room, lounge, education room, reception, etc. The other need is to try to



Creative Session



Artwork



Lifestory

preserve privacy and confidentiality and keep above minimum standards of service at the same time. It means providing living space which is very much shared but still under hygienic and acceptable conditions.

For privacy and professional social work reasons a dedicated counselling room exists at Siviwe and Ons Plek. Even under the conditions while Ons Plek is rebuilt the Siviwe counselling room has been kept sacred. It was very affirming to be complimented on this in the verbal feedback by the M & E Team.

When the counselling room is already being used, interviews take place in the Childcare Workers room. The door is shut and confidentiality is kept. At all times staff are aware of confidentiality and reminded of the need to be sure no other children are listening when talking about children even in casual conversation. The children's files are also kept locked up.

Despite staff making all efforts to maintain confidentiality about children's life history, it is not possible to do so about discipline. The children may well experience a lack of privacy when discipline is

enforced. The discussion with them is private but everyone in the home will notice they are doing extra homework for missing school etc. This is also crucial because if they do not see discipline being enforced they also think they can get away with certain behaviours or they think only they are ever disciplined.

If the privacy of beneficiaries being compromised refers to showering, dressing etc. it is largely due to the reality of sharing rooms and bathrooms. The situation mirrors the kind of homes that children will probably live in the community. As in changing rooms at gyms and schools lack of privacy is normal.

However, the situation at Siviwe could be improved, albeit at considerable expense, by re-designing and moving toilets and showers in the bathrooms. The simple solution of putting up shower curtains has been tried many times and is proved to be a short lived solution. The more aesthetic solution of shower doors is more expensive, doors are still transparent and just as likely to be short lived. Toilet doors, however, have lasted at Ons Plek.

This improvement will be looked into and funds begun to be raised once enough have been raised for re-building Ons Plek. We will certainly take it as a challenging work in progress and are pleased to have the M & E Team's feedback which gives us the opportunity to re-look at this matter.

M & E Report

Strengths

All services are relevant and address needs of beneficiaries. Families and communities regard programmes as effective and as a credible resource. Ons Plek evokes a positive image.

Developmental Area

Policies and procedures for health and safety need to be designed and then implemented (ie. an evacuation plan) so as to ensure the health and safety of all stakeholders.

Our Response:

We would like further details on this section of the M & E report as we do have an evacuation plan which was shared with the M & E Team.

Both Ons Plek and Siviwe have evacuation plans. Siviwe's plan is and was at the time of the evaluation, stuck up on the wall next to the bedrooms and current office and downstairs in the Childcare Workers room.

The fire extinguishers are regularly serviced and workshops on how to use them have been held annually with girls and staff. Surprise fire drills are held and a procedure exists for ensuring all children and staff are safely evacuated. All doors are kept free of blockages and keys for all doors regularly checked. This is inspected by Management weekly. In addition a fire detection unit in each room is regularly checked. Funds have just

been raised to upgrade the fire detection system at Ons Plek and will be raised, hopefully in 2008 for Siviwe.

Emergency numbers are up next to night duty telephones and in the offices. Staff are asked every now and then to point to them, as they tend to blend into the background when one becomes accustomed to them.

Health measures in terms of medical files exist, a system of medicine dispensation is in daily practice and is checked in supervision weekly.

Proper and safe use of electrical appliances and wiring is the subject of staff workshops, girls' workshops and Management inspections.

Cupboard checks to ensure hygiene in girls' cupboards and to ensure adequate clothing is done every weekend.

One area which always has room for improvement is cleanliness of the house. The area again falls within conflicting methodologies and illustrates the projects beliefs.

Ons Plek is trying to empower the girls with an attitude of responsibility and with skills for their future everyday lives and trying to bring them up as similarly as possible to children in the community. To this end children participate and are trained in all cleaning and cooking (and shopping) activities, supervised by Childcare Workers and in weekly spring cleaning. The down side of this is that the house is not as clean as it would be if we employed adult cleaners (apart from the reality that once cleaned it is immediately dirtied by 20 pairs of hands touching the walls as they move around.) We regard the empowering of the children to far outweigh the merits of a sanitised, spotless environment. Hygiene and cleanliness is essential. Most of the time we think ours is within acceptable limits. Children and staff are healthy, but this is an area that requires constant attention.

M & E Report

External Relations/ Integration Strengths

Inter-non-governmental collaboration exists with partners. Inter-governmental collaboration exists with relevant government departments. It is recommended that Ons Plek also become involved in the local IDP forum so as to provide valuable and relevant input and enhance capacity.

Sustainability Strengths

The board of management ensures that organisational processes, functions and operations facilitate programme sustainability as well as organisational sustainability.

In Conclusion:

Once again we value this exercise. While it is time consuming it is valuable and useful to get the feedback of an independent body that have experience in the field of social services. Positive feedback and we got lots of that, is always affirming and encouraging. The areas pointed out which need improvement are also useful. Although we do not always agree with the feedback the opportunity to reply and in doing so think through our work again provides a helpful time of reflection.



This is going to be good!

Keeping track of your donation

If you are depositing money straight into Ons Plek Project's bank account, please enter your surname AND initials, or your company's name, or Anonymous (if you prefer), in the REFERENCE BLOCKS on the DEPOSIT SLIP. This information then appears on the bank statement and identifies who we need to receipt and thank for the donation.

OUR BANKING DETAILS:

Bank:	FIRST NATIONAL BANK	Account No:	620-529-16908
Branch:	ADDERLEY STREET	Branch Code:	201-409
In name of:	ONS PLEK PROJECTS	Swift Code:	FIRNZAJJ 461

Monies being deposited from overseas (telegraphic transfer) must please make a note of the swift code



Please advise us of your change of address, if you have moved house or office ... it's such a pity when the girls' 'thank you' letters or our newsletters are returned to us!

Ons Plek Programs

... a brief description

A summary of the programs is presented for those not familiar with our work. More detailed information on these programs can be found in previous Annual Reports or on our website. While usually presented in detail, this year we allow a different slant on the work to emerge via the presentation of an independent assessment.

Family Reunification Program

Family reunification is one of the core functions of the work at Ons Plek. In some cases it requires months or even years of painstaking work to make a home placement possible.

- **24-hour Accessible Early Intervention Intake Program**

The first stage of reunification begins with the process of weaning the child off the street. Girls are referred to Ons Plek Intake Shelter within hours or a few days of arriving in the Cape Town CBD. Usually they are running away from abuse or neglect at home.

The girls' circumstances are assessed immediately on arrival. The girl is then referred to our family preservation or family reunification programs. Statutory services are provided by our social work staff. Since Ons Plek burnt down in June 2006 this program has accepted very few children due to lack of space. We have been forced to turn up to 2 children away most weeks. This will continue to be the case until Ons Plek re-opens in December 2007.

- **Reunification and Preservation Program**

In both programs, family interviews are held as soon as possible to resolve the breakdown in the family if possible.

While the girls adjust to a structured environment, our Social Worker and Childcare staff contact and interview families and investigate home circumstances.

Children who have only been away from the family for a day or two weeks would fall under the preservation program. If the family bonds are still sufficiently intact for the child to return home while the problems are worked on it is called family preservation. Staff hold family meetings and family building sessions with families. Ukondla's community program also achieves this aim — see Ukondla.

- **Home Visits — local and rural**

Home visits are important in making family reunification possible.

- **Intervention Programs, Life Skills and Skills Training as related to Reunification**

A healthy self image and feeling of belonging and mastery is crucial to the girls' willingness to engage in problem solving with their families and their communities. *If re-unification fails the same process enables them to engage constructively in society.*

A range of skills training and development programmes are provided while the reunification process proceeds, however long that may take. Every activity we offer has a goal and purpose in the children's lives.

- **Social and Practical Skills — Household Duties**

On a daily basis the girls do individual cleaning duties as decided by the Childcare Worker. The girls are responsible for making their beds, cleaning the rooms and the house in general, school uniforms are washed, and ironed in the afternoon. The girls prepare a weekly shopping list and actively do the shopping as well as cooking the meals for the household.

Counselling Program

- **Trauma counselling**
- **Life Story sessions to root child in her history**
- **Family Therapy sessions**

Social Skills Program

- **House Meetings**

House meetings take place at least once a month and/or as determined by household needs. During meetings the girls have to practice and learn listening skills, respect each other's opinion and share ideas in an accepting and non-judgmental way.

- **Church/Mosque/Youth Attendance**

The girls attend the local Methodist Church on Sundays where they interact with the community and experience a sense of inclusion and acceptance.

- **Cultural and Traditional Activities**

- **Groups on Relationships, Friendships, Sexual Relationships and Body Care**

The purpose and content of the groups is to educate the girls on positive ways to deal with people in their lives and to gain self respect. Topics include body change and growth, good relationships/bad relationships, teen pregnancy, contraceptives and HIV/AIDS.

Education Program

- **Formal Attendance at Formal Schools**

If the children can cope at school it greatly increases their chances of fitting in and being accepted by their family and their community. Girls attend formal and informal schools after attending our own bridging programme 'Morning School' while their education abilities are assessed and they learn to re-adapt to routine and structure and gain confidence in their abilities.

- **Morning School Assessment and Bridging Program for girls not yet ready to return to school**

The school runs from Monday to Thursday 9.30am to 12pm, with a baking or other creative programme on Fridays from 8am to 11am.

- **Homework Sessions**

The girls at formal schools attend our homework program every afternoon from Mondays to Thursday.

- **Holiday Programs**

As with all other programmes at Ons Plek, the holiday programs aim is to include preparing the girls for life in their homes and communities, and to give them opportunities for development — intellectually, socially and emotionally. The aim is never to lure them away from the streets with elaborate treats. This would be counter-productive, maintaining the pattern of alternating over-excitement and apathy which can trap children in street life.

Most vacation days at Ons Plek are spent at home — playing games, doing puzzles, playing "poppie huis", chatting, walking to the local park, and just being children.



Graduation

Volunteer Program

- **Recruitment, Orientation, Supervision**

Prevention Project —

Ukondla Program in Philippi (Browns Farm) Community

In addition to our overall strategy for dealing with girls vulnerable enough to dwell on the streets rather than in their homes we are running preventative programs in Philippi community. As children drop out of school before they drop out of home, a homework support program helps them stay in school.

A group of 19 children attend homework support, enrichment programs and weekly counselling sessions regularly. The program runs on Mondays to Thursdays, is similar to the in-house support programme at Ons Plek, except that the children live in their own homes. Staff members regularly visit all the children's family homes and their parents are now very supportive of the program.

The Back Page

Our Wish List ...

FINANCIAL DONATIONS FOR:

- Transport costs for the girls for school.
- Transport costs for the girls for educational outings/camps.
- Medical expenses for the girls eg. eye tests.

Financial assistance for the move back to Ons Plek in Albertus Street, Cape Town.

FOOD – Stapel:

Rice, sugar, margarine, peanut butter, maize meal, samp, cake flour, cooldrink, macaroni, tea, oats, beans, chutney, tomato sauce, mayonnaise, fish oil, pilchards, spaghetti, Amasi, lunch wax wrap.

CLEANING ITEMS:

Jayes fluid, auto washing powder, Handy Andy, Jik, Sunlight soap, black garbage bags, steel wool, fabric softener, clothes' pegs.

TOILETRIES:

Sanitary pads, roll-on deodorant, toilet paper, Vaseline, hair straightener (**must be mild**), toothpaste, shoe polish (black), shoe brush, Gambax lice shampoo (clinics no longer supply this and at R50 a bottle it has become rather expensive).

UNDERWEAR: *BRAND NEW PLEASE!*

PANTIES/BRAS for young girls aged 5 – 18yrs, panties for teenagers, socks for winter.

SCHOOL REQUIREMENTS:

Stationery: 60 of each item at the beginning of each new year: Scissors (blunt-nosed), Pritt (40gm), space case, pens (black, blue and red).



Clothing: School bags/rucksacks (blue or black), Sizes are available for the following: School socks – new (white and grey), School shoes – new (black, lace-up or buckle), Rain coats (black or navy blue), Takkies – new.

STATIONERY:

Photocopy paper (white), A4 coloured paper, Pritt Stick (large), plastic sleeves, scissors (small for school children), pens, pencils, Flip Files, examination pads, A4 hard cover books, calculators (scientific).

UKONDLA (Homework Program):

Magazines: Huisgenoot, You, Drum, Vukani, Bona.

Camera film 24 exp.

Please contact us about the following items:

- Shredder for office use (small)
- Laminating machine
- Industrial tumble drier
- PowerPoint projector

ACKNOWLEDGEMENTS: Henk Blom of Zeplin Productions (092 667 1688) for our Website.

Wendy Wilkinson (046 648-3190) for typesetting and Salty Print (021 448-5620) for printing, our Newsletters and AGM Reports.

Please cut along the dotted line and forward completed Nomination Form to Ons Plek Projects by 15th October 2007



NOMINATIONS FOR THE ONS PLEK PROJECTS' BOARD

I, hereby propose

for the Board of Ons Plek Projects for the term of office.

Seconded by

I, hereby accept the above proposal.

Signed

Date