

2023

ANNUAL REPORT

on Board





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CHAIRMAN'S REPORT

As in previous years, we faced numerous obstacles throughout the year, but by the grace of God and the commitment and dedication of the Team (Management, staff, and Board of Directors), we were able to overcome these obstacles and improve our facilities, services, and financial results, resulting in a net profit for the year.

To attain this result, numerous strategic and other business-wide adjustments were required, including:

Marketing

Our marketing strategy has been revised to increase public awareness and preserve market competitiveness.

Employee Assistance and Substance abuse awareness

The increased number of businesses added to this program produced positive results and feedback for Elim Clinic.

Outpatient and After Care Program

Our outpatient and follow-up care program has been changed and extended to include virtual aftercare services with increased favourable impact.

Maintenance Schedule

The expenditure of maintenance on the buildings increased due to the repair of damp on building walls, roof leakage, and electrical installations to address all the noncompliance issues.

I would like to thank God, for guiding us throughout the past year, as well as the Management Team, Staff, and my fellow Directors for their dedication, support, and commitment in achieving the successful implementation of the changes while ensuring a positive financial outcome.

Nico Duvénage

Chairman



TREASURER'S REPORT

We live in a world of uncertainty and turmoil. In the aftermath of Covid the economies of most countries are still battling to achieve the same financial results attained previously. The war in Ukraine, although far from us, has a negative effect on the South African economy as well. Notwithstanding the above it is a pleasure to report that Elim Clinic's financial position has turned around.

The blessing of the Lord and the hard work and the dedication of the managing director and her staff certainly bore fruit. The Board members are grateful for your commitment. It certainly makes the task of the Board members much easier to fulfill their fiduciary duty. The professional recording and calculation of the financial statements of Elim Clinic is summarized by the following extract from the Audited Financial Statement for the year ending 31 March 2023: "If based on the work we have performed and we conclude that there is a material misstatement of information, we are required to report that fact. We have nothing to report in this regard."

Balance sheet

The total equities and liabilities increased by R1,883,496.

For some time, the Board was aware that the maintenance of the buildings needed serious attention. Unfortunately, the poor cash flow did not allow us to pay attention to the need. The roofs were leaking and an amount of R240,000 is noted as a provision to complete the waterproofing of the roofs. Elim Clinic has no less than 28 electrical distribution boards which do not comply with the standards set by the local authority. The amount of R357,800 is included in the figure for provisions to fix the shortcomings and to receive the Certificate of Compliance. The amount of R250,000 is included in the provisions to paint the ceilings and certain rooms. These amounts add up to R847,800 as stated on the balance sheet. The provision will be fully utilized by March 2024.

Income statement

Income

The income from patient fees increased by R4,157,380 in comparison with the income for the financial year ending March 2022. The improved bed occupancy played a role.

Expenditure

Employee costs increased by R1, 523, 042. As bed occupancy increased, more staff had to be employed and provision was made for salary increases as well. The catering expenses increased by R415,752, municipal expenses increased by R19,2467, and maintenance expenses increased by R1,204,911. This amount includes R847,800 reflected under accruals on the balance sheet as well as R379,049 for regular maintenance as well the second phase for waterproofing of R265,680.

Cash flow

The cash and cash equivalents increased to R2,462,174 in comparison with an amount of R578,866 in the previous financial year.



Final result

In the Treasurer's Report of 2022, it was predicted that Elim Clinic was making good progress towards achieving a surplus in the not-too-distant future. It is with a thankful heart that we can report a surplus of R434,658 in comparison with a loss of R86,076 the previous financial year.

Acknowledgment

A complete set of financial statements were prepared for the monthly Finance Committee meeting before presenting it to the Board for approval. I would like to thank Mrs. Govender for her meticulous attention to the accounting function. I want to express my appreciation to the members of the Finance Committee, especially Mrs. Le Roux and Mr. Barendze for your input during the meetings.

We do appreciate the opportunities to consult with Uys and Zaayman Auditors during the year and for the auditing of our financials at year-end.

We are looking forward to the challenges of the new financial year.

John Wilkinson

Treasurer



MANAGING DIRECTOR'S REPORT

“A business is like an airplane but boarding a plane is not as simple as it seems. It is a process that starts by wheeling a bag to the airport until the plane is eventually boarded”. (Forbes).

Elim Clinic is no different from any other airport. The transition from the platform of a Treatment Centre to a platform that belongs to and serves the community has been at the heart of the focus of Elim Clinic during the past year, a focus wherein service offerings are diversified within the scope of the core business of providing specialized interventions in the field of addiction.

The report will reflect on all services rendered during the past financial year:

Board of Directors

A Board on board.

The Board of Directors, through their selfless and dedicated services, have once again navigated the Managing Director, Management team, and staff around many obstacles and hazards by anticipating what lies ahead. At the core of the strategies was always the adherence to the principles of good governance.

The Board:

Chairperson	: Mr. N Duvenage
Deputy Chairperson	: Mr. S Mahalutshana
Treasurer	: Mr. J Wilkinson
Secretary	: Ms. G Kganyago
Members	: Mr. W Lamont
	: Mr. H Barendze
	: Mr. F Havinga

A total of seven (7) Board meetings and eight (8) Finance Committee meetings were attended over and above many informal discussions and calls.

The International Platform

Flying high

Ms. le Roux in her capacity as a board member of ISSUP South Africa attended the ISSUP International Conference in Abu Dhabi from 12 – 16 May 2022. The event showcased the latest learning from the fields of substance use prevention, treatment and recovery support and allowed the global workforce to meet, exchange thoughts, and network.



Extending wings

Elim Clinic established a partnership with the Lesotho Sunshine Centre, managed by Mr. Chaba Makuku. An official agreement was signed wherein Elim Clinic started a mentoring process to guide the setup of a new treatment center. The long-term goal is to establish a fully-fledged treatment center in Lesotho.

International Workshops

Addiction Practitioners Forum

Ms. van Niekerk presented on aftercare services at this forum whilst Ms. le Roux acted as moderator for some sessions.

International Training

Mr. Codi van der Merwe was accepted and trained as a trainer by the Colombo Plan Drug Advisory Program (DAP) as a qualified Peer Support Professional. He completed his practical work by training a group of facilitators from the “Get Informed” Youth Development Centre” in Tembisa on the peer support model.

National Partnerships

SANCA National

The affiliation to the South African Council on Alcoholism and Drug Dependence (SANCA) grants access to standardized programmes, national policies and procedures capacity building, funding opportunities medical aid tariff negotiations, and ongoing support through a network of specialists and other directors.

Medical aids

Elim Clinic has proven its credibility as a service provider of excellence and is proud to be a preferred service provider to most medical aids.

Other service providers

Partnering with other service providers contributed to the increased awareness of services rendered. Life Assist is a growing EAP service provider. Elim Clinic facilitated several Wellness days in partnership with them. Elim Clinic hosted the EAPA (Employee Assistance Professional Association) Gauteng chapter meeting which was attended by 30 senior members with the Clinical Manager, Ms. van Niekerk as the keynote speaker.

A growing demand was experienced to facilitate Corporate Wellness Days, dialogue forums, and presentations on Substance Abuse and related subjects such as Gender Based Violence, Mental Health, Men’s Health, Women’s Health, Gambling, Behaviour addiction, Technology addiction, Energy Drinks, and building Resilience. The above services were delivered on request to Government Departments, Municipalities, South African Police Services, Schools, Engineering companies, the Water & Electricity industry, the Motor industry, SAA, Sun International, EXXARO, Tharisa mine, Boipelo mining, Sibanye Stillwater, most of the platinum mines, North- West University, Bridgestone, PPLE, Glass industry, Value logistics, Anglo American, Sappi and others.



A Total of 81 outreach programmes were attended to

Employee assistance services (EAS) were delivered to companies to provide assessment and short-term interventions to address psycho-social challenges experienced by service users. The request for these services continues to increase.

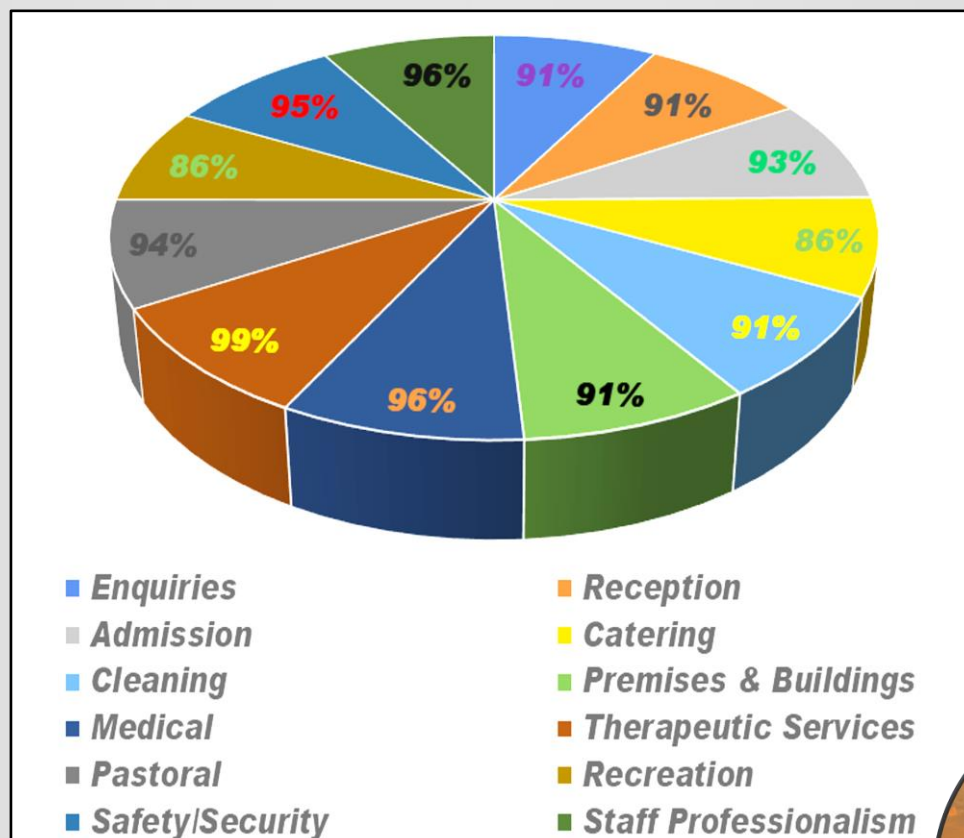
Private professionals and individuals remained loyal in referring people due to the immediate assistance with bookings, admission arrangements, and the quality intervention services delivered to service users. Partners in the health professional field such as Akeso, Impact and Medi Clinic, Inco Health, and Proactive health solutions validate the services of Elim Clinic and were called on as a referral source to assist with addiction-related matters. An application for accreditation of diversion services created an opportunity to invest in the lives of 9 young people from the Tembisa West Secondary School. It created a multi-dimensional learning opportunity and led to a referral for quality assurance, which set the foundation for working in collaboration with the Department of Social Development.

Domestic front

The Managing Director and Clinical Manager interacted with previous and new referral sources. These meetings aimed to solidify relationships and receive feedback from referral sources regarding challenges they might experience in service delivery. The feedback from these meetings confirmed a high level of satisfaction with the service delivery.

Treatment services.

Addiction begins in pain and ends in pain – words often used by the Clinical Manager. It is not always possible to imagine the heavy hearts and pain of service users. However, treatment can mark the transition from one stage of their lives to another. Service users' anonymous questionnaires indicate 92% average satisfaction with services received.



Anonymous questionnaires. Comments from service users

- ☐ **Staff professionalism** – *excellent, they treat every individual with respect. The treatment I received from Elim Clinic and the whole management was extremely amazing and I will be recommending other addicts.*
- ☐ **Therapist services** – *their excellency made me realize that I have a problem and it must be vocal and learn to communicate.*
- ☐ **Nursing services** – *excellent, they always have an ear to listen to.*
- ☐ **Safety and security** – *safety and security were also excellent.*
- ☐ **Pastoral services** – *she tried her level best to make me understand God and letting of anger, resentment, and hatred.*
- ☐ **Premises** – *very neat, and there is ample space for every individual.*
- ☐ **Admission** – *welcoming and makes feel at home.*
- ☐ **Reception** – *it's relaxing and comfortable.*
- ☐ **Enquiries before admission** – *my social worker enquired for me, and she gave me proper feedback about Elim Clinic.*

How was this achieved?

Treatment program and therapeutic interventions. Amendments were made continuously to the treatment program to increase the service users' learning through the implementation of experiential learning experiences to increase cognitive and emotional awareness. The experiential group experience promotes self-reflection and introspection and acts as a catalyst for behavioural and cognitive changes.

Addiction is a family disease. With the input of the therapists, progress was made with the increased involvement of families in the treatment process.

Pastoral services. The Pastoral Counselor is creative in the facilitation of diverse pastoral and spiritual needs of service users. She maintained good relations with Elim Clinic's network partners who assist with the pastoral groups and motivational talks.

Sobriety celebration. The first celebration since the Covid 19 pandemic took place on Sunday 14 August 2022 and will in future be scheduled quarterly. It creates an opportunity to reconnect with ex-students and celebrate life in recovery.



Aftercare attendance continued to grow in numbers. The aftercare venue was officially adopted by the aftercare group, painted, decorated, and launched with a braai. A statement of ownership!

Together we stand. Elim Clinic was awarded second place for the National kick your habit campaign that was judged on the video as well as the Social Media campaign.

Nursing services

Following the challenges of previous years, the nursing services are now managed with a full complement of staff after the appointment of additional nursing staff. Each shift now has a qualified registered nurse and enrolled nurse. To add value to the services an additional Care Worker was employed to assist with service users with special needs.

Outpatient services were brought on board

Outpatient pilot program. In March 2023 a SANCA National joint proposal for the funding of an outpatient program by AWARE.ORG was accepted in principle. Elim Clinic was required to pilot a program for 25 service users. The impact of the programme highlighted the need for continued outpatient services.

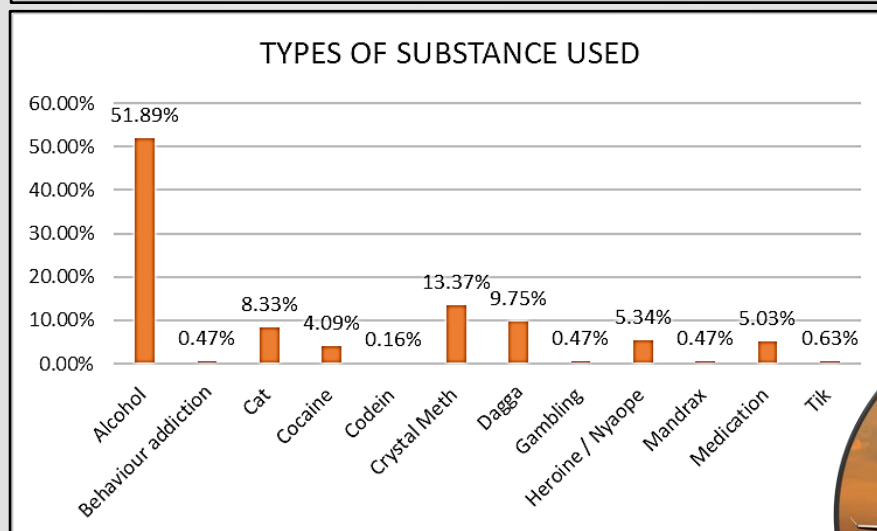
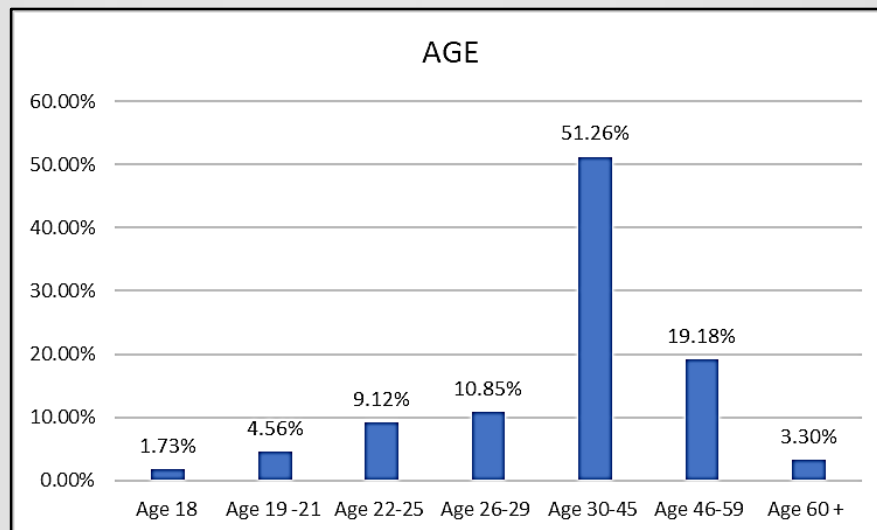
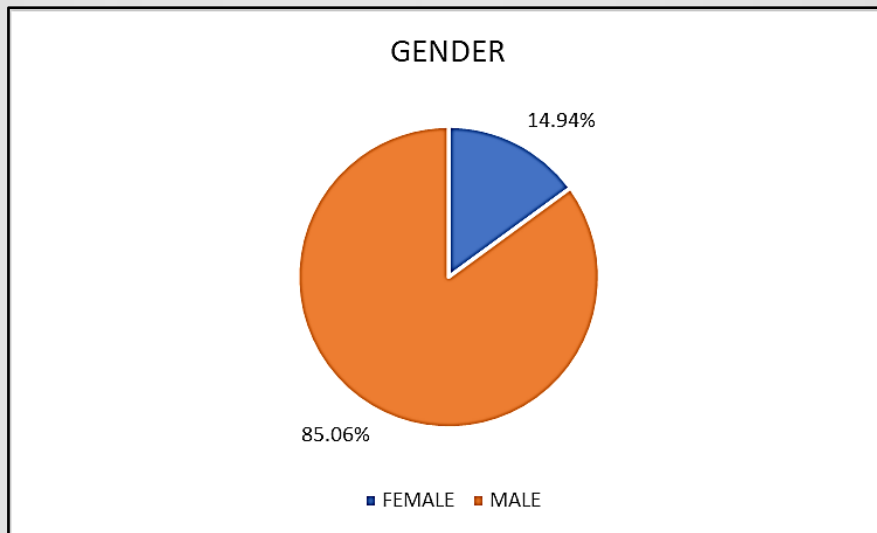
Training Services

The Clinical Manager presented training on Understanding Addiction. De-escalation of conflict training facilitated by Mr. F.H. Havinga, one of the board members, was offered to other practitioners. The purpose of the training was to equip participants with skills to manage conflict situations. The Clinical manager and the Peer Support Specialist facilitated training for SAA on Managing Substance Abuse in the workplace for managers.



SERVICE USERS TREATED

The total number treated = 636.



Patients who were treated continued to prefer alcohol (50%) followed by crystal meth. Dagga outperformed Crystal over the preceding reporting period. Three (3) service users were admitted for a gambling issue (not a frequent occurrence), which is relevant because Elim Clinic is a preferred service provider despite the low number of admissions.

70% of service users were between the ages of 30 – 59, who are regarded to be economically active members of the population. Economically active service users can have a significant impact on themselves, their workplaces, and society. This impact can be both direct and indirect, with negative consequences in various areas.

The service providers journeyed yet another year with Elim Clinic rendering quality services to staff and service users.

Well-balanced delicious meals were served to service users and staff by Fedics. A total number of 42 753 meals were provided.

Afriboom Cleaning Services made it possible to create a safe and clean environment that reflects a level of compassion and vigilance for the welfare of service users. This is as important as any other aspect of competent treatment.

As much as the internal environment is important so is the external. With the continued support of All Seasons Gardening Services, the gardens were kept in immaculate condition so that service users were able to enjoy the outdoor sporting events, early morning walks and jogs, and just enjoy the ambiance of beauty offered by nature.

The specialist services rendered by Forbtech moved Elim Clinic into the cloud when the server crashed. It can now be said with pride that Elim Clinic is at last part of the modern IT world.

Social Media was expertly managed by Yellow Lemon Designs. The message through all social media and marketing platforms that was sent into the world throughout the year was always that of professional services that are being rendered but also that treatment could be a pleasant experience.

The management team hosted a service providers' breakfast in March 2023 to thank and demonstrate sincere appreciation to the service providers for their contribution to Elim Clinic's operations and to strengthen positive, mutually beneficial business relationships.

Operations

Rigorous processes are in place to ensure that service users experience the best possible care and that the clinic functions as a well-oiled machine.

Human Resources

The human resources are not unlike the fuselage that holds a plane together The hard work,(calculated) risk-taking and determination was what ultimately determined the success of the past year. It is this very culture that contributes to the competitive edge.

The total staff complement is 37 and is made up of:



MANAGEMENT

- ☐ Managing Director
- ☐ Clinical Manager
- ☐ Nursing Services Manager
- ☐ Financial Manager
- ☐ Human Resource Manager

OTHER STAFF

- ☐ Social Workers, Social Auxiliary Worker, Pastoral Counselor, Registered Nurses, Enrolled Nurses, a Care Worker, a Peer Support Specialist, a Maintenance and gardening team, and Administrative support.

A total of 11 new staff members were employed.

Long services awards:

John Hlungwane and Joesph Matlou – 34 years

Susan van Niekerk – 24 Years

Natascha Gips – 17 years

Anne – Marie Rossouw – 10 years.

The addiction landscape and the ever-evolving technology require essential upskilling and re-skilling of staff to provide employees with the tools to adapt to new developments and provide a better quality of service. Staff receive in-service training almost daily. The training was offered on Verbal De-Escalation, workshops at the Addiction Practitioners forum, computer and soft skills training, drug screening tests, and the diversion program. The therapists were trained on Gambling Addiction by SARGF. Mr van der Merwe completed the Colombo Plan Drug Advisory Programme (DAP) and is now fully accredited as a peer support coach.

THE FUTURE

It is clear that the scourge of addiction within our community is increasing and that the future impact made by Elim Clinic as a professional treatment center will be defined by our proven ability to innovate and contribute to the solution of this daunting challenge by extending the reach of our services even further. The accomplishments of the past year and the work ahead depend on the support and contributions of our partners and dedicated staff. I am immensely grateful to those individuals and partners whose energy and support sustain us. Mr. Nico Duvenage expressed a dream in the 2018 annual report:

“Elim Clinic’s dream is to become the thought leader of professional interventions in substance use and behavior disorders”.

This dream has become a reality!

With all being said, it is with excitement that we embark on a new chapter in the life of Elim Clinic.

Louina le Roux
Managing Director



ACKNOWLEDGEMENTS

Our success would not have been possible without the dedication and hard work of our employees. Their unwavering commitment to excellence is the cornerstone of their achievements. On behalf of Elim Clinic, we would like to extend heartfelt gratitude for the commitment and dedication to the success of the organization to the following individuals and organizations:

- **The Board of Directors** for unwavering support and patience.
- **SANCA National** under the leadership of Rev J Smith and Ms. A Vermeulen for support, guidance and advice.
- **Loyal partners and referral sources** for their continued support.
- **Mr. Zaayman and his team** from Uys and Zaayman Auditors
- **Dr van Niekerk** our medical practitioner and his team
- **Legal advisors, and other professionals** who have provided us with valuable guidance and expertise throughout the year.
- **Fedics** for the catering.
- **Afriboom** for the cleaning services.
- **Forbtech** for IT and support services.
- **CMS** for security services.
- **Mr. P Minnaar and his team** from All Seasons Gardening.
- **Ms. N Minnaar** from Kaleidoscope for training and emotional support.
- **Lizelle Lemmer** for all creative efforts with social media and marketing.
- **The facilitator** of the AA and group sessions. Suben Naidoo.
- **East Rand Cleaners** for providing clean and crisp linen.
- **All the referral sources** that care enough to refer to Elim Clinic.
- **Mr. Kallie Schoeman** for unwavering support in the form of donations, motivational speaking, and fresh fruit.
- **Ms. Tracey L Lourenco** for always having a listening ear regarding service delivery
- **Democratic Alliance** for the donations of special toiletries for female service users and bales of toilet paper for the Clinic.
- **Afriforum** for the continuous support, and the donation of all the beautiful new blankets that keep the service users warm.
- Volunteer network of motivational speakers.
- **Every service user** trusted us with their recovery.



Cash donations that contribute to patient care from

- Air Products
- Bettercover
- Schoeman Boerdery
- Kallie Schoeman
- The Carl and Emily Fuchs Foundation
- Value Logistics
- Keybase Training Solutions – discounted rates on training
- Liquor Traders
- Transnet
- Metro Haul
- All other anonymous donors

Lastly, I want to express my personal appreciation to every one of you for your continued support and trust. We are excited about the future and look forward to achieving even greater success together.

As we move forward, let us continue to work together with dedication, passion, and a shared vision. Your commitment to our organization is truly inspiring, and I do not doubt that together, we will reach new heights of success. Thank you for being a part of this remarkable journey.

In the words of Jeff Bizo:

“In business what is dangerous is not to evolve”

God bless as we move into the future .





