



Scalabrini  
Centre of Cape Town

# WELFARE

IMPACT REPORT 2018

# WELFARE



The Welfare team offers assistance to any migrant and refugee in need, regardless of their documentation status. Through a process of consultation a team of two consultants can assist individuals to access basic services such as medical care, schooling, shelter, SASSA grants and assistance with advice/ application for voluntary repatriation.

Services include home visits to the homes of our most vulnerable clients. Any client who is disabled, old aged, chronically ill, blind, a single parent, and/or unemployed have full access to the Welfare Desk.

## OVERVIEW

The Welfare team increased their focus on outreach work such as home visits, client accompaniment to either the shelter, hospital or schools and the Department of Home Affairs. Additionally, aside from managing direct assistance through the support of rental contributions, educational needs, transport, health and baby necessities, Welfare conducts referrals to internal programs or external partner organisations (e.g. Trauma Centre, UCT Refugee Law Clinic, Cape Town Refugee Centre, Adonis Musati Project).

An important new partnership with the Salesian Institute responded to the identified need that men in particular require a more directed and holistic intervention. The Men's Group is an eight-week "Positive Parenting in South Africa" workshop; engaging men in understanding that transforming families and communities cannot be seen as solely a woman's issue. During the reporting period, 30 men participated in this workshop and a space was provided for them to form a network to continue support after the completion of the training.

Another successful intervention to assist female clients in obtaining financial sustainability resulted in 24 women participating in the AMKA Programme and receiving external skills training in housekeeping or food preparation. Of the 24 participants, 14 have found work.

## HIGHLIGHTS

>>> Welfare Desk identified that men that visit the desk are in particular need of a more focused and holistic intervention, mainly through workshops specifically aimed at male clients' needs. Welfare launched the Men's Group with an eight-week "Positive Parenting in South Africa" workshop; engaging men is imperative when transforming families and communities, as parenting should not be seen as solely a woman's issue. During the reporting period, 30 men participated in this workshop and a space was provided for them to form a network to continue support each other after the completion of the training.

>>> New partnership with the "The Rachel Swart Fund (RSF)" was formed whose main focus is on mobility aid for severely disabled clients. We identified clients who might benefit from the organisation as most welfare clients fall under this category.

>>> Indirect assistance through external referrals such as Voluntary Repatriation and South Africa Social Security Agency (SASSA) access and advice. Clients have benefited from the services offered by SASSA such as child support grant, disability grant, grant for older persons and care dependency grant. Through the collaboration with the International Organization for Migration (IOM), clients have been assisted with voluntary returns back to their home countries.

>>> Through the collaboration with Scalabrini Advocacy department, we have assisted clients with transportation to the Department of Home Affairs and offered language translation for the clients who could not speak or communicate in English. We have also accompanied clients to apply for SASSA grants and to shelters or schools.

## FUTURE PLANS

The Welfare Desk plans to expand the men's group into a developmental programme with the aim of ensuring that men have adequate financial resources. This initiative will touch on the Welfare Desk's main objective towards self-sufficiency.

## STATISTICS

**1277** NEW CLIENTS ASSISTED IN 2018  
**2 090** TOTAL CONSULTATIONS

### CLIENT ORIGINS



**DRC** 813 | 64%  
**Burundi** 170 | 13%  
**Zimbabwe** 114 | 9%  
**Rwanda** 49 | 4%  
**Somalia** 27 | 2%  
**S.Africa** 21 | 2%  
**Other** 83 | 6%

### DOCUMENTATION



**676** Asylum Seeker Permit **234** Refugee Status  
**85** ID's **132** Passport **150** Undocumented

### GENDER

**61%** FEMALE **39%** MALE

### CLIENT NEEDS

**178** Rental contributions **112** Education **202** Miscellaneous  
**60** Health **33** Baby necessities **64** English Bursary **96** Transport



# SUCCESS STORIES

## Pamela: Small steps to surviving in South Africa with the help of Welfare

We follow the story of Pamela, a nurse from the Democratic Republic of Congo (DRC), whose hardships in South Africa became more manageable through Scalabrini's Welfare Programme.

### **Life in the DRC**

Pamela, from DRC, is a trained nurse. Her family faced dangers in the DRC. As she explains, "To stay in the DRC is difficult because for us we can't survive there. I'm not talking about other people, I'm talking about for me and my husband. To go back is not easy with us."

### **Coming to South Africa**

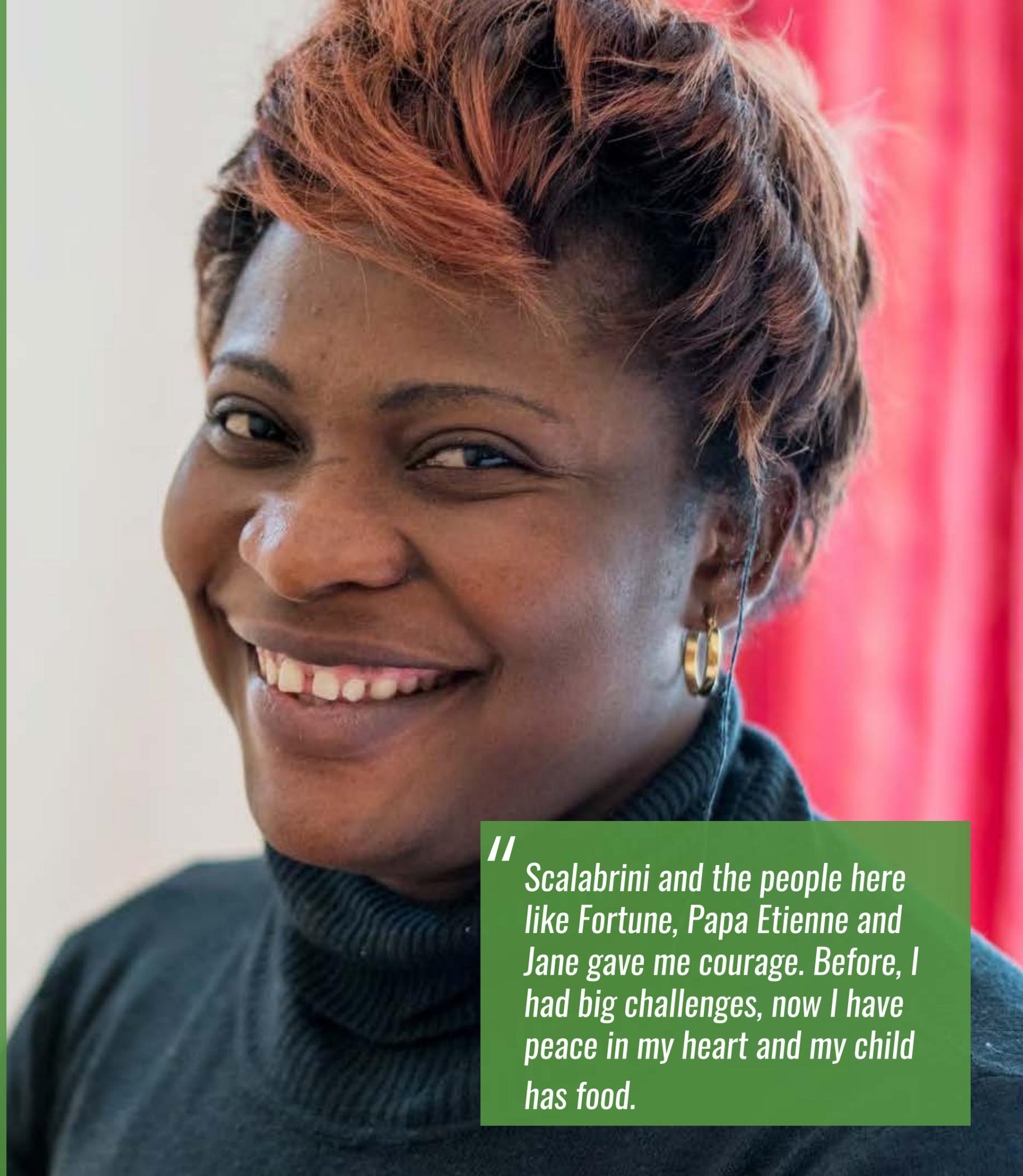
Pamela fled to South Africa with no English and no money. As South Africa's economy is larger than that of the DRC, Pamela expected that she would find a way to support herself. "My perception of South Africa was that if you go to a country, that has something, [you expect] that you too can have things." But even in South Africa, "We only have enough for food, paying rent, and we don't have much more than that."

### **Approaching Scalabrini**

Unemployed and desperate to support her two children, Pamela approached Scalabrini in 2015 for assistance. The first thing Pamela noticed at Scalabrini was "the way people communicated with me, asking me how I was and making me feel like I could put my faith here." Pamela was referred to English School, where she passed through four levels.

Following English School, Pamela was referred to Amka, a series of workshops and sessions in a collaboration between the Employment Access Programme and the Welfare Programme, designed to raise self-esteem and promote self-resilience amongst vulnerable refugee women. "They give people energy", explains Pamela. "They show you how to stand by yourself and how to have the courage to achieve your dreams." Following Amka, Pamela was supported through a six-week hospitality course, following which she started looking for a job with the assistance of the Employment Access Program. After a short-term job at a guesthouse in Brooklyn, Pamela heard of a position in the Scalabrini Guesthouse. Following interviews, Pamela got the job and has been working there ever since.

Steps to building a life in South Africa are slow and small, but Pamela takes it a day at a time. "Scalabrini and the people here like Fortune, Papa Etienne and Jane gave me courage. Before, I had big challenges, now I have peace in my heart and my child has food."



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The centre is registered with the South African Department of Social Development as a non-profit organisation (021-079 NPO), as a youth and child care centre (C6887) and as a Public Benefit Organisation with the South African Revenue Services (930012808) and governed by a Trust (IT2746/2006). Auditors: CAP Chartered Accountants.